

Registration Services

UNHCR Jordan March 2021



Breakdown by Age & Gender

18-59 1.643

- Breakdown by Office
 - Amman | 701 1336 Mafraq | 237 Zaatari Camp 1234 Irbid Azraq Camp | 111 123 EJC Azraq Urban 19

Total: 1,651 individuals, including 1,403 new-born babies

Renewal Urban Caseload

Breakdown by Age & Gender









- Breakdown by Nationality
- Syrian 132,991 Non-Syrian | 2,049
- Breakdown by Office
 - 118,370 Amman Mafraq 18,872 17,585 Irbid Azraq Urban | 213

Total: 35,040 individuals

Helpline Referrals & E-mail Petitions

Breakdown of Petitions by Office

1372 Amman Irbid 133 Mafraq | 12

Breakdown of Referrals by Nationality



Breakdown of Referrals by Office

Amman 12,443 Irbid 13,585 Mafraq 12.560

- Zaatari Camp 1490 Azrag Camp + Urban | 330 FJC. 134
- Breakdown of Referrals by Type



Contact

Split File

334

188

62

Processed

Duplicate

Pending

Change 10,292 5.302 Processed 4.689 Duplicate 301 Pending



Renewal Appointment 4,277 3.121 656 500



Add Family Member 3,150 2.027 849 274



241

160

59

22

Re-Entry



Merge File Other 466 682 302 427 108 56 214

41

E-mail Petitions: 417 | Helpline referrals: 19,442



During the month of March 2021, UNHCR continued to scale up its effort in conducting remote registration and renewal activities. Remote renewal interviews were conducted with 35,040 Persons of Concern (PoCs).

In addition, UNHCR distributed Asylum Seeker/Refugee Certificates to 33,230 individuals/8,433 families. In order to ensure elimination of registration and renewal backlog, UNHCR sped up the process of recruiting additional workforce for registration.

On 28 March, the Japanese Ambassador and his delegate visited UNHCR Jordan and the Registration Center in Khalda, Amman.

UNHCR increased its effort in increasing two-way communications with PoCs, which include enhanced Helpline (IVR) referral system and online information sessions with community leaders – six (6) sessions were conducted in Irbid and one (1) in Amman.