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If you are registered with UNHCR and have a file number press 1. For new registrations press 2.

It is the refugee's responsibility to update UNHCR with one primary phone number which will be the main number that UNHCR will contact you on.

For protection services press 1, for general services press 2, to report an emergency, fraud case or misconduct of a UNHCR or staff of its partners press 3



Transfer to Agent

1 & 2

3



Transfer to Agent

Your file number is printed on the upper left corner of the certificate. Please enter the file number without characters

Check if file number I correct

Please enter the birth year of the principle applicant, composed of 4 digits

Check if year of birth is correct

Please enter the year of entry to Jordan for the Principle Applicant

Check if year of birth is correct

Check if address is Camp

Check Camp location

Kindly note that the file number you have entered is invalid. Please ensure that you have identified the correct file number and call us back

The year of birth you have entered is invalid. Please ensure that you have identified the correct year of birth and call us back

The year of entry you have entered is invalid. Please ensure that you have identified the correct year of entry and call us back



Transfer to Agent

For Protection services press 1, For Registration services press 2, For Community Based Protection press 3, For Field services press 4.

For Protection services press 1, For Registration services press 2, For Field or other services press 3

For protection services, please call 0791420242

For Registration services, please call 0798584478 OR 0798584541

For field and other services, please call 0791315006

Protection Menu

For Registration Services press 1, For Cash Assistance Services Press 2, For Health Services Press 3, For resettlement / RSD services press 4, to ask about other services press 5

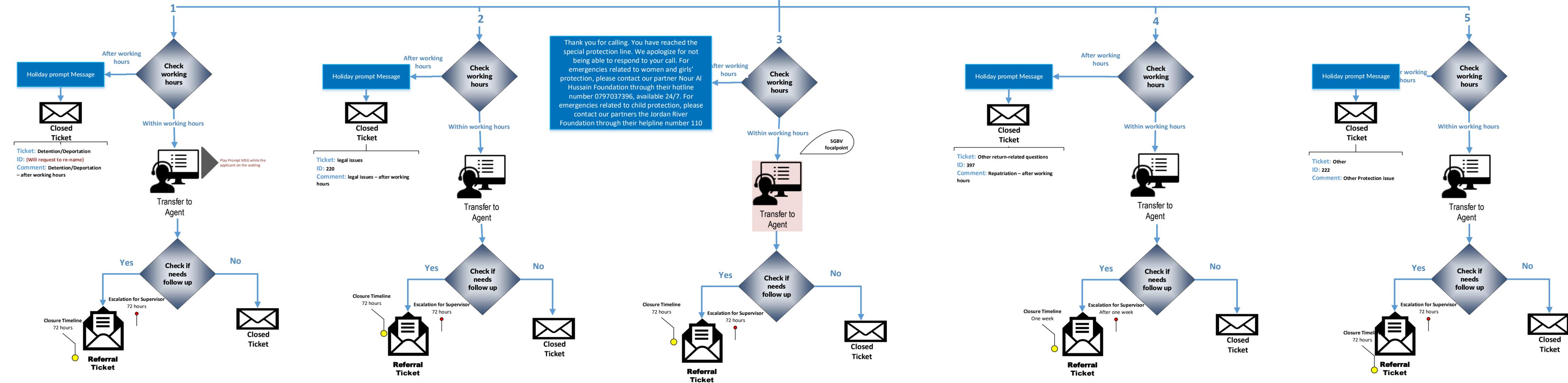
For protection services, please call 0797174852

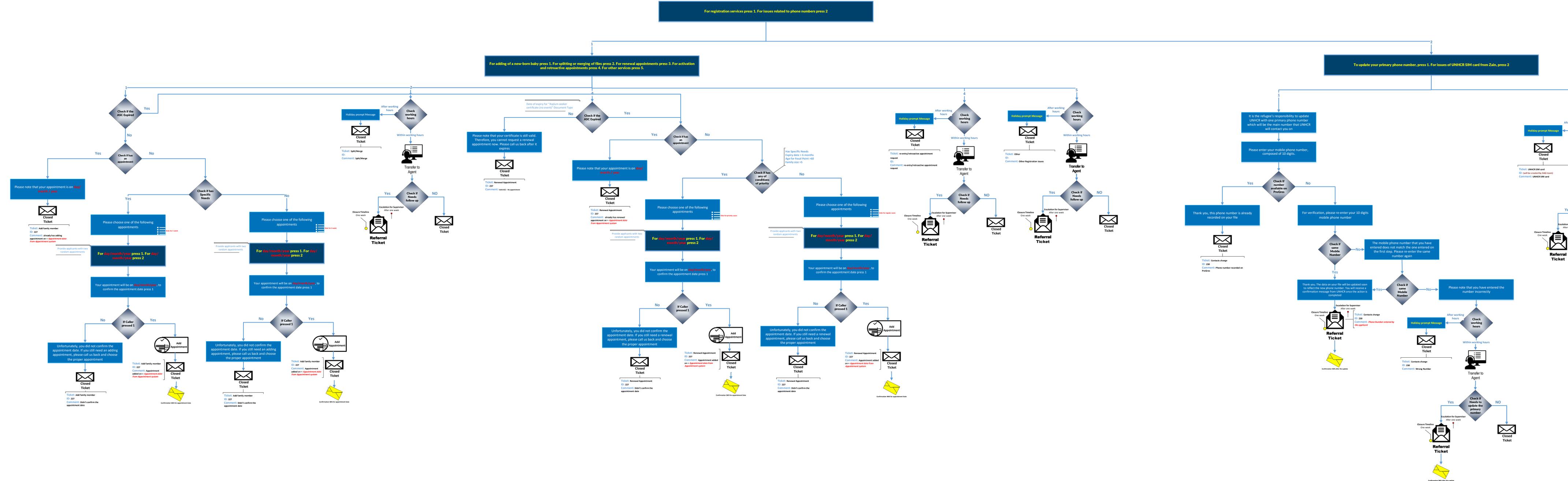
For community based protection services, please call 0790201285

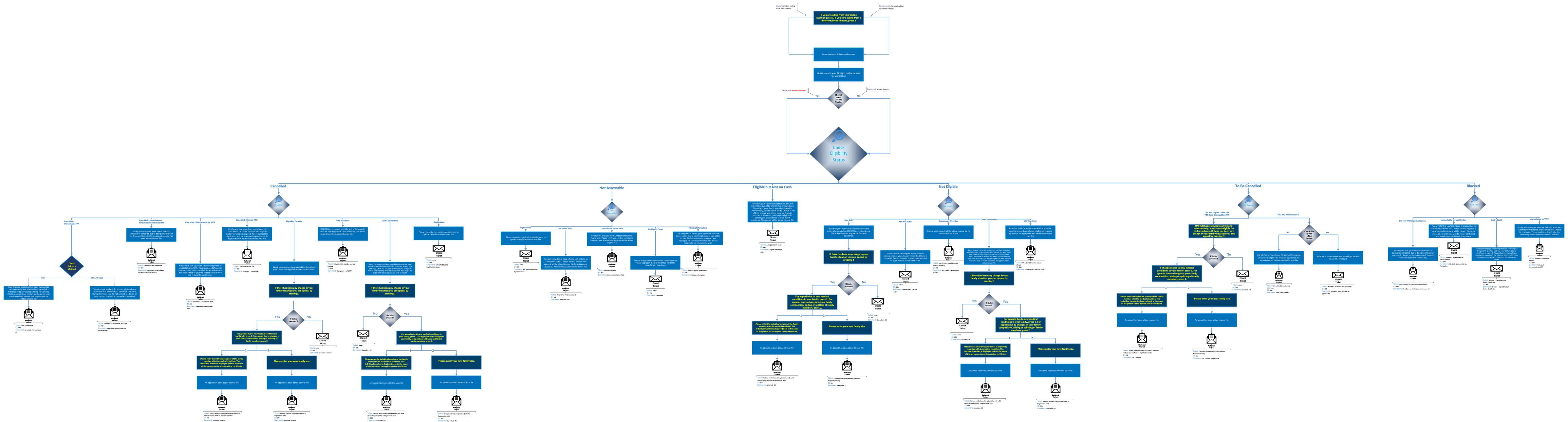
For Registration services, please call 0797174852

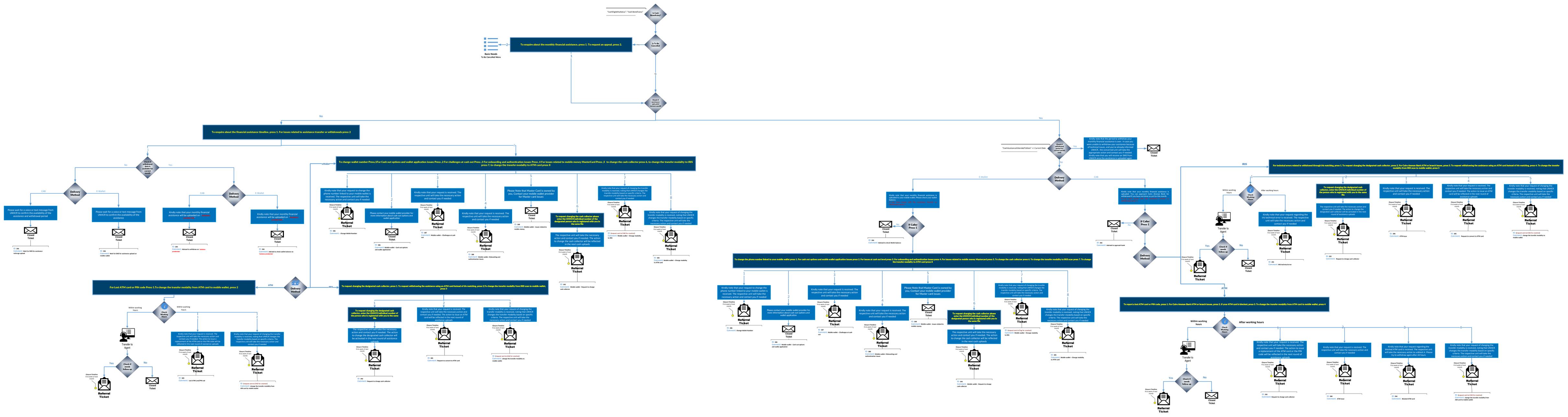
For Field services please call 0797159065

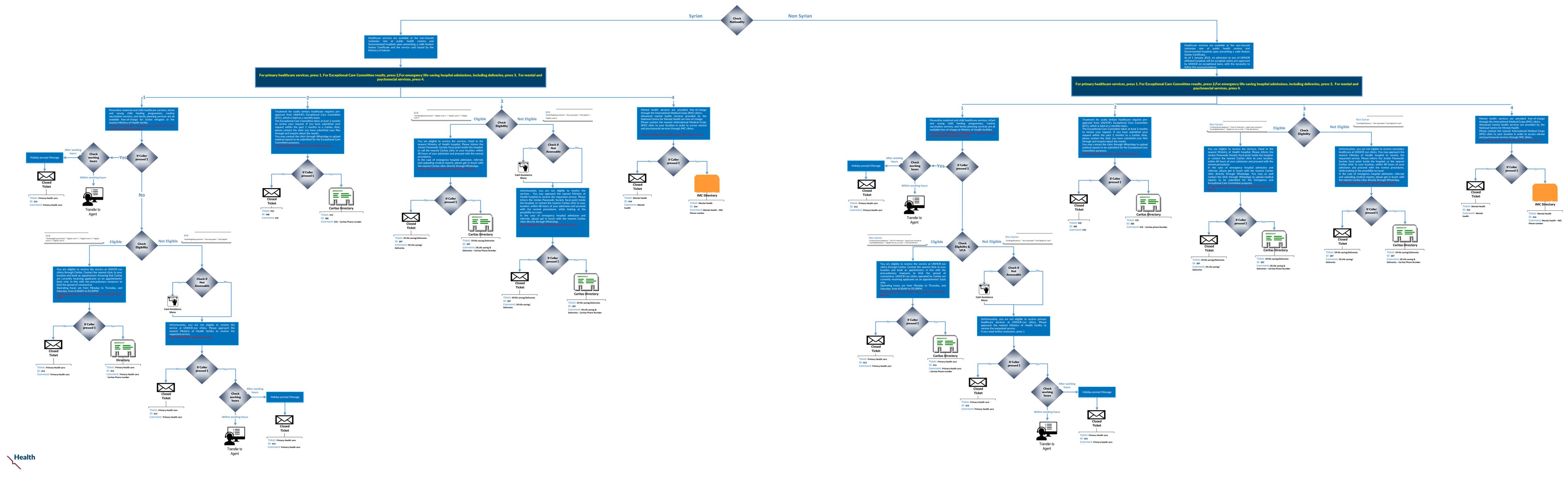
For detention or deportation matters press 1. If you or a family member are facing immediate eviction threats press 2. For special protection consideration press 3. For repatriation matters press 4. For threats of physical injury and harm or other protection related matter press 5.

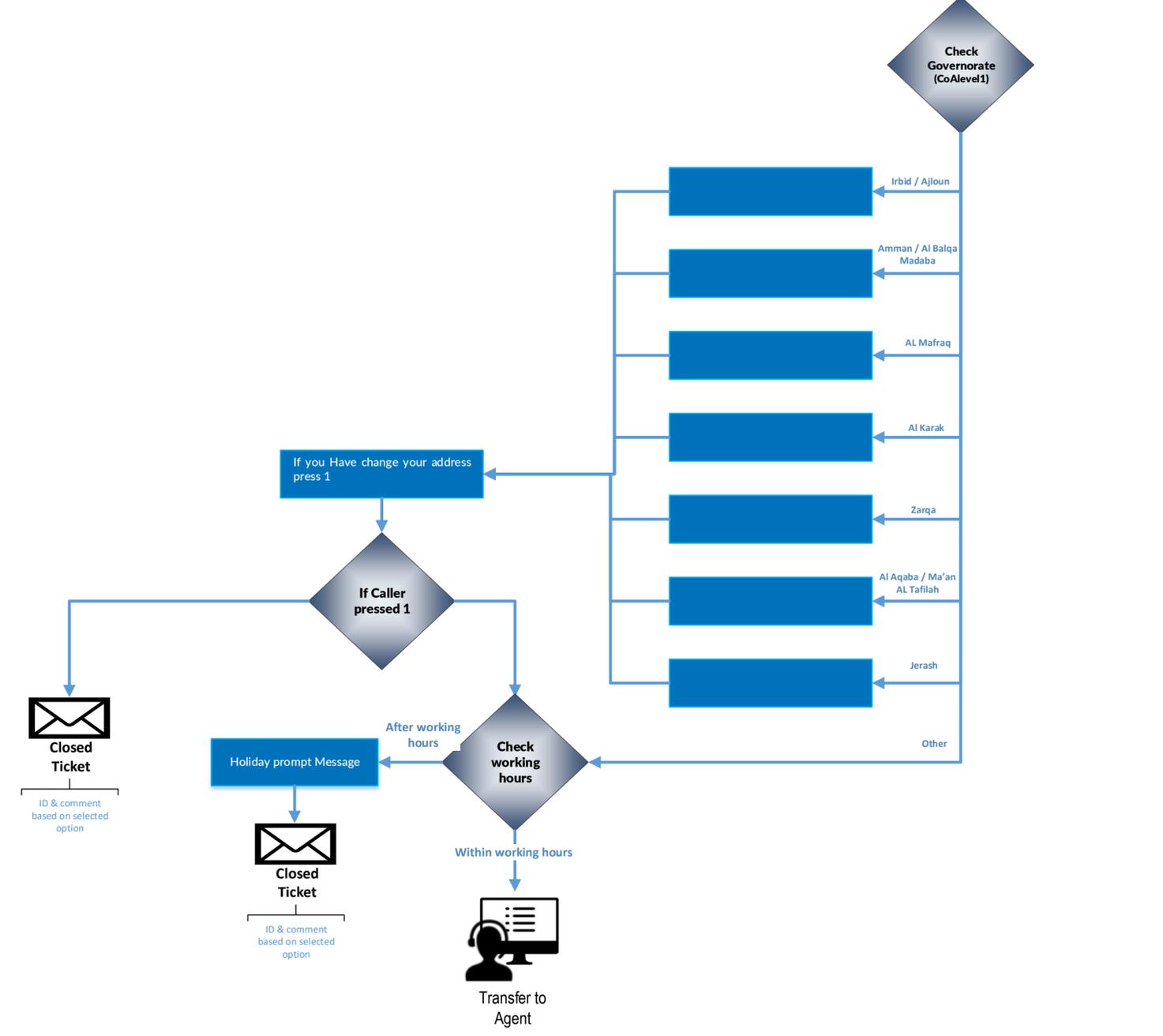
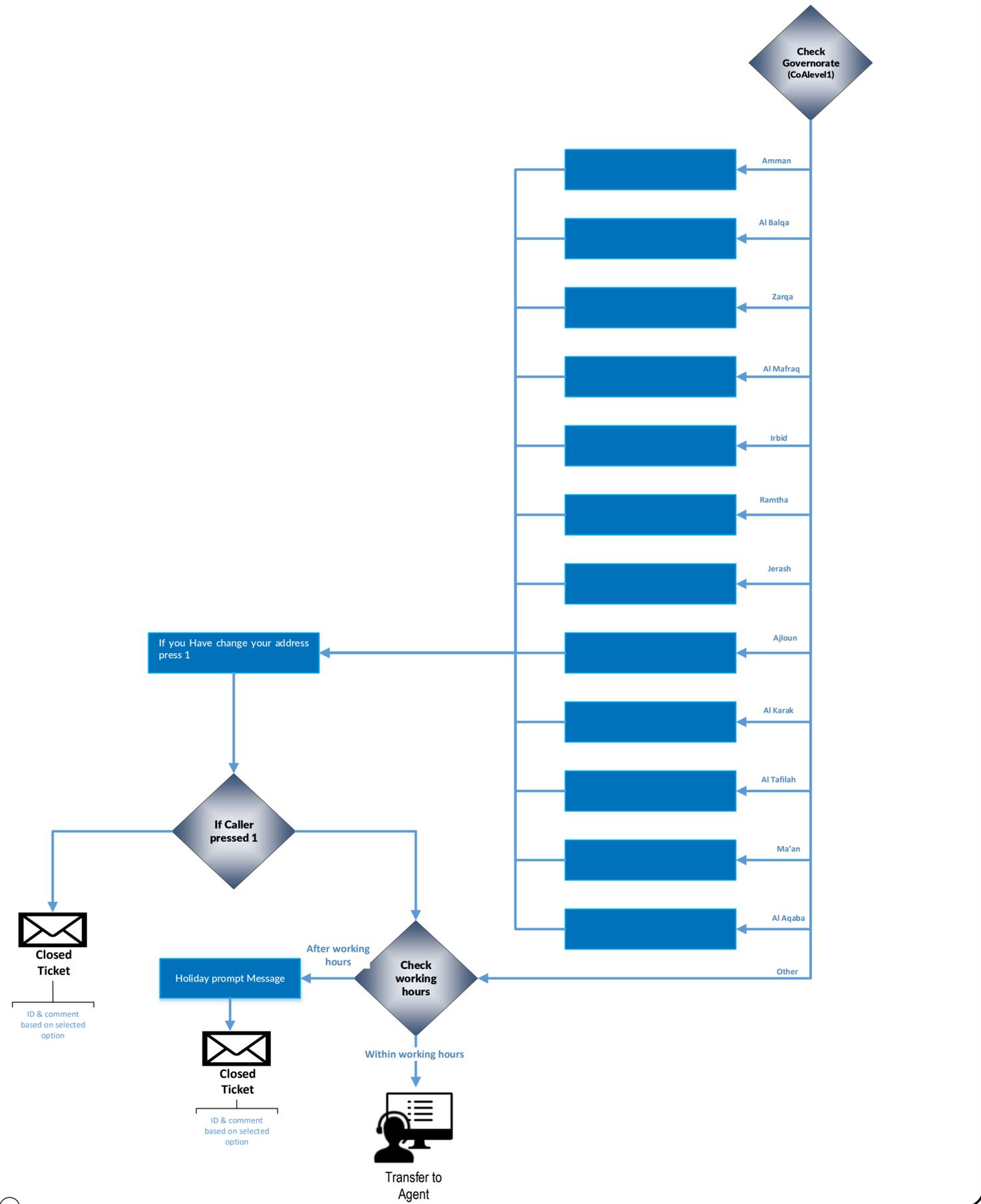




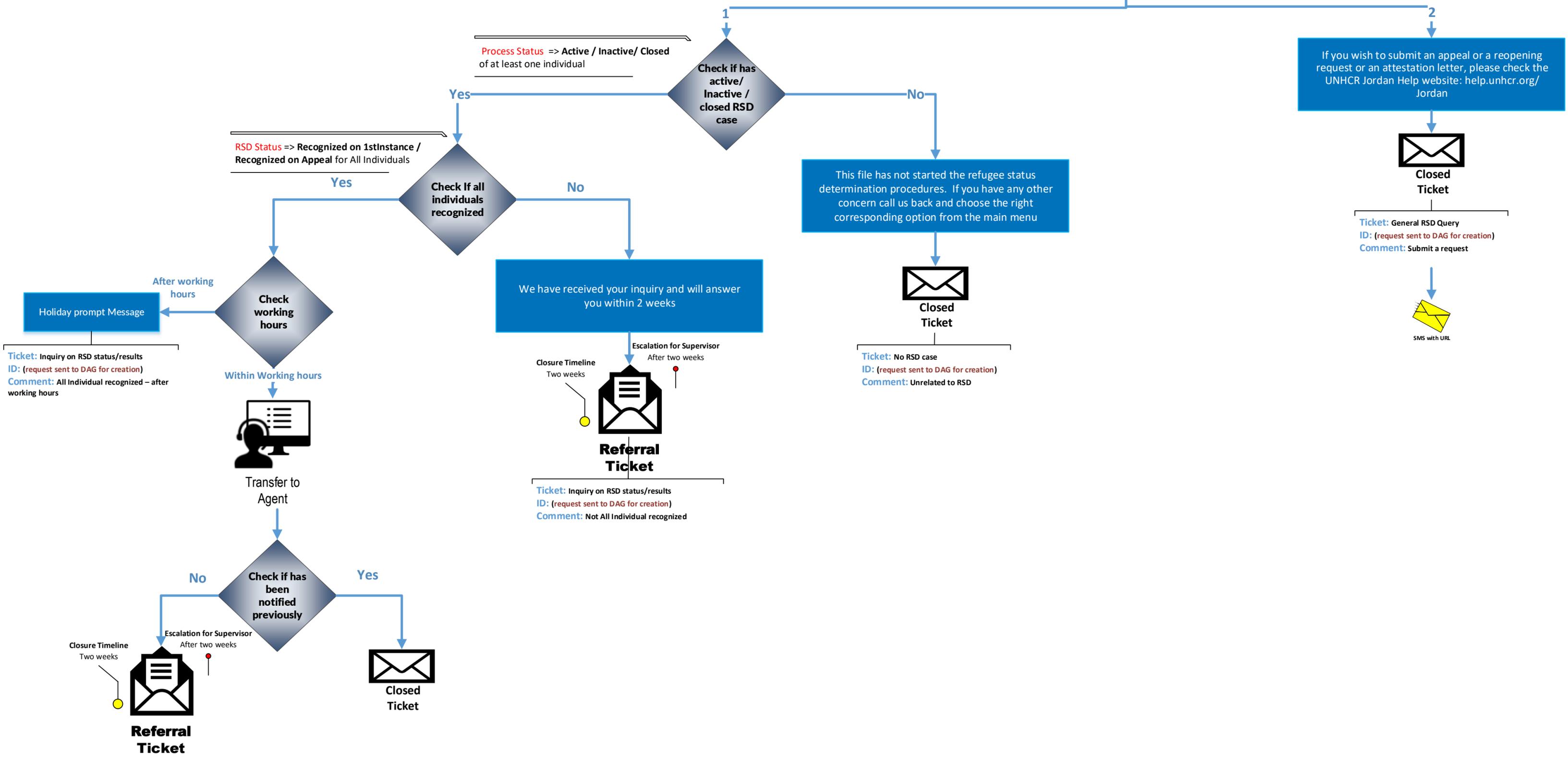








To enquire about the refugee status determination status of your file, press 1. To submit an appeal request or reopening or an attestation letter, press 2



For RST press 4

Check File status

Category 1

Check working hours

Within Working hours



Transfer to Agent

Escalation for Supervisor
If the caller contacted more than ten times a month



Closed Ticket

Pending Initial Review
Pending Interview Pending Recommendation for Submission
Pending Recommendation for Submission
Pending Submission Review
Pending Submission

Holiday prompt Message

Ticket: Identified and in Process
ID: (request sent to DAG for creation)
Comment: Identified and in Process – after working hours

Pending Country of Resettlement Decision

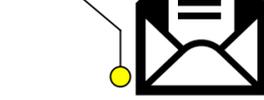
Category 2

Your case has been submitted to X country on X date for resettlement consideration. When a decision from the resettlement country is made on your case, you will be contacted by UNHCR

Check date of Submission

More than 6 months

Escalation for Supervisor
After two weeks



Referral Ticket

Ticket: Submitted Pending Decision
ID: (request sent to DAG for creation)
Comment: File status

6 months or less



Closed Ticket

Ticket: Submitted - Pending decision
ID: (request sent to DAG for creation)
Comment: File status

Pending Departure Arrangement/Pending Departure

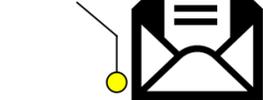
Category 3

Your case has been accepted by X country for resettlement purposes. You will be contacted regarding departure arrangements

Check date of acceptance

More than 6 months

Escalation for Supervisor
After two weeks



Referral Ticket

Ticket: Accepted - Pending departure
ID: (request sent to DAG for creation)
Comment: File status

6 months or less



Closed Ticket

Ticket: Accepted - Pending departure
ID: (request sent to DAG for creation)
Comment: File status

Active RST case at process step other than those in categories 1 and 2

Category 4

The UNHCR resettlement team has received your enquiry and will call you back to update you on the status of the case



Referral Ticket

Ticket: Active RST case at process
ID: (request sent to DAG for creation)
Comment: File status

Closure Timeline
Two weeks

Escalation for Supervisor
After two weeks

Not Recommended for consideration
Not Recommended for consideration
No RST case created

Category 5

You currently do not have an active resettlement case. Please contact UNHCR or its partners to report any concerns and questions related to healthcare, financial assistance, protection or other services



Closed Ticket

Ticket: No active RST cases
ID: (request sent to DAG for creation)
Comment: File status

For schooling issues, press 1. For Tertiary Education press 2. For Kolibri and Connected Learning Hubs, press 3. For special education, press 4

For school registration, press 1. For school fees, kits and transportation, press 2. For issues relating to the online education platform DARSAK, press 3. For issues of school bullying and violence, press 4. For other issues press 5

For DAFI scholarship Press 1, For Higher Education press 2

The Connected Learning Hubs are implemented through JOHUD six days a week, from 9AM to 5PM. For further support please call 0791024870. During the coronavirus pandemic, the project is implemented through virtual classes and video clips

Home-based early intervention service was resumed by the caregivers of the Jordanian Hashemite Fund (JOHUD) funded by the UNHCR for children with mild and moderate disabilities through in-person home visits for 2021, in addition to the Group counseling for parents of children with severe disabilities. For enquiries or registration, please call JOHUD's hotline number 0775681591 from Sunday to Thursday 9AM to 4PM

For Issues related to return to school Press 1. For Non-formal Education press 2. For Informal Education programmes and centres press 3. For Lack of school capacity press 4. For the distance to the schools press 5. For Evening shift schools press 6. For other issues press 7

The Ministry of Education has issued a guide on returning to school for the second semester 2020-2021. Parents will have the option to return their children to school or continue distance learning. Parents and students should visit their school website or contact the school principals. For further assistance, please contact UNICEF's hotline number 065509677 or the Ministry of Education lines 065680081 or 080022775

Registration in non-formal education programs continues throughout the year in centers that support the dropout program, while education continues in the catch-up education program for those who joined the program at the beginning of the school year, noting that it has not yet been approved to open these centers for formal education and coordination is underway with the Ministry. For more information, please contact UNICEF's hotline number 065509677 or the Ministry of Education lines 065680081 or 080022775

For more information, please contact UNICEF's hotline number 065509677

Please visit the nearest Education Directorate to receive full guidance.

Please visit the nearest Education Directorate to receive full guidance.

Please visit the nearest Education Directorate to receive full guidance.

For any other issue, please contact the Ministry of Education through their number 065680081 or the hotline 080022775

UNHCR will assess your file and include it in the list if enough funds were made available. Please call JOHUD's hotline number 0775681591 from Sunday to Thursday 9AM to 4PM

DARSAK platform is available free of charge for all students enrolled in public schools, from 6AM to 4PM

For Internet and devices issues, press 1. For issues accessing the platform, press 2. For technical problems on the platform, press 3

Registration for all courses for grades 1 to 12 takes place through DARSAK platform. You may also enquire about the student's number and receive technical support through the platform.

Registration for all courses for grades 1 to 12 takes place through DARSAK platform. You may also enquire about the student's number and receive technical support through the platform.

Registration for all courses for grades 1 to 12 takes place through DARSAK platform. You may also enquire about the student's number and receive technical support through the platform.

The Ministry of Education follows up on all complaints related to school violence. Please contact the Ministry of Education through their number 065680081

For other issues, please contact the Ministry of Education through their number 065680081 or the hotline number 080022775

Due to shortage of funds, the scholarship was offered to a limited number of students, and the selection of new students has been completed. To find out about scholarships currently available for refugees residing in Jordan, in addition to discounts offered by Jordanian universities, please constantly check the UNHCR Help site (help.unhcr.org/Jordan) and UNHCR Jordan's official Facebook page

To find out about scholarships currently available for refugees residing in Jordan, in addition to discounts offered by Jordanian universities, please constantly check the UNHCR Help site (help.unhcr.org/Jordan) and UNHCR Jordan's official Facebook page. For information on higher education programs available to refugees worldwide, please visit UNHCR's Opportunities platform: services.unhcr.org/opportunities

Ticket: School Registration ID: 406 Comment: Issues related to documentation

Ticket: School Registration ID: 406 Comment: Lack of school capacity

Ticket: School Registration ID: 406 Comment: Distance to the school

Ticket: School Registration ID: 406 Comment: Evening shift schools

Ticket: School Registration ID: 406 Comment: Other issues

Ticket: School Registration ID: 406 Comment: Other issues

Ticket: School Registration ID: 406 Comment: Other issues

Ticket: School Tuition fees, school kits & Transportation ID: 407 Comment: School Tuition fees, school kits & Transportation

Ticket: Online School Education (DARSAK) ID: 408 Comment: Internet and devices issues

Ticket: Online School Education (DARSAK) ID: 408 Comment: Access Problems

Ticket: Online School Education (DARSAK) ID: 408 Comment: Technical Problem

Ticket: School Violence ID: 409 Comment: School violence

Ticket: Schools(Other issues) ID: 410 Comment: Other issues

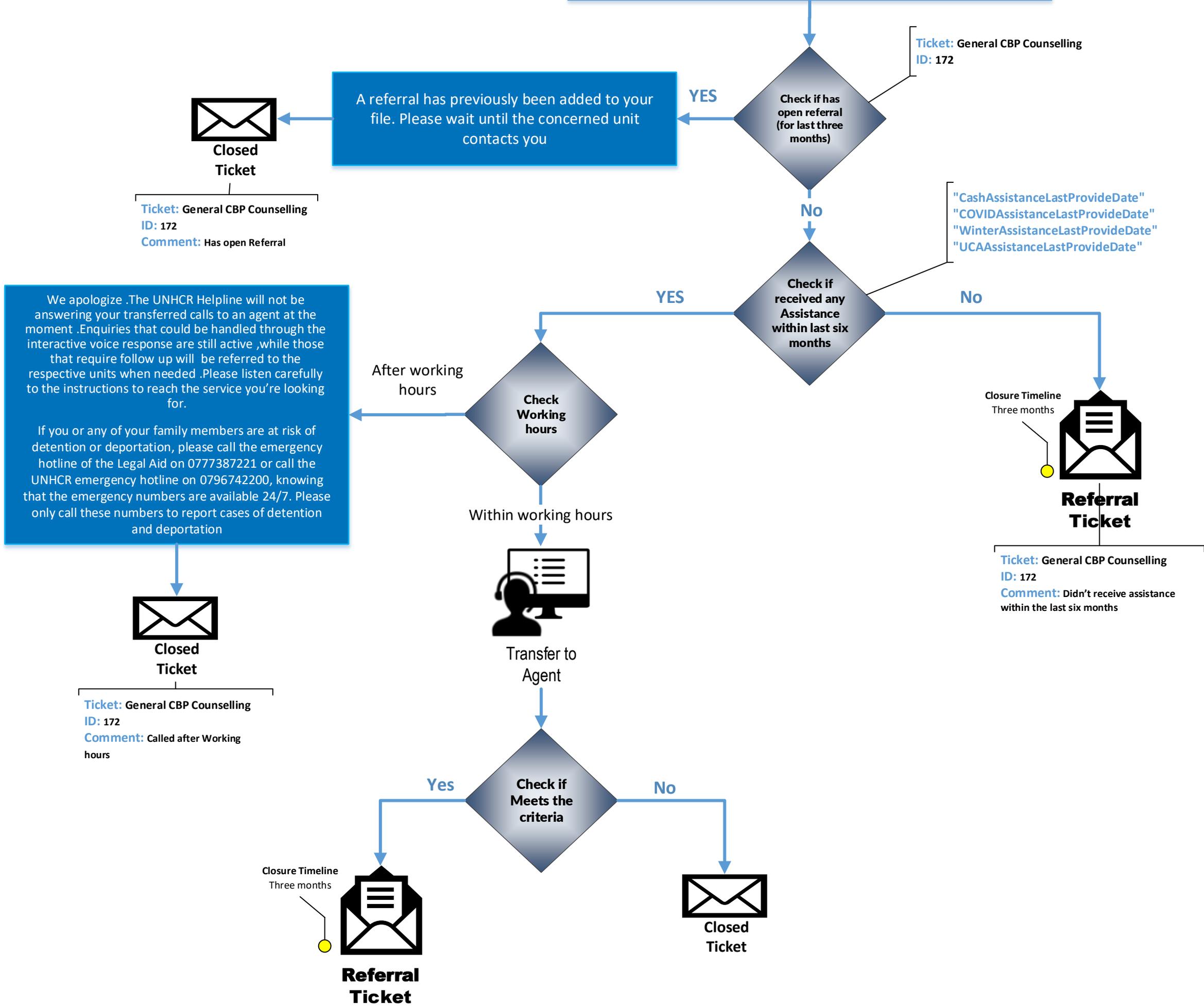
Ticket: DAFI ID: 411 Comment: DAFI Scholarship

Ticket: Higher Education including Connected Learning ID: 367 Comment: Higher Education

Ticket: Connected learning Hubs ID: 412 Comment: Connected learning Hubs

Ticket: Special Education including Connected Learning ID: 369 Comment: Special education

For General Based protection press 2



For Livelihoods press 3

Holiday prompt Message

Ticket: Job Matching and Placement
ID: 337
Comment: Livelihood – After working hours

After working hours

Check working hours

Within working hours



Transfer to Agent

Yes

Check if needs follow up

No

Closure Timeline
Three weeks

Escalation for Supervisor
After three weeks



Referral Ticket



Closed Ticket

For WFP press 4

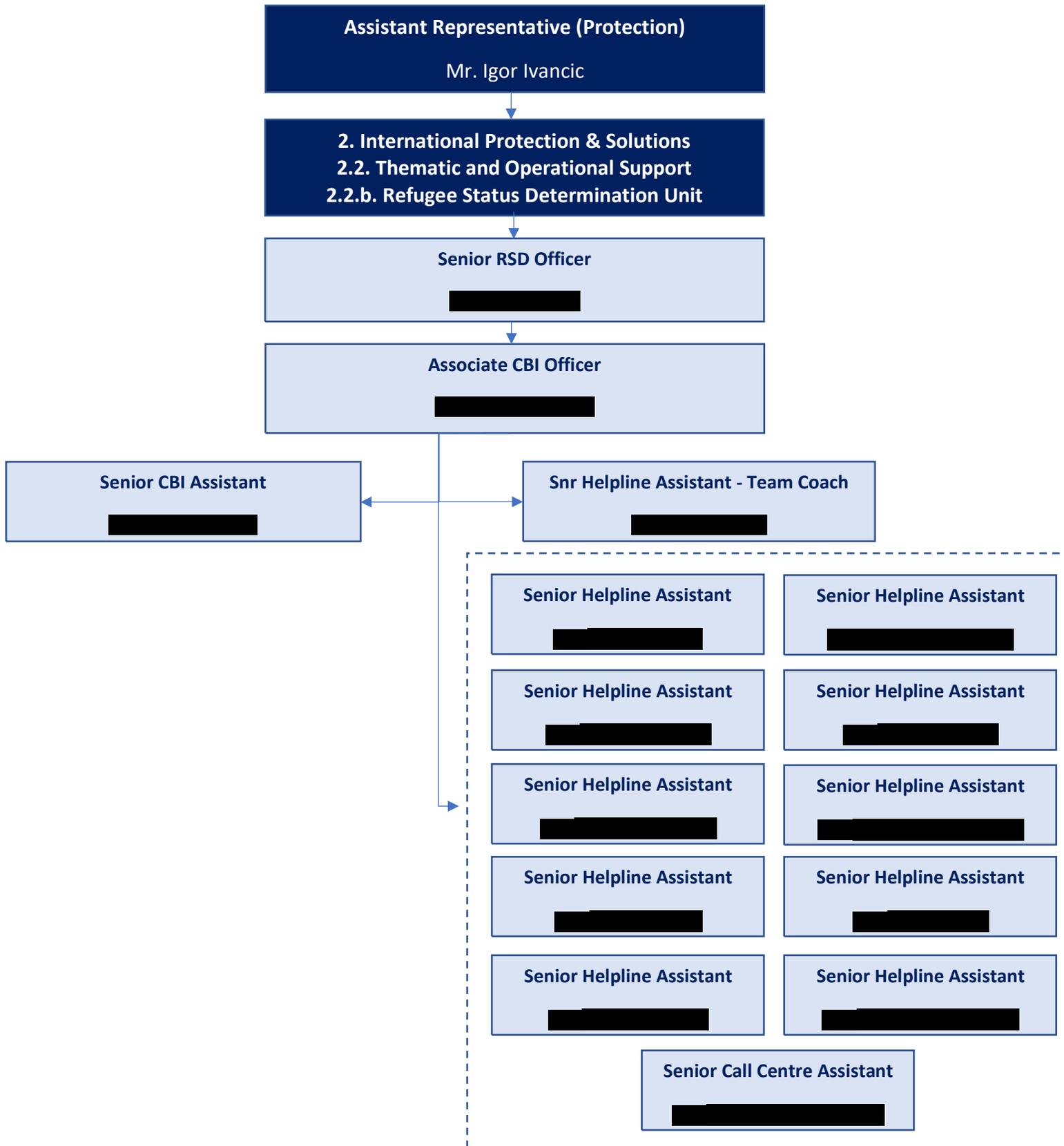


For any enquiries related to World Food Programme services, please call their hotlines on the following numbers: 0797778851 or 0797778841.

UNHCR encourages you to keep your Asylum Seeker Certificate valid and to contact its Helpline in case of any changes to your family composition in order to record updated information in your file

Annex 1 – Helpline Organigram

July 2021



Annex 3 - Helpline Team – Terms of Reference

July 2021

Associate CBI Officer

1. Strengthen the Communication with Communities - Manage UNHCR Jordan's Helpline

Description:

As of 2021, the Helpline will be reporting to the International Protection and Solutions Unit. A comprehensive Helpline/IVR rehaul will be implemented in 2021 to aim to further enhance its services in line with AAP framework, focusing on putting refugees at the center of their response in close coordination with all protection sections. I will be responsible to managing UNHCR's Jordan Helpline rehaul/redesign to become a protection counselling hub knowing that the Helpline is the operation's main communication tool with more than 300,000 calls being answered per month. Below is the detailed description for the objective:

- Close coordination with all functional units to define the response process flow by reviewing the trees and the way each unit is responding to refugees. Accordingly, establish the Interactive Voice Response (IVR) trees.
- Reinforce the counselling and empower the use of technology to improve the Helpline services.
- Ensure that refugees are involved at every stage of the Helpline redesign cycle in alignment with the Accountability to Affected Population (AAP) framework. This includes consultation sessions with refugees and community support committees prior to implementation of the updated IVR trees while ensuring providing feedback on regular basis.
- Empower PoCs to have access their information such as renewal appointments, eligibility and appeals to cash assistance, etc.
- Coordinate with Data Analysis Group (DAG), ICT and the technical partner (Data Consult) to implement the IVR redesign as well as any other technical requirements needed for the proper functioning of the Helpline (SIP Trunks, CISCO license, server capacity, etc.).
- Ensure setting up and implementation of a Communication with Communities (CwC) plan. This includes coordination with CBP and External Relations unit to conduct training sessions to refugees and community support committees as well as ensuring timely and accurate dissemination of information through the multiple channels (information material, social media platforms, etc.)
- Follow and monitor the closure of referrals created by the Helpline agents and report to the respective supervisor/head of unit as needed.
- Impact assessment and evaluation for the updated approach including a satisfaction survey through establishing an agreement with a vendor as long as other initiatives and activities to ensure that the Helpline is meeting the refugees' needs as a primary communication channel.

2. Ensure Responding to PoCs through the Helpline as a Key Communication and Protection Tool

Description:

- Ensure performance of Helpline infrastructure and staff through development and monitoring of KPIs.
- Ensure comprehensive monthly evaluation/coaching for the Helpline team.
- Ensure efficient information sharing with the Helpline team as well as required training to empower the team's counselling capacity.
- Provide quality control on ingoing & outgoing calls through key indicators.
- Ensure the monthly production of reports for M&E purposes, for partners and donors and in coordination with External Relations Unit as needed.
- Continue to identify and address possible advances and improvements to the system.
- Ensure proper documentation for all processes.
- Address staffing needs and staff capacity building. This includes staff welfare, mentoring and empowerment.

3. Manage UNHCR SIM Card Project

Description:

- Coordinate with ZAIN to ensure that the SIM card project is being followed up on as required. This includes, disconnecting closed files, accurate database, correct invoices, etc.
- Coordinate with DAG to ensure that the number is recorded on ProGres on regular basis.
- Establish distribution work plans when and as needed.
- Conduct campaigns/surveys to ensure that the project is meeting its purpose.
- Coordinate with telecommunication companies (Orange, ZAIN & Umniah) to explore appropriate solutions for refugees' reachability.

Senior CBI Assistant

4. Coordination of information and knowledge sharing

Description:

- Coordinate with UNHCR internal units and focal points for information updates. Communication with focal points on weekly basis to get updates and share with team as needed.
- Focal point for any update from units whenever needed while making sure that the information is documented and shared with the team.
- Responsible for coordination of IVR requirements with different units. This includes ensuring that all the inputs are provided to the technical focal point to ensure implementation as per the timeline.
- Ensure that all flowcharts/IVR trees are updated as needed and shared with relevant colleagues.
- Ensure that all prompt messages are updated and shared on monthly basis or in case of any change.
- Responsible for calls recording on IVR. This includes coordination with the studio and technical colleagues as needed.
- Coordinate with External relations Unit to work on the Helpsite to make it applicable for internal use. Additionally, ensure regular update of the information, test and collect feedback from Helpline team and improve the page as needed. Finally, expand to other frontline staff to ensure same counselling for all UNHCR staff.

5. Issuance of Helpline reports

Description:

- Generate monthly situation reports and dashboard for the unit.
- Generate agents' performance reports and dashboards.
- Provide feedback to management on performance based on weekly and monthly analyses
- In charge for real time monitoring tools/ live wallboard

6. Enhance helpline's accountability and feedback mechanisms

Description:

- Until full automation is in place, issuance of open referrals report on daily basis and share with supervisors for their action. The report should include the closed/open tickets for each unit along a summary table.
- Until full automation is in place, issuance of frequent callers' report on monthly basis.
- Update and monitor adherence to Helpline Standard Operating Procedures
- Generate Key Performance Indicators (KPIs) related to all information and knowledge activities, in addition to quarterly benchmarks review and adherence monitoring.

7. Coordination with ZAIN company

Description:

- Ensure having a clean and accurate list of SIM cards.
- Review ZAIN's database on monthly basis to ensure that it is up to date.
- Review invoices to ensure that it matches the database and share with supervisors for signature.
- Random check on ProGres to confirm that all ZAIN SIM card numbers are recorded.

8. Ensure Efficient Communication internally, with Communities and with Partners**Description:**

- Ensure that refugees are well informed about the IVR trees/ Helpline.
- Coordinate and conduct regular training to CSCs and info sessions with refugees
- Conduct training sessions to UNHCR and partners
- Lead the quarterly hotline taskforce quarterly meetings.
- Support in regular satisfaction surveys.
- Act as a backup in representing the Helpline operations to missions and delegations through presentations and orientations as needed.

Senior Helpline Assistant – Team Coach

1. Manage daily helpline team activities

Description:

- Monitor attendance of team (log in/log out, breaks, etc.)
- Ensure sharing information with team members in a clear and documented way.
- Provide needed reports to Helpline reporting focal point. This includes trends by the 2nd of each month in addition to the Adherence report by the 4th of each month.
- Provide inputs needed to Helpline information focal point on frequent callers on monthly basis.
- Follow up on any team related activities. This includes leaves' schedule with the team and HR< seating arrangement.

2. Responsible for evaluation and coaching for the helpline team

Description:

- Monthly evaluation & coaching for the Helpline team.
- Completion of last month's report by the end of the second week of each month.
- Provide report to supervisors while highlighting main challenges and initiatives for improvement.

3. Coordination with units for case management

Description:

- Communicate with relevant units for case management and escalate cases to focal points as needed.
- Handle calls related to SGBV/CP and refer to the unit as per the agreed SOPs and timelines.
- Streamline workflow among the Helpline team.

4. Manage outbound calls

Description:

- Manage outbound calls (coordination with units, SOPs, etc.)
- Manage recording and sending IVR's automated messages and prompts used within the IVR system.
- Get support from other team members/units as needed.

5. Support other Helpline activities

Description:

- Update and monitor adherence to Helpline Standard Operating Procedures
- Generate Key Performance Indicators (KPIs) related to all team activities, in addition to quarterly benchmarks review and adherence monitoring.
- Coordinate and conduct regular training to CSCs and info sessions with refugees
- Conduct training sessions to UNHCR and partners
- Support in regular satisfaction surveys.

Senior Helpline Assistant – Helpline Agent

1. Ensure meeting Performance Quality and productivity (80%)

Description:

- Answer incoming calls and provide response/information/feedback to queries based on standard replies and refugee database. The average handled calls per hour is 18-20 and the average time for handling each call is 2:00 – 2:20 minutes.
- Escalate calls to the Helpline team leader when needed.
- Log calls into Ticketing System database.
- Draft and type routine correspondence relating to individual cases when needed.
- Transfer open tickets/unresolved queries exported from database to concerned focal points at respective units within UNHCR.
- Update database and keep track of trends within the community and report to team leader.

2. Ensure following the agent efficiency and productivity KPIs

Description:

- Abide by the helpline working hours from 8:00- 4:00 pm Sunday- Thursday
- Take the break as per the set KPIs (45 minutes per day).
- Ensure not being late in the morning. The total number of minutes that is allowed is less than 20 minutes.
- Ensure not having missing hours (logging out of the system without a record). Total number of minutes should be <20 minutes.

3. Support other units

Description:

- Ensure full knowledge of UNHCR Jordan services to ensure capability of responding to the caller.
- Provide support services to other units when needed (Outbound calls, support in filtering, counselling, focus group discussions, etc.)
- Demonstrate an understanding to the confidentiality of issues treated.

Annex 4 – Reasons for Logout

July 2021

According to the Helpline SoPs, the team member is required to be in the “log in” status for eight hours a day. In certain instances, the team needs to be logging out for multiple reasons, these include support provided to other units, technical errors, Tai Chi sessions or others that led them to be away from their working stations. They should be in the “log-out” status through Finesse.

On monthly basis, the team coach generates the adherence report for each member, and that is considered one of the agent efficiency’s elements that the Helpline agent’s performance depends on. Therefore, it is the responsibility of each staff member to fill in the log-out sheet whenever there’s a justified reason to log out from the system. Based on that, the team coach will be able to generate the report with accurate logs.

From the technical aspect, the below standard procedures should apply:

Log-out reasons sheet:

- Each team member will have a separate sheet with his/her own name on the K-drive which will be protected with a password.
- The first working day of each month, sheets will be pulled out by the team coach, so team members will not be able to add/modify any inputs as it’s a daily sheet.
- Each member should fill up the time accurately, so after the team leader calculates the amounts, it will be verified through Cisco reports.
- Below are the only reasons that need to be filled by the staff:
 1. Individual meetings.
 2. Trainings.
 3. Tai Chi Sessions: Excel sheet will be filled by the focal point after each session.
 4. Unit Meetings: Unit meetings will be filled by the Team Coach. Interview – test.
 5. Support Other Units.
 6. Request from Team Coach: team member should fill the comment field with the required details/ clarifications.
 7. Technical error & PC Jam: team Coach should be aware of the technical error before doing any actions.

Annex A: Terms of Reference
For
MANAGED SERVICE CONTRACT
FOR CISCO IPT
in UNHCR Representation Office in Amman - Jordan

A INTRODUCTION

The office of the United Nations High Commissioner for Refugees Representation Office in Jordan is inviting Cisco Gold Partners in Jordan for the provision of Service Contract for its Cisco IP Telephony (Unified Communications Manager (UCM) and Contact Center Express (CCX)) in its office in Amman.

B BACKGROUND

B.1. UNHCR has globally adopted Cisco systems for its entire network and collaboration components. Currently, UNHCR Representation Office in Jordan (BO Amman) is managing the network infrastructure components in-house and through its ICT staff. However, for the Cisco collaboration part (Voice), a second level support is to be managed by a third-party (Cisco specialized Gold Partner company).

B.2. UNHCR BO Amman is currently running the following products for office communication and call center (Helpline) for communication with people of concern:

- Cisco Unified Communications Manager (CUCM)
- Cisco Contact Center Express (UCCX)
- Wallboard for UCCX
- Advanced Quality Management (AQM) including IVR
- Cisco Unity Connection (CUC) IM & Presence
- Expressway C, Expressway E,
- InformaCast

All the services are hosted on three different BE6000 servers except the Wallboard which is installed on a separate device.

B.3. The current version of CUCM is V.12.5 and UCCX is V11.6 Premium AQM and IVR.

(See attached Annex A1 for all hardware, software PAK numbers, licenses and servers registered under UNHCR BO Amman IPT, with validation date).

B.4. UNHCR office in Amman has four ISDN lines (PRI/E1) for voice gateways installed on Cisco 3945 gateway:

1. One PRI (30 channels | 1,000 DIDs) provided by Orange for the main office voice gateway through the CUCM.
2. Two PRI (60 channels) provided by Zain for the Call Center (Dedicated for inbound calls). UNHCR in process of installing SIP trunk 120 Channels.
3. One PRI (30 channels) provided by Zain for the Call Center (Dedicated for outbound calls). UNHCR in process of installing SIP trunk 120 Channels.

B.5. The Cisco Gold Partner “Contractor” is required to provide professional services through Cisco SmartNet for the IPT (Voice components). Back-to-back support contract with cisco should be SmartNet includes TAC, Faulty Hardware Replacement, and the right to upgrade IOS software.

C SCOPE OF WORK REQUIRED BY THE CISCO GOLD PARTNER

Whereas the Cisco Gold Partner, hereinafter referred to as the “Contractor”

1. The contractor to provide professional services through Cisco SmartNet that includes the Cisco software support service (SWSS).

Description of Services	Resolution time
Software upgrades and/or replacement of any faulty hardware components for IPT components as mentioned in Annex-B	24 hours
Support services to IP telephony (IPT) and PRI lines that include, but not limited to, tuning and/or configuration modifications or addition of new configuration related to hardware failure or software bugs	4 hours (including after working hours and weekends)
Major new configurations including, but not limited to, Major IVR call flow changes, adding or changing servers, UCCX integration with relevant Databases...etc.	8 business days for IVR scripts and 4 business days for other collaboration activities
Maintain/support helpline wallboard ensuring the platform is working as per UNHCR expectation during the contract period, and covers configurations/modifications for the platform, which includes but not limited to, matching any new/modifications to the IVR script.	8 business days

2. The contractor to diagnose and/or troubleshoot all problems on the Cisco IPT either remotely (via phone, e-mail, Remote Desktop Session, etc.) or onsite at the UNHCR premises in Khalda during and after working hours or on weekends in coordination with UNHCR.
3. Any new licenses, new software and/or new hardware components as requested by UNHCR are to be quoted separately and implemented by the contractor during the service contract duration whereas the UN-Cisco discount is to be considered.
4. For end of support devices, the contractor will be responsible to configure new devices and move all valid licenses to new servers ensuring smooth availability of service during the migration.

5. The contractor to guarantee that at least two fully trained Cisco engineers (CCIE – Collaboration and Security) with minimum of four years of professional experience in Cisco systems to be dedicated for UNHCR Cisco IPT and to be available at all times during the coverage period of the service contract to respond promptly to problems and failures.
6. The Contractor to guarantee that any required IVR implementation projects will be done and managed by the same contractor without including any third parties for scripting.
7. The contractor to assign single point of contact (email and telephone) for all service requests.
8. The contractor to provide inputs and information as requested by UNHCR to third-party operational consultants.
9. The contractor to provide capacity building training to UNHCR ICT and Helpline staff to perform in-house level one support which includes, but not limited to:
 - Record and upload prompts
 - Change the welcome message/scripts
 - Change working hours for holidays
 - Upload list of contacts for outbound campaign
 - Generate CUIIC reports
 - CUCM report extraction
 - Jabber Setup
 - Creating/ managing User Profiles, CMCs, End Users
 - Billing mechanism and file transfer
 - IPT device troubleshooting
10. The contractor to perform preventive maintenance for the entire UNHCR IPT system every three months (Quarterly).
11. The contractor to provide configurations tuning/minor modifications through the contract's time frame without limitation.
12. The contractor to provide Technology Workshop (At least once a year) to keep the UNHCR Helpline and ICT staff updated with technology trends.
13. The contractor once has hands-on on the UNHCR IPT system (Cisco Servers), to provide all technical documentation that includes all updated services, licenses and modules on the Cisco servers and administrator credentials for all Cisco Servers. If required, passwords will be changed following an agreement by both parties, UNHCR and Contractor).
14. All the work related to new/add/amend configuration and/or troubleshooting should be implemented in close coordination with the UNHCR Helpline and ICT unit.
15. The Contractor to guarantee that it has all the necessary expertise, qualified personnel, facilities, equipment and tools, insurance and other means to provide the above mentioned professional services while there is a need for a regular maintenance and on call maintenance for the Cisco IPT system in the UNHCR Premises.
16. The contractor to provide all related documents and certificates related to their partnership with Cisco and their cisco engineers.
17. The Contractor to provide, at its own expense, all personnel, tools, transportation and other facilities required for the performance and completion of the Services.
18. The Contractor to ensure that it shall perform the Services with the necessary care and diligence, and in accordance with the highest professional standards
19. The contractor to maintain all IPT systems in an operationally functioning status for the period of the service contract with the assumption that the systems are not intentionally or unintentionally vandalized or misused.

20. The Contractor to be responsible for obtaining, at its own cost, all licenses, permits and authorizations from governmental or other authorities necessary for the performance of the service contract (Including without limitation all entry/exit visas and work permits for its personnel and customs clearance for equipment and material provided by the Contractor). However, UNHCR shall cooperate with the Contractor as necessary and appropriate including where appropriate by liaising with relevant authorities.
21. The contractor to provide a Business Continuity & Disaster Recovery Plans that include but not limited to data backup/restore for the Cisco IPT systems and submit to UNHCR for validation and acceptance.
22. The contractor to provide quarterly reports on attended incidents, change requests and updates including information on response times, resolution time and description of the services covered

D RESPONSIBILITIES OF UNHCR

1. UNHCR will assign two focal persons for all service. All service requests will be sent by email to the contractor.
2. When required, UNHCR shall provide the Contractor's personnel the necessary security passes and access to areas necessary (i.e. Server's Room) for the performance of the Services.
3. If remote support is needed by the contractor, UNHCR shall provide access to its IPT network over remote access tools.
4. The Contractor to acknowledge that UNHCR shall have no obligation to provide any assistance to the Contractor in performing the Services.
5. UNHCR reserves the right to review all Services performed by the Contractor under the service contract, to the extent practicable, at all reasonable places and times during the term of the contract. UNHCR shall perform such review in a manner that will not unduly hinder the performance of the Services by the Contractor. The Contractor to cooperate with all such reviews by UNHCR, at no cost or expense to UNHCR.
6. UNHCR's sole obligation with respect to customs matters re items required for UNHCR shall be to provide the contractor with supporting letter indicating that the items will be for the sole use of UNHCR. If any further documentation is required by any authority, the Contractor shall advise UNHCR and UNHCR agrees to provide reasonable assistance to the Contractor in obtaining such documents.

Annex 7 - Helpline IVR System

Prompt Messages manual

July 2021

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1. Welcoming Message

أهلاً بك في خط المساعدة التابع للمفوضية السامية للأمم المتحدة لشؤون اللاجئين في الأردن. للغة الإنجليزية، اضغط الرقم 1. للغة الصومالية اضغط الرقم 2.

Welcome to the United Nations High Commissioner for Refugees Helpline in Jordan. For English, press 1 for Somali press 2

2. Registered/ unregistered Menu

إذا كنت مسجلاً لدى المفوضية ولديك رقم ملف، اضغط الرقم 1. لخدمات التسجيل لأول مرة، اضغط الرقم 2.

If you are registered with UNHCR and have a file number press 1. For new registrations press 2.

3. Advocacy Message

إن تحديث معلومات الاتصال هي مسؤولية اللاجئ، لذا يرجى اختيار وتحديث رقم هاتفك الرئيسي لتتمكن المفوضية من التواصل معك عند الحاجة.

It is the refugee's responsibility to update UNHCR with one primary phone number which will be the main number that UNHCR will contact you on.

4. Main menu

لخدمات الحماية اضغط الرقم 1، للخدمات الرئيسية اضغط الرقم 2، للإبلاغ عن أي حالة طوارئ أو حالات احتيال أو شكاوى تتعلق بسلوك موظفي المفوضية أو شركائها، اضغط الرقم 3.

For protection services press 1, for general services press 2, to report an emergency, fraud case or misconduct of a UNHCR or staff of its partners press 3 .

5. Entering File Number

- Enter File Number

رقم الملف مطبوع في الجزء الأيسر العلوي من وثيقة اللجوء. أدخل رقم الملف دون رموز أو أحرف.

Your file number is printed on the upper left corner of the certificate. Please enter the file number without characters.

- **Wrong entry for file number (First Attempt)**

تم إدخال رقم الملف بشكل غير صحيح. رقم الملف مطبوع في الجزء الأيسر العلوي من وثيقة اللجوء. أدخل رقم الملف دون رموز أو أحرف.

The file number you have entered is invalid. Your file number is printed on the upper left corner of the certificate. Please enter the file number without characters.

- **Wrong entry for file number (Second Attempt)**

يرجى العلم بأنه تم إدخال رقم الملف بشكل غير صحيح. يرجى التأكد من رقم الملف المدخل وإعادة الاتصال.

Kindly note that the file number you have entered is invalid. Please ensure that you have identified the correct file number and call us back.

6. Security Check

- **Enter DoB**

أدخل سنة ميلاد صاحب الملف والمكوّن من أربع أرقام.

Please enter the birth year of the principle applicant, composed of 4 digits.

- **Wrong entry for DoB (First Attempt)**

تم إدخال سنة الميلاد بشكل غير صحيح. أدخل سنة ميلاد صاحب الملف والمكوّن من أربع أرقام.

The year of birth you have entered is invalid. Please enter the birth year of the principle applicant, composed of four digits.

- **Wrong entry for DoB (Second Attempt)**

تم إدخال سنة الميلاد بشكل غير صحيح. يرجى التأكد من سنة ميلاد صاحب الملف وإعادة الاتصال.

The year of birth you have entered is invalid. Please ensure that you have identified the correct year of birth and call us back.

- **Enter year of entry to Jordan**

يرجى إدخال سنة الوصول إلى الأردن للشخص الرئيسي في الأسرة.

Please enter the year of entry to Jordan for the Principle Applicant.

- **Wrong entry for year of entry to Jordan (First Attempt)**

خطأ في إدخال سنة الوصول. يرجى إدخال سنة الوصول إلى الأردن للشخص الرئيسي في الأسرة والمكون من 4 خانات.

The year of entry you have entered is invalid. Please enter the year of entry to Jordan for the principle applicant, composed of four digits.

- **Wrong entry for year of entry to Jordan (Second Attempt)**

خطأ في إدخال سنة الوصول. يرجى التأكد من سنة الوصول وإعادة الاتصال.

The year of entry you have entered is invalid. Please ensure that you have identified the correct year of entry and call us back.

7. Camps

Za'atari Camp

- Menu

لخدمات الحماية اضغط الرقم 1، لخدمات التسجيل اضغط الرقم 2، للخدمات الميدانية والخدمات الأخرى اضغط الرقم 3.

for field or other services press 3. For protection services press 1, for registration services press 2,

- Registration

لخدمات التسجيل يرجى الاتصال على الرقم 0798584478 أو 0798584541.

For registration services, please call 0798584478 or 0798584541.

- Protection

لخدمات الحماية يرجى الاتصال على الرقم 0791420242

For protection services, please call 0791420242.

- Field & Other Services

للخدمات الميدانية والخدمات الأخرى يرجى الاتصال على الرقم 0791315006.

For field and other services, please call 0791315006.

Azraq Camp

- Menu

لخدمات الحماية اضغط الرقم 1، لخدمات التسجيل اضغط الرقم 2، لقسم خدمة الحماية المجتمعية اضغط الرقم 3، للخدمات الميدانية اضغط الرقم 4.

For protection services press 1, for registration services press 2, for Community Based Protection press 3, for field services press 4.

- Protection

لخدمات الحماية يرجى الاتصال على الرقم 0797174852.

For protection services, please call 0797174852.

- Registration

لخدمات التسجيل يرجى الاتصال على الرقم 0790349871 أو 0798391218.

For registration services please call 0790349871 or 0798391218.

- Community based protection

لخدمات قسم خدمة الحماية المجتمعية يرجى الاتصال على الرقم 0790201285.

For Community Based Protection services, please call 0790201285.

- Field

لخدمات القسم الميداني يرجى الاتصال على الرقم 0797159065.

For field services, please call 0797159065.

8. Protection

- Menu

للأمور المتعلقة بالإحتجاز و الابعاد إضغظ الرقم 1. إذا كنت أنت أو أحد أفراد الأسرة تواجهون تهديدات بالإخلاء الفوري إضغظ الرقم 2. لحالات الحماية الخاصة إضغظ الرقم 3. للعودة الطوعية إضغظ الرقم 4. للتهديدات بالإصابة والضرر الجسدي أو غيرها من المسائل المتعلقة بالحماية إضغظ الرقم 5.

For detention or deportation matters press 1. If you or a family member are facing immediate eviction threats press 2. For special protection consideration press 3. For repatriation matters press 4. For threats of physical injury and harm or other protection related matter press 5.

9. Registration

- Menu

لخدمات التسجيل الرئيسية إضغظ الرقم 1. للأمور المتعلقة برقم الهاتف إضغظ الرقم 2.

For registration services press 1. For issues related to phone numbers press 2.

- **Registration Services Menu**

لإضافة مولود جديد إضغط الرقم 1. لخدمة فصل أو دمج الملف إضغط الرقم 2. لمواعيد التجديد، إضغط الرقم 3. لإعادة تفعيل الملف والمواعيد بأثر رجعي إضغط الرقم 4. للخدمات الأخرى إضغط الرقم 5.

For adding of a new-born baby press 1. For splitting or merging of files press 2. For renewal appointments press 3. For activation and retroactive appointments press 4. For other services press 5.

- **Has appointment**

يرجى العلم بأن موعدك في تاريخ يوم شهر سنة (مثال: 30 كانون ثاني / يناير 2021).

Please note that your appointment is on day month year. (example: 30 January 2021).

- **Choose appointment**

يرجى الاختيار من ضمن إحدى المواعيد التالية.

Please choose one of the following appointments.

- **Appointments list**

لتاريخ يوم شهر سنة إضغط الرقم 1. لتاريخ يوم شهر سنة إضغط الرقم 2.

For **day month year** press 1. For **day month year** press 2.

- **Confirm appointment (adding)**

موعدك سيكون في تاريخ يوم شهر سنة. لتأكيد الموعد إضغط الرقم 1.

Your appointment will be on **day month year**, to confirm the appointment date press 1.

- **Fail confirming the appointment**

(إضافة مولود جديد) للأسف لم تقم بتأكيد تاريخ الموعد. إذا كنت لا تزال بحاجة لتحديد موعد إضافة مولود جديد، يرجى إعادة الاتصال بنا واختيار التاريخ المناسب.

(تجديد) للأسف لم تقم بتأكيد تاريخ الموعد. إذا كنت لا تزال بحاجة لتحديد موعد تجديد، يرجى إعادة الاتصال بنا واختيار التاريخ المناسب.

(Adding baby) -> Unfortunately, you did not confirm the appointment date. If you still need an adding appointment, please call us back and choose the proper appointment.

(Renewal) -> Unfortunately, you did not confirm the appointment date. If you still need a renewal appointment, please call us back and choose the proper appointment.

- **Valid ASC**

يرجى العلم بأن وثيقة اللجوء الخاصة بك لا تزال سارية المفعول ولذا، لا يمكنك طلب موعد تجديد حالياً. يرجى إعادة الاتصال بنا بعد انتهاء تاريخ صلاحية الوثيقة.

Please note that your certificate is still valid. Therefore, you cannot request a renewal appointment now. Please call us back after it expires.

- **Sub-Menu**

لتحديث رقم الهاتف الأساسي، اضغط الرقم 1. للأمور المتعلقة بخط المفوضية الصادر من شركة زين، اضغط الرقم 2.

To update your primary phone number, press 1. For issues of UNHCR SIM card from Zain, press 2.

- **Advocacy Message (Update Mobile Number)**

إن تحديث معلومات الاتصال هي مسؤولية اللاجئ، لذا يرجى اختيار وتحديث رقم هاتفك الرئيسي لتتمكن المفوضية من التواصل معك عند الحاجة.

It is the refugee's responsibility to update UNHCR with one primary phone number which will be the main number that UNHCR will contact you on.

- **Enter Mobile Number**

يرجى إدخال رقم الهاتف والمكوّن من 10 خانات.

Please enter your mobile phone number, composed of 10 digits.

- **Mobile Number Verification**

يرجى إدخال رقم الهاتف والمكوّن من 10 خانات مرة أخرى للتأكيد.

For verification, please re-enter your 10 digits mobile phone number.

- **Wrong entry for Mobile Number (First attempt)**

يرجى العلم بأنك قمت بإدخال الرقم بشكل غير صحيح.

Please note that you have entered the number incorrectly.

- **Wrong entry for Mobile Number (Second attempt)**

رقم الهاتف المُدخل لا يتطابق مع الرقم المدخل في الخطوة الأولى. يرجى إعادة إدخال نفس الرقم مرة أخرى.

The mobile phone number that you have entered does not match the one entered on the first step.

Please re-enter the same number again.

- **Number available on ProGres**

شكراً. هذا الرقم هو الموجود حالياً على الملف الخاص بك.

Thank you, this phone number is already recorded on your file.

- **Right Phone number**

شكراً. سيتم تحديث البيانات لإظهار رقمك الجديد على ملفك قريباً. سنتلقى رسالة من المفوضية تؤكد لك بأن العملية تمت بنجاح.

Thank you. The data on your file will be updated soon to reflect the new phone number. You will receive a confirmation message from UNHCR once the action is completed.

10. Cash Assistance

Cash Beneficiaries

- Menu

للاستفسار عن موعد تحميل المساعدة النقدية الشهرية اضغط الرقم 1. للإبلاغ عن أي مشاكل متعلقة بتحميل المساعدة النقدية أو السحب النقدي اضغط الرقم 2.

To enquire about the financial assistance timeline, press 1. For issues related to assistance transfer or withdrawals press 2.

- Timeline

- ❖ *Wait SMS for Assistance upload*

 E-Wallet

يرجى انتظار رسالة نصية أو صوتية من قبل المفوضية لتأكيد توفر المساعدة.

Please wait for a voice or text message from UNHCR to confirm the availability of the assistance.

 Bank

يرجى انتظار رسالة نصية أو صوتية من قبل المفوضية لتأكيد توفر المساعدة في بنك القاهرة عمان والفترة المخصصة للسحب.

Please wait for a voice or text message from UNHCR to confirm the availability of the assistance and withdrawal period.

- ❖ *Staggering lists*

 E-Wallet

يرجى العلم بأنه سيتم تحميل المساعدة النقدية الشهرية في تاريخ يوم شهر سنة.

Kindly note that your monthly financial assistance will be uploaded on **day month year**.

 Bank

يرجى العلم بأنه سيتم تحميل المساعدة النقدية الشهرية في تاريخ يوم شهر سنة.

Kindly note that your monthly financial assistance will be uploaded on **day month year**.

❖ Assistance is uploaded



يرجى العلم بأنه تم تحميل المساعدة النقدية الشهرية من خلال المحفظة الإلكترونية الخاصة بكم. يرجى التأكد من رصيد المحفظة.

إذا واجهتكم مشكلة متعلقة بتحميل المساعدة النقدية أو السحب النقدي، اضغط الرقم 1.

Kindly note that your monthly financial assistance is uploaded to your mobile wallet. Please check your wallet balance.

If you have issues with the assistance transfer or withdrawal, press 1.



يرجى العلم بأنه تم تحميل المساعدة النقدية الشهرية. يرجى التوجه إلى بنك القاهرة عمّان لسحب المساعدة إذا لم تقم بسحبها بعد خلال الشهر الحالي.

إذا واجهتكم مشكلة متعلقة بتحميل المساعدة النقدية أو السحب النقدي، اضغط الرقم 1.

Kindly note that your monthly financial assistance is uploaded. You can approach Cairo Amman Bank for withdrawal if you have not done so yet for this month.

If you have issues with the assistance transfer or withdrawal, press 1.

• Withdrawal Issues

❖ E-Wallet



للإبلاغ عن تغيير رقم الهاتف المرتبط بمحفظةك الإلكترونية، اضغط الرقم 1. للاستفسار عن خيارات السحب النقدي من خلال المحفظة الإلكترونية، أو لأي استفسارات تخص تطبيق المحفظة الإلكترونية، اضغط الرقم 2. إذا واجهتكم أي مشاكل خلال السحب النقدي من خلال المحفظة الإلكترونية الخاصة بكم، اضغط الرقم 3. إذا واجهتكم أي مشاكل خلال التسجيل للمحفظة الإلكترونية أو خلال عملية التحقق عن طريق بصمة العين، اضغط الرقم 4. إذا واجهتكم أي مشاكل متعلقة ببطاقة الصراف الآلي ماستر كارد الخاصة بالمحفظة الإلكترونية، اضغط الرقم 5. لطلب تغيير الشخص المخول باستلام المساعدة النقدية اضغط الرقم 6. لطلب تغيير طريقة استلام المساعدة النقدية من خلال المحفظة الإلكترونية إلى بصمة العين اضغط الرقم 7. لطلب تغيير طريقة استلام المساعدة النقدية من خلال المحفظة الإلكترونية إلى بطاقة صراف آلي اضغط الرقم 8.

To change the phone number linked to your mobile wallet press 1. For cash out options and mobile wallet application issues press 2. For issues at cash out level press 3. For onboarding and authentication issues press 4. For issues related to mobile money Mastercard press 5. To change the cash collector press 6. To change the transfer modality to IRIS scan press 7. To change the transfer modality to ATM card press 8.

Change Wallet number

تم تسجيل طلبك للإبلاغ عن تغيير رقم الهاتف المرتبط بمحفطتك الإلكترونية. سيقوم القسم المعني باتخاذ الاجراء المناسب والتواصل معك إن لزم الأمر.

Kindly note that your request to change the phone number linked to your mobile wallet is received. The respective unit will take the necessary action and contact you if needed.

Cash out and wallet application issues

يرجى التواصل مباشرة مع مزود الخدمة الخاص بمحفطتك الإلكترونية للاستفسار عن أي خيارات للسحب النقدي من خلال المحفظة الإلكترونية، أو لأي استفسارات تخص تطبيق المحفظة الإلكترونية.

Please contact your mobile wallet provider for more information about cash out options and wallet application.

Challenges at cash out

تم تسجيل طلبك. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Kindly note that your request is received. The respective unit will take the necessary action and contact you if needed.

Onboarding and authentication issues

تم تسجيل طلبك. سيقوم القسم المعني باتخاذ الإجراء المناسب و التواصل معك إذا لزم الأمر.

Kindly note that your request is received. The respective unit will take the necessary action and contact you if needed.

Mobile Money Master card

يرجى التواصل مباشرة مع مزود الخدمة الخاص بمحفطتك الإلكترونية لأي مشاكل متعلقة ببطاقة الصراف الآلي، علماً بأن ملكية هذه البطاقة تعود لك.

Please note that Mastercard is owned by you. Contact your mobile wallet provider for any Mastercard issues.

Change the cash collector

لطلب تغيير الشخص المخول باستلام المساعدة النقدية يرجى إدخال الرقم الفردي الظاهر على وثيقة اللجوء للشخص المحدد والمسجل معك في نفس الملف.

تم تسجيل طلبك بخصوص تغيير الشخص المخول باستلام المساعدة النقدية. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

To request changing the cash collector please enter the UNHCR individual number of the designated person who is registered with you in the same file.

The respective unit will take the necessary action and contact you if needed. The action to change the cash collector will be reflected in the next cash uploads.

Change the transfer modality to IRIS

تم تسجيل طلبك بخصوص طريقة استلام المساعدة علماً بأن المفوضية تحدد طريقة استلام المساعدة النقدية وفقاً لمعايير معينة. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Kindly note that your request of changing the transfer modality is received, noting that UNHCR changes the transfer modality based on specific criteria. The respective unit will take the necessary action and contact you if needed.

 Change the transfer modality to ATM card

تم تسجيل طلبك بخصوص طريقة استلام المساعدة علماً بأن المفوضية تحدد طريقة استلام المساعدة النقدية وفقاً لمعايير معينة. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Kindly note that your request of changing the transfer modality is received, noting that UNHCR changes the transfer modality based on specific criteria. The respective unit will take the necessary action and contact you if needed.

❖ IRIS

 Menu 1

إذا واجهت أي مشكلة تقنية خلال عملية سحب المساعدة النقدية عن طريق بصمة العين، اضغط الرقم 1. لتقديم طلب تغيير الشخص المخول باستلام المساعدة النقدية، اضغط الرقم 2. للإبلاغ عن أي مشاكل متعلقة بأجهزة الصراف الآلي أو بأحد فروع بنك القاهرة عمان، اضغط الرقم 3. لتقديم طلب سحب المساعدة النقدية من خلال بطاقة الصراف الآلي بدلاً من بصمة العين، اضغط الرقم 4. لطلب تغيير طريقة استلام المساعدة النقدية من خلال بصمة العين إلى محفظة إلكترونية اضغط الرقم 5.

For technical errors related to withdrawal through iris matching, press 1. To request changing the designated cash collector, press 2. For Cairo Amman Bank ATM or branch issues, press 3. To request withdrawing the assistance using an ATM card instead of iris matching, press 4. To change the transfer modality from IRIS scan to mobile wallet, press 5.

 Menu 2

لتقديم طلب تغيير الشخص المخول باستلام المساعدة النقدية، اضغط على الرقم 1. لتقديم طلب سحب المساعدة النقدية من خلال بطاقة الصراف الآلي بدلاً من بصمة العين، اضغط على الرقم 2

To request changing the designated cash collector, press 1. To request withdrawing the assistance using an ATM card instead of iris matching, press 2.

 IRIS Technical issue

تم تسجيل طلبك فيما يخص المشكلة التقنية المتعلقة ببصمة العين. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Kindly note that your request regarding the iris technical error is received. The respective unit will take the necessary action and contact you if needed.

Change Cash collector

لطلب تغيير الشخص المخول باستلام المساعدة النقدية، أدخل الرقم الفردي في المفوضية للشخص المحدد والمسجل معك في نفس الملف.

To request changing the designated cash collector, enter the UNHCR individual number of the person who is registered with you in the same file.

سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر. سيتم اتخاذ الإجراء بتغيير الشخص المخول لاستلام المساعدة النقدية عند تحميل المساعدة القادمة.

The respective unit will take the necessary action and contact you if needed. The action to change the designated cash collector will be activated in the next round of assistance uploads.

ATM issues

تم تسجيل طلبك. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Kindly note that your request is received. The respective unit will take the necessary action and contact you if needed.

Convert to ATM card

تم تسجيل طلبك بخصوص سحب المساعدة النقدية من خلال بطاقة الصراف الآلي بدلاً من بصمة العين. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر. سيتم اتخاذ الإجراء بإصدار بطاقة صراف آلي عند تحميل المساعدة القادمة.

Kindly note that your request is received. The respective unit will take the necessary action and contact you if needed. The action to issue an ATM card will be reflected in the next round of assistance uploads.

change the transfer modality from iris to mobile wallet

تم تسجيل طلبك بخصوص طريقة استلام المساعدة علماً بأن المفوضية تحدد طريقة استلام المساعدة النقدية وفقاً لمعايير معينة. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Kindly note that your request of changing the transfer modality is received, noting that UNHCR changes the transfer modality based on specific criteria. The respective unit will take the necessary action and contact you if needed.

ATM card

Menu 1

للإبلاغ عن فقدان بطاقة الصراف الآلي أو الرقم السري، اضغط الرقم 1. للإبلاغ عن أي مشاكل متعلقة بأجهزة الصراف الآلي أو بأحد فروع بنك القاهرة عمان، اضغط الرقم 2. في حال كانت بطاقة الصراف الآلي محظورة من الاستخدام، اضغط الرقم 3، لطلب تغيير طريقة استلام المساعدة النقدية من خلال بطاقة صراف آلي إلى محفظة إلكترونية، اضغط الرقم 4.

To report a lost ATM card or PIN code, press 1. For Cairo Amman Bank ATM or branch issues, press 2. If your ATM card is blocked, press 3. To change the transfer modality from ATM card to mobile wallet, press 4

Menu 2

للإبلاغ عن فقدان بطاقة الصراف الآلي أو الرقم السري، اضغط على الرقم 1

To report a lost ATM card or PIN code, press 1.

Lost ATM Card/Pin

تم تسجيل طلبك للإبلاغ عن فقدان بطاقة الصراف الآلي أو الرقم السري. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر. سيتم إصدار بدل فاقد لبطاقة الصراف الآلي أو الرقم السري عند تحميل المساعدة القادمة.

Kindly note that your request is received. The respective unit will take the necessary action and contact you if needed. The action to issue a replacement of the ATM card or the PIN code will be reflected in the next round of assistance uploads.

CAB ATM/branch problems

تم تسجيل طلبك. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Kindly note that your request is received. The respective unit will take the necessary action and contact you if needed.

Blocked ATM

تم تسجيل طلبك للإبلاغ عن بطاقة الصراف الآلي المحظورة من الاستخدام. سيقوم القسم المعني باتخاذ الإجراء المناسب لفك الحظر. يرجى محاولة سحب المساعدة مرة أخرى بعد 24 ساعة.

Kindly note that your request regarding the blocked ATM card is received. The respective unit will take the necessary action to unblock it. Please try to withdraw again after 24 hours.

change the transfer modality from ATM card to mobile wallet

تم تسجيل طلبك بخصوص طريقة استلام المساعدة علماً بأن المفوضية تحدد طريقة استلام المساعدة النقدية وفقاً لمعايير معينة. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Kindly note that your request of changing the transfer modality is received, noting that UNHCR changes the transfer modality based on specific criteria. The respective unit will take the necessary action and contact you if needed.

Zeroing

يرجى العلم بأن فترة سحب المساعدة النقدية الشهرية لهذا الشهر قد انتهت. في حال لم تستطع سحب مساعدتك بسبب مشاكل خلال السحب وقد أبلغت المفوضية بذلك، سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر. يرجى العلم بأنه ستصلك رسالة نصية من المفوضية عند تحميل المساعدة مرة أخرى.

Kindly note that the period to withdraw your monthly financial assistance is over. In case you were unable to withdraw your assistance because of technical issues, and you've already informed UNHCR ,

the concerned unit will take the appropriate action and contact you if needed. Kindly note that you will receive an SMS from UNHCR once the assistance is uploaded again.

COVID-19 Assistance

❖ Wait SMS



يرجى انتظار رسالة نصية أو صوتية من قبل المفوضية لتأكيد توفر المساعدة.

Please wait for a voice message or SMS from UNHCR to confirm the availability of the assistance.



يرجى انتظار رسالة نصية أو صوتية من قبل المفوضية لتأكيد توفر المساعدة في بنك القاهرة عمان وموعد السحب.

Please wait for a voice message or SMS to confirm the availability of the assistance at Cairo Amman Bank and the withdrawal period.

❖ Staggering lists



يرجى العلم بأنه سيتم تحميل المساعدة النقدية الطارئة بسبب أزمة كورونا في تاريخ يوم شهر سنة.

Kindly note that your COVID-19 emergency assistance will be uploaded on day month year .



يرجى العلم بأنه سيتم تحميل المساعدة النقدية الطارئة بسبب أزمة كورونا في تاريخ يوم شهر سنة.

Kindly note that your COVID-19 emergency assistance will be uploaded on **day month year**.

❖ Assistance is uploaded



يرجى العلم بأنه تم تحميل المساعدة الطارئة بسبب أزمة كورونا من خلال المحفظة الإلكترونية الخاصة بك. يرجى التأكد من رصيد المحفظة.

إذا واجهتك أي مشاكل متعلقة بتحميل المساعدة النقدية أو السحب النقدي، إضغط على الرقم 1.

Kindly note that your COVID-19 emergency assistance is uploaded to your wallet. Please check your wallet balance.

If you face any issues on assistance transfer or withdrawal, press 1.



يرجى العلم بأنه تم تحميل المساعدة الطارئة بسبب أزمة كورونا. يرجى التوجه إلى بنك القاهرة عمان لسحب المساعدة إذا لم تقم بسحبها بعد خلال الشهر الحالي.

إذا واجهتك أي مشاكل متعلقة بتحميل المساعدة النقدية أو السحب النقدي، اضغط على الرقم 1.

Kindly note that your COVID-19 emergency assistance is uploaded. Please go to the nearest Cairo Amman bank to withdraw it if you have't done so yet for this month.

If you face any issues on assistance transfer or withdrawal, press 1.

❖ Zeroing

يرجى العلم بأن فترة سحب المساعدة الطارئة قد انتهت. في حال لم تستطع سحب مساعدتك بسبب مشاكل خلال السحب وقد أبلغت المفوضية بذلك، سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر. يرجى العلم بأنه ستصلك رسالة نصية من المفوضية عند تحميل المساعدة مرة أخرى.

Kindly note that the period to withdraw your COVID-19 emergency assistance is over. In case you were unable to withdraw your assistance because of technical issues, and you've already informed UNHCR, the concerned unit will take the appropriate action and contact you if needed. Kindly note that you will receive an SMS from UNHCR once the assistance is uploaded again.

Check Mobile Number

- Menu

إذا كنت تتصل من رقم الهاتف الخاص بك، اضغط على الرقم 1. إذا كنت تتصل من رقم هاتف آخر، اضغط على الرقم 2.

If you are calling from your phone number, press 1. If you are calling from a different phone number, press 2.

To Be Canceled

- Menu

للإستفسار عن المساعدة النقدية الشهرية، اضغط على الرقم 1. للتقدم بطلب استئناف، اضغط على الرقم 2.

To enquire about the monthly financial assistance, press 1. To request an appeal, press 2.

- VAF Non-Poor SYR

قامت المفوضية بتقييم ملفك ويؤسفنا إعلامك بأن الملف غير مؤهل للمساعدات النقدية. لقد تم إضافة طلب استئناف لملفك.

UNHCR has reviewed your file and unfortunately, you are not eligible for financial assistance. An appeal request has been added to your file.

- Appeal has sent before

إن الملف قيد الدراسة وسنقوم بالتواصل معك لإبلاغك بالنتيجة.

Your file is under review and we will get back to you with a feedback

- Case Composition SYR

يرجى العلم بأنه وبناءً على المعلومات الموجودة في ملفك تم إدراج الملف ضمن العائلات الضعيفة. ولكن لن تتمكن المفوضية من صرف المساعدة النقدية الشهرية لأسرتك بسبب النقص في التمويل، علماً بأنك قد تكون مؤهلاً لأنواع أخرى من المساعدات، كالمساعدة الصحية من كاريتاس.

Based on the information contained in your file, you have been found vulnerable. Unfortunately, due to lack of funds, UNHCR will not be able to provide monthly financial assistance to your family. However, you may be eligible for other types of assistance such as health assistance from Caritas.

- Not Eligible – Non SYR

بناءً على المعلومات الموجودة في ملفك، يؤسفنا إعلامك بأن الملف غير مؤهل للمساعدات النقدية.

Based on the information contained in your file, your file is unfortunately not eligible for financial assistance.

- Available appeal

تمت دراسة ملفك وسنقوم بالتواصل معك فور اتخاذ قرار.

Your file has been reviewed and we will get back to you once the decision has been taken.

Appeals

- Menu

في حال طرأ أي تغيير على وضع أسرتك، يمكنك تقديم طلب استئناف. لطلب استئناف، اضغط الرقم 1.

If there has been any change in your family situation you can appeal by pressing 1

- Menu / Appeal Reason

للاستئناف بسبب حالات صحية جديدة لأي من أفراد أسرتك، اضغط الرقم 1. للاستئناف بسبب تغيير عدد أفراد أسرتك بسبب إضافة أو فصل، اضغط الرقم 2.

For appeals due to new medical conditions in your family, press 1. For appeals due to changes in your family composition, adding or splitting of family members, press 2.

- ❖ Individual ID

يرجى إدخال الرقم الشخصي للفرد الذي يعاني من الحالة الصحية. الرقم الشخصي موجود بجانب اسم الفرد على وثيقة اللجوء.

Please enter the individual number of the family member with the medical condition. The individual number is displayed next to the name of the person on the asylum seeker certificate.

يرجى إدخال العدد الجديد لأفراد أسرتك.

Please enter your new family size.

- Appeal Sent

تم إضافة طلب استئناف لملفك.

An appeal has been added to your file.

Block

- Unreachable by WFP

يرجى العلم بأنه تم تعليق المساعدة النقدية الشهرية مؤقتاً، وذلك بسبب عدم إمكانية برنامج الأغذية العالمي التواصل معك. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Kindly note that your monthly financial assistance is temporarily blocked because WFP was unable to reach you. The respective unit will take the necessary action and contact you if needed.

- Expired ASC

يرجى العلم بأنه تم تعليق المساعدة النقدية الشهرية مؤقتاً، وذلك بسبب إنتهاء صلاحية وثيقة اللجوء الخاصة بك. لاستمرار المساعدة النقدية وتجنب انقطاعها، يرجى معاودة الاتصال بخط المساعدة التابع للمفوضية والضغط على خيار "مواعيد التجديد" من القائمة الرئيسية.

Kindly note that your monthly financial assistance is temporarily blocked because your asylum seeker certificate is expired. To avoid cancellation of your assistance, please call the Helpline again and choose the option renewal appointments from the main menu.

- Unreachable for Verification

يرجى العلم بأنه تم تعليق المساعدة النقدية الشهرية مؤقتاً، وذلك بسبب عدم إمكانية التواصل معك لغرض الزيارة المنزلية. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Please note that your assistance is blocked due to unreachable home visit. Based on your request, a new home visit request will be raised. Please be available for the home visit to ensure continued inclusion into monthly cash programme.

- Unwithdrawn for two consecutive months

يرجى العلم بأنه تم تعليق المساعدة النقدية الشهرية مؤقتاً، وذلك لعدم سحبك المساعدة لشهرين على التوالي. سيقوم القسم المعني باتخاذ الإجراء المناسب والتواصل معك إذا لزم الأمر.

Kindly note that your basic needs financial assistance is blocked due to being unwithdrawn last month. Based on the ticket raised, the cash assistance team will contact you.

Canceled

- Registration

يرجى طلب موعد تسجيل لتحديث بيانات الملف.

Please request a registration appointment to update the information in your file.

- Case Composition

يرجى العلم بأنه وبناءً على المعلومات الموجودة في ملفك تم إدراج الملف ضمن العائلات الضعيفة. ولكن لن تتمكن المفوضية من صرف المساعدة النقدية الشهرية لأسرتك بسبب النقص في التمويل، علماً بأنه قد تكون مؤهلاً لأنواع أخرى من المساعدات، كالمساعدة الصحية من كارييتاس.

Based on assessment and available information, your case has been found vulnerable. However, due to lack of funds, UNHCR is not able to include you and your family into monthly financial assistance. You might be eligible for other assistance such as health

- VAF Non-Poor

بناءً على المعلومات الموجودة في ملفك، يؤسفنا إعلامك بأن الملف غير مؤهل للمساعدات النقدية. تم إضافة طلب استئناف للملف.

Based on assessment and available information, your case is not eligible for financial assistance. An appeal request has been added to your file.

- Eligibility Criteria

بناءً على المعلومات الموجودة في ملفك، يؤسفنا إعلامك بأن الملف غير مؤهل للمساعدات النقدية.

Based on assessment and available information, your case is not eligible for financial assistance.

- Expired ASC

يرجى العلم بأنه تم إلغاء المساعدة النقدية الشهرية لعدم تجديد وثيقة اللجوء الخاصة بك.

Kindly note that your Basic needs financial assistance is cancelled because your Asylum Seeker Certificate is expired. Please contact the registration unit for a renewal appointment. An appeal request has been added to your file.

- Unreachable for verification (IRIS)

تم إلغاء المساعدة النقدية لعدم تواجدهم خلال الزيارة المنزلية الأخيرة، علماً بأنه سيتم إضافة طلب زيارة لمفك لغاية إعادة التقييم.

Your financial assistance has been canceled as your assistance was blocked for a period of 2 months due to unreachable home visit. During this time, you did not contact us. Based on your current request a home visit request will be added to your file

- Unreachable for verification (ATM card/ E-wallet)

تم إلغاء المساعدة النقدية لعدم تواجدهم خلال الزيارة المنزلية الأخيرة، علماً بأنه سيتم إضافة طلب استئناف.

You were not available for a home visit and your assistance was blocked for a period of 2 months. During this time, you did not contact us. Based on your current request, an appeal will be raised.

- Unreachable by WFP

يرجى علم صاحب الملف بأنه تم إلغاء المساعدة النقدية الشهرية وذلك لعدم إمكانية التواصل معك من قبل برنامج الأغذية العالمي.

Kindly note that your case has been reported as unreachable by WFP. Your basic needs financial assistance has been cancelled. An appeal request has been added to your file. Please contact WFP and request for verification.

- Unwithdrawn for two consecutive months

يرجى العلم بأنه تم إلغاء المساعدة النقدية الشهرية وذلك لعدم سحبك المساعدة لشهرين على التوالي.

Kindly note that your Basic needs financial assistance is cancelled due to being unwithdrawn for 2 consecutive months. An appeal request has been added to your file

Eligible but not on Cash

يرجى العلم بأنه وبناءً على المعلومات الموجودة في ملفك، تم تحديد وضعك ضمن الأسر الأشد احتياجاً. ولكن لن تتمكن المفوضية من صرف المساعدة النقدية الشهرية لأسرتك بسبب النقص في التمويل، علماً بأنه قد تكون مؤهلاً لأنواع أخرى من المساعدات، كالمساعدة الصحية من كاريئاس.

Based on your home visit assessment and the information available, UNHCR has reviewed your file and you were found severely vulnerable. Unfortunately, due to lack of funds, UNHCR is not able to provide you with a monthly financial assistance . However, you may be eligible for other types of assistance such as health assistance. No appeals will be added to your file.

Not Eligible

- VAF Non-Poor

بناءً على المعلومات الموجودة في ملفك، يؤسفنا إعلامك بأن الملف غير مؤهل للمساعدات النقدية. تم إضافة طلب استئناف لملفك.

Based on the information contained in your file, your file is unfortunately not eligible for financial assistance. An appeal request has been added to your file.

- Case Composition

يرجى العلم بأنه وبناءً على المعلومات الموجودة في ملفك تم إدراج الملف ضمن العائلات الضعيفة. ولكن لن تتمكن المفوضية من صرف المساعدة النقدية الشهرية لأسرتك بسبب النقص في التمويل، علماً بأنه قد تكون مؤهلاً لأنواع أخرى من المساعدات، كالمساعدة الصحية من كاريئاس.

Based on your home visit assessment and the information available, UNHCR has reviewed your file and you were found severely vulnerable. Unfortunately, due to lack of funds, UNHCR is not able to provide you with a monthly financial assistance . However, you may be eligible for other types of assistance such as health assistance. No appeals will be added to your file.

- Assessment Overdue

سيتم إضافة طلب زيارة منزلية لملفك لغاية التقييم.

A home visit request will be added to your file for assessment purposes.

- ASC not Valid

يرجى الاستفسار عن المساعدات النقدية بعد تجديد الملف.

Please call back to enquire about financial assistance once your Asylum Seeker Certificate is renewed. Please request a renewal appointment for your Asylum Seeker Certificate.

- Non-Syrian

بناءً على المعلومات الموجودة في ملفك، يؤسفنا إعلامك بأن الملف غير مؤهل للمساعدات النقدية.

Based on your home visit assessment and the information available, UNHCR has reviewed your file and you are not eligible for financial assistance.

Not Assessable

- Registration

يرجى طلب موعد تسجيل لتحديث بيانات الملف.

Please request a registration appointment to update the information in your file.

- No Home Visit

سيتم إضافة طلب زيارة لمفك لغاية التقييم.

You currently do not have a home visit to help us assess your needs. Based on this, a home visit request will be added to your file for assessment purposes. Please be available for the home visit

- Unreachable Home visit

يرجى العلم بأنك لم تكن متاحاً للزيارة المنزلية. يرجى التأكد من رقم الهاتف المسجل لدى المفوضية وسيتم إضافة طلب زيارة منزلية لمفك.

Kindly note that you were unreachable for the home visit. Please verify your phone number is updated, and a home visit request will be added to your file.

- Resides in Camp

هذا الملف مسجل بإحدى مخيمات اللاجئين. للاستفسار، يرجى مراجعة مكتب المفوضية داخل المخيم.

This file is registered in one of the refugee camps. Please approach the UNHCR office inside the camp for any questions.

- Missing information

يرجى العلم بأنه ولأسباب تقنية، لم يتم العثور على معلومات الزيارة المنزلية. لذا تم إضافة طلب زيارة منزلية جديدة لمفك لغاية التقييم.

Due to technical issues, your last home visit was inaccessible. A new home visit request was added to your file for assessment purpose. We apologize for the inconvenience, but please cooperate for a new home visit.

11. Health

Menu

للخدمات المتعلقة بالرعاية الصحية الأولية، اضغط الرقم 1، للاستفسار عن نتائج قرارات اللجان الطبية الإستثنائية، اضغط الرقم 2، للخدمات المتعلقة بالحالات الطارئة (إنقاذ حياة)، بما في ذلك حالات الولادة، اضغط الرقم 3، للخدمات المتعلقة بالصحة النفسية والعقلية، اضغط الرقم 4

For primary healthcare services, press 1, For Exceptional Care Committee results, press 2, For emergency life-saving hospital admissions, including deliveries, press 3, For mental and psychosocial services, press 4.

General Message

- Syrian

جميع الخدمات الصحية متوفرة في جميع المرافق التابعة لوزارة الصحة الأردنية من مراكز رعاية صحية أولية ومستشفيات حكومية بتسعيرة الأردني القادر المخفضة بمجرد إبراز وثيقة اللجوء الصادرة عن المفوضية سارية المفعول وبطاقة الخدمة الخاصة بالجالية السورية والصادرة عن وزارة الداخلية (البطاقة الأمنية).

Healthcare services are available at the non-insured Jordanian rate at public health centres and Governmental hospitals upon presenting a valid Asylum Seeker Certificate and the service card issued by the Ministry of Interior.

- Non-Syrian

جميع الخدمات الصحية متوفرة في جميع المرافق التابعة لوزارة الصحة الأردنية من مراكز رعاية صحية أولية ومستشفيات حكومية بتسعيرة الأردني القادر المخفضة بمجرد إبراز وثيقة اللجوء الصادرة عن المفوضية سارية المفعول.

ابتداءً من 1 كانون ثاني / يناير 2021، لن يُقبل دخول المستشفيات المعتمدة (حالياً) في حالات الطوارئ إلا في حالات معينة، بحيث يتم منح موافقة مسبقة من قبل المفوضية لحالات استثنائية مع ضرورة الإلتزام باتباع الإجراءات المعتادة.

Healthcare services are available at the non-insured Jordanian rate at public health centres and Governmental hospitals upon presenting a valid Asylum Seeker Certificate.

As of 1 January 2021, no admission to any of UNHCR affiliated hospitals will be accepted unless pre-approved by UNHCR on exceptional basis, with the necessity to follow the usual procedures.

Primary Health Care

- Preventive maternal and child healthcare services

خدمات الأمومة والطفولة وتنظيم الأسرة الوقائية خلال فترة الحمل وما بعد الولادة، بالإضافة لخدمات التغذية والمطاعم مجانية، في مراكز الأمومة والطفولة التابعة لوزارة الصحة حسب مكان الإقامة.

في حال وجود صعوبات في الحصول على الخدمة، إضغط الرقم #

Preventive maternal and child healthcare services, infant and young child feeding programmes, routine vaccination services, and family planning services are all available free-of-charge for refugees at the nearest Ministry of Health facility.

If you faced difficulties accessing the required service and need further assistance, press 1

- Eligible

انت مؤهل لتلقي الخدمة من خلال عيادات كاريباس والمدعومة من قبل المفوضية قم بالتواصل مع أقرب عيادة على موقعك لحجز موعد للمراجعة الطبية. علماً بانها تستقبل اللاجئين من خلال نظام المواعيد فقط. وذلك تماشياً مع الإجراءات الوقائية المتخذة للحد من انتشار فيروس كورونا،

أوقات العمل من الإثنين إلى الخميس، بالإضافة ليوم السبت، من الساعة الثامنة والنصف صباحاً وحتى الساعة الثالثة والنصف مساءً إذا أردت معرفة أرقام الهاتف المخصصة لعيادات كاريتاس، إضغط الرقم 1.

You are eligible to receive the service at UNHCR-run clinics through Caritas. Contact the nearest clinic to your location and book an appointment. . In line with the precautionary measures to limit the spread of coronavirus, UNHCR-run clinics operated by Caritas are currently receiving applicants on an appointments' basis only.

Operating hours are from Monday to Thursday, and Saturday, from 8:30AM to 03:30PM.

If you would like to contact the nearest Caritas clinic, press 1

- Not Eligible

يوسفنا إعلامك بأنك غير مؤهل لتلقي خدمات الرعاية الصحية الأولية من خلال عيادات كاريتاس المدعومة من قبل المفوضية. يرجى التوجه إلى أقرب مركز رعاية صحية أولية تابع لوزارة الصحة الأردنية لموقعك. للمساعدة، إضغط الرقم 1

Unfortunately, you are not eligible to receive the service at UNHCR-run clinics. Please approach the nearest Ministry of Health facility to receive the requested service.

If you need further assistance, press 1

ECC

يتطلب العلاج للحالات المتقدمة والعالية التكاليف موافقة مسبقة من قبل لجنة حالات الرعاية الإستثنائية التابعة للمفوضية، والتي تعقد بشكل شهري.

يرجى العلم بأن عملية مراجعة الطلبات المقدمة لغايات اللجنة الطبية الإستثنائية تستغرق شهرين على الأقل من تاريخ تقديم الطلب. ينصح بالإتصال بعيادات كاريتاس في حال مضى أكثر من شهرين علي التقديم، وذلك لضمان تقديم الطلب للجنة الشهرية المنعقدة بالمفوضية وظهور النتائج.

يمكنك التواصل مع العيادة من خلال تطبيق واتساب لغرض إرسال جميع التقارير الطبية والداعمة لحالات اللجان الطبية الإستثنائية. إذا أردت التواصل مع عيادات كاريتاس، إضغط الرقم 1.

Treatment for costly tertiary healthcare requires pre-approval from UNHCR's Exceptional Care Committee (ECC), which is held on a monthly basis.

The Exceptional Care Committee takes at least 2 months to review your request. If you have submitted your request within the past 2 months to a Caritas clinic, please contact the clinic you have submitted your files through and enquire about the results.

You may contact the clinic through WhatsApp to upload medical reports to be submitted for the Exceptional Care Committee purposes.

If you would like to contact Caritas Clinics, press 1

Emergency life-Saving

- Eligible

انت مؤهل لتلقي خدمات الحالات الطارئة، بما في ذلك حالات الولادة. في حال تعرضت أنت أو أحد أفراد أسرتك لظرف صحي طارئ يستدعي إدخال مستعجل لأحد المستشفيات الحكومية، يجب إبلاغ مندوب جمعية الإسعاف الأردنية المتواجد في المستشفيات الحكومية، أو الإتصال بأقرب عيادة كاريتاس في حال عدم وجود المندوب، وذلك خلال فترة لا تتعدى 48 ساعة من الإدخال. ستقوم المفوضية بتغطية تكاليف الإدخالات الطارئة للاجئين الأكثر إعازة عن طريق المساعدات المالية الصحية.

لحالات الإدخال الطارئة أو التحويلات، يرجى التواصل مع العيادة من خلال تطبيق واتساب، وذلك للتبليغ أو إرسال جميع التقارير الطبية والداعمة للحالات الإدخال الطارئ للمستشفيات.

إذا أردت التواصل مع عيادات كاريتاس، اضغط الرقم 1.

You are eligible to receive the services. Head to the nearest Ministry of Health hospital. Please inform the Jordan Paramedic Society focal point inside the hospital, or call the nearest Caritas clinic to your location, within 48 hours of your admission and proceed with the normal procedures.

In the case of emergency hospital admission, referrals and uploading medical reports, please get in touch with the nearest Caritas clinic directly through WhatsApp.

If you would like to contact Caritas Clinics, Press 1

- Not Eligible

يؤسفنا إعلامك بأنك غير مؤهل لتلقي خدمات الحالات الطارئة. في حال تعرضت أنت أو أحد أفراد أسرتك لظرف صحي طارئ يستدعي إدخال مستعجل، توجه لأقرب مستشفى حكومي. وعليه، يجب إبلاغ مندوب جمعية الإسعاف الأردنية المتواجد في المستشفيات الحكومية، أو الإتصال بأقرب عيادة كاريتاس في حال عدم وجود المندوب، وذلك خلال فترة لا تتعدى 48 ساعة من الإدخال واتباع الإجراءات المعتادة للنظر في إمكانية التغطية.

لحالات الإدخال الطارئة أو التحويلات، يرجى التواصل مع العيادة من خلال تطبيق واتساب، وذلك للتبليغ.

إذا أردت التواصل مع عيادات كاريتاس، اضغط الرقم 1.

Unfortunately, you are not eligible to receive the services . You may approach the nearest Ministry of Health hospital to receive the requested service. Please inform the Jordan Paramedic Society focal point inside the hospital, or contact the nearest Caritas clinic to your location, within 48 hours of your admission and proceed with the normal procedures, while looking at the possibility to cover.

In the case of emergency hospital admission and referrals, please get in touch with the nearest Caritas clinic directly through WhatsApp.

If you would like to contact Caritas Clinics, Press 1

For mental and psychosocial

تتوفر خدمات الصحة النفسية مجاناً، وذلك من خلال عيادات الهيئة الطبية الدولية

للحالات النفسية المتقدمة التي تستدعي مراجعة المركز الوطني للصحة النفسية، فإن الخدمات المقدمة مجانية

يرجى الاتصال بأقرب عيادة تابعة للهيئة الطبية الدولية لموقعك لتتمكن من الاستفادة من الخدمات المجانية والمتعلقة بالصحة النفسية والعقلية، وذلك من خلال العيادات المنتشرة في جميع أنحاء المملكة

إذا أردت معرفة أرقام التواصل المخصصة لعيادات الهيئة الطبية الدولية، اضغط الرقم #.

Mental health services are provided free-of-charge through the International Medical Corps (IMC) clinics.

Advanced mental health services provided by the National Centre for Mental Health are free-of-charge.

Please contact the nearest International Medical Corps (IMC) clinic to your location in order to access mental and psychosocial services through IMC clinics.

If you would like to find the nearest IMC clinic, press 1

Change address

إذا قمت بتغيير مكان سكنك اضغط 1

If you have changed your address press 1.

12. Refugee Status Determination

Menu

للاستفسار عن ملفك فيما يخص تحديد صفة اللجوء، اضغط الرقم 1. لإرسال طلب استئناف أو إعادة نظر أو مناشدة، اضغط الرقم 2.

To enquire about the refugee status determination status of your file, press 1. To submit an appeal request or reopening or an attestation letter, press 2.

NO RSD status

لم يتم البدء بإجراءات تحديد صفة اللجوء لهذا الملف بعد. إذا كان لديك أي استفسار آخر يرجى معاودة الاتصال واختيار الخيار المناسب من القائمة الرئيسية.

This file has not started the refugee status determination procedures. If you have any other concern call us back and choose the corresponding option from the main menu.

Not All individuals recognized

تم استلام استفسارك وسيتم الإجابة عنه خلال أسبوعين.

We have received your inquiry and will answer you within 2 weeks.

Submit a request

إذا كنت ترغب بإرسال طلب استئناف أو إعادة نظر أو مناشدة، يرجى تصفح موقع مركز الدعم الخاص بالمفوضية في الأردن: help.unhcr.org/jordan

If you wish to submit an appeal or a reopening request or an attestation letter, please check the UNHCR Jordan Help website: help.unhcr.org/Jordan

13. Resettlement

Category 2

تم إرسال ملفك للدولة X لغرض النظر في إعادة التوطين وذلك بتاريخ X. فور صدور أي قرار حول ملفك من قبل دولة التوطين، ستقوم المفوضية بالاتصال بك.

Your case has been submitted to X country on X date for resettlement consideration. When a decision from the resettlement country is made on your case, you will be contacted by UNHCR.

Category 3

تمت الموافقة على ملفك لغرض إعادة التوطين من قبل دولة X. سيتم التواصل معك لغايات إجراءات السفر.

Your case has been accepted by X country for resettlement purposes. You will be contacted regarding departure arrangements.

Category 4

تم استلام استفسارك من قبل فريق إعادة التوطين لدى المفوضية وسيقوم موظف بمعاودة الاتصال بك لإبلاغك لأي تطورات حول ملفك.

The UNHCR resettlement team has received your enquiry and will call you back to update you on the status of the case.

Category 5

ليس لديك ملف إعادة توطين في الوقت الحالي. يرجى التواصل مع المفوضية أو شركائها للاستفسارات أو الإبلاغ فيما يخص الخدمات الصحية أو المساعدات النقدية أو الحماية أو غيرها من الخدمات.

You currently do not have an active resettlement case. Please contact UNHCR or its partners to report any concerns and questions related to healthcare, financial assistance, protection or other services.

RST Countries

Australia : أستراليا

Belgium : بلجيكا

Canada : كندا

France : فرنسا

Germany : ألمانيا

Ireland : أيرلندا

Italy : إيطاليا

New Zealand : نيوزيلندا

Netherlands : هولندا

Norway : النرويج

Romania : رومانيا

Spain : إسبانيا

Sweden : السويد

Switzerland: سويسرا

United Kingdom : المملكة المتحدة

United States of America : الولايات المتحدة الأمريكية

14. Community Based Protection

Referral sent

تم إرسال طلب متابعة لملفك من قبل. يرجى الانتظار حتى يقوم القسم المعني بالاتصال بك.

A referral has previously been added to your file. Please wait until the concerned unit contacts you.

15. Education

Menu

للأمور المتعلقة بالمدارس اضغط الرقم 1. للأمور المتعلقة بالتعليم العالي والتعليم والتدريب التقني والمهني اضغط الرقم 2. للأمور المتعلقة بمراكز كوليبيري والتعليم المتصل اضغط الرقم 4. للأمور المتعلقة بصعوبات التعلم والتعليم الخاص اضغط الرقم 4.

For schooling issues, press 1. For Tertiary Education press 2. For Kolibri and Connected Learning Hubs, press 3. For special education, press 4.

School Menu

للتسجيل في المدارس اضغط الرقم 1. للرسوم المدرسية والكتب والمواصلات اضغط الرقم 2. للمشاكل المتعلقة بمنصة درسك التعليمية اضغط الرقم 3. لمشاكل التنمر والعنف المدرسي اضغط الرقم 4. للأمور الأخرى اضغط الرقم 5.

For school registration, press 1. For school fees, kits and transportation, press 2. For issues relating to the online education platform DARSAK, press 3. For issues of school bullying and violence, press 4. For other issues press 5.

- School sub-menu 1

للأمور المتعلقة بالعودة الى المدارس اضغط الرقم 1. لبرامج التعليم غير النظامي اضغط الرقم 2. لبرامج ومراكز التعليم غير الرسمي اضغط الرقم 3. لاكتظاظ المدارس أو عدم توفر السعة الكافية اضغط الرقم 4. للمسافة إلى المدارس اضغط الرقم 5. للمدارس المسائية اضغط الرقم 6. للأمور الأخرى اضغط الرقم 7.

For Issues related to return to school Press 1. For Non-formal Education press 2. For Informal Education programmes and centres press 3. For Lack of school capacity press 4. For the distance to the schools press 5. For Evening shift schools press 6. For other issues press 7

Return to school

أصدرت وزارة التربية والتعليم دليل حول العودة إلى المدارس للفصل الدراسي الثاني 2020-2021، وسيكون لأولياء الأمور الخيار في إعادة أطفالهم إلى المدرسة أو مواصلة التعلم عن بعد. يجب على أولياء الأمور والطلبة مراجعة موقع مدرستهم الإلكتروني أو الاتصال بمدير المدرسة. في حال الحاجة إلى مزيد من المساعدة، يرجى الاتصال بخط يونيسف 065509677 أو الخط الساخن التابع لوزارة التربية والتعليم 065680081 أو 080022775

The Ministry of Education has issued a guide on returning to school for the second semester 2020-2021. Parents will have the option to return their children to school or continue distance learning. Parents and students should visit their school website or contact the school principal. For further assistance , please contact UNICEF's hotline number 065509677 or the Ministry of Education lines 065680081 or 080022775.

Non-formal education

التسجيل في برامج التعليم غير النظامي مستمر طوال العام في المراكز التي تدعم برنامج تعزيز ثقافته المتسربين، بينما يستمر التعليم في برنامج التعليم الاستدراكي لمن التحق في البرنامج في بداية العام الدراسي، علماً بأنه لم تتم الموافقة بعد على فتح هذه المراكز للتعليم الوجيه والتنسيق جار مع الوزارة .

لمزيد من المعلومات يرجى الاتصال بخط يونيسف 065509677 أو الخط الساخن التابع لوزارة التربية والتعليم 065680081 أو 080022775

Registration in non-formal education programs continues throughout the year in centers that support the dropout program, while education continues in the catch-up education program for those who joined the program at the beginning of the school year, noting that it has not yet been approved to open these centers for face education and coordination is underway with the Ministry

For more information, please contact UNICEF's hotline number 065509677 or the Ministry of Education lines 065680081 or 080022775

Informal Education programs and centers

 065509677 بخط يونيسف يرجى الاتصال بالمعلومات من المزيد For more information, please contact UNICEF's hotline number 065509677 Lack of school capacity

يرجى التوجه إلى أقرب مديرية تربية وتعليم من أجل إستيفاء التوجيه الكامل.

Please visit the nearest Education Directorate to receive full guidance.

The distance to the school

يرجى التوجه إلى أقرب مديرية تربية وتعليم من أجل إستيفاء التوجيه الكامل.

Please visit the nearest Education Directorate to receive full guidance.

Evening shift schools

يرجى التوجه إلى أقرب مديرية تربية وتعليم من أجل إستيفاء التوجيه الكامل.

Please visit the nearest Education Directorate to receive full guidance.

Other issues

للأمور الأخرى، يرجى التواصل مع وزارة التربية والتعليم من خلال الرقم 065680081 أو الخط الساخن 080022775.

For any other issue, please contact the Ministry of Education through their number 065680081 or the hotline 080022775.

- School fees, kits and transportation

ستقوم المفوضية بتقييم الملف، وإدراجه في قائمة المساعدات في حال توفر تمويل كافٍ. للاستفسار أو التسجيل يرجى الاتصال بالخط الساخن لجهد 0775681591 من الأحد إلى الخميس من الـ 9 صباحاً وحتى الـ 4 مساءً.

UNHCR will assess your file and include it in the list if enough funds were made available. Please call JOHUD's hotline number 0775681591 from Sunday to Thursday 9AM to 4PM.

- School sub-menu 2

لمشاكل الإنترنت أو الأجهزة اضغط على الرقم 1. لمشاكل الدخول إلى المنصة اضغط على الرقم 2. للمشاكل التقنية بالمنصة اضغط على الرقم 3.

For Internet and devices issues, press 1. For issues accessing the platform, press 2. For technical problems on the platform, press 3.

Internet and devices issues

منصة درسك متاحة مجاناً لجميع الطلبة في المدارس الحكومية من الساعة السادسة صباحاً وحتى الرابعة مساءً.

DARSAK platform is available free of charge for all students enrolled in public schools, from 6AM to 4PM.

Access problems

يتم التسجيل لجميع المواد من الصف الأول وحتى التوجيهي من خلال منصة درسك، كما ويمكن الاستعلام عن رقم الطالب والحصول على الدعم الفني من خلال المنصة.

Registration for all courses for grades 1 to 12 takes place through DARSAK platform. You may also enquire about the student's number and receive technical support through the platform.

Technical problems

يتم التسجيل لجميع المواد من الصف الأول وحتى التوجيهي من خلال منصة درسك، كما ويمكن الاستعلام عن رقم الطالب والحصول على الدعم الفني من خلال المنصة.

Registration for all courses for grades 1 to 12 takes place through DARSAK platform. You may also enquire about the student's number and receive technical support through the platform.

- School bullying and violence

تقوم وزارة التربية والتعليم بمتابعة جميع الشكاوى المتعلقة بالعنف المدرسي. يرجى الاتصال بالخط المخصص التابع لوزارة التربية والتعليم 065680081.

The Ministry of Education follows up on all complaints related to school violence. Please contact the Ministry of Education through their number 065680081.

- Other Issues

للأمور الأخرى، يرجى التواصل مع وزارة التربية والتعليم من خلال الرقم 065680081 أو الخط الساخن 080022775.

For other issues, please contact the Ministry of Education through their number 065680081 or the hotline number 080022775.

Tertiary Education Menu

لمنحة دافي إضغظ على الرقم 1. للتعليم العالي إضغظ على الرقم 2

For DAFI scholarships, press 1. For higher education, press 2.

- DAFI scholarship

نظراً لمحدودية التمويل، اقتصرت المنحة على عدد محدود جداً من المقاعد، وقد تم الإنتهاء من اختيار الطلبة الجدد. لمعرفة المنح الدراسية المتوفرة حالياً للاجئين المقيمين في الأردن، بالإضافة إلى الخصومات المقدمة من الجامعات الأردنية، يرجى تصفح موقع مركز الدعم الخاص بالمفوضية help.unhcr.org/jordan والصفحة الرسمية للمفوضية في الأردن على فيسبوك باستمرار.

Due to shortage of funds, the scholarship was offered to a limited number of students, and the selection of new students has been completed. To find out about scholarships currently available for refugees residing in Jordan, in addition to discounts offered by Jordanian universities, please constantly check the UNHCR Help site (help.unhcr.org/Jordan) and UNHCR Jordan's official Facebook page.

- Higher Education

لمعرفة المنح الدراسية المتوفرة حالياً للاجئين المقيمين في الأردن، بالإضافة إلى الخصومات المقدمة من الجامعات الأردنية، يرجى تصفح موقع مركز الدعم الخاص بالمفوضية help.unhcr.org/Jordan والصفحة الرسمية للمفوضية في الأردن على فيسبوك باستمرار. للتعرف على برامج التعليم العالي المتاحة للاجئين في جميع أنحاء العالم، يرجى زيارة المنصة التابعة للمفوضية services.unhcr.org/opportunities

To find out about scholarships currently available for refugees residing in Jordan, in addition to discounts offered by Jordanian universities, please constantly check the UNHCR Help site (help.unhcr.org/Jordan) and UNHCR Jordan's official Facebook page. For information on higher education programs available to refugees worldwide, please visit UNHCR's Opportunities platform: services.unhcr.org/opportunities

Kolibri and Connected Learning Hubs

يتم تنفيذ مشروع مراكز التعليم المتصل من خلال الصندوق الأردني الهاشمي للتنمية البشرية - جهد، بواقع ستة أيام في الأسبوع من 9 صباحاً حتى 5 مساءً

يرجى مراجعة نقاط الاتصال في حالة الحاجة إلى أي دعم 0791024870. خلال جائحة كورونا يتم تنفيذ المشروع من خلال الفصول الافتراضية ومقاطع الفيديو.

The Connected Learning Hubs are implemented through JOHUD six days a week, from 9AM to 5PM. For further support please call 0791024870. During the coronavirus pandemic, the project is implemented through virtual classes and video clips.

Special Education Including Connected Learning

تم استئناف خدمة التدخل المبكر المنزلي من قبل مقدمي الرعاية في الصندوق الأردني الهاشمي (جهد) الممولة من قبل المفوضية السامية للأمم المتحدة لشؤون اللاجئين للأطفال الذين يعانون من إعاقات خفيفة ومتوسطة من خلال الزيارات المنزلية للعام 2021 بالإضافة إلى توفر خدمة الإرشاد الجمعي لأهالي الأطفال ذوي الإعاقات الشديدة. للاستفسار أو التسجيل يرجى الاتصال بالخط الساخن لجهد 0775681591 من الأحد إلى الخميس من 9 صباحاً وحتى 4 مساءً.

Home-based early intervention service was resumed by the caregivers of the Jordanian Hashemite Fund (JOHUD) funded by the UNHCR for children with mild and moderate disabilities through in-person home visits for 2021, in addition to the Group counseling for parents of children with severe disabilities. For enquiries or registration, please call JOHUD's hotline number 0775681591 from Sunday to Thursday 9AM to 4PM.

16. Livelihoods

17. WFP

للاستفسار عن خدمات برنامج الأغذية العالمي، يرجى الاتصال بالخط الساخن التابع للمنظمة على الأرقام التالية: 0797778851 أو 0797778841

تتصح المفوضية باستمرارية تجديد وثيقة اللجوء الخاصة بك، كما وتتصح بالتواصل من خلال خط المساعدة التابع للمفوضية في حال طرأ أي تغيير على وضع الأسرة، وذلك من أجل متابعة تحديث بيانات الملف.

For any enquiries related to World Food Programme services, please call their hotlines on the following numbers: 0797778851 or 0797778841.

UNHCR encourages you to keep your Asylum Seeker Certificate valid and to contact its Helpline in case of any changes to your family composition in order to record updated information in your file.

18. Other Prompts

Transfer to Agent

سيتم تحويل المكالمات إلى موظف خط المساعدة في الحال. لغاية ضبط الجودة، جميع المكالمات مسجلة.

Your call will be transferred to an agent immediately. For quality assurance purposes, all calls are being recorded.

After Working Hours

يعتذر خط المساعدة التابع للمفوضية عن الرد على استفساراتكم المحولة إلى موظف خط المساعدة في الوقت الحالي، حيث سيتم الرد على استفساراتكم من خلال نظام الرد الآلي وإحالة تلك التي بحاجة للمتابعة مع الأقسام المعنية. يرجى الاستماع جيداً إلى التعليمات للوصول إلى الخيار المطلوب.

إذا تعرضت أنت أو أحد أفراد أسرتك لخطر الاحتجاز أو التسفير، يرجى الاتصال بخط الطوارئ التابع لجمعية العون القانوني على الرقم 0777387221 أو التواصل من خلال خط الطوارئ التابع للمفوضية على الرقم 0796742200، علماً بأن أرقام الطوارئ متاحة طيلة أيام الأسبوع وعلى مدار الساعة. يرجى عدم الاتصال بهذه الأرقام إلا للإبلاغ عن حالات الاحتجاز أو التسفير فقط.

We apologize. The UNHCR Helpline will not be answering your transferred calls to an agent at the moment. Enquiries that could be handled through the interactive voice response are still active, while those that require follow up will be referred to the respective units when needed. Please listen carefully to the instructions to reach the service you're looking for.

If you or any of your family members are at risk of detention or deportation, please call the emergency hotline of the Legal Aid on 0777387221 or call the UNHCR emergency hotline on 0796742200, knowing that the emergency numbers are available 24/7. Please only call these numbers to report cases of detention and deportation.

System error

لغايات تطوير وتعديل النظام، سيتم تحويل المكالمة إلى موظف خط المساعدة في الحال.

Due to a technical error, your call will be transferred to an agent immediately.

لغايات تطوير وتعديل النظام، نعتذر عن عدم استقبال اتصالاتك في الوقت الحالي. يرجى المحاولة في وقت لاحق.

Due to a technical error, the UNHCR Helpline cannot answer your call at the moment... Please try again later.

لغايات تطوير وتعديل النظام، خدمة الرد الآلي موقوفة حالياً. يرجى الضغط على الخيار رقم 3 من القائمة الرئيسية لتحويل مكالمتك إلى موظف خط المساعدة فوراً.

Due to a technical error, the UNHCR Helpline's automated responses are not working at the moment. Please choose option number 3 from the main menu and your call will be transferred to an agent immediately.

End Call

شكراً لاتصالكم بخط المساعدة.

Thank you for calling the UNHCR Helpline.

Busy Lines

جميع الخطوط مشغولة، يرجى الانتظار. بسبب الضغط على الشبكة وأعداد المتصلين خلال أوقات العمل، قد تكون جميع الخطوط مشغولة. علماً بأنه يتم الإجابة على أغلب الأسئلة وتسجيل جميع الطلبات وإمكانية إتمام أغلب الإجراءات اللازمة من خلال المجيب الآلي، ننصح بمحاولة الاتصال في وقت آخر بخط المساعدة التابع للمفوضية. يعمل نظام المجيب الآلي على مدار الساعة وطيلة أيام الأسبوع.

All lines are busy. Please wait. Due to the large number of calls we receive during working hours, all lines could be busy at certain moments. As most questions are answered through the Interactive Voice Response system, which records and processes requests automatically, we kindly ask you to call the UNHCR Helpline later. Keep in mind that the Interactive Voice Response system operates 24 hours a day, 7 days a week.

Send Referral

سيتم إرسال متابعة خاص بملفك. يرجى انتظار الرد على المتابعة.

Kindly note that a referral request will be added to your file. Please wait for the result.

Referrals Sent before

لقد تم إرسال طلب متابعة خاصة سابقاً برقم ملفك ولا زالت قيد الدراسة. يرجى انتظار الرد على المتابعة.

A referral request was previously added to your file and it is still being reviewed. Please wait for the result.

Rejected Calls

جميع الخطوط مشغولة. يعتذر خط المساعدة التابع للمفوضية عن الرد على استفساراتكم المحولة إلى موظف خط المساعدة في الوقت الحالي.

All lines are busy. UNHCR Helpline will not be answering your transferred calls to an agent at the moment. Please try again later.

نعتذر على الإطالة ولكن جميع موظفينا مشغولون بمساعدة لاجئين آخرين. يرجى معاودة الاتصال لاحقاً.

We apologize for the delay, but all our agents are busy helping other refugees calling. Please try again later

Tikcets Categories and Subcategories

July 2021

Main Category	Subcategory
Camps	Other
	Azraq camp
	Zaatri camp
Complaint	Complaint Ticket
Community Based Protection / CBP	General CBP Counselling
	Survivors of Torture
	Urgent Cash Assistance
	NGOs Services - Camps
	Women at Risk
	PWD, Elderly and PSS
Field	General Field query / counselling
	Other
	Urgent Home Registration
	PDM
	Phone counseling to withdraw the assistance
	Advised to approach filtering/HelpDesk
Health	ECC
	ER Life saving/Deliveries
	Other
	Primary Health Care
	Mental Health
Protection	Access to Civil Status Doc
	Access to MOI
	Deportation
	Detention
	General PRT query / counselling
	legal issues
	Minorities
	FP
	Risk of Refoulement
Registration	Add family member
	Asking for Reg./Ren. HV
	Change date of appointment
	Contacts change
	Expedited appointment
	General REG query / counselling
	Inquiring on date of appointment
	Merge file
	New Registration appointment
	Other
	Renewal Appointment
	Split file
	Referreal for an IRIS scan
	Received by REG and IRIS amended
	Received at REG and IRIS could not be Enrolled
	Reactivation/re-entry appointment request
Certificate collection/delivery	
RSD	General RSD Query
	Appeal submissions
	Inquiry on RSD appointment
	Inquiry on RSD status/results
	Other
	Not RSD case
	Requests for Attestation Letters

Tikcets Categories and Subcategories July 2021

	Requests for Reopening
RST	Asking about RST status
	Not willing to be RST
	NQF
	Other
	Willing to be RST
	Case Identified and in Process
	Case Submitted pending decision
	Case Accepted pending departure
	Active RST case at process step
	No active RST cases
Urban Verification	General query / counselling
	Other
	Access to MOI card
WFP	asking about the amount/cut of the assistance
	asking about the result of the appeal
	E-card problem
	General counselling (WFP vouchers)
	Referred to WFP call centre
	Camps food voucher
	UNHCR follow up
Cash Assessment	Referral for HV (Assessment)
	Asking about HV result
	Other
	Verification
	UNHCR Sim
	Enumeration performance
	Referred to Appeals Team on the spot
	Was unreachable
	Blocked - Unreachable for verification HV
	Health Identification
	Blocked – Expired Asylum Seeker Certificate
	Protection/Inclusion
Cash Assistance	Asking about cash assistance timeline
	Wallet Cash out Options & application issues
	Issues related to mobile wallet Master card
	Request to change cash collector
	Blocked ATM Card
	Iris technical error
	Other
	Lost ATM card/PIN code
	Convert to ATM card account
	Blocked-unwithdrawn for two consecutive months
	Mobile wallet- To change the wallet number
	Mobile wallet- Challenges at cash out
	Mobile wallet- On-boarding & authentication issues
	Blocked-Unreachable by WFP
	CAB ATM/branch problems
	Request to convert to mobile wallet
	Request to convert to iris
CCF	Request to change cash collecto
	Wrong PIN / lost or broken card
	Blocked account
	EyeCloud Tech error
	Needs Iris re-enrollment

Tikcets Categories and Subcategories July 2021

	Change in family composition
	ATM card request
	Other
Livelihoods	Job Matching and Placement
	Trainings
	HBB, Entrepreneurship and business support
	Legal counselling and work permits
Expedited Home Visit	Homeless cases
	Severe medical condition
	Psychological condition
	Elderly living alone without support
	Single female living alone
	Single father with all children under 18
	Cases with protection vulnerabilities
	Other with justification
	Widow/divorced women with all children under 18
Appeals	Serious medical condition/disability with valid medical reports (Refer to Registration Unit)
	Other reasons with comments
	Last HV more than 24 months (Referral for HV's)
	HV within 24 months and no change
	Change in family composition (Refer to Registration Unit)
	Last appeal within the past two months
	Cancelled due to returned to COO
	Non-Syrian – Data Collection
	Cancelled – Unreachable HV (ATM)
	Cancelled – Unreachable WFP
	Cancelled – Not Withdrawn
	Cancelled – Expired ASC
Education	Higher Education including Connected Learning
	TVET including Connected Learning
	Special Education Including Connected Learning
	School Registration
	School Tuition fees, school kits & Transportation
	Online School Education (DARSAK)
	School Violence
	Schools (Other issues)
	DAFI
	Connected Learning Hubs
Repatriation	Information in area of return & return counselling
	Return assistance (transportation, exit formalities, other)
	Documentation (Travel documents, Civil documents, etc.)
	Return related surveys (intention, others)
	Other return-related questions

Annex 9 – Timeframe for Closure of Referrals

July 2021

The below table shows the timeframe for closing the referrals. The Helpline team will be monitoring the closure of referrals as per the below timeline and notify the focal point and the supervisors in case there are referrals that are still open and not closed as per the below.

Unit	Referral closure Timeline
Basic Needs	<p>Home visit: first week of each month for the cases that already sent or has a recent home visit within 24 months. For the referred home visit one month from the referral date to Mindset.</p> <p>Appeals: First week of each month, unless the case is referred for a home visit it takes one month from the referral date to Mindset.</p>
CBP	Three months
Cash Distribution	First week of the following month
Health	One month
Livelihoods	Three weeks
Protection ➤ Detention, deportation, legal, CP, GBV	72 Hours
Registration	5 working days
Refugee Status Determination	Two weeks
Resettlement and Complementary Pathways Resettlement Repatriation	Two weeks 5 working days

ANNEX A-I

Term of Reference

For Interactive Voice Response (IVR) / Prompts Recording Services

Introduction

The United Nations High Commissioner for Refugees (UNHCR) in Jordan invites qualified companies to make a firm offer for the establishment of a Frame Agreement for the provision of **Interactive Voice Response (IVR) Prompts Recording Services**, valid for an initial period of one (1) year, with possibility to further extend for two (2) more years, upon budget availability and satisfactory company's performance.

UNHCR Helpline Background

Jordan has one of the largest refugee helplines in the world answering nearly 200,000 phone calls per month. Since its inception in 2008, staff at the helpline have responded to more than 5.5 million calls, giving support and advice on a range of issues to refugees in the Kingdom. The UNHCR Jordan telephone helpline is one approach UNHCR uses for two-way communication, providing information and feedback for more than 730,000 refugees living in Jordan.

The UNHCR Jordan Helpline has incorporated an Interactive Voice Response (IVR) System in December 2017. The IVR provides customized answers to callers through an automated answering machine to the frequently asked questions, therefore and with variety of information updates from different units, Helpline is responsible for providing the most recent updates to the callers through the IVR system, and that requires new automated answers (Prompts) to be professionally recorded on regular basis to keep the voice clarity and diction currently used.

1. Requirements:

Selected company shall be able to receive the plain text of the required messages and deliver it as an audio prompt message through a feminine voice talent only with professional diction based on the message content (emotional engagement, informative...etc.).

2. Deliverable and Frequency:

The frequency and the total estimated number of requested recorded prompts is around 300 messages (150 messages in English and 150 messages in Arabic) every six months, unless urgent updates are required from UNHCR perspective. However, the output should be delivered to UNHCR with a duration not exceeding 5 working days from the text content collecting date.

Note: It is the selected company's responsibility to provide UNHCR with diction recommendation for each prompt. Focal point from UNHCR can meet with the voice talent

Annex A - RFQ/HCR/JOR/2020/17

in advance of the recording session to provide clarification of the prompts content if required, with the ability to attend the recording session itself.

3. Specifications:

Prompts output shall be in both English and Arabic languages.

An estimated quantity of 300 prompt messages per six months (bi-annually), 150 messages in English and 150 messages in Arabic.

The duration of the prompt message is around one minute. Content of the messages could not be sent in advance due to information confidentiality.

Feminine voice talent with diction is a must on both languages. However, different talents could be used for each language.

Prompts are clean voice messages, and each output is expected to be compatible with **Cisco Unified Contact Center Express V.11.6.1** which is currently used in UNHCR Helpline Jordan, with following attributes:

- File Type: “.WAV”
- Format: CCIT U-Law
- Sample Size: 8-bit
- Sample Rate: 8kHz

Final Scripted IVR prompts material will be provided by UNHCR.

4. Company Obligation:

Prompts used in each language should be unified using the same voice talent. It's the company responsibility to manage the newly requested prompt's output through the same voice talent.

In case the initial voice talent is not available for new recording requests, it is the company's responsibility to rerecord all previous messages using the same voice talent.

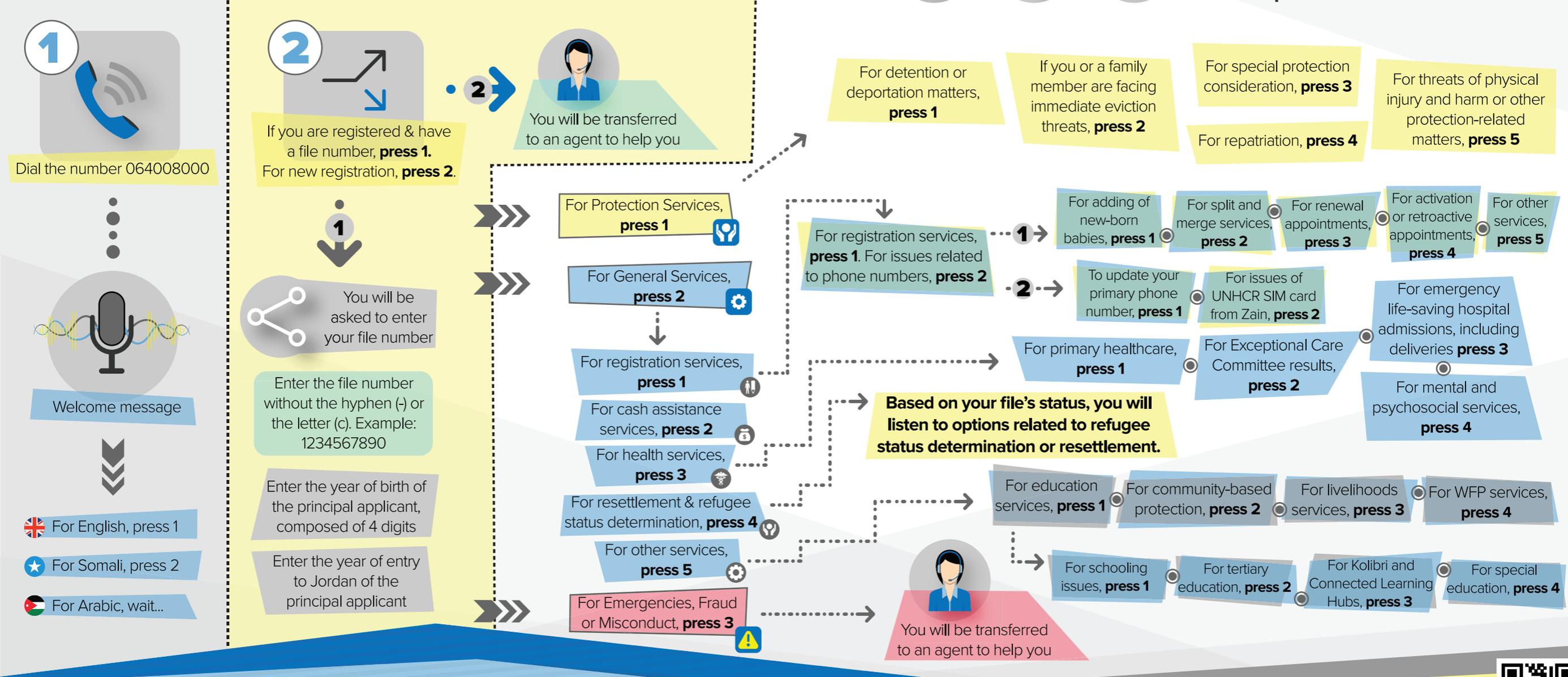
If required, the company should host/attend meetings with the involvement of the voice talent; even if they are considered as a sub-contractor.

Due to information confidentiality, company will be responsible for not sharing/involving the information with any external party.

Some of the required prompts shall include music: “Hold Music”. UNHCR should not hold any liability with regards to any music licenses or royalties.



Interactive Voice Response Menu



قائمة نظام المجيب الآلي



للأمور المتعلقة
بالإحتجاز والإبعاد
إضغط الرقم 1

إذا كنت أنت أو أحد
أفراد الأسرة تواجهون
تهديدات بالإخلاء
الغوري إضغط الرقم 2

لحالات الحماية
الخاصة إضغط الرقم 3
للعودة الطوعية
إضغط الرقم 4

للتهديدات بالإصابة
والضرر الجسدي أو غيرها
من المسائل المتعلقة
بالحماية إضغط الرقم 5



اتصل على الرقم 064008000

إذا كنت مسجلاً لدى المفوضية ولديك
رقم ملف، إضغط الرقم 1. لخدمات التسجيل
لأول مرة، إضغط الرقم 2.

يتم تحويل المكالمة
لموظف لمساعدتك

لخدمات الحماية
إضغط الرقم 1

للخدمات الرئيسية
إضغط الرقم 2

لخدمات التسجيل
إضغط الرقم 1

للمساعدات النقدية
إضغط الرقم 2

للخدمات الصحية
إضغط الرقم 3

لتحديد صفة اللجوء أو التوطين
إضغط الرقم 4

للخدمات الأخرى
إضغط الرقم 5

للإبلاغ عن أي حالة طوارئ أو حالات احتيال
أو شكاوي تتعلق بسلوك موظفي المفوضية
أو شركاتها، إضغط الرقم 3

لخدمات التسجيل
الرئيسية إضغط الرقم 1.
للأمور المتعلقة برقم
الهاتف إضغط الرقم 2.

لتحديث رقم
الهاتف الأساسي
إضغط الرقم 1

للأمور المتعلقة بخط
المفوضية الصادر من
شركة زين إضغط الرقم 2

للخدمات المتعلقة بالحالات
الطارئة (إنقاذ حياة)،
بما في ذلك حالات الولادة
إضغط الرقم 3

للخدمات المتعلقة
بالرعاية الصحية الأولية
إضغط الرقم 1

للاستفسار عن نتائج
قرارات اللجان الطبية
الإستثنائية إضغط الرقم 2

للصحة النفسية والعقلية
إضغط الرقم 4

ستستمع للخيارات
المتعلقة بخدمات تحديد
وضع اللجوء أو إعادة
التوطين، بحسب ملفك.

لخدمات التعليم
إضغط الرقم 1

لخدمة الحماية المجتمعية
إضغط الرقم 2

لخدمة تحسين سبل
المعيشة إضغط الرقم 3

للمساعدات الغذائية المقدمة
من برنامج الأغذية العالمي
إضغط الرقم 4

للأمور المتعلقة بالمدراس
إضغط الرقم 1

للأمور المتعلقة بالتعليم
العالي والتعليم والتدريب
التقني والمهني
إضغط الرقم 2

للأمور المتعلقة بصعوبات
التعلم والتعليم الخاص
إضغط الرقم 3

يتم تحويل المكالمة
لموظف لمساعدتك

سيطلب منك
إدخال رقم الملف

أدخل رقم الملف
دون رموز أو حرف C.
مثال: 1234567890

أدخل سنة ميلاد
صاحب الملف والمكوّن
من أربع أرقام.

أدخل سنة الوصول إلى
الأردن للشخص الرئيسي
في الأسرة.

رسالة ترحيبية

لغة الإنجليزية إضغط الرقم 1

لغة الصومالية إضغط الرقم 2

لغة العربية انتظر





Fadlaan soo wac **064008000**



Fariin soo dhaweyn ah

-  Af-Ingrisiga taabo 1
-  Af-Soomaliga taabo 2
-  Af-Carabiga taabo 3



Haadi aad ka diwaangashaantahaay UNHCR oo aad leedahay fayl lambar, **taabo 1**. Diwaangalinta cusub, **taabo 2**.

Waxa lugu waaydiin donaa in aad galiid lambar faylkaga

Gaali lambar faylkaaga adigo adeegsaniin calaamada (-) ama xarafka (c), tuusaalo ahaan: 1234567890

Waxaad gaalisa sanaadka dhalashaada qofka faylka leh

Waxaad gaalisa sanaadka u soo galaay qofka faylka leh dalka Joordan



Waxa lagu gudbiin doona shaqaalaha sii aad u heeshid cawiitan

Adeegyaada ilaalinta ama ximaayadaa **taabo 1**

Adeegyaada guud, **taabo 2**

Adeegyaada diwaangalinta **taabo 1**

Kaalmaada dhaqaali **taabo 2**

Adeegyaada caafimaadka **taabo 3**

Dib u dejiinta ama aqoonsiga qaxootinimo **taabo 4**

Adeegyaada kaale **taabo 5**

Cabashooyinka deg-deg ah ama daacweeynta **taabo 3**

Arrimaha la xariira xabsiiga ama musaafirinta qasaabka ah **taabo 1**

Haddi adiga ama xubin qoyskaga ka mid ah, aad la kulaantiin handadaad ku saabsan in lagaa saaro guuri aad dagantaahy **taabo 2**

Xalaadaha u bahaan ilaalinta gaarka ah **taabo 3**

Dal-ku noqoshaada ikhtiyaariga ah **taabo 4**

Hanjabaada eey natiijadeedo noqoto in lagu gaarseeyaay dhawaac jidhkaa ah, ama arrimaha kale ee la xariira ilaalinta **taabo 5**

Adeegyaada diwaangaliinta **taabo 1**. Arrimaha la xariira lambar telefanka **taabo 2**.

Sii aad ugu darto faylkaga ilmo cusub **taabo 1**.

Kala-saarista ama isku-daarka **taabo 2**.

Balaanta cusbooneysiinta faylka **taabo 3**.

Sii aad u hawlgeliso faylkaga iyo balamaada habsamaay **taabo 4**.

Adeegyaada kaale **taabo 5**.

Cosbooneysiinta lambar telefanka assasiga ah **taabo 1**.

Wixii laa xariiro soo saarista SIM Zain **taabo 2**.

Daryeelka caafimaadka assasiga ah **taabo 1**.

Natiijada Goo'aanka gudiga caafimaadka gaarka ah **taabo 2**.

Xaladaha deg-deg ah (naf baadbaadinta), iyo xalaadaha dhaalintaa **taabo 3**.

Caafimaadka maskaaxdaa **taabo 4**.

Waxaad maaqli doonta jawaabta ku saleysaan faylkaaga, haadi ay tahaay dib u dijeen ama aqoonsiga qaxootinimo

Adeegyaada waxbarashaada **taabo 1**.

Ilaalinta bulshadaa **taabo 2**.

Horumariinta hab-nolpliidka **taabo 3**.

Kaalmaada barnaamijka WFP **taabo 4**.

Arrimaha la xariira iskoolka **taabo 1**.

Waxbarashaada sare ama farsamada **taabo 2**.

Baranjika waxbarashaa ee Kolibri **taabo 3**.

Waxbarashaada gaarka ah **taabo 4**.

Waxa lagu gudbiin doona shaqaalaha sii aad u heeshid cawiitan



Helpline Rehaul

Training Sessions Material

June 2021

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Purpose

Prior to the implementation of the IVR rehaul, a series of training sessions were conducted to the Helpline team by all functional units. The sessions started in March 2021 as per the below table:

Unit	Date
Basic Needs	09/03/2021
Health	11/03/2021
Cash Distribution	15/03/2021
Livelihoods	18/03/2021
Education	22/03/2021
CBP	24/03/2021
GBV/CP	CP: 28/03/2021 GBV: 29/03/2021
RST/Return	Session 1: 31/03/2021 Session 2: 04/05/2021
RSD	21/04/2021
Protection (Legal/Outreach)	20/05/2021

The following aspects were covered:

- Go through the updated IVR tree.
- Train the agents on the counselling lines for all the scenarios where the call will be transferred to them and the actions that should be taken.
- Refresher session for all the information.
- Ensure that questions from the agents are answered and clarified.

Material

➤ Basic Needs

1. Home visits

A brief about HVs procedures (timeline, priorities, etc.)

- Mindset sends a link to the cases to be visited to facilitate the HV. If refugees are unable to fill it, there is no problem since all information will be collected during the HV.
- For enumerators' performance: We must take the claim regardless of the time of the HV. Closed ticket should be added under *Cash Assessment* → *Enumeration performance*.
- If we receive a call from a PoC who is still hasn't a HV or eligibility determination; when s/he calls the IVR a HV request will added automatically under *Cash Assessment* → *Referral for HV (Assessment)*

- Early marriage individuals who are still in their parents' file and who are requesting a HV, agents should add a ticket under *Expedite HV → other with justification* and add in the comment *early marriage*.
- If the daughter is above 18 married and still in her parents' file, agents should advise the PoC to call the registration to split the daughter.

2. Appeals

A brief about the Appeals process. The following should be considered:

- Cases who can appeal are: not eligible, to be cancelled, cancelled or assessment overdue.
- Appeals are done through the IVR whether it's a HV request or updating data example /new medical case or change in the family size>>> have to be updated on progress.
- SMSs for appeal result will resume soon /at the first of April.
- Appeals referral is closed the first week of week of each month.
- We can make an appeal for very specific cases under *Appeals → Other reasons with comments*.

➤ Cash Distribution

- Helpline staff will receive cases related to iris and ATM card during working hours. Whereas, IVR system will create a ticket after working hours.
- IVR options during withdrawal periods are not the same during unwithdrawn periods.
- BN beneficiaries who are on ATM cards and CAB refuses to hand out the card because the ASC is expired, should be transferred to the team leader who in return contacts the CD team for their follow up. The agent should add a referral ticket under *Cash Assistance → Other*.
- SMS for BN assistance staggering is sent to beneficiaries on different dates to advise them to withdraw to avoid crowding at the ATMs.
- SMS will be sent to beneficiaries on the same day of the unfreeze.
- U-Wallet
 - On-boarding – Register his iris – One time.
 - Authentication – must be monthly – to be sure that the PoC is alive and in the country.
 - Both through Umniah.
 - Wallet problem: it will take week to solve.
 - Change wallet number/onboarding: problem will be solved in the next cycle.
- Changing the cash collector and Converting to ATM card will take one cycle.
- Referral tickets will be closed in the first week of the next month of the cycle. For example, the monthly BN assistance for the month of March, the ticket will be closed in the first week of April.
- Any complaint about CAB, we should add a referral ticket under *Cash Assistance → CAB ATM/branch problems*.
- If the iris is not working for the cash collector and s/he added a referral ticket under “Convert to ATM card” option, the action is taken as below:
 - If FS=1, will be converted to ATM CARD in the next cycle.
 - IF FS >1, will change the cash collector in the next cycle .
- If the beneficiaries receive the card before two days of the zeroing, there will be a retroactive payment.
- No activation SMS will be sent to the new card creation, they will be informed through the field offices or through the cash distribution team.
- Iris problems:

- **No iris found:** it is not considered as technical error, we must advise the caller to try again in another time, change the ATM, avoid the sun, open his eyes and try again.
- **Not authorized and to approach UNHCR or call 064008000:** agents should send a referral ticket under *Cash Assistance* → *Iris technical error*.

➤ Child Protection/Gender Based Violence (CP/GBV)

- All CP/GBV cases will be transferred to the assigned focal points/backups.
- A training session was conducted to the focal points and backups.
- Focal points should refer to the presentation shared by CP/GBV.

➤ Community Based Protection (CBP)

When the PoC choose the CBP option the action is taken based on the received assistance (Winterization, COVID-19 assistance, monthly BN assistance, UCA), if s/he received any assistance within the last six months, the call will be transferred to an agent for counselling , if not, referral ticket will be added once every three months.

Agents should refer the cases to CBP if they fall under one or more of below categories:

- **Single Women: A woman who is alone/left all by herself**

This includes married women who are not accompanied by an adult male, separated, divorced and widowed women. Single women with severe psychological or health problems (with medical report) or a disability and Elderly women living alone

- **Single Parent / Female Headed Households (FHH):**

Single women accompanied by children (none of which is adult male) for example; Women with children with a disability, children suffering from a serious psychological condition or a chronic illness (with medical report), Pregnant / lactating women facing difficulties covering their basic needs, Women with children under 6 years of age (still not attending school and in need for care), Women with children under 12 years of age who are working to support their of the family, Women with children of school age attending public schools and Women who are the only caretakers for elderly parents that are relying on their support due their specific needs (e.g. PwDs, persons with serious medical condition).

- **Single Parent / Male Headed Households (MHH):**

Single male accompanied by children (none of which is adult male) for example: MHH with children with disability, children suffering from a serious psychological condition or a chronic illness (with medical report), MHH with children under 6 years of age (still not attending school and in need for care), MHH with children under 12 years of age who are working to support their family and MHH with children in school age attending public schools.

- **Older Refugees**

Persons of 60 years old and above with specific need(s) in addition to his/her age. For example: Single older person (no family member supporting him/her in the COA), Older person with children (sole caregiver of children (below the age of 18) including his/her own children, grandchildren, other child-relatives and non-related children, Older person suffering from severe illness and unable to care for him/herself (with medical reports or known by the office) and Older person suffering

from mobility limitations or a disability unable to care for him/herself. Some of the elderly cases who is eligible but not on cash and it could be included on the BN monthly list as a priority case if reviewed and approved by CBP and Some of the elderly cases who is in need for in-home care services /shelter could be referred CBP assessment and then to Partners accordingly.

- **Persons with Specific Needs (PWSN)**

Disability case includes issues and problems in hearing, needing a crutch, mental and family sessions, toilet sitting chairs etc. which can be shown in RAIS under Specific Needs (Persons with Disabilities (PWD)

- **Large families (6 or more family members)in particular with babies, toddlers or children attending school (including foster families)**

For example: Families with 6 or more family members and only one breadwinner and Families with 6 or more family members and pregnant or lactating women.

- **Other groups at risk: Examples:**

- Vulnerable non-Syrian males unable to obtain work permits and facing concrete protection threats due to Jordan's restrictive approach to illegal work, e.g. PoCs that were detained, signed obligation to not work again etc. Such cases may only be considered if they present an additional vulnerability.
- Refugees from minorities at risk of marginalization or discrimination due to their belonging to an ethnic, religious or linguistic minority.
- Persons who do not have the funds to cover burial costs for family members presenting an official death certificate and
 - the notification of the hospital that the body of the deceased is still with them or
 - the invoice for the burial costs issued by the municipality.

- **Eviction**

All the eviction cases should be referred to Legal AID who will refer the cases to UNHCR. If the PoC claim that Legal Aid refused to help him/her, a referral ticket should be sent to Legal unit under Protection -> legal issues.

If any PoC has eviction issue with another vulnerability , referral should be sent to CBP under Community Based Protection-CBP -> General CBP Counseling.

General Info

- CBP receives referrals from Helpline, Email (joraminf@unhcr.org) , Protection Unit and CSCs.
- UCA is only for one time but there are few cases who have received it more than once. Case by case and based on an exceptional approval
- If the PoCs house is burnt and has documents from 911 the case should be referred to CBP under Community Based Protection-CBP -> General CBP Counseling , and if s/he has not any documents, the case should be referred to Legal AID .
- UNHCR does not cover baby's formula, so refugees could approach CARITAS.
- UNHCR does not cover diapers for elderly and children – in rare cases who have additional vulnerability issues CBP might support or help by giving UCA assistance.

➤ Education

- If the agent receives a call related to bullying, a referral ticket should be sent to education team under *Education → Schools (Other issues)*.
- High school fees, books, etc. for Syrians, agents should add a closed ticket mentioning the information shared from the refugee under *Education → Schools Tuition fees, school kits & Transportation*.
- For school dropouts, if the PoC asks for any help, all the information should be shared with education unit or CBP. If the PoC wants to register in schools, agents should provide the contact information for the Ministry of Education and UNICEF.
- Scholarships in universities or colleges: PoC can be advised to open the Helpsite to view scholarships and the discounts for some universities. If the students are facing any problems, a referral ticket should be sent.
- Special education: (disabilities or learning difficulties):
 - Age group from 1-9 years old, a referral ticket should be added under *Education → Special education including Connected Learning* if they need education only.
 - Age group > 9 years old, a closed ticket should be added under *Education → Special education including Connected Learning* without any promises.

➤ Health

The Health tree has a menu with four options:

1. Option 1: Primary Health Care (PHC)

Eligibility: PoC can hear their eligibility through IVR system, Eligible cases can approach Caritas or MOH PHC's and not eligible can approach MOH PHC's on non-insured rate if they present valid ASC and MOI Card-For Syrians Only.

➤ Syrian:

- They will be eligible for Primary Health Care services (PHC) if the eligibility status of "Syrian Health Assistance" is Eligible level 1,2,3 OR 4.
- They will be not eligible for Primary Health Care services if the eligibility status of "Syrian Health Assistance" is Not Eligible or Not Assessable.

➤ Non-Syrian:

- They will be eligible for Primary Health Care services (PHC) only if the eligibility status of "UNHCR Cash Assistance" is Cash Beneficiary or Eligible but not on cash, or they have received any UCA before.

General Information:

- Subspecialties in Caritas Amman have been closed since the beginning of 2021 (only primary care is open).
- MMU are closed since 28-2-2021. PoCs must approach MOH hospitals and centers and contact Caritas focal point, no JPS in South.

- For Preventive maternal and childcare, all services for all PoCs (Syrians & Non-Syrians) are free at the public health centers (Adding, Nutrition, and Vaccination services).
- Vaccine for NBBs: the public health centers will only ask for a birth certificate or a birth notification. If the PoC face any issue a referral ticket should be added under *Health* → *Primary Health Care*.

PHC tickets

- If the PoC is eligible and Caritas refused to help him/her OR mentioned that he is not eligible.
- If the PoC is not eligible and the PHC centers refused to help him/her.

RAIS Ticket should include:

- Date (day, month, year) when he approached the center.
- Name of the center and location
- What did he ask for?
- What was the respond from the center?
- Active phone number

***Before sending any ticket to health unit we must check the eligibility of the case.**

2. Option 2: ECC

- PoCs can only apply for ECC though Caritas and the committee meets once a month.
- PoCs can check the ECC result after two months of the submission and only through Caritas, no action is needed from helpline agents and no ticket should be sent to health unit .
- PoCs cannot re-apply for ECC if s/he receives a rejection for the same medical issue and report.

3. Option 3: ER Lifesaving/Deliveries

Eligibility: PoC can hear their eligibility through IVR system, Eligible and not eligible cases should approach the MoH hospitals and inform caritas or IMC focal point within 48 hours. Only Eligible cases will be supported by UNHCR according to our referral criteria and guidelines.

➤ **Syrian**

- They will be eligible for Secondary Health Care services if the eligibility status of “Syrian Health Assistance” is eligible level 1,2 or 3.
- They will be not eligible for Secondary Health Care services if the eligibility status of “Syrian Health Assistance” is Eligible level 4, Not Eligible or Not Assessable.

➤ **Non-Syrian**

- They will be eligible for Secondary Health Care services (PHC) only if the eligibility status of “UNHCR Cash Assistance” is Cash Beneficiary or Eligible but not on cash, or they have received UCA before.

General Information

- PoCs can approach Prince Zaid hospital in Al-Tafilah, and prince Hashim hospital in Aqaba since there is no governmental hospitals there.
- The delivery is considered as emergency.
- All invalid ASCs since 2020 is considered as valid till the end of Dec 2021. referral ticket under *Health* → *ER Life saving/Deliveries* should be added if a PoC faced any problem.
- Any planned surgery does not count as an emergency.

ER/deliveries tickets

- Referral ticket should be sent if the PoC couldn't withdraw the health assistance that has been uploaded by UNHCR or any other partner if it is available on the Assistant module on RAIS.

Medication through Caritas:

- Caritas receive cases only through WhatsApp and Phone calls.
- PoCs should have a valid ASC or appointment SMS to receive the medication or any other services through Caritas.
- For the exceptional medication (medication that are not provided in the regular situations), PoCs should provide Caritas with a detailed medical report that explains the need for it through WhatsApp.

4. Option 4: Mental Health

- IVR provides the PoCs with IMC phone numbers according to their locations .
- Services through IMC and NCMH are free of charge and no need to be referred from UNHCR.

➤ Livelihoods

- Cost of medical test for issue work-permit is free for Syrian refugees.
- No updates regarding their duties and rights.
- No updates regarding work-permit fees .
- For legal issues related to work permits we should advise them to contact Legal Aid.
- If the agent receives a call from a PoC informing that the phone number of one of the operating services centers is not receiving referral for job or calls anymore, referral ticket should be sent under *Livelihoods* → *Job Matching and Placement*. Also, the issue should be referred to the Team Leader to be referred to Livelihoods' focal point through the email.
- Social security: The PoC can get his first payment refunded as usual, If s/he wants to get paid again, they must be in the social security for 24 months or more.
- Referrals numbers:
 - If the PoC asks about job opportunities it's preferred to provide them with the contact number of ILO, JUHOD and DRC or other NGO's based on the location.
 - For Home Based Business (HBB) opportunities, it's preferred to give them (Bluemont and JRF) contact numbers.

➤ Protection (Legal/Outreach)

- If the PoC needs documents such as divorce paper or custody, we advise them to contact Legal Aid, if Legal Aid refused to help, referral ticket should be added under *Protection → legal issues*.
- If the PoC has a home eviction decision, s/he should be advised to contact Legal Aid, if Legal Aid refused to help, referral ticket should be added under *Protection → legal issues*.
- If the PoC entered Jordan illegally for example using fake names, referral ticket should be added under *Protection → Detention*.
- If PoC is in the police station, referral ticket should be added under *Protection → Detention*.
- If there's any case in the police station or in the court, referral ticket should be added under *Protection → Detention*.
- If the PoC has any documents or their passport is reserved by GID (المخابرات), referral ticket should be added under *Protection → Detention*.
- If the PoC has any document or their passport is reserved by his sponsor, s/he should be advised to contact Legal Aid
- In case of generalization, referral ticket should be added under *Protection → Detention*.
- For file closure for Yemeni, case should be referred through the RSD link and a close ticket should be added under *RSD → other*. For other nationalities, referral ticket should be added under *Protection → legal issues*.
- If anyone left the camp in a legal way and wants to move his file to urban, we advise him to contact SRAD (ادارة شؤون اللاجئين) and we don't refer any ticket to Protection unit.
- Any protection query should include (file number, name, address, nationality, and at least two phone numbers).

➤ Registration

- Renewal is not only for urgent cases. If the ASC for any PoC is valid for three months or less, s/he can ask for renewal appointment, referral tickets should be added under *Registration → Renewal Appointment*.
- In the remote renewal no more need for the family picture.
- All registration tickets that need an action from Registration unit (Renewal, add family member, split file, merge file & re-entry/retroactive appointment request) should be a referral ticket instead of closed one. Another referral should be created after two weeks if there is no action taken to the previous
- Agent can check if the PoC has received SMS regard any registration service through progress (Communication).
- If the PoC received SMS for any remote registration service, documents should be sent within 7 – 10 days only, after that new referral ticket should be added under the right category.
- If a PoC sent his documents before one month and no action has been taken you can send a referral ticket.
- No specific timeline for renewing the ASC since it depends on several factors.
- Tickets are exported on weekly basis; new follow up ticket should be created after two weeks if there was no action taken.

- For adding baby on a closed file, case should be referred to the team leader to follow up with the concerned unit and a close ticket should be added under *Registration → New registration appointment*.
- New babies should be added under the mother's file even if she is in the camp and the father is in urban. If the PoC is insistent to add the baby to the father's file a referral ticket should be added under *Registration → Other*.
- New registration is not available/applicable through phone now. Any updates will be announced through Helpline and social media.
- For renewal and any other appointment (Adding, Split, Merge) ticket should be added under the other Service (Adding, Split, Merge) subcategory as it's a priority.
- For any Split case due to Divorce issue and the couples has Different addresses, different phone numbers, referral ticket should be sent under *Registration → Split file* with the contact details of the callers.
- If anyone asks to split any individual from the file as S/he got married and need to merge the file with the partner, please add a ticket under *Registration → Merge* and ensure to add the other file number in the Comment. If the other file number is not available, applicants should be informed to send it through WhatsApp when he /she sends the other documents
- For Temporary address change, Ticket path should be added for the current location.
- If anyone lost the ASC without any need for other services, ticket should be added under *Registration → Other*.
- Only one active phone number should be added to the ticket. Please check if it is the primary on ProGres or not.
 - If it is the primary >> no action needed- usual call process.
 - If it is not the primary, ask the PoC if the primary is available or not OR S/he wants to make a new primary contact number >> If yes, create a contact change ticket.
- For accommodation proof, applicants should be advised that they could issue the MOI card with signed rent contract and if it's not available, ticket should be added under *Registration → Other*. If they need any other service only comment should be added under the added one.
- For reunification and rectification cases (hold or active in ProGres): if they didn't collect the hard copy, ticket should be added under *Registration → other* with all the details.
- For adding information, we can create a closed ticket under *Registration → General counseling*.
- If the case on ProGres is valid (has been renewed) and the PoC is not informed yet, agents should inform the PoC and closed ticket should be added under *Registration → Renewal Appointment*.
- If anyone asks to remove an individual from the file because a family member has passed away, please add a ticket under *Registration → Other (even if the FS is 1)*.

1. Registration/Reactivation/re-entry appointment request

- **Syrian** > return to CoO and come back to Jordan
 - File status is inactive OR close
 - RAIS Ticket: *Registration → re-entry/retroactive appointment request* (if the entry/exit is from Jaber border, start the comment with "retroactive". If the entry/exit is not from Jaber but via Queen Alia International Airport, start the comment with" passport re-entry)

- **Non-Syrian** > return to CoO and come back to Jordan
 - File status is inactive, closed and has reentered Jordan via residency.
 - RAIS Ticket: *Registration* → *re-entry/retroactive appointment request* (start the comment with “retroactive”)

If any of the Non-Syrian PoCs has been interviewed by RSD and REG units, and received a call from Reg unit informing that there is still no action has been taken on the file and PA’s file is active, referral ticket should be added under *Registration* → *Other*.

2. PoCs asking about their Syrian documents

Send the case to the team leader with all required details (File number, phone number, and address). Please ensure adding a ticket under *Registration* → *Other*.

3. ASC Hard copies

Subcategory “*certificate collection/delivery*” has been created under Registration category on RAIS. Please add if the case is urgent. Referral ticket should be added only for urgent scenarios as below:

- Medical issue
- Protection issue (Detention/deportation, etc.)
- MOI card
- Education
- Resettlement

If the PoC ask for the hard copy and the ASC is valid for three months or less, agent can send a renewal appointment request under *Registration* → *Renewal Appointment*.

4. New registration

No new registration is available now (for Syrian, it has been suspended during the COVID pandemic as we are not receiving applicants in the office, for Non-Syrian, it’s a governmental decision and applicants should not be informed of the reason) , All the cases should be only sent through the below link:

<https://forms.office.com/Pages/ResponsePage.aspx?id=gXnD5WRmNEGKDGVD0q-AvqiXc35oshF0r-4tsQ5wMI5UMFIXNTJOQUQwRFgyOE9QQktZVFNCWUYyVi4u>

- For urgent humanitarian (Syrian cases), share all information with the team leader.
- If the caller has a file number and asking for adding/new registration add a ticket under *Registration/New registration appointment*.

➤ Refugee Status Determination (RSD)

- RSD option is only for Non-Syrians.
- RSD tree has a menu with two options:

1. Option one: asking about file status.

When a PoC presses on option 1, IVR will check his file

- If the PoC doesn’t have an RSD status and was reviewed by the RSD unit previously, a closed ticket will be added automatically and the PoC will be informed that his file has not been reviewed by RSD yet. file has not started the refugee status determination procedures.

- If the PoC has an **active, Inactive, or closed RSD case** >> IVR will check if all the family members are recognized or not.
 - If **not recognized**: a referral ticket will be added automatically. RSD unit will follow up and counsel the applicant within two weeks.
 - If **recognized**: the call will be transferred to an agent.
 - The Agent should open the file on ProGres and check the if the PoC has been notified previously or not .
 - If there is a date beside the notification date in ProGres – this means that the PoC has been notified. A closed ticket should be created under *RSD → Inquiry on RSD status/results* with full information.
 - If there is no date beside the notification date in ProGres – this means that PoC hasn't been notified yet. A referral ticket should be created under *RSD → Inquiry on RSD status/results* with full information.

2. Option two: To make a request for an appeal, reopen file or attestation letter.

When a PoC presses on option two, no calls will be transferred to agent, a prompt message will be heard by the PoC advising him to visit <https://help.unhcr.org/jordan/> “ and an SMS will be sent to the caller containing the URL.

- Refugee certificate can be check through ProGres >> RSD > RSD case > documents.
- Only Iraqis will receive an asylum seeker certificate not a refugee certificate even if they are recognized.
- When a Yemeni PoC asks for RSD recognition due to protection and security issue (informed by police station), agents need to add a referral ticket under *Protection → detention* with full information, phone number and address.
- For any closed case (Syrian & non-Syrian) who wants to reopen the file, should be advised to send an email to joraminf@unhcr.org.

➤ Resettlement

Resettlement options on IVR System have 5 categories:

1. Category 1: Pending Initial Review, Pending Interview, Pending Recommendation for Submission, Pending Submission Review or Pending Submission.

- Only under this category, the call will be transferred to an agent if the refugee calls during working hours. Agent has to check the PA status on ProGres and to make a close ticket if the last action was less than 6 months and a referral if that last action was more than 6 months *RST → Case Identified and in Process*. The call needs to be escalated to the team leader if the caller contacted the Helpline more than ten times a month.

First category includes:

- Pending Initial Review: RST unit contact PA to ask if he is willing to be resettled or not, if he is willing has to wait another call.
- Pending Interview: in this stage PA has to wait determined interview date.
- Pending Recommendation for Submission: PA has to wait any action/as RST unit waits recommendation or submission to continue RST procedures.
- Pending Submission Review or Pending Submission: also, PA has to wait as RST unit waits submission review.

2. Category 2: Pending Country of Resettlement Decision (acceptance/denial)

PA will hearing on the IVR (your case has been submitted to X country on X date for resettlement consideration. When a decision from the resettlement country is made on your case, you will be contacted by UNHCR) and make a close ticket if the last action was less than 6 months and referral if it was more than 6 months. *RST → Case Submitted pending decision*
Ticket closure timeline is two weeks and will be escalated to supervisor after two weeks.

3. Category 3: Pending Departure Arrangement or Pending Departure. PA will hearing on IVR (Your case has been accepted by X country for resettlement purposes. You will be contacted regarding departure arrangements) and make a close ticket if the last action was less than 6 months and referral if was more than 6 months. *RST → Case Accepted pending departure*. Ticket closure timeline is two weeks and will be escalated to supervisor after two weeks.

4. Category 4: Active RST case at process step other than those in categories 1 and 2: PA will hearing on IVR (The UNHCR resettlement team has received your enquiry and will call you back to update you on the status of the case). Referral ticket will be sent by IVR. *RST → Active RST case at process step*. Ticket closure timeline is two weeks and will be escalated to supervisor after two weeks.

5. Category 5: Not Recommended for consideration or no RST case created: PA will hearing on IVR (You currently do not have an active resettlement case. Please contact UNHCR or its partners to report any concerns and questions related to healthcare, financial assistance, protection, or other services. Closed ticket – no action. *RST → No active RST cases*

END

Helpline Customer Satisfaction Survey October 2020 - Internal Document



Picture 1: Helpline Team – July 2020

Introduction

Jordan has one of the largest refugee helplines in the world. UNHCR Jordan's Helpline is a full-fledged call centre experience powered by CISCO Systems. In 2008, it started with four members, primarily responding to protection requests from asylum seekers and refugees. From 2011 onwards, with the influx of Syrian refugees, the Helpline has undergone tremendous growth to respond to the needs of persons of concern (PoCs). Currently, UNHCR Jordan has 10 agents who respond to queries on eight topics through 56 channels. Topics include: Registration, Resettlement, Protection, Assistance (including cash assistance), Health, Community Based Protection, Livelihood and Education. The Helpline is one approach that UNHCR uses for two-way communication, providing information and feedback for refugees living in Jordan.

In late 2017 the system was upgraded to an intelligent Interactive Voice Response (IVR) with enhanced automated response features to reduce the number of abandoned and unanswered calls. Callers enter their file number followed by their year of birth, through which the identity of the caller is verified, and can receive responses based on their personal case status. When necessary, calls are transferred to an agent. Since its inception in 2008 until September 2020, the helpline responded to more than 10 million calls, giving support and advice on a range of issues to refugees in the Kingdom. Since September 2019, the Helpline receives an average of 370,000 calls per month. Out of the total received calls, 5.6% are handled by agents while 94.4% are handled automatically.

Objective & Methodology

The purpose of the Helpline Customer Satisfaction Survey is to get feedback from refugees on their satisfaction with the helpline services and their understanding of the menus in the IVR system. The survey included quantitative and qualitative approaches to data collection referred in this report to phone survey and Focus Group Discussions respectively. Additionally, a meeting was held with the Community Support Committees (CSCs) in the South. All of the mentioned approaches were conducted in September 2020.

Sampling

1. Phone Survey

A random sample of **662 refugees** were contacted by phone. The total sample was based using a sampling calculator with confidence level 95% and confidence interval 4. 20% of the total sample was for the cases that did not call the Helpline.

The sample includes **526 cases** that have called the Helpline since August 2019, three (3) of them have called the Helpline an average of 1,600 times since January 2020. Additionally, **136 cases** that haven't called the Helpline for the past year knowing that this was based on one of the recommendations from the Satisfaction Survey conducted in 2018.

The calls were conducted by field unit colleagues in Field Office Irbid. Consent was taken from refugees to conduct the survey (*Annex 1-A: Helpline Customer Satisfaction Survey*).

2. Focus Group Discussions (FGDs)

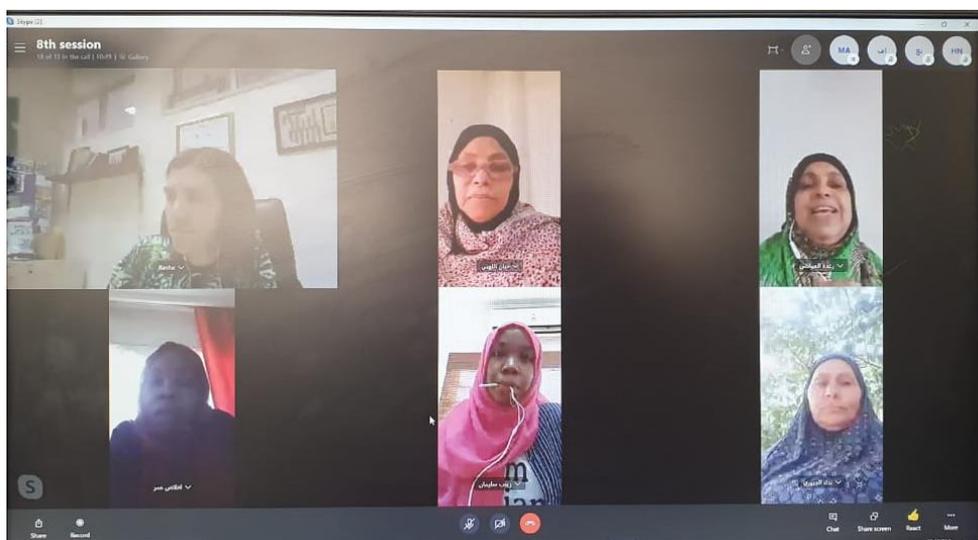
Focus group discussions were conducted virtually through Skype in September 2020 with different refugee groups as per the table below in coordination with the Community Based Protection Unit (CBP) and the Community Support Committees (CSCs). In total, forty-seven (47) participants attended the sessions; twenty-five males (53%) and twenty-two (47%) females. The groups included POCs of all ages and nationalities, including Syrians, Iraqis, Somalis, Sudanese and Yemenis. Table 1 shows the breakdown for the FGDs. For the questionnaire, please refer to *Annex 1-B: Helpline Customer Satisfaction Survey*).

FGD participants by gender



Table 1: Breakdown of FGD

Session	Nationality	Gender	Age group	Category	Number of participants	Selected by
1 st session	Syrian	Male	Adult	Called the Helpline	6	CSC
2 nd session	Syrian	Male	Elderly	Called the Helpline	4	CSC
3 rd session	Syrian	Female	Adult	Called the Helpline	5	CSC
4 th session	Syrian	Female	Elderly	Called the Helpline	2	CSC
5 th session	Non- Syrian	Male	Adult	Called the Helpline	7	CSC
6 th session	Non- Syrian	Male	Elderly	Called the Helpline	4	CSC
7 th session	Non- Syrian	Female	Adult	Called the Helpline	5	CSC
8 th session	Non- Syrian	Female	Elderly	Called the Helpline	7	CSC
9 th session	Syrian	Male	Adult	Didn't call the helpline	4	UNHCR
10 th session	Non- Syrian	Female	Elderly	Didn't call the helpline	3	UNHCR


Picture 2: FGD with Non-Syrian Elderly Women

Findings

1. Phone Survey

A) Cases who have called the Helpline

FEEDBACK ON GENERAL EXPERIENCE	
<p>CALL FREQUENCY FOR THE PAST MONTH</p> <p>14% (74 cases) did not call the Helpline 86% (452 cases) called the Helpline</p> <p>The ones who have called the Helpline (86%) reported that:</p> <ul style="list-style-type: none"> ➤ Number of trials to get connected One trial: 7% (33 cases) 2-5 trials: 38% (170 cases) >5 trials: 55% (249 cases) ➤ Frequency of finding the lines busy Always: 43% (196 cases) Frequently: 52% (233 cases) Rarely: 3% (14 cases) Never: 2% (9 cases) 	<p>FREQUENCY OF CALLING THE HELPLINE</p> <p>34% (177 cases) calls once a month 47% (249 cases) calls 2-5 times 19% (100 cases) calls more than 5 times</p> <p>SATISFACTION WITH WORKING HOURS</p> <p>95% (500 cases) are satisfied 5% (26 cases) are not satisfied</p>
<p>FGD</p> <p>All participants were well-aware of the Helpline phone number.</p> <p>On the one hand, the majority mentioned that on average they call the Helpline once every two months, whereas few stated that they try calling the Helpline multiple times. One refugee stated that he sometimes tries to call around 40 times per day to be able to connect.</p> <p>More than ten refugees mentioned that they were not able to connect due to busy lines. One refugee said <i>“one day I tried 45 times and couldn’t get through. All I got is busy line”</i>. Four elderly refugees stated that the time-out for entering the file number is short and they have to dial in again.</p>	
FEEDBACK ON IVR EXPERIENCE	
<p>UNDERSTANDING STEPS FOR ACCESSING THEIR INFORMATION</p> <p>PoCs are requested to enter their file number followed by their date of birth to allow the automated system to access their file and respond to their questions</p> <p>90% (474 cases) find it easy 10% (52 cases) do not find it easy</p> <p>UNDERSTANDING THE FIRST MENU</p> <p>98% (513 cases) find it easy 2% (13 cases) do not find it easy</p> <p>EASINESS TO REACH THE SERVICES NEEDED</p> <p>87% (456 cases) find it easy 13% (70 cases) do not find it easy</p>	<p>EASINESS TO UNDERSTAND THE IVR FLOW</p> <p>94% (492 cases) find it easy</p> <p>Out of them, 78% reported that their issue was resolved using the IVR, 12% reported that their issue was not resolved and 10% didn’t know if their issue was resolved.</p> <p>6% (34 cases) do not find it easy</p> <p>The reasons reported behind not finding the IVR flow easy are: 26% find the options too long, 65% find the options not clear and 9% find the options not relevant to them.</p> <p>MISSING SERVICE(S)</p> <p>99% (522 cases) find all the services they need 1% (4 cases) do not find all the services they need.</p> <p>The missing services reported were appeal for basic needs assistance, work permits and health services especially access to Caritas.</p>

EASINESS TO UNDERSTAND THE PROMPT MESSAGES

The IIVR has more than 50 pre-recorded responses that are linked to refugees' files and being provided to the callers based on their request.

94% (495 cases) find it easy

6% (31 cases) do not find it easy

FGD

Helpline Services

When participants were asked about the services that they generally need from the Helpline, they all mentioned Registration and Health followed by Resettlement, Education and Basic Needs assistance as per the details below:

Health: All refugee groups emphasized the challenge of not getting a response on Health services from both UNHCR and Caritas. Refugees do not know if they are eligible or not and they do not get feedback on the decisions of the Exceptional Care Committee (ECC), as one refugees mentioned *“when I ask UNHCR they tell me to ask Caritas and when I ask Caritas they tell me to contact UNHCR”*.

Registration: More than 90% wanted clarification on the expiry of the Asylum Seeker Certificate (ASC), the renewal process and the importance of having the hard copy. Two refugees reported that they have lost their ASC, but they have not gotten a feedback on where and when they will have their renewed ASC. Three Sudanese mothers mentioned that the schools rejected to enroll their children because of expired ASC. Around 60% highlighted the issue of the expired ASC and access to health services at Caritas and other health providers. Finally, the registration prompt message on the IVR is not clear to almost all participants as one Syrian male said, *“all of the other government institutions are open and receiving applicants, why is UNHCR still closed?”*. They did not know if they should wait for a call back from UNHCR registration staff or keep calling until someone responds to their query.

Education: Respondents with children (40%) reported that they face challenges when enrolling their children at school due to expired ASC as mentioned above, as well as lack of sources of information like access to schools, scholarships, etc. in addition to not having feedback on their queries through the automated IVR without the option of being transferred to an agent especially that refugees are not able to approach UNHCR premises and helpdesks.

Resettlement: More than 80% wanted a response on their file status regarding resettlement. They shared their frustration on the prompt message that they hear when they choose the resettlement option.

Basic Needs Assistant: On the other hand, they shared their concern about their eligibility for basic needs assistance and the appeal process especially knowing that they could not appeal during the past months due to COVID-19 emergency. Notably, the IVR trees for basic needs and cash delivery services were updated in September and allows refugees to hear more about their eligibility, appeals, issues with withdrawal, etc.

Understanding of IVR Flow & Language

On the whole, respondents find the flow and language on the Helpline clear. However, one elderly male mentioned that he does not find it easy and three females (elderly & adults) find that the recorded messages go fast and hard to follow and understand. Based on the feedback from Somali refugees, an adult male suggested that the Helpline should have the option of Somali language as they cannot understand the Arabic or English and even if they speak one of the languages, it is almost impossible for them to follow with the tree and select the option(s) that they need.

MEETING WITH CSCS

The Helpline team received feedback that CSCs in the South of Jordan need clarifications on few issues. Hence, a meeting was held with 10 members in the South. They raised the concern of elderly & illiterate refugees find it very challenging to enter their file number to be able to access the Helpline. They confirmed that all services are available.

AGENTS' PERFORMANCE

CONNECTED TO AN AGENT DURING THE CALL

- 46% (244 cases) were connected to an agent**
- 44% (233 cases) were NOT connected to an agent**
- 9% (49 cases) did not have this option**

Each UNHCR agent is routinely scored on a set of key performance indicators that include factors such as courtesy, politeness, knowledge, confidence level and more. Calls are reviewed with agents regularly for additional training and counselling to ensure the maximum professionalism level for every call. The **47%** that were **connected** to an agent were asked the below:

Waiting time to get connected

- 23% (55 cases) waited for < 1 minute
- 36% (89 cases) waited 1-2 minutes
- 15% (36 cases) waited 3-5 minutes
- 16% (40 cases) waited > 5 minutes

Resolved Query

- 85% (207 cases) reported that query was solved.
- 11% (26 cases) reported that query was not resolved. Out of them, 8% (2 cases) mentioned that they got a response/feedback while 92% (24 cases) did not.
- 5% (11 cases) reported that they don't know if their query was resolved.

Courtesy & Politeness of Agents

- 97% (237 cases) reported that agents are polite & courteous
- 3% (7 cases) reported that agents are not polite & courteous

Knowledgeable & Confident Agents

- 86% (211 cases) stated that agents are knowledgeable/confident
- 14% (33 cases) stated that agents are not knowledgeable/confident

Helpful Agents

- 23% (56 cases) very helpful
- 50% (122 cases) somewhat helpful
- 21% (51 cases) barely helpful
- 6% (15 cases) not helpful at all

FGD

All groups showed appreciation for the agents. All of them reported that all agents are polite, courteous, respectful and use professional language to respond to their queries. They all mentioned that they do understand their questions and respond based on the guidelines provided to them by other units. One Iraqi adult male said that **"the team should be given the right to give more information regarding their file status especially on resettlement"**.



Picture 2: FGD with Syrian Adult Men

OVERALL FEEDBACK
OVERALL SATISFACTION

81% (427 cases) satisfied

19% (99 cases) not satisfied

SUGGESTIONS TO BETTER IMPROVE THE SERVICES

Suggestion	Response %
Prefer to contact an agent instead of the IVR	26.2%
Increase the number of agents	14.3%
Increase the number of channels because the lines are always busy	8.9%
An option to speak to an agent from the main menu, especially for the people who can't understand the IVR	7.7%
The agents' answers are not satisfying	7.14%
The IVR answers are not clear enough	6.55%
More time to insert the file number	5.95%
The agents do not have enough access to information to give satisfying answers	4.17%
The line disconnects as soon as the call is transferred to an agent	2.98%
The IVR should be updated frequently especially in this current situation	2.98%
The IVR steps are hard to follow	2.38%
The option to be transferred to someone with authority to answer the inquiries	1.79%
Prompt messages to be shorter and to make it slower	1.19%
The IVR clear, but it is useless	1.19%
There are no options for health and appeals inquiries	1.19%
I could not reach the agents nor the IVR even though I have tried so many times	0.60%
Less steps through the IVR to get to the required option	0.60%
The agent attitude should be more respectful	0.60%
The agent to be more patient to fully understand the inquiries	0.60%
Free calls to the Helpline	0.60%
The line disconnects without answering	0.60%
You can't choose more than one option in the same call; you have to call again if you have another inquiry	0.60%
During Covid-19 emergency, the helpline was unreachable	0.60%
Poor connection	0.60%

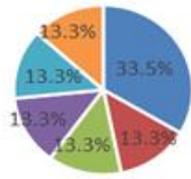
FGD

When respondents were asked about other services that are unavailable, all of them stressed that Health services are missing, and that they do not receive feedback on their requests.

Around 50% of refugees prefer that agents respond to their call as they would like to get a better clarification on either their eligibility status for Basic Needs assistance or their file status regarding other services (resettlement, health, etc.)

One adult Iraqi female mentioned that the Helpline should be able to provide the result of the home visit. Another two adult Iraqi females wanted to know if they are recognized as refugees.

B) Cases who have not called the Helpline

REASONS FOR NOT CALLING THE HELPLINE DURING THE PAST YEAR	
<p>136 cases who haven't called the Helpline over the past year were contacted. The below reasons were given for that:</p> <p>24.3% did not need to call the Helpline 16.9% reported that they do not know how to use it. 46.3% do not know the number 12.5% reported other reasons (breakdown in the pie chart)</p>	<p>Other Reasons for not Calling the Helpline - 12.5%</p>  <ul style="list-style-type: none"> ■ It is not useful ■ The line is out of service/not able to connect/always busy ■ I don't have a file number ■ Lines are always busy, prefer to talk with an agent ■ I call other numbers ■ It is hard to use
<p>FGD</p> <p>It was noticed that the seven refugees who have not called the Helpline over the past year, did not need to contact the Helpline. They raised other points that include UNHCR and its fairness in distributing assistance, scholarships for university students and willingness to resettle.</p>	

Recommendations

IVR

- The time-out for entering the file number should be extended.
- Add the Somali language on the Helpline. *Discussions with CBP are ongoing.*

Coordination with Units

- Coordinate with units to set a standard process for closing the referrals on RAIS while ensuring providing feedback to callers as needed.
- Work with **Health unit** to ensure that callers are getting responses to their queries either through UNHCR's helpline or through Caritas. Additionally, develop clearer messaging for PoCs about what the different help Caritas and UNHCR can give.
- Advise **Registration unit** to review the prompt message recorded on the IVR.
- Advise **Resettlement unit** to review the prompt message recorded on the IVR.
-
- Support **Education unit** to review the response on the IVR and encourage arranging information sessions to CSCs and refugees.

Communication

- Continue conducting training sessions to CSCs and refugees.
- Launch campaigns that include short videos and brochures as needed. *Discussions are on going with External Relations Unit to work on a video with the company to make animated videos.*
- Based on request from refugees, CBP to coordinate more sessions with other units, primarily Health, Resettlement and Education.

ANNEX 1: Helpline Satisfaction Survey

Helpline Customer Satisfaction Survey September 2020

A) Quantitative Survey – Phone Survey

Introduction:

I am XXX calling on behalf of UNHCR. We are carrying out a survey to better our services offered using the helpline. The survey would take 10 minutes. Your feedback will help us improve how we offer service to refugees in Jordan.

If the case has called the Helpline, go to Section A, if not then go to Section B.

Section A

General Experience

1. Have you called our helpline last month?
 - Yes
 - No
 - 1.1 If yes, how many Consecutive trials you did for your call to get connected?
 - One trial
 - 2-5 trials
 - Over 5 trials
 - 1.2 How frequent you find the lines busy?
 - Never
 - Rarely
 - Frequently
 - Always
2. On an average how many times do you call the helpline in a month?
 - Once
 - Between 2 to 5 times
 - More than 6 times
3. Are you satisfied with the working hours of the Helpline?
 - Yes
 - No

IVR Experience

<p>4. Was it easy to enter you file number & the year of birth?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>5. Was it easy to understand the first menu?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>6. Was it easy to reach the service you needed?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>7. Was it easy to understand the prompt Messages? (language)</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>8. Was the IVR flow easy to understand?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>8.1 If yes, was your issue resolved using the IVR?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> I don't know</p> <p>8.2 If no, what was the main issue?</p> <p><input type="checkbox"/>The options were not clear</p> <p><input type="checkbox"/>The options were not relevant to me</p> <p><input type="checkbox"/>The options are too long</p> <p>9. Is there any service in the new IVR that you cannot find?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>9.1 If no, what is it: _____</p>
Agents
<p>10. During the call, were you connected to the agent?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Didn't have this option</p> <p>10.1 If yes, how long did you have to wait for your call to be connected to an agent?</p> <p><input type="checkbox"/>Less than 1 minute</p> <p><input type="checkbox"/>Between 1 minute to 3 minutes</p> <p><input type="checkbox"/>Over 3 minutes</p> <p><input type="checkbox"/>Had to try multiple times to connect</p> <p>11. Was your query resolved by the agent?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p><input type="checkbox"/> Don't know</p>

<p>11.1 If no, did you get a call back, response, or feedback from UNHCR to resolve your query?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>12. Were agents courteous and polite?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>13. Was the agent knowledgeable/confident?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>14. How helpful was the agent?</p> <p><input type="checkbox"/> Not helpful at all</p> <p><input type="checkbox"/> Barely helpful</p> <p><input type="checkbox"/> Somewhat helpful</p> <p><input type="checkbox"/> Very helpful</p>
Overall
<p>15. Are you satisfied with your overall experience?</p> <p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No</p> <p>16. How can we better improve the service we offer to you?</p>
Section B
<p>1. Why haven't you called the Helpline?</p> <p><input type="checkbox"/> I don't know the number</p> <p><input type="checkbox"/> I don't know how to use it</p> <p><input type="checkbox"/> I didn't need to contact UNHCR</p> <p><input type="checkbox"/> Other, please specify: _____</p>

B) Qualitative Survey - FGD

1. Do you know about UNHCR's Helpline / do you call the Helpline?
2. How frequently do you call the Helpline?
3. What are the services that you usually seek from UNHCR Jordan's Helpline?
4. Is it easy to understand the menu, the language and the way you enter the file number?
5. What do you think about the agent's performance, language, knowledge, information given, and general understanding?
6. Are there any missing services or suggestions?

END

Helpline Agents Performance Report 2021

1. Performance Quality

KPI	Thresholds			
	Exceeded Expectation	Fully Met Expectation	Partially Met Expectations	Unsatisfactory Performance
Etiquette	>=90%	85% - 90%	80% - 84%	< 80%
Policy & Procedure	>=90%	85% - 90%	80% - 84%	< 80%
Knowledge	>=90%	85% - 90%	80% - 84%	< 80%
*Overall Score	>88.3%	83.3% - 88.3%	70.0% - 83.2%	<70%

*Overall Score= 35%*Etiquette+ 30%*Policy&Procedure +35%*knowledge

	Etiquette	Policy and Procedures	Knowledge issues	Total
Lateefa Suleiman				
Alaa Hamad				
Suhad Suleiman				
Eman Gheith				
Husam Kufoof				
George Kopti				
Saja Alkhalwaldeh				

2. Agent Efficiency

KPI	Thresholds			
	Exceeded Expectation	Fully Met Expectation	Partially Met Expectations	Unsatisfactory Performance
Breaks	< 9.4%	9.4% - 10.0%	10.1% - 11.0%	>11.0%
	100%	75%	50%	0%
Morning Late	<= 0:05:00	0:00:06 -0:20:00	0:21:00 -0:45:00	> 0:45:00
	100%	75%	50%	0%
Missing hours	<= 0:05:00	0:00:06 -0:20:01	0:21:00 -0:45:01	> 0:45:00
	100%	75%	50%	0%
*Overall Score	>91.7%	66.7% - 91.6%	33.3% - 66.6%	< 33.3%

*Overall Score = (Breaks + Morning Late + Missing hours)/3

	Morning Late	Breaks	Missing Hours	Total
George Kopti				
Husam Kufoof				
Lateefa Suleiman				
Eman Gheith				
Alaa Hamad				
Saja Alkhalwaldeh				
Suhad Suleiman				

3. Productivity

KPI	Thresholds			
	Exceeded Expectation	Fully Met Expectation	Partially Met Expectations	Unsatisfactory Performance
Average Handled Calls per hour	>=21	18-20	16-17	<=15
	100%	75%	50%	0%
Average Handle Time (AHT)	< 0:02:15	0:02:16 – 0:02:45	0:02:46 – 0:03:15	> 0:03:15
	100%	75%	50%	0%
*Overall Score	>87.5	62.5% -87.5%	62.4% - 25.0%	<25.0%

*Overall score = (Average Handled Calls per hour+Average Handle Time)/2

	Average Handled Calls per hour	Average Handle Time (AHT)	Total
Eman Gheith			
Saja Alkhalwaldeh			
Lateefa Suleiman			
Husam Kufoof			
George Kopti			
Alaa Hamad			
Suhad Suleiman			

Overall Performance Score

KPI	Thresholds			
	Exceeded Expectation	Fully Met Expectation	Partially Met Expectations	Unsatisfactory Performance
*Overall Score	>=95%	75% - 94.9%	65%-74.9%	<=64.9

*Overall score = 80% of Performance Quality + 10% of Agent Efficiency + 10% of Productivity

	Performance Quality	Agent Efficiency	Productivity	Overall Score
Eman Gheith				
Lateefa Suleiman				
Alaa Hamad				
Suhad Suleiman				
Husam Kufoof				
Saja Alkhalwaldeh				
George Kopti				

Helpline Agents Performance Summary

January 2021

	Performance Quality	Agent Efficiency	Productivity	Total*
Lateefa Suleiman				
Alaa Al Sharif				
Alaa Hamad				
George Kopti				
Husam Kufoof				
Saja Alkhalwaldeh				
Suhad Suleiman				
Eman Gheith				

March 2021

	Performance Quality	Agent Efficiency	Productivity	Total*
Lateefa Suleiman				
Alaa Hamad				
Suhad Suleiman				
Saja Alkhalwaldeh				
George Kopti				
Eman Gheith				
Husam Kufoof				

Main Highlights

February 2021

	Performance Quality	Agent Efficiency	Productivity	Total*
Lateefa Suleiman				
Alaa Hamad				
Eman Gheith				
George Kopti				
Saja Alkhalwaldeh				
Alaa Al Sharif				
Suhad Suleiman				
Husam Kufoof				

April 2021

	Performance Quality	Agent Efficiency	Productivity	Total*
Eman Gheith				
Lateefa Suleiman				
Alaa Hamad				
Suhad Suleiman				
Husam Kufoof				
Saja Alkhalwaldeh				
George Kopti				

Agents Key Performance Indicators February 2021

1. Performance Quality (80%)

KPI	Thresholds			
	Exceeded Expectation	Fully Met Expectation	Partially Met Expectations	Unsatisfactory Performance
Etiquette	>=90%	85% - 90%	80% - 84%	< 80%
Policy & Procedure	>=90%	85% - 90%	80% - 84%	< 80%
Knowledge	>=90%	85% - 90%	80% - 84%	< 80%
Total Score	>88.3%	83.3% - 88.3%	70.0% - 83.2%	<70%

2. Agent Efficiency (10%)

KPI	Thresholds			
	Exceeded Expectation	Fully Met Expectation	Partially Met Expectations	Unsatisfactory Performance
Breaks	< 9.4%	9.4% - 10.0%	10.1% - 11.0%	>11.0%
	100%	75%	50%	0%
Morning Late	<= 0:05:00	0:00:06 -0:20:00	0:21:00 -0:45:00	> 0:45:00
	100%	75%	50%	0%
Missing hours	<= 0:05:00	0:00:06 -0:20:01	0:21:00 -0:45:01	> 0:45:00
	100%	75%	50%	0%
Total Score	>91.7%	66.7% - 91.6%	33.3% - 66.6%	< 33.3%

3. Productivity (10%)

KPI	Thresholds			
	Exceeded Expectation	Fully Met Expectation	Partially Met Expectations	Unsatisfactory Performance
Average Handled Calls per hour	>=21	18-20	16-17	<=15
	100%	75%	50%	0%
Average Handle Time (AHT)	< 0:02:00	0:02:00 – 0:02:20	0:02:21 – 0:02:40	> 0:02:41
	100%	75%	50%	0%
Total Score	>87.5	62.5% -87.5%	62.4% - 25.0%	<25.0%

Overall Monthly Performance Score

KPI	Thresholds			
	Exceeded Expectation	Fully Met Expectation	Partially Met Expectations	Unsatisfactory Performance
Total Score	>=95%	75% - 94.9%	65%-74.9%	<=64.9

Coaching Evaluation Form
April 2021

Etiquette - 35%

- **Greeting - Immediate attention to caller** *(Yes/No)*

Answering the incoming calls directly (Maximum within **2** Seconds) after hearing the zip tone which is played to alert the phone user that a caller is ready. Ensure using the proper script and give the caller full attention.

- **Greeting - Follow greeting procedure** *(Points: 0-3) (1 point each)*

This includes the below components:

- Helpline greeting message (UNHCR Helpline, how can I help you?)
- Welcoming the caller using his/her name after checking the file number.
- The tone should show willingness to serve the caller and avoid quick greeting.

- **Emotional engagement - Show empathy** *(Yes/No)*

- Assume that the refugee has the right to be unsatisfied.
- Show the refugee that you are willing to help him/her.
- Able to get a deeper level of understanding.
- Try to make the difficulties that the refugees face easier by using friendly tone.

- **Emotional engagement - Show friendliness during the call** *(Yes/No)*

Let the refugee feel that you are happy to serve him/her and you care about him/her.

- **Emotional engagement - Do apologize for the inconvenience** *(Yes/No/NA)*

Even if the complaint is related to an issue that is caused by the refugee himself for example, not having all required documentation during renewal, etc. the agent should still:

- Use indirect apology such as *"I understand"*.
- Use expressions that make the refugee understand that you will be upset too if the same happens to you.

On the other hand, if the problem is from our side (system, delay, etc.), use direct apology such as *"I apologize"*.

- **Attitude - Avoid leading caller to be angry (caller provocation)** *(Yes/No)*

- Attitude is what you say and how you say it. Examples: avoid abusive words and loud tone.
- Avoid provoking the refugee either directly or indirectly.

- **Language & Tone - Overall Tone**

- Control your voice/tone - it must be friendly and reflects care.
- Avoid changes in your tone even if the refugee provokes you.

- **Language & Tone - Clarity** (Points: 0-10)

- Good voice quality (1 point)
- Strong vocal habits (1 point)
- Clear speech (2 points)
- Avoid stammering (1 point)
- Pronounce the letters in the right way (1 point)
- Avoid quick speech (1 point)
- Make that the headset that you are using is not far or touching your mouth as it will affect the clarity of the voice (1 point)
- Ensure clarity of the voice from the caller's side. This can be done by asking the caller to change his/her location &/or ask him/her to switch off the speaker. (2 points)

- **Language & Tone - Professionalism** (1 point each)

- Be formal and friendly at the same time.
- Using the right terminologies used by UNHCR.
- Avoid being sarcastic.
- Avoid eating during the call.
- Avoid extending the headset wire and unjustified repetition.
- Ensure telling the truth, still not promising.
- Avoid ending the call in a way that doesn't show the desire to help.
- Avoid long silence (above 9 sec).

- **Language & Tone - Enthusiasm** *(Yes/No)*

The tone should show that the agent is positive, powerful and full of energy.

- **Language & Tone - Courtesy words & phrases** (Points: 0-3) (to be assessed by the team leader)

Phrases that built friendly relationships with callers and make them feels of attention. using polite phrase while asking callers about anything, such as: please, if you don't mind.

- **Language & Tone - Displays confidence** *(Yes/No)*

- Avoid showing tentative, confused, stammer or uncertain tone &/or phrases while answering the call.
- Keep your tone of speech stable, relax and specific.
- Avoid phrases such as "*maybe, you can try, I think, I'm not sure, etc.*"

- **Communication - Frequent acknowledgment** (Points 0-4) (1 point each)

- Let the caller feel that you are listening to him/her and care about what is he/she saying.
- Make emotional connections with the caller.
- Keep the caller updated with the actions that you are doing during the call.
- Avoid long silence (above 9 sec).

- **Communication - Uses caller name** *(Yes/No)*

- Using caller name is one of the most important ways to make the caller feel the reassurance.

- The frequency of using it depends on the duration of the call. It should be used minimum twice for an average call duration (2.30 minutes). If the call is longer, the name should be mentioned more (an average of one time per one additional minute).
- Ensure using the refugee's right name.
- **Communication - Avoid abbreviations & use the right terminology** *(Points 0-4) (1 point each)*
 - Avoid using our internal abbreviations with the caller such as name of systems (RAIS, etc.)
 - Avoid using phrases when the caller has a problem such as "ok, excellent, etc."
 - Avoid using inappropriate phrases that reflect your carelessness such as "it is up to you."
 - Avoid using English words unless the caller started to use it.
- **Communication - Allow caller to comment & avoid being argumentative** *(Yes/No)*
 - Do not interrupt the caller while he/she is explaining the inquiry even if his/her inquiry is clear to you.
 - It is allowed to interrupt the caller if he/she has repeated the inquiry more than once. Yet, it should be in a professional way.
 - It is important to be polite throughout the conversation. This is can be done by trying to find one point that the caller and the refugee agree on.
- **Closure - Ask for assistance on any other issue** *(Yes/No)*
Ensure that the agent asks the caller if he/she has any other questions regardless of the number of questions that the refugee has or the duration of the call.
- **Closure - follow closure greeting procedure** *(0-3 Points) (1 point each)*
 - Thank the caller for calling UNHCR Helpline.
 - Wish him/her a good day/evening.
 - Clear and friendly tone.

Policy and Procedures - 30%

- **Data Security - Follow "security check questions" procedures** *(Yes/No/NA)*
Agent should follow the agreed security procedures.
 - Main security questions
 - DoB for the PA or any family member (If the PA is elderly, you can ask about the age).
 - Mother's name.
 - Additional security questions could be asked if the agent doubted the caller identity
 - If they are receiving any assistance or WFP, ask about the amount of it.
 - Individual number for the PA or the caller.
 - Registration date.
 - Arrival date / Year.

- **Data Security** - Ensure that the Caller is the PA or above 18 in the file *(Yes/No)*
- **Commitment with script** *(Yes/No)*
The script that should be used to respond to the caller's query.
- **Escalation procedure** *(Yes/No)*
The need to escalate to the team leader when needed. Examples include:
 - Callers that are threatening UNHCR's security (at the premises, etc.)
 - Callers that attempt to commit suicide, etc.
- **Ensure that the caller selected the right CSQ** *(Yes/No)*
- **Hold & Transfer - follow hold procedure** *(0-4 Points)*
 - Ask the caller to hold and ensure to explain the reason. (1 Point)
 - Make sure that the caller agrees to wait. (1 Point)
 - Get back to the caller and apologize for the waiting time. The hold duration should not exceed 60 sec. If you need to put the caller more on hold, you need to get back to him and inform him you are doing so. (2 Points)
- **Hold & Transfer - follow transfer procedure** *(0-4 Points) (2 points each)*
 - Ask caller for transfer while explaining the reason (2 Points)
 - Inform the caller to wait until the call is transferred. (2 Points)
- **Action needed by Agent - Create a RAIS ticket (12.19%)** *(0-4 Points / NA)*
 - RAIS ticket should be added to each call except for GBV/CP cases and cases with synchronization issues (NA).
 - **Action needed by Agent - Ensure comment clarity & accuracy (12.19%)** *(0-5 Points / NA)*
Clear comment should be written inside the ticket. (1 Point)
 - All the information that was given to the caller should be included in the ticket. (2 Points)
 - Active/primary phone number should be included in the comment and written in the phone number field on RAIS for all the tickets. (1 Point)
 - All the required information should be taken from the applicants and written inside the comment ticket (address, CAB branch, etc.). (1 Point)
 - GBV/CP cases and cases with synchronization issues (NA).

Knowledge - 35%

- **Knowledge & handling inquiries - confirm understanding (5.26%)** *(0-5 Points)*
 - Repeat what the caller said in case his query if it was not clear or might be understood in a different way. (2 points)
 - Ask the caller to confirm if what you have explained is clearly understood. (1 Point)
 - The agent should make sure that he is giving full attention to the caller's request. (1 point)
 - The agent to confirm the caller's request before taking the action needed (closed ticket/referral). (1 Point)

- **Knowledge & handling inquiries - Ask/choose related questions** *(Points 0-5)*
 Asking relevant questions that help the agent understand the caller's query. This will help the agent in providing the correct response.
- **Knowledge & handling inquiries - Check related screens and applications** *(0-5 Points /NA)*

 - Use the needed applications.
 - Open the needed screens.
 - Avoid opening unneeded applications.
- **Knowledge & handling inquiries - Provide correct information** *(Yes/No)*
 Provide caller with correct information based on the information that's available on our traditional data source.
- **Knowledge & handling inquiries - Give the caller comprehensive response** *(Points 0-12) (based on the team leader's response).*
 Comprehensive response should be given to the caller regarding his query. However, additional information should be provided based on the call flow and the requests coming from the caller.
- **Knowledge & handling inquiries - First Contact Resolution (FCR)** *(Yes/No)*
 Solve caller's problem or answer his inquiries during the first call. Provide the caller with correct, complete and valid troubleshooting. This will not let the caller call again to ask about the same query. For example, writing the right and accurate comments on RAIS.
- **Knowledge & handling inquiries – Provide details** *(Points 0-8)*
 Provide and explain details related to the response provided to the caller.
- **Knowledge & handling inquiries - Follow logical call flow** *(Yes/No)*
 Assure a logical call flow.
- **Knowledge & handling inquiries - Efficient use of time** *(Yes/No)*
 Make sure not to waste AHT of the call. Examples include invalid troubleshooting, prolonged search about the information and checking irrelevant screens.
- **Knowledge & handling inquiries - Advise the caller with what is suitable** *(Yes/No)*
 Guide the caller to the appropriate direction based on the caller's need while ensuring that it aligns with the UN directions and the ongoing campaigns.
- **Troubleshooting and solving problem - Follow valid troubleshooting** *(0-10 / NA)*
 Follow all related troubleshooting that will lead to responding to the caller.
- **Troubleshooting and solving problem - Explain the reason of the problem** *(Yes/No/NA)*
 Explain the root cause of the problem when needed. For example, lack of funds.

- *(Yes/No/NA)*
Solve the problem directly and complete the troubleshooting.
- **Troubleshooting and solving problem - Send tickets/emails** *(Yes/No/NA)*
Send valid ticket and sending informative Email if needed.
- **Troubleshooting and solving problem - Choose correct tickets and email address** *(0-3 Points / NA)*
Choose correct path title, subtitle with all needed info and right email address for the emails.
- **Hold & Transfer - Put caller on hold for valid reason** *(Yes/No/NA)*
When the agent doesn't have the answer to the caller's queries. No emails were shared on the subject.
- **Hold & Transfer - transfer the call for a valid reason** *(Yes/No/NA)*

Calls Evaluation Form

Agent name:
Calling Number:
Date:

Etiquette	Section Percent	0.00%	
	Question Result	Question Mark	
Greeting			
Immediate Attention To caller	Yes/No		0
follow greeting procedure	0-3		0
Emotional engagement			
Show empathy	Yes/No		0
Show friendliness during the call	Yes/No		0
Do apologize for the inconvenience	Yes/No/NA		0
Attitude			
Avoid leading caller to be angry (caller provocation)	Yes/No		0
Language & Tone			
Overall Tone	0-6		0
Clarity	0-10		0
Professionalism	0-8		0
Enthusiasm	Yes/No		0
Courtesy words & phrases	0-3		0
Displays confidence	Yes/No		0
Communication			
Frequent acknowledgment	0-4		0
Uses caller name	Yes/No		0
Avoid Abbreviations & Using right terminology	0-4		0
Allow caller to comment & Avoid being argumentative	Yes/No		0
Closure			
Ask for assistance on any other issue	Yes/No		0
follow closure greeting procedure	0-3		0
			0

Calls Evaluation Form

Agent name: Calling Number: Date:
--

Policy and Procedures		Section Percent	0.00%
		Question Result	Question Mark
Data Security			
Follow "security check questions" procedures	Yes/No/NA		0
Ensure that the Caller is the PA or above 18 in the file	Yes/No		0
Commitment with script	Yes/No		
Escalation procedure	Yes/No/NA		0
Ensure that the caller selected the right CSQ	Yes/No		0
Hold & Transfer			
follow hold procedure	0-4/NA		0
follow transfer procedure	0-4/NA		0
Action needed by Agent			
Create a RAIS ticket	0-5/NA		0
Ensure comment clarity & accuracy	0-5/NA		0
			0

Calls Evaluation Form

Agent name:
 Calling Number:
 Date:

Knowledge		Section Percent	0.00%
		Question Result	Question Mark
Knowledge & handling inquiries			
Confirm understanding	0-5		0
Ask/choose related questions	0-5		0
Check related screens and applications	0-5 / NA		0
Provide correct information	Yes/No		0
Give the caller comprehensive response	0-12		0
First Contact Resolution (FCR)	Yes/No		0
Provide details	0-8		0
Follow logical call flow	Yes/No		0
Efficient use of time	Yes/No		0
Advise the caller with what is suitable	Yes/No		0
Troubleshooting and solving problem			
Follow valid troubleshooting	0-10 /NA		0
Explain the reason of the problem	Yes/No/NA		0
Solve Caller Problem	Yes/No/NA		0
Send tickets/emails	Yes/No/NA		0
Choose correct tickets and email address	0-3/NA		0
Hold & Transfer			
Put caller on hold for valid reason	Yes/No/NA		0
transfer the call for a valid reason	Yes/No/NA		0
			0

Calls Evaluation Form

Agent name: Calling Number: Date:
--

Section	Percent
Etiquette	0.00%
Policy & Procedure	0.00%
Knowledge	0.00%
Total Score	0.00%

Helpline Interactive Voice Response (IVR) Outbound Messages

Template of requirements

Requesting Unit:

HoU:

Team:

Focal point:

Requirements:

Arabic Script	
English Script	
Number of cases	
Number of call attempts	
Date and Time of sending	

HoU signature:

Date:

Narrative for the month



Helpline This Month

Total handled calls
Number

Average call duration
Duration 0'0"

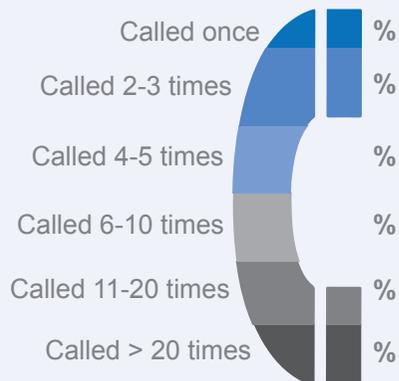
Average speed of answer
Duration 0'0"

Calls abandoned after waiting
440

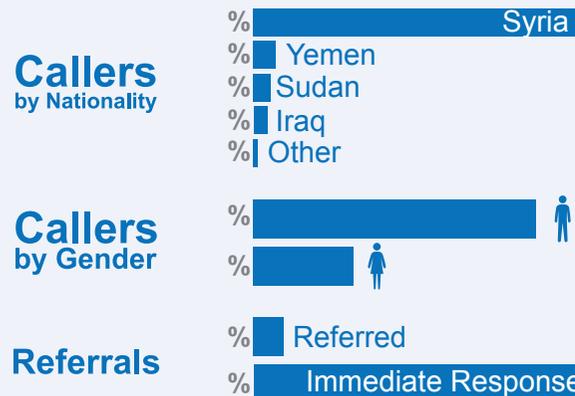
Calls handled by agents vs. by IVR
Number | Number

Handled calls since 2008 (cumulative)
Number

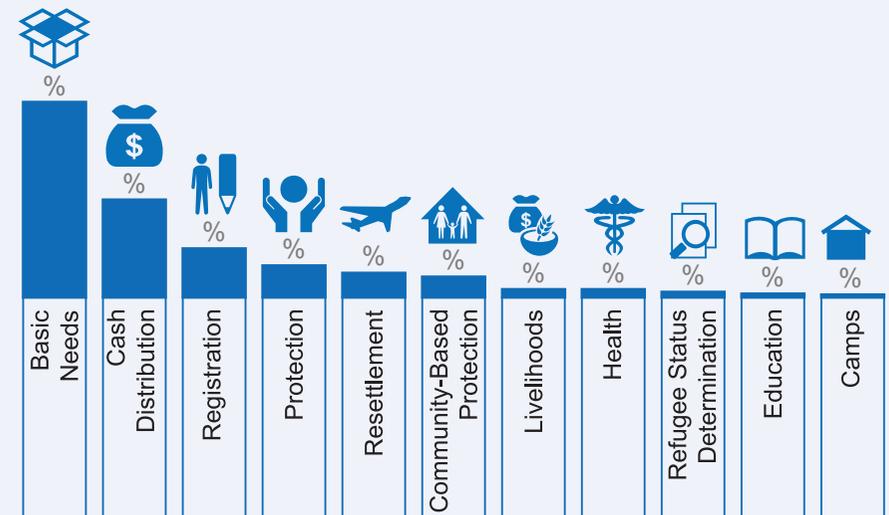
Unique Calls vs. Duplicate



Overview



Reasons of Calls



Annex 20 - UNHCR ZAIN SIM

June 2021

1. PROJECT DESCRIPTION

1.1 Introduction

2013

In 2013, a request from the Amman Field Unit prompted an exploration of a project to distribute SIM cards to refugees. The main reasons behind the request were two-fold: First, UNHCR was having difficulty in keeping up-to-date phone numbers for contacting refugees. Second, in 2013, it was cheaper to buy a new SIM card that had some credit than it was to top-up the existing SIM card. Refugee families were purchasing new SIM cards on average of every 1-2 months, which meant a new contact number for each purchase and a challenge for UNHCR to reach refugees. UNHCR was also concerned that the cost of calling Helpline was proving too expensive especially for poor families as the waiting time was too long. As the population grew, so did the number of calls to Helpline, and the waiting times to get to an agent were increasing.

In 2014, after a full tendering process, UNHCR contracted Zain Telecommunications to provide a UNHCR-owned SIM card to every PoC in Jordan living in camp and urban settings. This includes Syrians and Non-Syrians. Notably, on ZAIN's database and as per the contract, the SIM cards are registered under UNHCR's name and not under each case. The features of the SIM card included:

- Free calls to the UNHCR Helpline.
- The SIM card does not expire, i.e., the line does not get disconnected regardless of whether it holds credit or not.
- Allows for free in-network¹ calling.
- UNHCR provided with 150,000 free Mass-SMS to UNHCR
- Users can purchase a pay-as-you-go internet bundles, cheap rates for out-of-network and international calls to certain countries (CoO and resettlement countries).

The Field Unit at this time managed the Helpline and so agreed to manage the tendering of the SIM card agreement, as the project goal of easy contact with PoCs, and due to a stated lack of resources within the External Relations Unit.

2014-2105

¹ Free calls among UNHCR provided SIM cards

Implementation began in 2014, and the project was transferred to the Communication/ER unit. The first distribution of SIM cards took place in Zaatari camp, and it was performed in line with the registration verification. For a variety of reasons, the distribution did not continue as planned, and the distribution of SIM cards languished with only a small uptake for the next 2 years. Below are the main reasons for that:

- Zaatari camp: ZAIN didn't have a permission from the SRAD/MoI to conduct the distribution.
- Urban – Field Office Irbid: the electricity for the ZAIN caravan couldn't be connected. Additionally, there were administration issues about compensation and transportation of ZAIN staff from Amman to Irbid. All of this hindered the distribution at FOI.
- Urban – Khalda Office: there were disagreements on who takes the SIM card, which nationality and how to register it on the systems.

2016 onwards

In January 2016, the project was moved to the newly established Cash Based Interventions Unit and specifically under the Helpline. As of 2021, the ZAIN SIM card project was moved to report to the International Protection and Solutions Unit as one component under the Helpline. Hence it is now managed by the Associate CBI Officer (Helpline Manager). The 2021 annual budget for the SIM card project is JOD80,000 (\$112,676).

Distribution began in August 2016 at ZAIN shops. The primary focus was the cash beneficiaries to highlight the importance of the SIM card as the only way of communication.

Since 2016, the distribution is being done at ZAIN shops where refugees are asked to show a valid ASC. ZAIN shop team then takes the necessary information (File number, name, & individual ID.) using the bar code reader. UNHCR has conducted multiple training sessions to ZAIN's shop employees to ensure that they well understand the structure of the ASC and that they are taking the correct information as needed. Currently, ZAIN distributes an average of 1,000 SIM card per month.

Refugees holding SIM cards from other providers were advised to pick up a SIM card at their local Zain shop. Eighty-one thousand, thirty-three six (81,336) SIM cards have been distributed to refugees as of July 2021.

For the refugees who were already ZAIN subscribers, the company agreed to add the special services under the UNHCR agreement, including the free calling to Helpline. This is described as a 'flipped' Zain line. Around sixty-five thousand (64,884) cases with existing Zain line have been flipped as of September 2020.

ZAIN SIM card numbers should be recorded and labelled on proGres; but are/might only be one of many phone numbers recorded on proGres for each case.

1.2 Target population

The SIM card project aims to distribute SIM cards to all refugees living outside of the camps. Importantly, refugees have the right to choose their primary phone number; either a number that they choose or the ZAIN number. Future discussions will be held with camp management for potential distribution as needed.

2. MONITORING & EVALUATION

The Associate CBI Officer (Helpline Manager) is responsible for the ZAIN project and need to ensure that the below actions will be reported on monthly basis.

2.1 UNHCR Key Activities

Since 2020, UNHCR has been working closely with ZAIN focal points to ensure that the lists are clean. This is summarized as follows:

1. Each SIM card is linked to one case that has a correct file number on ZAIN's database. There have been many challenges fixing this since there were thousands of cases with wrong file number (for instance ZAIN was not using the bar code reader). This group of refugees was communicated multiple times through different campaigns from ZAIN and UNHCR's side to ask them to approach ZAIN shop and update their file number.
 2. There were thousands of SIM cards recorded under multiple file numbers (one phone number to multiple cases).
 3. There are discrepancies and inconsistencies with the recording of SIM cards on ProGres especially with the upgrade to V4.
 4. Some SIM cards were linked to file numbers on ProGres different from ZAIN's list. This group of refugees was communicated multiple times through different campaigns from ZAIN and UNHCR's side to ask them to approach ZAIN shop and update their file number.
- Helpline to produce monthly report on the number of SIM cards distributed, status, challenges, etc.
- **ProGres Update**
 1. Ensure that ProGres is updated with the active distributed SIM card with a clear label indicating that this is a UNHCR ZAIN SIM card.
 2. If the case chose ZAIN SIM card as the primary phone number, ensure that ProGres is updated accordingly.
 3. Ensure that ProGres is updated with the flipped ZAIN numbers.
 - Check the cases who received UN SIM card and their file at UNHCR is closed or inactive and share the phone numbers with ZAIN to disconnect the SIM card.
 - Helpline to extract the referral tickets recorded on RAIS and follow up on them accordingly.
 - UNHCR to conduct surveys to better understand the use of the SIM card and any challenges faced by PoCs.

2.2 ZAIN KEY RESPONSIBILITIES/ACTIVITIES

- ZAIN to ensure that invoices are shared on monthly basis. Importantly, the invoices should be correct and match the list that UNHCR generates from ZAIN database.

- Invoice Clearance:
Ideally, at the end of each month, ZAIN sends the invoice to the Supply Unit along the list that contains all the SIM cards that are distributed. Supply in return shares the list and the invoice with the Helpline team. The Senior CBI Assistant validates the invoice vis-à-vis ZAIN's database (shared live list that UNHCR Helpline team has access to). Based on that, the senior CBI assistant communicates with ZAIN focal point for any discrepancies. Generally, many challenges are being faced on this regard. Upon the agreement between ZAIN and UNHCR, the Associate CBI Officer signs off the invoices and shares a soft and a hard copy for Supply to process the payment.

- ZAIN to provide behavior reports when needed.

END



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

Frequently Asked Questions

Helpline

August 2021



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

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Registration

How can I get any registration service (Renewal, Adding, Split, Merge, ...)?

If you want to get any of our registration service, please follow the below steps:

Current

1. Call 06 400 8000
2. Choose the language: for English, press #, for Arabic, wait 5 seconds.
3. General welcoming message will play.
4. Select option number 2 (General Services Provided by UNHCR).
5. Select option number 1 (To Update Your Family's Information).
6. Select option number 1 (General Registration services).
7. You will listen to an automated message for the current situation, then you have to wait until the Helpline Agent takes the call and send your request for an appointment to the concerned unit.
8. The concerned Unit will follow up on your request and do the needed action.

After the new implementation

You may request any registration service by calling the UNHCR Helpline as follows:

1. Dial 06 400 8000
2. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
3. A general message will be played.
4. Select option number 2 from the main menu: General Services provided by UNHCR.
5. Afterwards, select option number 1: Registration Services.
6. Then select option number 1: Registration services – update your family information.

There are five options under the Registration services Menu:

Option 1: adding of newborn baby – to add a newborn baby, you will be able to choose an appointment through the interactive voice response system directly without a need to be transferred to an agent. You have to enter an active phone number to receive a confirmation SMS of the chosen date.

Option 2: splitting or merging files – for splitting or merging of files, the call will be transferred to an agent to follow up with the concerned unit as needed.

Option 3: renewal appointments - for renewal appointments, you will also be able to choose an appointment through the Interactive voice response system directly without the need to be transferred an agent.

- IVR will provide two options for the renewal appointment date.
- You then can choose the appointment that suits you by selecting option 1 or option 2.
- The system will then ask you to confirm your appointment date (day/month/year) by pressing 1.

- Finally, you will need to enter an active phone number to receive a confirmation SMS of the chosen date.

Option 4: activation - for activation, the call will be transferred to an agent to follow up with the concerned unit as needed.

Option 5: other registrations services - if you are in need for any other registration service that is not available in the menu, you can choose this option and the call will be transferred to an agent to follow up on your request.

When can I get renewal appointment?

Before three months of the expiration date.

What are the steps of the remote registration procedure?

Step 1: SMS

You will receive an SMS from UNHCR informing you that a UNHCR staff member will call you to schedule a remote interview.

Step 2: Scheduling call

You will receive an SMS with “UNHCR” credentials informing you that a UNHCR staff member will call you to schedule a remote interview.

During the scheduling call, all procedures will be explained in detail, and the time that works best for you will be set for the renewal interview phone call.

Please follow the instructions and have everything ready for your renewal interview phone call.

Step 3: Interview call

You will receive an SMS with “UNHCR” credentials informing you about the interview date and the name of UNHCR staff member who will call you to conduct a remote interview.

Please make sure all registered family members and all passports/identity documents are available and handy.

At each step You will also receive a one-time password consisting of four digits, specific to the interview call. To protect yourself from fraudsters, please do not share this password with anyone. Once you receive a call from UNHCR ask UNHCR staff to tell you the password. In this way you will know the caller is a genuine UNHCR staff. If it does not match the password you received from UNHCR end the call, and please report it to UNHCR Helpline at 064008000.

I have received SMS to send my documents through WhatsApp in order to complete the procedure for a requested registration service, within how long the documents could be sent?

Documents should be sent within 7 days, after that you have to request new appointment.



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

I have requested a registration service (Renewal, Adding, Split, Merge, ...) through the Helpline, within how long will I receive the SMS?

Remote registration is taking up to two weeks, if you don't receive SMS or call after two weeks of the last request, you have to contact the Helpline again and raise the issue in order to send another referral for the concerned unit to follow up on your request and do the needed action.

I have received SMS to send my documents through WhatsApp in order to complete the procedure for a requested registration service, how long it will take to complete the procedure?

After sending your documents it may take up to one month to complete the procedure, if you don't receive SMS or call after a month of sending the documents, you have to contact the Helpline again and raise the issue in order to send another referral for the concerned unit to follow up on your request and do the needed action.

My file has been closed, I got a new baby, can I add him/her to the file?

Your request will be sent to the concerned unit to follow up and do the needed action.

I got a new baby, the mother's file is in the camp and my file is in urban, can I add the baby to my file?

New babies should be added under the mother's file even if she is in the camp and the father is in urban.

How can I update my phone number?

1. Dial 06 400 8000
2. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
3. A welcome message will be played.
4. Select option number 2 from the main menu: General Services provided by UNHCR.
5. Afterwards, select option number 1: Registration Services.
6. Then select option number 2: issues related to phone numbers.
7. To update your primary phone number, select option 1.
8. Enter your 10-digit phone number.
9. If the entered number is the same as the one recorded on your file, you will hear an automated message and the call will be ended.
10. If the entered number is not the same as the one recorded on your file, you have to re-enter your 10-digit phone number for verification.
11. After the phone number is updated on your file, you will receive a confirmation message with the added phone number.

How can I ask/escalate about any issue related to UNHCR SIM card?

1. Dial 06 400 8000
2. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
3. A welcome message will be played.
4. Select option number 2 from the main menu: General Services provided by UNHCR.
5. Afterwards, select option number 1: Registration Services.
6. Then select option number 2: issues related to phone numbers.
7. For issues related to UNHCR SIM cards from Zain, select option 2.

your call will be transferred to a Helpline agent. Agents are available from Sunday to Thursday, 8AM to 4PM.

How to receive the renewed Asylum Seeker Certificate?

UNHCR is issuing appointments for refugees to collect their renewed Asylum Seeker Certificates from its Registration Centre, UNHCR contacts refugees directly via SMS to set appointments to approach the office, in order to avoid crowding, and in line with the precautionary measures in place to limit the spread of coronavirus.

How can I ask for the renewed Asylum Seeker Certificate in case I have an urgent issue and I didn't get SMS from UNHCR to receive it?

Current

1. Call UNHCR Helpline at 06 400 8000
2. Choose the language: for English, press #, for Arabic, wait 5 seconds.
3. General welcoming message will play.
4. Select option number 2 (General Services Provided by UNHCR).
5. Select option number 1 (To Update Your Family's Information).
6. Select option number 1 (General Registration services).
7. You will listen to an automated message for the current situation, then you have to wait until the Helpline Agent takes the call
8. Explain the situation for the Agent, if it's urgent, the Agent will send your request for the renewed Asylum Seeker Certificate to the concerned unit.
9. The concerned Unit will follow up on your request and do the needed action.

After the new implementation

1. Dial 06 400 8000
2. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
3. A general message will be played.
4. Select option number 2 from the main menu: General Services provided by UNHCR.
5. Afterwards, select option number 1: Registration Services.

6. Then select option number 1: Registration services – update your family information.
7. There are five options under the Registration services Menu, choose option 5 - other registrations services.
8. Your call will be transferred to an agent.
9. Explain the situation to the agent and your request will be sent to the concerned unit.
10. The concerned Unit will follow up on your request and do the needed action.

I have gone to my country and returned back, my file has been closed/inactivated, how can I re-open it again?

Current

1. Call UNHCR Helpline at 06 400 8000
2. Choose the language: for English, press #, for Arabic, wait 5 seconds.
3. General welcoming message will play.
4. Select option number 2 (General Services Provided by UNHCR).
5. Select option number 1 (To Update Your Family's Information).
6. Select option number 1 (General Registration services).
7. You will listen to an automated message for the current situation, then you have to wait until the Helpline Agent takes the call
8. The agent will send your request to the concerned unit.
9. The concerned Unit will follow up on your request and do the needed action.

After the new implementation

1. Dial 06 400 8000
2. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
3. A general message will be played.
4. Select option number 2 from the main menu: General Services provided by UNHCR.
5. Afterwards, select option number 1: Registration Services.
6. Then select option number 1: Registration services – update your family information.
7. There are five options under the Registration services Menu, choose option 4 - activation.
8. Your call will be transferred to an agent.
9. The agent will send your request to the concerned unit.
10. The concerned Unit will follow up on your request and do the needed action.

Basic Needs

Mindset contacted me before week for a HV, no one has visited me till now. What should I do?

Mindset refused to complete the home visit because I did not split my married daughter from the file.

What should I do?

Who is eligible for UNHCR cash assistance?

Only the most vulnerable and poorest of families receive cash assistance, therefore the eligibility formula takes in consideration different elements when calculating the prioritization such as family size, number of disabilities in the family, and many other considerations. The vulnerabilities are considered differently; for example, a widowed woman might have a higher priority than a married woman even if the husband is not in Jordan.

Why am I not eligible for cash assistance?

Due to the limited funding, UNHCR must focus on the poorest of the poor. Although we understand you are in need, others who are more vulnerable than you have been selected for cash assistance. However, you may be eligible for other types of assistance, such as health services from Caritas.

Why was I cancelled from receiving cash assistance?

UNHCR must focus on the poorest of the poor. Although we understand you are in need, others who are more vulnerable than you have been selected for cash assistance. However, you may be eligible of other types of assistance, such as health services from Caritas.

If there have been any changes in your family situation since the last home visit and you have not informed UNHCR about it, contact the UNHCR Helpline (064008000) to update your file.

Am I not eligible to receive cash assistance because I work/have a work permit? If I issued a work permit, will that make me ineligible to receive cash assistance from UNHCR?

Having a job or having a work permit is not one of the criteria taken into consideration when reviewing your eligibility for cash assistance. Working or engaging in Cash-For-Work programmes or other livelihoods projects does not affect the cash assistance provided by UNHCR.

UNHCR highly recommends that you obtain a work permit for any work you do. Having a work permit protects you and your labor rights at work.

Does my cash assistance eligibility status affect my refugee status? My resettlement status?

Cash assistance eligibility does not affect your file's resettlement opportunities or status determination as an asylum-seeker or refugee.



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How can I appeal regarding receiving cash assistance from UNHCR?

You may call the UNHCR Helpline (064008000) to request an appeal. If there have been any changes in your family situation since the last home visit and you have not informed UNHCR about it, please contact the UNHCR Helpline (064008000) to update your file.

Cash Distribution

I am receiving a Monthly Cash Assistance, when it will be uploaded?

The Monthly Purpose Cash Assistance is uploaded at the first week of each month, you will receive SMS once it has been uploaded.

Is the Monthly Cash Assistance Permanent?

No, it is not permanent and it depends on fund and assessment.

I have medical issue and I'm not able to withdraw the Monthly Cash Assistance, can someone else be authorized to withdraw it?

Yes, you can but it should be one of your family members within the same file who is above 18 years old. You will sign a consent paper to change the cash collector.

How can I add a request to [change the cash collector](#)?

You have to contact the Helpline using the following steps:

1. Dial 06 400 8000
2. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
3. A general message will be played.
4. Select option number 2 from the main menu: General Services provided by UNHCR.
5. Afterwards, select option number 2: Cash Assistance.
6. You will listen that your monthly cash assistance is uploaded and press 1 if you have any issue with the assistance transfer or withdrawal.
7. Press number 1 as you have a technical issue that needs to be reported.
8. There are five options under troubleshooting Menu, choose option 2 - request changing the designated cash collector.
9. You will be requested to enter the individual number of the person you want to be the new cash collector.
10. An automated request will be sent to the concerned unit.
11. The concerned Unit will follow up on your request and do the needed action.
12. The action to change the designated cash collector will be activated in the next round of assistance uploads.



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I have requested to **change the cash collector** as I have a medical issue and I'm not able to withdraw it, how long it will take to change the cash collector after signing the consent form?

The action to change the designated cash collector will be activated in the next round of assistance uploads.

I am withdrawing the Monthly Cash Assistance each month through my IRIS, I have received SMS to withdraw this month's assistance but I'm not able to do that due to **technical issue**. What should I do?

You have to report this issue through the Helpline using the following steps:

13. Dial 06 400 8000
14. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
15. A general message will be played.
16. Select option number 2 from the main menu: General Services provided by UNHCR.
17. Afterwards, select option number 2: Cash Assistance.
18. You will listen that your monthly cash assistance is uploaded and press 1 if you have any issue with the assistance transfer or withdrawal.
19. Press number 1 as you have a technical issue that needs to be reported.
20. There are five options under troubleshooting Menu, choose option 1 - technical errors related to withdrawal through iris matching.
21. Within the working hours your call will be transferred to Helpline agent where you can explain the issue you have.
22. The agent will report the issue to the concerned unit.
23. The concerned Unit will follow up on your request and do the needed action.
24. After working hours, an automated request will be sent to the concerned unit.
25. The concerned Unit will follow up on your request and do the needed action.

I am withdrawing the Monthly Cash Assistance each month through an ATM card, I have received SMS to withdraw this month's assistance, but the **card is blocked**, and I am not able to withdraw the assistance. What should I do?

You have to report this issue through the Helpline using the following steps:

1. Dial 06 400 8000
2. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
3. A general message will be played.
4. Select option number 2 from the main menu: General Services provided by UNHCR.
5. Afterwards, select option number 2: Cash Assistance.
6. You will listen that your monthly cash assistance is uploaded and press 1 if you have any issue with the assistance transfer or withdrawal.
7. Press number 1 as you have a technical issue that needs to be reported.
8. There are four options under troubleshooting Menu, choose option 3 - If the ATM card is blocked.

9. Within the working hours your call will be transferred to Helpline agent where you can explain the issue you have.
10. The agent will report the issue to the concerned unit.
11. The concerned Unit will follow up on your request and do the needed action.
12. After working hours, an automated request will be sent to the concerned unit.
13. The concerned Unit will follow up on your request and do the needed action.
14. You can try after 24 hours as the problem should be solved.

I am withdrawing the Monthly Cash Assistance each month through an ATM card, and I have **lost my ATM card/ ATM card was taken by the ATM**. What should I do?

You have to report this issue through the Helpline using the following steps:

1. Dial 06 400 8000
2. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
3. A general message will be played.
4. Select option number 2 from the main menu: General Services provided by UNHCR.
5. Afterwards, select option number 2: Cash Assistance.
6. You will listen that your monthly cash assistance is uploaded and press 1 if you have any issue with the assistance transfer or withdrawal.
7. Press number 1 as you have a technical issue that needs to be reported.
8. There are four options under troubleshooting Menu, choose option 1 - Lost ATM card or PIN code.
9. Within the working hours your call will be transferred to Helpline agent where you can explain the issue you have.
10. The agent will report the issue to the concerned unit.
11. The concerned Unit will follow up on your request and do the needed action.
12. After working hours, an automated request will be sent to the concerned unit.
13. The concerned Unit will follow up on your request and do the needed action.
14. The action to issue a replacement of the ATM card or the PIN code will be reflected in the next round of assistance uploads

I am withdrawing the Monthly Cash Assistance each month through my **IRIS, can I change the transfer modality to ATM card or U-wallet?**

You can add a request to change the transfer modality through the Helpline IVR, UNHCR changes the transfer modality based on specific criteria. The concerned unit will take the necessary action and contact you if needed.

I am withdrawing the Monthly Cash Assistance each month through an **ATM , can I change the transfer modality to IRIS or U-wallet?**

You can add a request to change the transfer modality through the Helpline IVR, UNHCR changes the transfer modality based on specific criteria. The concerned unit will take the necessary action and contact you if needed.

I am withdrawing the Monthly Cash Assistance each month through the U-wallet , can I change the transfer modality to IRIS or ATM card?

You can add a request to change the transfer modality through the Helpline IVR, UNHCR changes the transfer modality based on specific criteria. The concerned unit will take the necessary action and contact you if needed.

I am withdrawing the Monthly Cash Assistance each month through the U-wallet, I have an issue with my wallet. What should I do?

You have to report this issue through the Helpline using the following steps:

1. Dial 06 400 8000
2. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
3. A general message will be played.
4. Select option number 2 from the main menu: General Services provided by UNHCR.
5. Afterwards, select option number 2: Cash Assistance.
6. You will listen that your monthly cash assistance is uploaded and press 1 if you have any issue with the assistance transfer or withdrawal.
7. Press number 1 as you have a technical issue that needs to be reported.
8. There are eight options under troubleshooting Menu, listen carefully to the options and choose the one related to the issue you have.
9. Based on the selected option, you will listen an automated message related to your concern.
10. An automated request will be sent to the concerned unit if needed.

I have a big family and I'm not able to cover my basic needs with the UNHCR Monthly Cash Assistance. What can I do?

UNHCR has a scale for cash assistance program, there is a scale based on family size. We know that it is not enough but at least it is one source to support you and to enable us to help more families.

Health

[I have a medical issue and I need to see a doctor. What should I do?](#)

First you have contact UNHCR Helpline to check if you are eligible to receive the service at UNHCR-run clinics or not.

You can check your eligibility through UNHCR Helpline using the following steps:

1. Dial 06 400 8000
2. Choose your language: for English, press 1, for Somali, press 2, for Arabic, wait 5 seconds.
3. A general message will be played.
4. Select option number 2 from the main menu: General Services provided by UNHCR.
5. Afterwards, select option number 3: Health.
6. Then select option number 1: Primary Health Care services.
7. You will listen to an automated message stating your eligibility and where you should go.

If you are eligible for PHC services you can contact the nearest Caritas clinic to your location and book an appointment. You can also approach the nearest Ministry of Health facility to receive the requested service noting that the services are available at public health centers and Governmental hospitals at the non-insured Jordanian rate.

If you are not eligible for PHC services you can only approach the nearest Ministry of Health facility to receive the requested service noting that the services are available at public health centers and Governmental hospitals at the non-insured Jordanian rate.

[I need to get my children vaccinated. Where can I go?](#)

Child immunization services available in all Public Health Centers and are free of charge, regardless of your nationality or registration with UNHCR or MOI. To get your child vaccinated, you should present your child's birth certificate or the hospital birth notification.

[I live in Aqaba, I have an urgent medical issue and there is no governmental hospital here, where can I go?](#)

You can head to Prince Hashim hospital in Aqaba governorate and inform MMU focal Point within 48 hours.

[I live in Al-Tafilah, I have an urgent medical issue and there is no governmental hospital here, where can I go?](#)

You can head to Prince Zaid hospital in Al-Tafilah governorate and inform MMU focal Point within 48 hours.

[What are the required documents when approaching Caritas?](#)

Valid Asylum Seeker Certificate or SMS for the renewal appointment with MOI card for Syrian refugees.



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I suffer from tertiary medical condition and I need to be medically treated, where should I go to receive treatment?

Treatment for costly tertiary care requires pre-approval from UNHCRs Exceptional Care Committee (ECC), which is held monthly. You should contact Caritas clinic through WhatsApp to upload your medical reports to be submitted for the Exceptional Care Committee purposes.

How long it will take to get the result on my request from the Exceptional Care Committee (ECC)?

The Exceptional Care Committee takes at least 2 months to review your request.

What should I do if I have submitted a request for the Exceptional Care Committee (ECC) since two months and I didn't receive the result till now?

If you have submitted your request within the past 2 months to a Caritas clinic, please contact the clinic you have submitted your files through and enquire about the results.

I am a pregnant woman; how can I follow up my pregnancy and delivery?

Preventive Maternal and Child Health care services, family planning, infant and child feeding programmes in addition to routine vaccination services are available free of charge for all refugees from all nationalities, with a valid Asylum Seeker Certificate (for all nationalities) and the service card issued by the Ministry of Interior (for Syrian refugees only) in Maternal and Child Health centers of the Ministry of Health.

Pregnant women in need for delivery should go directly to the nearest Ministry of Health Hospital and inform the Jordan Paramedic Society Focal point at the hospital or the nearest Caritas clinic within 48 hours of admission. The coverage through cash for health is based on the level of vulnerability.

If I, or one of my family members has an urgent medical issue, where I can go in order to receive medical treatment?

Head to the nearest Ministry of Health hospital. Inform the Jordan Paramedic Society focal point inside the hospital, or call the nearest Caritas clinic to your location, within 48 hours of your admission and proceed with the normal procedures.

In the case of emergency hospital admission, referrals and uploading medical reports, please get in touch with the nearest Caritas clinic directly through WhatsApp.

Who will pay for the hospital in case of any emergency?

If you are eligible for the emergency life-saving services, you have valid Asylum Seeker Certificate, MOI card (for Syrian) and you inform the Caritas within 48 hours, you will be assisted through cash for health, if your case matched the criteria.

If you are not eligible for the emergency life-saving services, you have valid Asylum Seeker Certificate, MOI card (for Syrian) the cost will be at the non-insured Jordanian rate, you can inform the Caritas within 48 hours to look at the possibility to be covered by UNHCR or other NGO.

I have cancer and need therapy. Where shall I go to receive treatment?

Submit all medical reports to the nearest Caritas Clinic, in order to submit your treatment request to the exceptional care committee “ECC” and you shall be informed once the final decision was released based on your eligibility and fund availability.

From where can I get the Mental health services?

Mental health services are provided free-of-charge through the International Medical Corps (IMC) clinics.

Please contact the nearest International Medical Corps (IMC) clinic to your location in order to access mental and psychosocial services through IMC clinics.

Admission to the National Center for Mental Health “NCMH” is also free of charge for all refugees residing in urban with valid ASC and MOI Card-for Syrians only for the advanced cases.

I have registered with UNHCR and I am holding an Asylum Seeker Certificate, my wife is pregnant, but she is still not registered with UNHCR. What should I do in case of delivery?

Head to the nearest MOH hospital and inform IMC focal point inside the hospital or the nearest Caritas clinic within 48 hours and follow the normal procedure, UNHCR will look into the possibility of coverage through other NGO’s, if not assisted by UNHCR.

If I, or one of my family members has a rare disease and there is no cure for it in Jordan. How can UNHCR help us?

Submit all documents to the nearest Caritas Clinic and UNHCR will review the medical reports and decide according to your medical resettlement eligibility.

Protection

Detention/Deportation

I have been detained and I am at the police station now. What should I do?

You should report in full confidentiality the case/incident to UNHCR Helpline, detention hotline (0796742200, from 9am to 3 pm working days) or the Legal Aid hotline (24h/7). If you are unable to report, a family member, friend or roommate, as well as UNHCR staff and NGOs can report through these lines.

I have been detained due to working without permission, and now I'm in Raba'a Al-Sarhan to be deported soon. What should I do?

No one under the protection of UNHCR should be deported because of working illegally. Deportation cases are normally posing a threat to Jordanian community. You should report in full confidentiality the case/incident to UNHCR Helpline, detention hotline (0796742200, from 9am to 3 pm working days) or

the Legal Aid hotline (24h/7). If you are unable to report, a family member, friend or roommate, as well as UNHCR staff and NGOs can report through these lines.

If I get stopped by police due to fake bail out document or forged documents. What should I do?

You should seek urgently advise from Legal Aid and report the issue for UNHCR emergency line (0796742200) or Helpline.

If I get a generalization decision, what should I do? how you can help me?

You should report this issue to UNHCR emergency (0796742200) or the Helpline.

What will happen if I work without a permit?

You will be taken to the police station to receive a warning and to sign a declaration that you will not work again. If you have left Za'atri camp without bailing out, then you will be taken back to Za'atri camp.

Legal Issues

I need to issue a legal document (divorce paper, custody, ...). What should I do?

You have to contact Legal Aid for their legal assistance, if they refuse to help, please contact UNHCR Helpline to follow up with the concerned unit.

I didn't pay the home rent for multiple months; I have an eviction decision. What should I do?

You have to contact Legal Aid for their legal assistance, if they refuse to help, please contact UNHCR Helpline to follow up with the concerned unit.

My official documents(passport, ID, ...) have been reserved by the sponsor. What should I do?

You have to contact Legal Aid for their legal assistance, if they refuse to help, please contact UNHCR Helpline to follow up with the concerned unit.

My official documents(passport, ID, ...) have been reserved by the GID (المخابرات) . What should I do?

You have to contact UNHCR Helpline to follow up with the concerned unit.

I have left the camp in a legal way (rectification) and I need to issue an Asylum Seeker Certificate outside the camp (Urban). What should I do?

You have to contact SRAD (إدارة شؤون اللاجئين).

Refugee Status Determination

[I am registered with UNHCR Jordan. What is the next step?](#)

Following registration, you may receive an appointment for a Refugee Status Determination interview, depending on the needs identified in your case. Appointments will occur according to the interview schedule and will consider your own circumstances.

[I can't afford to travel to Amman. Do all Refugee Status Determination interviews occur in Amman?](#)

We regularly travel to locations where our Persons of Concern are located because we understand how difficult and expensive it is to travel for your appointment. If you live far from Amman and are not able to come to UNHCR for an RSD interview please contact us via Helpline and we try to organize it at the office of the UNHCR's partners closest to you.

[I live in Amman, but I am too sick to attend my interview at the Amman office. Is that a problem?](#)

If you cannot attend your interview due to health issues or any other reason please let us know as soon as possible, so that we can reschedule it for another time.

[When will UNHCR Jordan answer my RSD enquiry?](#)

Rest assured that whichever communication method you choose, UNHCR reviews your enquiry and follows up on your case. We will contact you only if we need more information.

[Does this mean that everyone that is registered with UNHCR Jordan will go through a Refugee Status Determination interview?](#)

Asylum-seeker and refugee certificates grant the same level of protection against deportation (refoulement). Also access to services and assistance does not depend on refugee status. Thus, we only carry out RSD interviews as our capacities allow.

[What is the purpose of the RSD interview?](#)

The purpose of the Refugee Status Determination interview is to obtain the reasons of why you left your home country and the reasons why you cannot return. It allows UNHCR to accurately determine whether you are a refugee or not.

[What happens during the Refugee Status Determination interview?](#)

This is your time to tell your story, and we will help you in that process. During the interview, you will be asked several questions about yourself, your family and any problems you may have had and your fear of return to your home country. It is important that you cooperate with the UNHCR staff member during the Refugee Status Determination interview and provide truthful and complete information. Any incorrect information may have a negative impact on your case.

Please bring all documents available to you at the time of the Refugee Status Determination interview such as travel documents, identity papers, employment records, and other documentation which will help support your claim for refugee status.

Should you have a legal representative assisting you in presenting your case to UNHCR, you may submit a request for approval to UNHCR.

What happens after the Refugee Status Determination interview?

Your case will be assessed, reviewed and decision reached whether you meet refugee definition or not. You will be notified of the decision that UNHCR has made on your case. If your application for refugee status is rejected and you disagree with this, you have the right to appeal the decision. Information on the appeal procedures is included in the decision that you will receive.

I have been rejected for refugee status, but my family member is accepted. How does this affect me?

If you are rejected for refugee status, but your first degree relative is accepted as a refugee, then you may be eligible for refugee status by UNHCR. If for some reason this has not happened for you, then UNHCR would explain to you the reasons behind this decision. If you still have concerns about this or believe an error has occurred in your application, please inform UNHCR.

My case has been pending for some time. Why am I not receiving my result?

Decisions on RSD require a review which sometimes takes time. We strive to provide results as soon as possible but the extra time is sometimes to ensure that your case is addressed thoroughly. However, if your case has been pending for over 6 months, please get in touch with UNHCR to inquire about your result.

Does the information I share with UNHCR during my interview remain confidential?

Any information you provide during Refugee Status Determination interviews remains confidential and no details of your application will be shared with any third party without your permission and explicit consent. You can contact UNHCR at any point if you wish to correct or add any information to your case, or if you would like to request any copies of documents you have submitted to UNHCR previously.

There are some sensitive issues that I do not want to share with a family member or relative. Should I be concerned?

We respect the privacy and sensitivity of the information that is shared with us. All information is treated with the utmost confidentiality. Should we need to share some information with a family member, your consent will always be sought first. UNHCR will never act without receiving your consent.

I need a document to prove my status as a refugee for a residency (or other) application I am submitting to another country or institution. Can you help me?

Please consult the information on our Resettlement page for information on this.

What are the steps of the remote RSD interview?

1. UNHCR will call you to assess whether your situation is suitable for a remote RSD interview. This assessment takes into consideration availability of internet, mobile phone credit and privacy. You will also be asked questions to confirm your identity and UNHCR will ask for your consent to being interviewed utilising this modality.



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2. Should you not feel comfortable with remote RSD interview modalities, and do not consent to the process, please do not worry. It will have no consequences on your RSD processing, and we will reschedule you once we can accommodate you in the office.
3. All calls from UNHCR for RSD interviews will show as “06 400 7000” .
4. Once you agree to the remote RSD interview, you will receive an SMS from UNHCR confirming the details of your interview.
5. On the day of your interview, you will receive an SMS from UNHCR with a one-time password (OTP). To protect yourself from fraudsters, please do not share this password with anyone.
6. When your RSD interviewer calls, ask them for this OTP to know the caller is a genuine UNHCR staff. If they provide you with the correct OTP, then continue with the interview. If it does not match the password you received from the UNHCR SMS, please end the call and report it to UNHCR by calling the Helpline at 064008000.

How can I know that the SMS I received is truly from UNHCR?

The sender of the SMS should display as “UNHCR”. Anything else (such as “UNHCR Jordan” or other) is not the official UNHCR account and you should report it.

How will I know if I have been selected for a remote RSD interview?

UNHCR will contact you and explain to you the process in detail.

How can I submit documentation in a remote interview?

Please let your interviewer know and they will help you to update your records.

How will I know the result of my RSD interview?

UNHCR will either call you or invite you to its office to let you know the results of your interview.

Is a remote RSD interview different from being interviewed in the office?

The only difference is that you will be interviewed at a distance for your safety.

Do I have to attend my RSD interview remotely if I am selected to do so by UNHCR?

No, we only interview those who agree to do so.

What happens if I choose not to be interviewed remotely?

You will be interviewed when the UNHCR offices are ready to receive you in the way that is safest to your health and wellbeing. Your decision to wait and be interviewed in person has no effect on your RSD procedures or on any assistance you receive from UNHCR.

What if I want to change the date of my planned interview?

Please answer the interview call and verify that your call is from UNHCR by using the OTP you received (see above). Once you have confirmed that the caller is UNHCR, ask your interviewer to reschedule your appointment.

What if I missed the call for my remote RSD interview?

We will always try to call you several times within the time slot of your interview. If you miss our calls, our team will call you later to try to reschedule your appointment to a time suitable for you.

I need refugee status for an urgent protection/health/other issue. How can I let you know about this?

I have requested to close my file before, and it has been closed. How can I reopen it again?

You have to send an email through Joraminf@unhcr.org.

Resettlement

What is Resettlement?

Resettlement is the transfer from the first country that a refugee flees to (i.e. Jordan), to another country which has screened the case and agreed to admit the individual/family and provide permanent residence (the Resettlement State).

Resettlement is a process which results in a permanent third country solution for refugees who have no option to integrate locally or return to their home country and have protection needs in the country where they stay.

Resettlement is available for refugees whose life, liberty, safety, health or fundamental human rights are at risk in the country where they sought refuge.

How are refugees identified for resettlement?

UNHCR identifies refugees for resettlement in accordance with resettlement categories based on their protection needs. Resettlement States set the criteria which determine which refugees will be admitted to their country.

Refugees do not apply for resettlement. Cases are identified through the data and information that is shared with the office at registration level, as well as information gathered by partners and during home visits.

Identification for resettlement is not linked to the date of registration with the office, nationality or any other profile.

UNHCR identifies refugees based on their protection needs and continuously reviews the situation of highly vulnerable families to assess whether they meet resettlement criteria.

Resettlement is not a right and is not available to everyone granted refugee status. Places are limited and Resettlement States choose how many refugees to resettle.

You can provide UNHCR with updates on your circumstances through letters and Helpline (064008000) or at your next renewal appointment.

If your case enters the resettlement process, UNHCR will contact you.

What happens if I am identified for resettlement?

If your case is identified for resettlement consideration, you will be contacted by UNHCR and invited for an interview. If you are interviewed for resettlement consideration there is no guarantee that you will be resettled.

If your case is found eligible for resettlement and your case is referred to a resettlement country for consideration, you will receive a text message from UNHCR on your phone, informing you about the submission of your case, specifying the country.

UNHCR will contact you by telephone about each stage of the resettlement process. Therefore it is very important you keep UNHCR updated in case you change your contact number.

How do I know if I have a resettlement case?

If your case is being considered by UNHCR for resettlement, you will be contacted by the resettlement unit and invited for an interview. After the interview, you will be contacted again by telephone and you will be informed whether your case has been transferred to a resettlement country, or not. If it is not transferred to a resettlement country and you are advised that you are not currently eligible for resettlement, this means that you no longer have an active resettlement case.

UNHCR has contacted me and informed me that my file is not considered for resettlement?

UNHCR regularly counsel refugees on their resettlement case status. If you have received a call from UNHCR stating that your file is not considered for resettlement, this means you do not currently have an active resettlement case.

This does not affect your situation in Jordan regarding UNHCR's protection or any assistance that you may be receiving from UNHCR.

You can provide UNHCR with updates on your circumstances through letters and Helpline (064008000) or at your next renewal appointment.

Who makes the final decision on my case for resettlement?

While UNHCR identifies refugees for resettlement consideration and interviews them to assess their eligibility for resettlement, the final decision to accept a refugee for resettlement rests with resettlement States and not UNHCR.

How long does it take between the resettlement interview and departure?

Resettlement is a process with many different steps. It may take months or more than a year, depending on the resettlement state and its procedures. Some resettlement countries undertake further interviews with refugees in the resettlement pipeline, and others do not. You will be required to undergo medical checks and receive further information from the resettlement country and IOM prior to departure.

UNHCR will be in contact with you during the different stages of the resettlement process.

You can provide UNHCR with updates on your circumstances through letters and Helpline (064008000) to verify information regarding the status of your case.

UNHCR will contact you by telephone about each stage of the resettlement process. Therefore, it is very important you keep UNHCR updated in case you change your contact number.

What happens if your case is rejected for resettlement?

If your case is rejected by the resettlement country, you will be contacted by the resettlement country and/or UNHCR to inform you accordingly.

If your resettlement case is rejected by the resettlement country, this does not affect your situation in Jordan as a refugee under UNHCR's protection. It also does not affect any assistance that you may be receiving from UNHCR.

Only a small number of cases are re-submitted to another country. UNHCR will re-assess your case and decide if there is a possibility for your case to be re-submitted. You will be informed by UNHCR if your case is eligible to be resubmitted.

Can I withdraw my application after it was submitted for resettlement?

You have the right to withdraw your resettlement case; however, it will not automatically be considered for re-submission to another country and may result in your resettlement case being inactivated. Re submission also may not be an option if there are no resettlement countries available.

If I am resettled can my family members join me afterwards?

It is very important that you declare your family members during the resettlement process so that they are mentioned in UNHCR's records. There is no guarantee that your family members will be able to join you in the resettlement country, as this will depend upon the legislation and criteria of the country. Many countries limit their family reunification criteria to nuclear family members and have financial requirements before you can bring your family members.

Will I be able to work in the resettlement country?

Yes. You will have the right to work in the resettlement country. Services and the levels of support provided vary between resettlement countries. However, generally, in the long term, resettled refugees will be expected to work in the resettlement country to support themselves and to allow for successful integration.

Can I apply directly for resettlement through an Embassy?

Private visa procedures through Embassies are different than resettlement through UNHCR. If you applied directly with an Embassy for immigration or other migration opportunities, UNHCR will not likely have information on the status of your application.

As indicated above, UNHCR identifies only the most vulnerable refugees for resettlement consideration through its own identification methods. You can, however, consult the immigration websites for the country you would like to make an application to see whether you qualify for immigration to that country and verify how to go about applying for immigration.



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Can I join my family members in a third country through family reunification procedures?

Resettlement countries decide who is admitted through family reunification immigration procedures, and the process for family reunification normally takes place through the relevant embassy. Priority for family reunification is normally given to the nuclear family members, such as spouses and minor children. However, depending on circumstances of the case as well as national legislation of the country in question the criteria and eligibility for family reunification might be different.

If you have applied for family reunification at an embassy and are facing problems in the process you can approach UNHCR for assistance and information.

Is the resettlement process and/or UNHCR's services free of charge?

Yes. All of UNHCR's services are free of charge, if anyone requests any form of payment in return for services, this should be reported to UNHCR immediately.

Anyone can contact the Inspector General Office (IGO) if they have concerns or information about possible misconduct or sexual exploitation or abuse by any UNHCR staff member or other persons working directly with UNHCR. Anyone can contact the IGO if they have a reason to believe that a staff member or other persons associated with UNHCR has not behaved correctly. Write an e-mail to: inspector@unhcr.org.

How can I contact UNHCR and share information about my case?

You may contact UNHCR through email and Helpline (064008000).

How can I be sure that UNHCR is contacting me for resettlement purposes?

UNHCR resettlement team will only call you using the UNHCR telephone number 064007000. If you receive an SMS from the resettlement team, the sender ID should show as 'UNHCR'. If you receive a phone call from any other phone number claiming to be UNHCR resettlement, it may be a fraudster and should be reported to UNHCR.

At the start of the phone call, the UNHCR staff member will introduce her/himself and brief you on the purpose of the interview/call. In order to verify your identity and ensure that UNHCR is speaking with the correct person, you will be asked some questions related to existing details on your file. You will also be asked to send a photograph of you and your family to the UNHCR caseworker, who will compare the photograph with that available on the UNHCR database.

During remote resettlement interviews, you may also be asked to share documents with a UNHCR staff member using an application on your phone. UNHCR will contact you to update you at each stage of your resettlement case. For quality assurance reasons please note that all Resettlement phone calls with refugees are recorded.

What are the steps of the remote resettlement process?

Step 1. Scheduling Phone Call

You will receive a phone call from UNHCR number 064007000 informing you that your case has been identified for resettlement. UNHCR will verify your identity through questions related to existing details on your file.

You will be asked if you are willing to be considered for resettlement. If your case meets the required criteria, the scheduler will inform you about the date and time of your initial phone interview.

Step 2. Initial Interview

You will receive a phone call from UNHCR number 064007000. UNHCR will verify your identity through questions related to existing details on your file, and you will be asked to send a photograph of yourself with your family members so that UNHCR can be sure they are speaking with the correct family.

During this phone call a UNHCR interviewer will counsel you on resettlement and conduct an initial brief interview with you and all adult family members registered in your case to assess your eligibility for resettlement.

Step 3. Second Scheduling Phone Call

If your case meets eligibility criteria after the initial interview, you will receive a phone call from UNHCR number 064007000 to schedule your resettlement interview. UNHCR will verify your identity through questions related to existing details on your file.

The majority of resettlement interviews take place by phone. If you are invited to UNHCR's premises for your resettlement interview, the scheduler will inform you of the date and time of your appointment.

Those without an appointment will not be admitted to UNHCR's premises.

Step 4. Resettlement Interview

For remote resettlement interviews (by phone), you will receive a call from a UNHCR staff member from number 064007000. UNHCR will verify your identity through questions related to existing details on your file, and you will be asked to send a photograph of yourself with your family members so that UNHCR can be sure they are speaking with the correct family.

During the remote interview (by phone), the UNHCR staff member will counsel you on resettlement procedures and gather the necessary information required for your resettlement case. Please try to ensure that you are in a confidential environment for this interview so that you can answer questions and share information.

If you are given an appointment to visit one of UNHCR's premises for your resettlement interview, procedures will be followed to ensure safe physical distancing, and your interview will be conducted with a staff member by video call.

Step 5: Resettlement Submission

After the resettlement interview, your case will be reviewed, and if your case is submitted to a resettlement country you will be informed through SMS.

[How can I contact UNHCR and get an update on the status of my resettlement case?](#)

You may contact UNHCR Helpline (064008000) to the status of my resettlement case.



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How has resettlement travel been affected by the Coronavirus pandemic?

Travel of refugees to resettlement countries has been impacted by the coronavirus pandemic. While a small number of cases have been able to travel, the majority of travel arrangements have been postponed. Resettlement countries remain committed to receiving refugees who have been accepted for resettlement, and it is expected that travel will be rebooked in the future, when the situation allows. IOM will contact refugees to cancel and rebook resettlement travel, when this becomes a possibility. If you have a travel booking for resettlement, and have a question about travel cancellation, you can call IOM on their hotline number 0798954077, from Sunday to Thursday, 11AM to 1PM.

I have interviewed for resettlement, they have requested a document (custody, birth certificate, ...) from my side and I was not able to issue it, the document is ready now, how can I submit it?

You should contact UNHCR Helpline (064008000) to follow up with the concerned unit.

Education

My children have dropped out of the school for more than three years. What can I do to get them back to school?

They can enroll in the Drop Out programme after undergoing diagnostic exams to place them in the suitable level in the programme.

After graduation from the programme, the child can obtain a document equivalent to the tenth grade for the purposes of continuing in vocational training or home schooling.

The Drop Out programme is characterized by a participatory approach that encourages youth leadership and critical thinking and helps them to continue their education and set their future goals.

How can I register my children in the catch-up programme?

The Catch-Up programme is scattered into three intensive educational levels for the first six basic grades (from the first to the sixth grade), implemented and supervised by the Ministry of Education. After undergoing diagnostic tests, the child accepted and enrolled in the level of the Catch-Up programme according to his capabilities, and each student gets a school certificate issued by the Ministry. Children aged 9 to 12 who have not attended formal education permanently (do not have any reading, writing or mathematical skills) or have dropped out of education for a period exceeding three years, could register and enroll in the Catch-Up programme.

To register in the Catch-Up programme, please check with the nearest Directorate of Education on the date of the diagnostic exam. Bring a copy of the service card issued by the Ministry of Interior for the Syrian community.

Livelihoods

What are the work permit requirements for Syrian refugees?

Minimum age for non-Jordanians to work and obtain a work permit is 18.

Documents required from the worker:

1. Valid Service Card issued by the Ministry of Interior (Mol);
2. One personal passport size photo.
3. Medical examination, provided that it is conducted at healthcare directorates and centers accredited by the Ministry of Health in the Governorates.

Documents required from the employer :

1. Certificate of Incorporation/ Commercial Registry Certificate.
2. Professional license certificate.
3. A statement from Social Security confirming registration of the company.
4. A statement from Social Security listing the employees of the company (first time employees will not be on this list, but Social Security subscription will be requested upon renewal);
5. Two copies of a written contract signed by both parties (employer and employee) – each party to keep 1 copy.
6. Identity Card of the employer or an authorization from the employer allowing a delegate to apply for the work permit signed by the employer.
7. Bank statement or legal guarantee of the company.
8. A summons form addressed to the director of the concerned directorate.

Documents required from the individual employer in the agricultural sector (not a cooperative):

1. The record issued by the Directorate of Agriculture stating the land surface, the type of tenure and the kind of irrigation used.
2. Two copies of a written contract signed by both parties (employer and employee) – each party to keep 1 copy.
3. Identity Card of the employer or an authorization from the employer allowing a delegate to apply for the work permit signed by the employer.
4. A recent copy of the land registration certificate from the Lands Department, or the artesian water well license and the clearance from the Water Authority.

Documents required from the agriculture cooperative:

1. Registration certificate of the cooperative, which is issued by the Jordanian Cooperative Enterprise.
2. Letter from the cooperative requesting the work permit, enlisting the names of the applicants for work permits.

3. Authorization letter from the cooperative to the designated person in charge of issuing and receiving the work permit.
4. A summons form addressed to the director of the concerned directorate.

What is the procedure to obtain a work permit?

For the employer

Approach the nearest Labor Directorate where the employer/company is registered.

Fill out the application form.

Attach the required documents mentioned above.

Wait for approval of the Ministry of Labor/ Labor Directorate.

For job seekers in the agriculture and construction sectors (non-employer specific)

For agricultural activities: work permits must be requested through agricultural cooperatives.

For construction sector: flexible work permits must be requested through the General Federation of Jordanian Trade Unions, the only body authorized to facilitate the issuance of construction work permits not tied to an employer.

What are the main legal rights of workers in Jordan?

1. The right for the employee to receive a copy of a written employment contract and to keep it. The employer is entitled to prove his/her rights by all legal methods if the contract is not in writing, including witnesses, directing the oath, and every agreement, condition, or contract that requires the worker to waive any of the rights granted by the law.
2. The right for the employee to receive a work permit, which is one of the commitments for the employer as instructed by law.
3. The right to a minimum wage.
4. The right to have 1 paid day off per week: either on Friday, or any other day of the week as per requirement of the job.
5. Every worker has the right to 14 days of annual leave per year, unless agreed upon more days. After 5 consecutive years or more with the same employer, the entitlement becomes 21 days of annual leave.
6. Each worker has the right to 14 days of full paid sick leave per year, based on a certified medical report. The sick leave may be renewed for another 14 days with full pay based on a medical report by an authorized doctor as per the company standards (for companies of less than 20 employees), or by a medical committee (for companies of more than 20 employees).
7. Maximum working hours are 8 hours a day or up to 48 hours per week. If an employee works for more than eight hours per day and/or 48 hours per week, he/she is entitled to overtime compensation. Time allocated for food and rest is not considered part of the working hours.
8. The right to receive overtime compensation if working on weekends or national/religious holidays. The employee may agree to work over the regular working hours. In that case, the

overtime wage is 125% of his usual wage during weekdays and 150% during holidays, public holidays and weekly holidays.

9. The wages must be paid within a maximum of seven days from the due date.
10. Women have the right to paid maternity leave for a total of 10 weeks (paid by the Social Security), and the right to one paid hour for nursing per day for a period of one year from the date of delivery; if the employee is not enrolled in Social Security, it is the company/employer's responsibility to cover the costs of the maternity leave.
11. The right to be enrolled into Social Security (except for those who are holding flexible work permits in the construction and agriculture sectors, knowing that employees who have regular work permits under the supervision of a specific employer/company/entity can be enrolled in Social Security as they are considered employees under the labor law).
12. The right to be medically treated and receive compensation in the case of any work-related injury.
13. The employee has the right to keep his/her passport and all his/her personal and identity documents.
14. The worker must always carry his/her work permit, and it needs to be presented to the authorities when/if requested.
15. The employee commits to not breaking labor laws.

What are the employee's commitments towards the employer (per Jordanian labour law)?

1. The employee must do the job and present efforts.
2. The employee must commit to the employer's orders relating to work within the limits that do not expose him/her to any dangers and do not contradict the laws.
3. The employee must maintain the industrial and commercial confidentiality of the employer.
4. The employee must handle with care any equipment used at work.
5. The employee must undergo the necessary medical tests.

Should i pay for the work permit?

Work permits for Syrian workers are free of charge until the end of the year 2021. As a practice, the 10 JODs processing fee requested by Ministry of Labor needs to be paid by the employee.

In the agricultural sector, the worker needs to pay the 13 JODs processing through the Jordanian Cooperative Enterprise, receiving a receipt for the payment.

In the construction sector, applying for a flexible work permit costs 57 JODs (including all fees and insurance against work-related injuries) through the General Federation of Jordanian Trade Unions, receiving a receipt for the payment.

For other sectors, the fees of issuing a regular work permit are 10 JODs, paid by the employer.

What are the occupations that I can work in?

Non-Jordanian employees are permitted to work in the different occupations as per the mentioned ratios in the Ministry of Labor's instructions on foreign employees for each sector, with the exception of occupations listed among the closed sectors.

Can you keep your refugee's status after obtaining legal employment and can you receive assistance?

There will be no change to the status of Syrians registered with UNHCR once you receive your work permit. UNHCR and partner organizations are committed to continue providing assistance based on needs and vulnerabilities.

Are you still considered for resettlement if they have a work permit?

Syrian refugees holding work permits may still be considered for UNHCR resettlement to third countries.

Is enrolment in the social security mandatory and what is it for?

Social Security subscription is mandatory. It covers:

1. Work-related injuries
2. Retirement
3. Disability insurance
4. Death insurance
5. Maternity insurance
6. Unemployment insurance where applicable

The subscription is a joint responsibility of the employer and the employee and is to be paid on monthly basis and shall be calculated as follows:

Employer's contribution to social security 14.25%

Employee's contribution to social security 7.50%

For instances of flexible work permits, it is possible to enroll in the social security (optionally). It is worth noting that construction workers (with an open work permit through the General Federation of Jordanian Trade Unions) need to subscribe for a private insurance instead of Social Security and keep the original copy of the signed insurance policy to submit in the cases of work-related injuries or compensation for death (within the coverage limits foreseen by the policy itself).

A foreign worker can retrieve what he/she and the employer contributed directly through the Social Security department for the first time, regardless of the amount, and for the second time after completing 24 months of a new subscription, as long as the employee has a contract covering all periods of subscription. For more information on Social Security, please call ARDD – Legal Aid on their hotline: 064617477. Working hours are from 9AM to 6PM, from Sunday to Thursday.

Can camp refugees work legally with work permits?

Refugees residing in camps can obtain a work permit free of charge to work across the country in occupations open to non-Jordanians. Work permit holders will be able to work outside the camps. The work permit serves as a one month leave permit, facilitating the movement in and out of the camp. Processing fees described above apply.

Who should be contacted in case of questions or disputes?

GENERAL INQUIRIES: UNHCR Helpline: 064008000.

SPECIFIC WORK PERMIT AND LABOUR LAW RELATED QUESTIONS: The Ministry of Labor has a free hotline that receives calls regarding labor law issues and is committed to improve the rights of all workers in Jordan: Free line: 080 022 208, Zain network: 0796580666, Orange network: 0777580666, Umniah network: 0785602666 or through WhatsApp: 0790955557 and email: hotline@mol.gov.jo. The hotline has answering machines that receive complaints after 3:30PM.

LEGAL ISSUES: For legal counselling and/or mediation, please contact ARDD-Legal aid at 06-4617477 operating Sunday-Thursday, 9AM to 6PM; or approach the Legal Unit in UNHCR Amman-Khalda.

NB: you may approach the Ministry of Labor regarding any complaint relating to labor, even if you do not have a work permit. The worker may also approach any Labor Directorate and Ministry of Labor offices countrywide to seek help or advice relating to labor and rights.

If your work permit has expired, do you need the clearance of your former employer or your sponsor to get a new one?

No. You can transfer to a new employer when the permit has expired without the clearance of the previous employer. The worker holding a regular work permit is also allowed to transfer from an employer to another without the need of any clearance.

Can I move from one sector to another?

A worker can move from an employer to another within any of the other sectors or industries, as long as the employment is in one of the open sectors for non-Jordanian workers, and that is without the need to request a clearance and provided that the work permit has expired or was canceled by the previous employer or the authorized representative.

Do you need a certificate of prior learning to obtain a work permit in the construction sector?

You do not need to attend a training course and have a certificate to obtain a work permit in the construction sector anymore. However, we encourage everyone to obtain a certificate of prior learning through one of ILO's programmes, or any other authorized entity.

You work in a short-term labor-intensive programme (cash-for-work). Are you entitled to a work permit?

Yes. The agency/institution implementing the project in the field (municipalities, field directorates of line ministries, NGOs or associations) will apply for the work permit to the Ministry of Labor. The work permit will have a duration based on the duration of your contract and for a maximum period of six months.

What exemptions are included in the labor law for Syrian refugee workers?

1. Exemption of the additional fees upon issuance or renewal of work permits, and stamp fees.
2. Exemption of fines for non-renewal of work permits.
3. Exemption from work permit fees and the additional amount payable to the worker for all years in which a work permit has not been issued retroactively.



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4. Exemption of fees for conducting medical examinations, provided that examinations are conducted in the healthcare directorates and centers accredited by the Ministry of Health in the Governorates.

I have a flexible work permit in the agriculture sector and work in the services sector. Is it considered to be an offense?

Yes. Working in a sector other than the one permitted in the work permit – and in this case working in a sector other than the agriculture sector while owning a flexible agricultural permit – is considered to be against the labor laws and may expose the concerned worker to fines.