

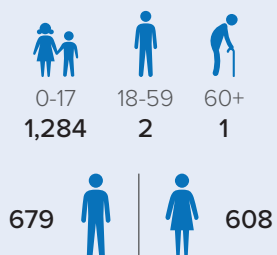
# Registration Services

UNHCR Jordan

May 2021

## New Registration

### Breakdown by Age & Gender



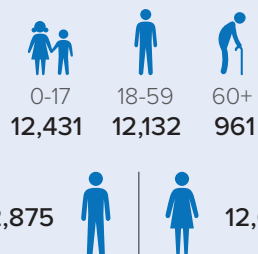
### Breakdown by Office

Amman	606
Mafraq	237
Zaatari Camp	155
Irbid	108
Azraq Camp	106
EJC	15
Azraq Urban	2

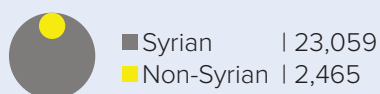
Total: 1,287 individuals, including 1,112 new-born babies

## Renewal Urban Caseload

### Breakdown by Age & Gender



### Breakdown by Nationality



### Breakdown by Office

Amman	13,369
Mafraq	6,577
Irbid	5,561
Azraq Urban	17



Total: 25,524 individuals

## Helpline Referrals & E-mail Petitions

### Petitions Received Throughout the Month: 125

### Referrals Received Throughout the Month: 15,527

### Breakdown of Referrals by Nationality



### Breakdown of Referrals by Office

Amman	10,070	Zaatari Camp	273
Irbid	2,909	Azraq Camp + Urban	269
Mafraq	1,984	EJC	121

### Breakdown of Referrals by Type

	Contact Change	Renewal Appointment	Add Family Member	
Processed	3,900	174	59	
Duplicate	3,289	545	915	
Pending	1,033	2,400	1,966	
<b>Total</b>	<b>8,222</b>	<b>3,119</b>	<b>2,940</b>	
	Split File	Re-Entry	Merge File	Other
Processed	233	158	438	464
Duplicate	30	8	11	284
Pending	38	29	118	47
<b>Total</b>	<b>165</b>	<b>121</b>	<b>309</b>	<b>133</b>

E-mail Petitions: 125 | Helpline referrals: 15,527



During the month of May 2021, UNHCR continued to scale up its effort in conducting remote registration and renewal. Additional staff members were onboarded to support in the scaling up of Asylum Seeker/Refugee Certificate renewals. Remote registration and renewal interviews were conducted with 25,524 Persons of Concern (PoCs). Additionally, UNHCR distributed Asylum Seeker/Refugee Certificates to 22,949 individuals/5,607 families.