

## Annex 1(a): Executive Committee Conclusion No. 91

2001 Executive Committee of the UNHCR Programme (52<sup>nd</sup> Session)

### Conclusion No. 91 (LII) REGISTRATION OF REFUGEES AND ASYLUM-SEEKERS

*The Executive Committee,*

*Recalling* its Conclusion No. 22 (XXXII) on the protection of asylum-seekers in situations of large-scale influx, Conclusion No. 35 (XXXV) on identity documents for refugees, Conclusion No. 39 (XXXVI) and Conclusion No. 64 (XLI) on refugee women and international protection, as well as Conclusion No. 73 (XLIV) on refugee protection and sexual violence;

*Noting* also that the 1951 Convention relating to the Status of Refugees in article 27, calls on States Parties to issue identity papers to refugees;

*Mindful* of the importance accorded to registration in the independent evaluation of UNHCR's emergency preparedness and response to the Kosovo crisis;

*Welcoming* the discussion which took place on registration in the context of the Global Consultations on International Protection;

- (a) *Acknowledges* the importance of registration as a tool of protection, including protection against *refoulement*, protection against forcible recruitment, protection of access to basic rights, family reunification of refugees and identification of those in need of special assistance, and as a means to enable the quantification and assessment of needs and to implement appropriate durable solutions;
- (b) *Recommends* that the registration of refugees and asylum-seekers should be guided by the following basic considerations:
  - (i) Registration should be a continuing process to record essential information at the time of initial displacement, as well as any subsequent demographic and other changes in the refugee population (such as births, deaths, new arrivals, departures, cessation, naturalization, etc.);
  - (ii) The registration process should abide by the fundamental principles of confidentiality;
  - (iii) The registration process should to the extent possible be easily accessible, and take place in a safe and secure location;
  - (iv) Registration should be conducted in a non-intimidating, non-threatening and impartial manner, with due respect for the safety and dignity of refugees;
  - (v) Personnel conducting the registration, including, where necessary, refugees and asylum-seekers, should be adequately trained, should include a sufficient number of female staff and should have clear instructions on the procedures and requirements for registration, including the need for confidentiality of information collected; special measures should be taken to ensure the integrity of the registration process;
  - (vi) In principle, refugees should be registered on an individual basis with the following basic information being recorded: identity document and number, photograph, name, sex, date of birth (or age), marital status, special protection and assistance needs, level of education, occupation (skills), household (family) size and composition, date of arrival, current location and place of origin;

- (c) *Encourages* States and UNHCR, on the basis of existing expertise, to develop further and implement registration guidelines to ensure the quality and comparability of registered data, especially regarding special needs, occupational skills and level of education;
- (d) *Also encourages* States and UNHCR to introduce new techniques and tools to enhance the identification and documentation of refugees and asylum-seekers, including biometrics features, and to share these with a view towards developing a more standardized worldwide registration system;
- (e) *Acknowledges* the importance to the international community, particularly States, UNHCR and other relevant organizations, of sharing statistical data;
- (f) *Recognizes* the confidential nature of personal data and the need to continue to protect confidentiality; also recognizes that the appropriate sharing of some personal data in line with data protection principles can assist States to combat fraud, to address irregular movements of refugees and asylum-seekers, and to identify those not entitled to international protection under the 1951 Convention and/or 1967 Protocol;
- (g) *Requests* States, which have not yet done so, to take all necessary measures to register and document refugees and asylum-seekers on their territory as quickly as possible upon their arrival, bearing in mind the resources available, and where appropriate to seek the support and co-operation of UNHCR;
- (h) *Emphasizes* the critical role of material, financial, technical and human resources in assisting host countries in registering and documenting refugees and asylum-seekers, particularly developing countries confronted with large-scale influxes and protracted refugee situations.

## **Annex 1(b): Relevant Legal Instruments and Agreements Concerning Registration and Documentation of Persons of Concern**

### **1. Executive Committee Conclusions Pertinent to Registration and Documentation**

- |                                     |                                    |  |
|-------------------------------------|------------------------------------|--|
| <input checked="" type="checkbox"/> | Conclusion no. 91 (LII) – 2002     | Registration of Refugees and Asylum Seekers                          |
| <input checked="" type="checkbox"/> | Conclusion no. 85 (XLIX) – 1998    | Conclusion on International Protection, paras (g) and (m)            |
| <input checked="" type="checkbox"/> | Conclusion no. 74 (XLV) – 1994     | General Conclusion on International Protection, para (gg)            |
| <input checked="" type="checkbox"/> | Conclusion no. 73 (XLIV) – 1993    | Refugee Protection and Sexual Violence, para (c)                     |
| <input checked="" type="checkbox"/> | Conclusion no. 72 (XLIV) – 1993    | Personal Security of Refugees; para (b)                              |
| <input checked="" type="checkbox"/> | Conclusion no 65 (XLII) – 1993     | General Conclusion on International Protection, para (c)             |
| <input checked="" type="checkbox"/> | Conclusion no. 64 (XLI) – 1990     | Refugee Woman and International Protection, para (a)(viii)           |
| <input checked="" type="checkbox"/> | Conclusion no. 49 (XXXVIII) – 1987 | Travel Documents for Refugees  |
| <input checked="" type="checkbox"/> | Conclusion no. 47 (XXXVIII) – 1987 | Refugee Children; para (f)   |
| <input checked="" type="checkbox"/> | Conclusion no. 39 (XXXVI) – 1985   | Refugee Woman and International Protection                           |
| <input checked="" type="checkbox"/> | Conclusion no. 35 (XXXV) – 1984    | Identity Documents for Refugees                                      |
| <input checked="" type="checkbox"/> | Conclusion no. 24 (XXXII) – 1981   | Family Reunification; para. 6  |
| <input checked="" type="checkbox"/> | Conclusion no. 22 (XXXII) – 1981   | Protection of Asylum Seekers in Situations of Large Scale Influx (m) |
| <input checked="" type="checkbox"/> | Conclusion no. 18 (XXXI) - 1980    | Voluntary Repatriation; para (i)                                     |
| <input checked="" type="checkbox"/> | Conclusion no. 15 (XXX) – 1979     | Refugees without an Asylum Country; para (n)                         |
| <input checked="" type="checkbox"/> | Conclusion no. 13 (XXXIX) – 1978   | Travel Documents for Refugees  |
| <input checked="" type="checkbox"/> | Conclusion no. 12 (XXXIX) – 1978   | Extraterritorial Effect of the Determination of Refugee Status (e)   |
| <input checked="" type="checkbox"/> | Conclusion no. 8 (XXVIII) – 1977   | Determination of Refugee Status; para (e)(v)                         |

### **2. Excerpt from Agenda for Protection (originally issued as A/AC/96/965/Add.1 of 25 June 2002, and endorsed by the 53<sup>rd</sup> session of the Executive Committee)**

#### **Goal 1, Objective 11: *Better registration and documentation of refugees***

- In keeping with the *Conclusion on Registration of Refugees and Asylum-Seekers* (No. 91) (LII) (2001), and bearing in mind confidentiality requirements regarding the use of data, States to register and document female and male refugees and asylum-seeker on their territory on an individual basis as quickly as possible upon their arrival, in a manner which contributes to improving their security, their access to essential services and their freedom of movement.

- UNHCR to work with States towards ensuring the provision of financial and technical support, including as regards training, equipment, and materials to enable, particularly, developing host States to undertake registration and issuance of documents to refugees, in recognition that this is primarily a State responsibility.
- States, UNHCR and relevant partners to ensure that those carrying out registration of camp populations and registration for voluntary repatriation are adequately trained, including gender and age-sensitive interviewing techniques.
- States and other relevant partners to consider how to make available and accessible their expertise, including through the provision of human resources, to assist UNHCR's on-going effort to improve its own systems for registration and documentation of refugees.
- UNHCR to issue operational standards and guidelines with regard to registration and population data management, revise its 1994 *Registration Guide* and develop registration and data management training modules. In addition, UNHCR to strengthen field registration support (methodologies, systems, materials, training and support missions), including by drawing on States' existing expertise and human resources.
- States and UNHCR to introduce new techniques and tools to enhance the identification and documentation of refugees and asylum-seekers, including centrally, biometric features, and to share these with a view towards developing a more standardized worldwide registration system.
- States to provide necessary documents relating to civil status (e.g. birth, marriage, divorce, death), benefiting from support and cooperation of UNHCR, where appropriate.
- States, UNHCR and other relevant partners to use registration data to identify and make specific assistance and protection arrangements, where appropriate for: women with any special protection concerns, unaccompanied and separated children, child- and single-headed households, as well as handicapped refugees and the elderly.

### 3. Provisions related to registration and documentation contained in international instruments and humanitarian and human rights law

<b>Legal Instrument</b>	<b>Articles and Provisions related to registration, personal data, and documentation</b>
1951 Convention relating to the Status of Refugees	<i>Article 11: Refugee seamen</i> <i>Article 25: Administrative assistance (Article II of the 1967 Protocol)</i> <i>Article 27: Identity papers</i> <i>Article 28: Travel documents</i> <i>Article 35: Co-operation of national authorities</i>
Final Act of the United Nations Conference of Plenipotentiaries on the Status of Refugees and Stateless Persons (1951)	<i>Section IV, A: Travel documents</i> <i>Section IV, B: Family unity, unaccompanied minors and girls</i>
Convention relating to the Status of Stateless Persons (1954)	<i>Article 12: Personal status</i> <i>Article 25: Administrative assistance</i> <i>Article 27: Identity papers</i> <i>Article 28: Travel documents</i>
Geneva Convention Relative to the Protection of Civilian Persons in Time of War (1949)	<i>Article 26: Dispersed families</i>
Protocol Additional to the Geneva Conventions of 1949 (Protocol I) (1977)	<i>Article 74: Reunion of dispersed families</i> <i>Article 78: Evacuation of children</i>
Universal Declaration of Human Rights (1948)	<i>Article 6: Recognition before the law</i> <i>Article 16, para. 3: Family as natural group of society</i>

International Covenant on Civil and Political Rights (1966)	<p><i>Article 12: Freedom of movement</i>  <i>Article 13: Expulsion of aliens</i>  <i>Article 16: Recognition before law</i>  <i>Article 23: Regarding the protection of the family</i>  <i>Article 24: Regarding nationality and birth registration</i></p>
International Covenant on Economic, Social, and Cultural Rights (1966)	<p><i>Article 10: Protection of family and children</i></p>
Declaration of the Rights of the Child (1959)	<p><i>Principle 2: Need for special protection</i>  <i>Principle 3: Right to nationality</i>  <i>Principle 6: Family unity</i></p>
Statute of the Office of the United Nations High Commissioner for Refugees (1950)	<p><i>Para 2(f): Governments to provide refugees with travel documents</i>  <i>Para 2 (h): Governments to provide UNHCR with information on number, conditions, laws and regulations concerning them.</i>  <i>Annex, Chapter II, para 8 (f): same as above</i></p>
Convention on the Rights of the Child (1989)	<p><i>Article 7: Birth registration, name, nationality, right to know parents</i>  <i>Article 8: Preservation of identity</i>  <i>Article 22: Refugee children</i></p>
Convention on the Reduction of Statelessness (1961)	<p><i>Article 1: Granting of nationality to the otherwise stateless</i></p>
Convention on the Elimination of All Forms of Discrimination Against Women (1979)	<p><i>Article 6: Suppress trafficking and exploitation in prostitution</i>  <i>Article 9: Right to acquire, to retain, and to change nationality</i>  <i>Article 15: Equality of women before the law, equal freedom of movement, and equal legal capacity</i></p>
UN Guiding Principles on Internal Displacement	<p><i>Principle 20: Issuance of documents necessary for enjoyment and exercise of legal rights.</i></p>

## Annex 2: Matrix for Assessing Current Situation Against Standards

The standards listed below are for registration, documentation, and population data management. They are taken from the Table of Operation Standards, Section 3.2 of the Handbook for Registration. A star (★) appears when a particular standard appears more than once in this matrix.

<b>Assessment Matrix</b>	
<b>Question 1: What data elements are collected and maintained for household, family, cases and individuals?</b>	
<b>Standards related to the data to be gathered and recorded</b>	<b>Current Situation/Gaps</b>
<p>★ The following information is recorded and verified for each person of concern individually:</p> <ol style="list-style-type: none"> <li>1. Name</li> <li>2. Unique identifying registration number</li> <li>3. Date and place of birth</li> <li>4. Sex</li> <li>5. Existing identity documents</li> <li>6. Marital status</li> <li>7. Special protection and assistance needs</li> <li>8. Level of education and language</li> <li>9. Occupational skills</li> <li>10. Ethnic origins</li> <li>11. Religion</li> <li>12. Language(s)</li> <li>13. Household and family composition, including parents' names</li> <li>14. Date of arrival</li> <li>15. Current location and address</li> <li>16. Place of origin</li> <li>17. Photograph</li> </ol>	
<p>Each individual registered is assigned a unique numerical identifier that is maintained throughout the life cycle of the individual's record.</p>	
<p>A unique numeric identifier does not contain any information that might directly or indirectly put the individual at risk at the present or any later time.</p>	

<b>Assessment Matrix</b>	
<b>Question 1: What data elements are collected and maintained for household, family, cases and individuals?</b>	
	<p>The following information is collected for every family and/or household:</p> <ol style="list-style-type: none"> <li>1. Family/household number</li> <li>2. Family/household size</li> <li>3. Family/household composition including relationships and roles</li> <li>4. Family/household members' names, sex, and age cohorts (age groupings)</li> <li>5. Family/household location (present address)</li> </ol>
	Each family and/or household is assigned a unique identifying number.
	<p>Registration records – family, household, and individual – are updated with the following categories of information whenever such events occur and are reported:</p> <ul style="list-style-type: none"> <li>• Births</li> <li>• New arrivals</li> <li>• Departures</li> <li>• Deaths</li> <li>• Divorce / Marriages</li> <li>• Current location</li> <li>• Current protection, assistance and solutions status</li> <li>• Changes in family / household composition (size, members, location)</li> <li>• Updating of any personal data when changed or corrected</li> </ul>
	<p>The established categories and codes are used when gathering and recording data of the following types :</p> <ul style="list-style-type: none"> <li>• Age cohorts (age groupings)</li> <li>• Refugee status</li> <li>• Educational level</li> <li>• Occupational skills</li> <li>• Place of origin</li> <li>• Current location</li> <li>• Special protection and assistance needs</li> </ul>

<b>Assessment Matrix</b>		
<b>Question 2:</b> How is information collected from the persons of concern? How is the registration process currently conducted?		
<b>Standards concerning access and frequency of registration</b>		<b>Current Situation/Gaps</b>
★	Persons of concern are registered within a period of three months after their arrival in the territory of asylum.	
★	Registration records are verified and updated continuously - at a minimum every 12 months.	
★	Registration takes place in locations physically, economically and socially accessible to the majority of persons of concern.	
★	Arrangements are made to register those persons physically, economically, or socially unable to access registration, including those in hospitals and in detention.	
<b>Standards concerning the process of registration</b>		<b>Current Situation/Gaps</b>
	Registration is done in a secure location with minimal waiting, sufficient access to water, protection from the elements, and adequate privacy.	
	Persons of concern are informed of the purpose, intended outcome, their rights and their obligations before registration takes places.	
	Persons of concern are activity consulted when preparing registration process and their views and concerns are reflected in the design of the registration system.	
	Provisions are made to accommodate the registration requirements and concerns of women, children, and those with special needs.	
	Registration is conducted through an individual interview of the person of concern.	
★	All family members are present for registration, unless unable to be for valid reasons.	
★	Women being registered have the opportunity to be assisted by women at any stage of the registration, particularly in the interview stage.	



<b>Assessment Matrix</b>		
<b>Question 2:</b> How is information collected from the persons of concern? How is the registration process currently conducted?		
	At least one member of the UNHCR team has prior experience in organising and managing a registration activity of an equivalent nature and size.	
	All registration staff should participate in prior training about the principles of international protection, the purpose of the current registration activity, the specific tasks that will be required from them, the UNHCR code of conduct, and age and gender concerns.	
	Registration plans are shared with and advice sought from technical experts in the region and at Headquarters.	
	For each operation, an individual is designated by the senior manager to perform the role of manager or coordinator of registration and related activities.	
★	Registration, documentation, and population data management instructions and procedures are written down and are shared with all registration staff.	
	UNHCR provides governments with necessary material, financial, technical and human resource support.	

<b>Assessment Matrix</b>		
<b>Question 3:</b> What kinds of documentation have been issued and to whom?		
<b>Standards related to documentation</b>		<b>Current Situation/Gaps</b>
	Identity documents and entitlement documents should be separate documents.	
	All persons of concern are issued individual identity documents with a photograph and a unique number.	
	All refugees and asylum seekers are issued with documents testifying to their status as a person of concern to UNHCR.	

<b>Assessment Matrix</b>		
<b>Question 3: What kinds of documentation have been issued and to whom?</b>		
★	Names of all adult women and men in a household appear on household or family entitlement documents, or the other person most likely to be collecting entitlements on behalf of the household or family concerned.	
	Where needed, individual entitlement documents are issued to all persons of concern.	
	Identity and entitlement documents contain the design and security features necessary to prevent wear and tear, forgery, illicit destruction, and manipulation.	
	Materials and process for issuance and renewal of identity documents are strictly controlled.	

<b>Assessment Matrix</b>		
<b>Question 4: How is registration information being managed? What use is being made of the information collected?</b>		
<b>Standards related to accepting and determining quality of information</b>		<b>Current Situation/Gaps</b>
	Registration is not complete until UNHCR or a government partner has accepted the registration record and registration information.	
	Uses of registration data, including documentation, are made on the basis of verified and accepted data.	
	A record is kept of the quality of registration applicable to any registration record, indicating how closely the standards for the registration process, the information set, and documentation were adhered to.	
<b>Standards related to managing and sharing registration data</b>		<b>Current Situation/Gaps</b>
	Registration records (paper forms, electronic records, or other) are never discarded. (this standard is under review)	

<b>Assessment Matrix</b>		
<b>Question 4:</b> How is registration information being managed? What use is being made of the information collected?		
	Registration records are stored in standard formats and according to standard methodologies for filing and record keeping.	
	Registration materials (forms, cards, tokens, etc) are inventoried and kept securely locked.	
★	Consolidated statistics, dis-aggregated for sex and age, based on registration data are available for sharing with States, UNHCR offices, and other relevant organisations.	
	UNHCR's Confidentiality Guidelines (IOM/71/2001 - FOM/68/2001 of 24 August 2001 refers) are respected in regard to registration and population data.	
	UNHCR offices and host government exchange, in a secure manner only, such personal data as is needed to establish that an individual has previously been registered and enjoyed effective protection.	
	Personal data needed for the implementation of durable solutions such as resettlement or repatriation is shared with concerned states in accordance with the Confidentiality Guidelines and in a secure manner.	
	Protocol or similar agreement is signed with government setting out agreed methodology and standards for registration and ID documents.	

<b>Assessment Matrix</b>		
<b>Question 5:</b> What is the accuracy or validity of the current data? Are statistics done on the basis of verified data or are they based on estimates?		
<b>Standards that correspond to the overall coverage of the population of concern.</b>		<b>Current Situation/Gaps</b>
★	Persons of concern are registered within a period of three months after their arrival in the territory of asylum.	
★	Registration records are verified and updated continuously - a minimum every 12 months.	

<b>Assessment Matrix</b>	
<b>Question 5: What is the accuracy or validity of the current data? Are statistics done on the basis of verified data or are they based on estimates?</b>	
★	Arrangements are made to register those persons physically, economically, or socially unable to access registration, including those in hospitals and in detention.
★	Registration takes place in locations physically, economically and socially accessible to the majority of persons of concern.
★	Consolidated statistics, dis-aggregated for sex and age, based on registration data are available for sharing with States, UNHCR offices, and other relevant organisations.
	Changes in global population figures are updated once a month with population increases and decreases.
<b>Standards that correspond to the nature of the contact between persons of concern and registration staff, and therefore to the truthfulness of the data obtained from the person concerned.</b>	
	Registration is free of charge at all times, and no fee may be taken at any time for any services offered or provided.
	Registration is a voluntary process open to all persons regardless of sex, age, race, religion, nationality, or basis for application for international protection.
	Registration takes place where and when: <ul style="list-style-type: none"> <li>a) there is no active conflict in proximity of hosting locations;</li> <li>b) participation in registration does not expose persons of concern to physical risk, intimidation, or other threats; and</li> <li>c) the process of registration itself will not directly or indirectly contribute to the legitimization of an unsafe and insecure situation for the persons of concern.</li> </ul>
★	Women being registered have the opportunity to be assisted by women at any stage of the registration, particularly in the interview stage.
★	All family members are present for registration, unless unable to be for valid reasons.
	<b>Current Situation/Gaps</b>

<b>Assessment Matrix</b>		
<b>Question 5:</b> What is the accuracy or validity of the current data? Are statistics done on the basis of verified data or are they based on estimates?		
	All adults within the family or household sign statements or declarations regarding protection and durable solutions on behalf of the household.	
<b>Standards that correspond to the integrity of the process against internal manipulation by registration staff.</b>		<b>Current Situation/Gaps</b>
	A 'complaints desk' function for covering registration-related activities exists within each office.	
★	Registration, documentation, and population data management instructions and procedures are written down and are shared with all registration staff.	
	Access to registration data is by authorisation only; authority and sources of authorisation are kept on record.	
	Audit trails of location and status of registration records and of any additions, modifications, or deletions in the registration data are maintained.	
<b>Standards that correspond to the validation of registration information and the identification of persons of concern.</b>		<b>Current Situation/Gaps</b>
	Actual place of residence and family/household composition is verified by on-site checks and home visits.	
	All dependency relations within a family and/or household – in particular those needed to protect family unity – are established and verified.	
	Family relationships to be counter-checked with both parties to the extent possible, and verified through documentation where feasible.	
	Language and knowledge about place of origin verified during individual interviews.	
	Persons arriving as part of new influxes receive individual fixing tokens or wristbands or the population is fixed by other means.	

<b>Assessment Matrix</b>		
<b>Question 5:</b> What is the accuracy or validity of the current data? Are statistics done on the basis of verified data or are they based on estimates?		
	The personal identifiers used are sufficient for an individual to be uniquely identified and verified on a one-to-many basis.	
	A biometric is considered whenever a photograph is not sufficient for one-to-many identification, or is required for operational reasons.	
<b>Standards that correspond to the nature of the contact between persons of concern and registration staff, and therefore to the truthfulness of the data obtained from the person concerned.</b>		<b>Current Situation/Gaps</b>
★	Information is recorded and verified for each person of concern individually (see Question One above for full standard):	
	Information is always solicited directly from the individual concerned to the extent possible. This includes adults - both male and female – as well as girls and boys.	
★	Names of all adult women and men in a household appear on household or family entitlement documents, or the other person most likely to be collecting entitlements on behalf of the household or family concerned.	

### Annex 3: Checklist for Preparing a Registration Strategy

Considerations when Developing the Strategy	Elements to Cover in the Strategy
<p><b>1. Objectives of registration activities:</b> <i>Define the objectives of registration activities in relation to the country protection framework and other operational objectives.</i></p>	
<ul style="list-style-type: none"> <li>a) General background on situation and population to be registered.</li> <li>b) Analysis of protection and solutions goals and objectives related to registration activities.</li> <li>c) Current registration situation (<i>status of existing registration data, level of registration achieved, implementation of operational standards for registration and related activities</i>)</li> <li>d) Data and documentation required to further protection goals.</li> <li>e) Position of government in regard to registration, identification, and other registration related issues.</li> <li>f) Summary of prioritized problems and gap analysis (<i>according to the Assessment Matrix, Annex 2</i>)</li> <li>g) Political considerations about refugee numbers and impact on registration activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Gaps in current registration system</li> <li>• Objectives of registration activity (<i>benefits for all parties</i>)</li> <li>• Expected results from registration activities (<i>outputs</i>)</li> <li>• Progress towards standards for registration (<i>indicators</i>)</li> <li>• Segment of population to be covered by registration activities</li> <li>• Period of time for which strategy is applicable.</li> <li>• Frequency and targets of registration activities.</li> </ul>
<p><b>2. Players and Roles:</b> <i>Define the role of the government in regard to registration for the short, medium and long term. Define the role of UNHCR in building the capacity of the national government.</i></p>	
<ul style="list-style-type: none"> <li>a) Capacity and interests of different stakeholders</li> <li>b) Level of cooperation between different stakeholders</li> <li>c) UNHCR and government experience and expertise</li> <li>d) Responsibilities for supervision and oversight</li> <li>e) Coordination and management requirements</li> </ul>	<ul style="list-style-type: none"> <li>• Role of government</li> <li>• Role of UNHCR</li> <li>• Role of refugees/persons of concern</li> <li>• Role of partners</li> <li>• Role of others</li> <li>• Management, supervision, oversight</li> <li>• Coordination</li> </ul>
<p><b>3. Conditions:</b> <i>Define the overall environment –physical, protection, and social – in which the registration activities will take place. Identify the opportunities and constraints that will determine how the registration objectives can be achieved.</i></p>	
<ul style="list-style-type: none"> <li>a) Analysis of specific concerns of the population in regard to registration related issues, including age and gender concerns.</li> <li>b) Concerns about information confidentiality and security</li> <li>c) Location of persons of concern</li> <li>d) Questions concerning access to registration (<i>women, children, disabled, imprisoned, hospitalized, minorities, location, others</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• Arrangement with government (<i>registration policy, national refugee legislation, other relevant national legislation, other agreements between UNHCR and host government</i>)</li> <li>• Security considerations for persons of concern and staff</li> <li>• Special arrangements for registration for those with special needs and concerns</li> </ul>

Considerations when Developing the Strategy	Elements to Cover in the Strategy
<ul style="list-style-type: none"> <li>e) Security concerns (<i>refugee, staff, partners, others</i>)</li> <li>f) Fraud concerns (<i>internal and external</i>)</li> <li>g) Other protection concerns such as property and nationality issues</li> <li>h) Risks to registration activities; fall-back scenarios</li> </ul>	<ul style="list-style-type: none"> <li>• Prioritisation of groups for registration activities.</li> </ul>
<p><b>4. Methodology:</b> <i>Define the steps of registration and population data management.</i></p>	
<ul style="list-style-type: none"> <li>a) Timeframe and phasing of registration activities</li> <li>b) Methodology for fixing and identifying population</li> <li>c) Verification techniques</li> <li>d) Forms to be used</li> <li>e) Data collection, entry tools and methods</li> <li>f) Language, naming conventions, and coding (<i>standard and /non-standard</i>)</li> <li>g) Photographs</li> <li>h) Software and hardware support</li> <li>i) Hiring and training of staff and partners</li> <li>j) Data collection, recording, updating and maintenance during and after registration</li> <li>k) Means of insuring future continuity of update and verification</li> <li>l) Data analysis and reports</li> </ul>	<ul style="list-style-type: none"> <li>• Steps of registration activities (<i>generic process and variations</i>)</li> <li>• Information to be collected and forms to be used (<i>standard and custom</i>)</li> <li>• Cards and documents to be issued to persons of concern</li> <li>• Verification techniques to be used in registration</li> <li>• Information campaign strategy</li> <li>• Technology to support registration activities</li> <li>• Data management scheme</li> <li>• Security arrangements and plans</li> </ul>
<p><b>5. Resources:</b> <i>Define the resources required and available to undertake the planned registration activities</i></p>	
<ul style="list-style-type: none"> <li>a) UNHCR monies/budget available</li> <li>b) Other resources</li> <li>c) Staff resources</li> <li>d) Telecommunications</li> <li>e) IT hardware and software</li> <li>f) Logistics</li> <li>g) Materials (<i>forms, cards, tokens, etc</i>)</li> <li>h) Staffing</li> <li>i) Infrastructure, including registration sites and locations</li> </ul>	<ul style="list-style-type: none"> <li>• Detailed budgets for registration activities</li> <li>• Description of materials required and identified sources (<i>local procurement, international procurement, loan, etc</i>)</li> <li>• Staffing requirements and sources</li> <li>• Infrastructure improvements required.</li> <li>• Registration site plans</li> <li>• Information technology support required</li> </ul>



## Annex 4: Sample Objectives, Outputs and Indicators for Registration, Documentation and Population Data Management

	<b>Sector Objective</b>	<b>Impact indicators</b>
<b>Objective 1.</b>  O.22 Refugee Status Determination/Registration/ Identity Cards	<b>[Refugees, asylum-seekers] are protected against <i>refoulement</i>, arbitrary arrest and detention.</b>	Number and nature of reported cases  Instances of more protection-oriented practice of authorities once proof of registration and/or identity is shown
	<b>Planned achievements/expected outputs</b>	<b>Performance indicators</b>
	Men, women and children registered, photographed and issued with identity documents  Personal data shared with authorities of country of asylum  Police officers trained to recognize authentic refugee documents and to verify against registration data	Percentage of total population covered  Data sharing procedure and safeguards fully adhere to UNHCR confidentiality guidelines  Training reaches all regular patrol staff of the [8] police forces located in districts adjacent to camps

	<b>Sector Objective</b>	<b>Impact indicators</b>
<b>Objective 2.</b>  O.22 Refugee Status Determination/Registration/ Identity Cards	<b>[Refugee/asylum-seeker men and women] have a reliable and independent means of proving their identity and status to authorities and to assistance-providers.</b>	Both men and women carry cards with them at all times and understand their purpose  Population able to move more freely outside the camp  Registration at [health] services and providing proof of identity at food and non-food distributions becomes quicker and easier
	<b>Planned achievements/expected outputs</b>	<b>Performance indicators</b>
	Photo-ID cards issued to all adult refugees, and to both male and female adolescents of 12 years and above	Photographs are clear enough for ready identification  Number of cases alleging non-receipt of cards

### Annex 4: Sample Objectives, Outputs and Indicators (continued)

	<b>Sector Objective</b>	<b>Impact indicators</b>
<b>Objective 3.</b>  O.22 Refugee Status Determination/Registration/ Identity Cards	<b>Both male and female refugees have equitable access to a system that distributes food and non-food items.</b>	Women's representatives on food and non-food item distribution committees report that access to distribution is fair  [70] per cent of families are represented at distributions by women  All ration cards carry name of both female and male household representatives where applicable
	<b>Planned achievements/expected outputs</b>	<b>Performance indicators</b>
	Ration cards issued to each household on completion of registration	Ration cards issued on basis of a valid ID and verified continuing residence at a physical address within the camp  Name of both male and female household representatives entered on ration cards

	<b>Sector Objective</b>	<b>Impact indicators</b>
<b>Objective 4.</b>  O.22 Refugee Status Determination/Registration/ Identity Cards	<b>All refugees wishing to voluntarily repatriate have an opportunity to express their intended place and time of return.</b>	Full information is available early for timely planning of repatriation operation  Survey of returnee feedback confirms that registration for volrep was free and fair
	<b>Planned achievements/expected outputs</b>	<b>Performance indicators</b>
	Existing registration data upgraded to include returnee intention information  Updated photograph taken of each family member  Pre-populated voluntary repatriation forms printed and signed	Processing conducted at a rate of 150 families per day with a view to completion within three weeks  Additional data and photograph collected simultaneously to avoid confusion of identity  Pre-populated forms carry photographs of all family members and regionally standardized name of district of return

### Annex 4: Sample Objectives, Outputs and Indicators (continued)

	<b>Sector Objective</b>	<b>Impact indicators</b>
<b>Objective 5.</b> O.22 Refugee Status Determination/Registration/ Identity Cards	<b>A standard, core set of information is gathered for each individual refugee or other person of concern.</b>	Each refugee acquires a unique individual record in the registration system.  Full data becomes available for protection and assistance planning purposes  Information is sufficient to allow issuance of ID documents
	<b>Planned achievements/expected outputs</b>	<b>Performance indicators</b>
	Registration data for entire population upgraded from household level to individual level  Household check conducted to verify continued residence in camp  Information set validated with partners and staff to ensure alignment with forthcoming operational needs	Information set consistent with registration standards for level two.  Each household physically verified and presence/absence documented  Consultation includes WFP, government, NGOs and refugee representation
	<b>Sector Objective</b>	<b>Impact indicators</b>
<b>Objective 6.</b> O.22 Refugee Status Determination/Registration/ Identity Cards	<b>The full value of [refugee] assistance entitlements is [restored/maintained] by the [elimination/reduction] of cases of multiple registration</b>	WFP restores full food ration for registered population  Spirit of collaboration returns to relations with refugee population  Inter-agency coordination becomes more action- and protection-oriented
	<b>Planned achievements/expected outputs</b>	<b>Performance indicators</b>
	Verification action plan jointly designed and implemented by core partner group	At least three methods of verification identified and the information compared to identify possible cases of multiple registration  All main partners/stakeholders participate in design and implementation of the methodology

### Annex 4: Sample Objectives, Outputs and Indicators (continued)

	<b>Sector Objective</b>	<b>Impact indicators</b>
<b>Objective 7.</b>  O.22 Refugee Status Determination/Registration/ Identity Cards	<b>The number, origins and demographic profile of the population are established as a key component of a comprehensive and objective assessment of their situation.</b>	All groups and individuals with potentially differing circumstances and needs distinctly identified and recorded for use in assessment  Staff and partners able to locate and follow up individuals and households with special protection and/or assistance needs
	<b>Planned achievements/expected outputs</b>	<b>Performance indicators</b>
	Information on individuals and households upgraded to full level 2 registration  Information set designed in consultation with protection, programme and community services staff and partners  Refugee locations mapped and physical address system improved  Registration information verified by means of house-to-house visits	Standards consistent with UNHCR Handbook for Registration  Interview questions tailored to best meet current information needs  Individual shelters and their addresses identified on site plan  Outreach team includes protection, assistance and community services staff and partners

	<b>Sector Objective</b>	<b>Impact indicators</b>
<b>Objective 8.</b>  O.22 Refugee Status Determination/Registration/ Identity Cards	<b>Reliable information on the numbers, composition and identity of the population is made available to authorities, operational partners and other stakeholders.</b>	Authorities express greater confidence in the available population data and in the manageability of the situation  Operational partners adopt UNHCR numbers and registration data as the basis of their work  Refugees cooperate in ensuring that their individual and household records remain accurate and up-to-date
	<b>Planned achievements/expected outputs</b>	<b>Performance indicators</b>
	Re-validation of registration data undertaken with participation of partners and stakeholders  Permanent registration teams established at site level for purposes of continuous update and verification  Data quality feedback loop established with users of registration data	All main stakeholders take part in planning and implementation  Consists of a registration office and a proactive outreach and monitoring capability  Partners submit improvements to registration data and registration team verifies and implements the changes

### Annex 4: Sample Objectives, Outputs and Indicators (continued)

	<b>Sector Objective</b>	<b>Impact indicators</b>
<b>Objective 9.</b> O.22 Refugee Status Determination/Registration/ Identity Cards	<b>A detailed and differentiated picture of the population is obtained as an initial step in prioritizing protection and assistance interventions.</b>	Operations team (staff and partners) have means of visualizing and jointly considering any significant disparities within the population in terms of origin, demographic profile and location  An objective basis is established for determining the relative severity and urgency of problems
	<b>Planned achievements/expected outputs</b>	<b>Performance indicators</b>
	Registration data is jointly re-verified and the results re-analysed  Site maps showing registration data are updated and improved  A report is compiled and shared which sets out the current demographic profile and protection status of the population	All main stakeholders take part in planning, implementation and analysis of results  Advice of geographic information specialist sought to enhance accuracy and build team capacity to manage data  Report includes analytical narrative, detailed tables, graphs and maps exploring a variety of potentially significant aspects of the data and viewpoints of stakeholders
	<b>Sector Objective</b>	<b>Impact indicators</b>
<b>Objective 10.</b> O.22 Refugee Status Determination/Registration/ Identity Cards	<b>An accurate picture of household size and composition is achieved.</b>	Operations team (staff and partners) acquire more accurate means to protect and assist at the household level  Overall food and non-food item planning and distribution is rendered more precise and more equitable
	<b>Planned achievements/expected outputs</b>	<b>Performance indicators</b>
	Household data is updated and re-validated  Actual physical presence verified at household level  Assistance levels adjusted at block/group and household levels	All household members present themselves at registration centre  Physical address information of individuals confirmed and checked by monitoring team  Operational partners, key staff and refugee representation consulted and involved

## **Annex 5: Sample Registration Strategy and Budget**

### **Registration Strategy for Ruritanian Refugees in Country X September 2005**

#### **1 Background and Current Situation**

Following the fall of the former government and the total collapse of its law enforcement organs in the second half of April 2005, physical and legal protection of Ruritanian refugees in Country X has deteriorated. The refugees, hitherto enjoying generous protection and assistance from the former government, have been experiencing serious protection problems. Many families were evicted or threatened to be evicted from their dwellings, and 300 families are now living in tents and others found temporary accommodation in public buildings in the capital. Their situation is desperate, living under over-crowded tents in the midst of blazing desert conditions.

Prior to the recent war, the Ruritanian refugees who arrived in different periods since 1948, estimated to number between 70,000-80,000<sup>1</sup> persons, have been granted protection and assistance by the former government. The refugees were and are living in accommodation, mostly in the capital, which may be classified into three categories:

- a) Housing accommodation given by the former government<sup>2</sup>;
- b) Housing accommodation rented by the former government from private owners, and
- c) Housing accommodation rented by the refugees direct from the private owners.

Those living in b) and c) accommodations have been expelled by their owners. The reasons for this expulsion are not very clear, though preferential treatment by the former government in favour of the refugees appears to be a major factor. Difficult economic situation faced by landowners could motivate them to foreclose on the tenancy due to the absurdly nominal rent.

#### **2 Current registration system**

The majority of this population was registered with the former government, and it is not known if the data is available and up-to-date. The former government provided refugees with identity documentation and other forms of assistance.

The Country X Red Cross/Crescent (XRC) has only an estimate of the refugee population (as above).

UNHCR has registration information for only a few individuals of this population. UNHCR intervened and assisted only a small number of cases in recent years and has no information on the vast majority of the population. UNHCR's attempt to conduct a survey on the Ruritanian refugee population in Country X in recent years failed to obtain comprehensive information on their real numbers, general situation, and their legal rights as this was considered by the former government interference and beyond UNHCR's mandate.

#### **3 Objectives**

The aims of the registration exercise are:

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<sup>1</sup> According to the Red Crescent Society of Country X (XRC). At the end of 2002, UNHCR estimated the figure of 100,000 persons. No official figures were ever provided by the former government.

<sup>2</sup> National and municipal legislation authorized ownership of immovable property.

- a) to register the refugee population,
- b) to obtain a demographic breakdown or profile of the population
- c) to determine the social, economic and professional status of individual refugee families

It is also hoped that the registration process will obtain the following information:

- a) population by area of residence
- b) relationship to the accommodation / property in which the family now lives
- c) possession or lack of personal identity documents

The operation will also facilitate the subsequent issuance of identity documents to refugees.

While the planned registration activity will, by and large, obtain the required population and demographic data of the Ruritanian refugee community in the capital, it may, however, be insufficient to fully assess the socio-economic situation of the group. Therefore, it may be deemed necessary at a later stage or sooner to assess their living condition by conducting visits to their homes, as this information is vital for planning purposes and durable solutions. This has also been proposed by the refugee leaders and will further the credibility of the process.

### ***3.1 Data to be collected and verified***

The following information will be gathered during registration

#### Family Information

- Names of household representatives (normally head of family and spouse)
- Date of arrival in Country X
- Size of family
- Present address: house number / street / area / city
- Type of accommodation / own house / rented accommodation / by State or rented direct from private owner
- Additional information about the family: (social, economic, protection)

#### Individual Information

- Name
- Date and place of birth
- Types of documents (ID card / refugee card / LP / Birth certificate )
- Nationality
- Names of father and grandfather
- Name of mother
- Place of origin / habitual residence
- Education level
- Profession / employment
- Special needs (according to standard categories)
- Full facial image (from above shoulder to top of head), of each refugee will be captured using web-cams.

### ***3.2 Population to be registered***

The registration will be of those Ruritanian refugees who arrived in Country X between 1948 and 1991. Any persons who arrived after 1991 and who were registered and recognized by the government of Country X as refugees or are known to the UNHCR will also be registered.

Refugees will be registered according to the following sequence, prioritized according to physical and legal protection needs:

- a) Expelled refugees in the tented camp
- b) Expelled refugees “squatting” in public building
- c) Refugees living in the Rubicon quarter
- d) Refugees living in other areas in accordance with the priority to be agreed with the Refugee Department, XRC, and the Community Center.

### **3.3 Verification of Identity**

The following personal documents will help verify the identity of the holders who present themselves at the registration centre:

- Refugee identity card issued by the former government
- Birth certificate
- Laisser passer issued by the former government
- Identity cards, passports, or laissez passer issued by a former country / place of habitual residence

Any one of these documents could be used. In the event none of these documents are available, the case should be referred to a review committee created to assist the UNHCR to help verify the person’s identity.

### **3.4 Identity Documents**

Identity cards will be jointly issued by UNHCR and the new authorities. They will be credit card size, contain a color photograph, and be printed locally. The design of the card has been agreed to with refugees and local authorities.

## **4 Roles of Stakeholders/Management**

### **4.1 Coordination Arrangements**

The UNHCR will co-ordinate the process with a representative of WFP who will be present during the operation. The transitional authority will also be informed of this process. The co-operation of the Ministry of Labour and Social Affairs, custodian of the current information on the refugees will also be sought. Headquarters advice and technical assistance will be sought appropriately. A co-ordination committee will be set up to ensure the smooth running of the process.

The registration team will be based in the compound of the Community Center in the Rubicon quarter for reasons of convenience and good logistical support (hereafter “the registration centre”). Rubicon hosts the majority of the Ruritanian refugee population in the capital.

### **4.2 Supervision/Oversight**

UNHCR Headquarters, Geneva (including Bureau) and the WFP Country Office will provide policy guidance and advice. The operation will be under the overall responsibility and supervision of the Chief of Mission. She will be supported by the Deputy Chief of Mission and assisted by the Senior Programme Coordinator.



### **4.3 Field Teams**

The field team will be led by the Associate Protection Officer and with the help of the Protection Assistant. The full list of staff involved will be prepared.

From the counterparts in the capital, the following support will be provided by:

Head of the Country X Red Crescent Society  
Chairman of the Community Center  
Head of the Country X Department

The Head of the Ruritanian Refugee Department will be the overall supervisor from the Ruritanian side at the registration centre. His tasks will include the identification of person presenting themselves for registration.

### **4.4 Review committee**

A review committee will be constituted to help solved problems on the spot. The review committee is tasked to handle problem associated with the identity of the person who presented him/herself at the registration centre for registration. This committee will comprise:

Head of the Country X Refugee Department  
Chairman of the Community Center  
Associate Protection Officer, UNHCR

### **4.5 Reporting, evaluation, sharing of data**

Situation report will be provided as the exercise progresses. A full report and evaluation will be undertaken upon completion of the operation.

A protocol on the sharing of the data will have to be agreed with various parties including the UNRWA, taking into account the confidentiality requirement.

### **4.6 Continuous updating and verification of data**

The Refugee Department will take over the maintenance (updating and verification) of the data once the initial registration activities have been completed. UNHCR will provide financial support to these activities, as well as any technique advice required. The data will be verified at least once a year; half the refugees will come to the office for verification of data according to a fixed schedule, and the other half will be visited in their residences for the verifying and updating data. The following year, the groups will be exchanged. New arrivals or those who did not register during the current exercise will need to appear at the offices of the Refugee Department to be registered. Photos will be updated every five years for adults, and every 2 years for children.

## **5 Timeframes**

The registration exercise will be carried out in four phases:

**Phase I** – obtain and evaluate existing registration information  
**Phase II** - conduct of registration and enter/update data in database  
**Phase III** - issue of ID cards  
**Phase IV** - report and evaluate

### **Timing**

Phase I:	29 October 2005 – 10 November 2005
Phase II:	15 November 2005– 30 November 2005
Phase III:	1 January 2006 - 31 March 2006
Phase IV:	upon completion of each phase

## **6 Resources and budget**

### **6.1 Administration, Logistics, Communication and Security**

Sufficient arrangement will be made to ensure the smooth running of the operation by providing the necessary administrative and logistical support which will be co-ordinated with Field Security and Safety Officer. Field teams are equipped with the necessary communication equipment during the operation.

### **6.2 Equipment**

Standard UNHCR equipment and software will be used for the purpose of this operation. Sufficient staff will be engaged and trained. Assistance from Headquarters will be sought accordingly.

See attached budget for details.

### **6.3 Staffing**

UNHCR to provide: 3 teams, each comprised of 6 data entry persons (database), 2 clerks, to assist refugees in filling out forms, and 2 assistants. The UNHCR Associate Protection Officer will supervise the activities.

The Country X counterpart will provided an additional three persons per UNHCR registration team (nine persons) to assist in filling out and issuing of identity cards. They will also provide additional helpers to usher and direct refugees at the registration centre will be arranged prior to the start of the exercise.

### **6.4 Budget**

See attached budget.

## Annex 5: Sample Registration Strategy and Budget (continued)

### Note for the File

*Registration of Ruritanian refugees in Country X*

Budget for Phases I and II<sup>1</sup>

Section	Item	No. required	Availability	Estimated cost	Remarks	
Staff Costs/Salaries	Data entry clerks (database)	18	6	\$25/person /day	3 groups each of (6) data entry, (2) data entry (forms) and (2) support staff. <sup>2</sup>	
	Registration clerks (forms)	6	2			
	Senior clerk (supervisor)	1	1			
	General support staff	6		\$10/person /day		
<b>Total estimated cost for staff</b>				<b>\$19,800</b>		
<b>Fixed Expenditures</b>	Data Processing Equipment	Laptop Computer	18	6	27,000	Cost of additional 12 laptop
		Web Camera	18	6	360	Cost of additional 6 camera
		Wireless Network Hub	3	1	400	Cost of additional 2 hubs
		Wireless Network Card	18	6	1,200	Cost of additional 12 LAN card
		Printer	3	1	480	Cost of additional 2 printers
		Scanner	3		300	
	Other Equipment	Copy holder	18		108	
		Photocopy machine	1		1,000	
	Furniture	Plastic Chairs	90		320	
		Computer tables	24		1,200	
		Water Cooler	3		600	
		Power Generator	1		3,000	20KVA
		Air Coolers	12		1,200	
	Supplies	Tents (medium size)	3		1,000	
Carpet		300m <sup>2</sup>		1,500		
<b>Total estimated cost for data processing equipment, furniture, and supplies</b>				<b>\$39,668</b>		
<b>Total</b>				<b>\$59,468</b>		

### Notes:

- 1- Budgets for subsequent phases (III and IV) and follow-up verification and maintenance of data will be part of project description.
- 2- Registration speed rate would be approximately 210 families/day. Therefore, estimated time required to register (80,000) refugee is 80-90 days during Phases I and II.



Date	Clerk / <i>Employe</i>	Location / <i>Lieu</i>												
Card No. <i>No. de Carte</i>	Names of Representatives <i>Noms des Representants de Foyer</i>	Household/ Foyer			Children Enfants				Adults		Elderly		Special Needs	Remarks
		Totals			<5*		5 - 17		18 -59		≥60			
		Total	M	F	M	F	M	F	M	F	M	F		
1														
2														
3														
4														
5														
6														
7														
8														
9														
10														
11														
12														
13														
14														
15														
16														
17														
18														
19														
20														
<b>Total</b>														

U/SC = unaccompanied or separated child / *enfant non accompagné ou séparé*

WR = woman at risk / *femme vulnérable*

DS = disabled person / *personne handicapée*

UE = unaccompanied elder / *personne âgée non accompagnée*

PT = pregnant / *enciente*

SP = single parent / *parent seul(e)*

SM = serious medical condition / *condition médicale sérieuse*

\*not yet reached 5th birthday

LP = special legal and protection needs

MN = malnourished / *sous alimenté(e)*



**UNHCR**  
The UN Refugee Agency

**REGISTRATION FORM**

Ration or ID No.	
Household Size	

Country of Origin Location	Country	State or province	Commune or District	Town or village
	HR1			
	HR2			

Current Location in Country of Asylum	Country	Town, Camp or Settlement	Intending to Return:	Intended date	Property	House: Yes / No
			Yes ___ No ___			damaged
	Block and/or plot number	House/tent address	Identity document Numbers	HR1	HR2	Land: Yes / No
						damaged

Household representatives

*	Given Name	Other Names		Sex	DOB DD-MMM-YY	Marital Status	Rel to HR1	EDU	Occ/ Skills	SP Need	Individual Remarks
		1	2								
1	<input type="checkbox"/>						HR1				
2	<input type="checkbox"/>										

Accompanying household members

3	<input type="checkbox"/>										
4	<input type="checkbox"/>										
5	<input type="checkbox"/>										
6	<input type="checkbox"/>										
7	<input type="checkbox"/>										
8	<input type="checkbox"/>										
9	<input type="checkbox"/>										
10	<input type="checkbox"/>										
11	<input type="checkbox"/>										
12	<input type="checkbox"/>										

	Religion	Ethnicity	Nationality	DOA in COA
HR1				
HR2				

Other Remarks / Observations
NO PERMISSION to share information for protection and durable solutions purposes: <input type="checkbox"/>

\*  Tick boxes above when individual photo is taken

Registered by	Date	Site

Data entered by	Date



# UNHCR Individual Registration Form

Individual  
Photograph

HCR use only

UNHCR Office:	Reg. #:
Household #	Case #:
Date of Registration: ___/___/___*	
Special Needs:	Date of Arrival: ___/___/___

Part A – Basic Bio Data			
Full Names :		Other Names: <i>(including alias)</i>	
Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	Date of Birth: ___/___/___ <i>(If not known give estimated year of birth)</i>	Citizenship:	
Mother's Name:		Father's Name:	
Place of Birth:			
Marital Status:		Spouse's Name:	
Present Address & Contact Numbers: <i>(if different than Household/Family)</i>			
Place of Origin: <i>(if different than Household/Family. Include exact home address if applicable)</i>			
Personal Identity Documents: <i>(indicate type / number / date issued)</i>		Issued Documentation: <i>(indicate type / number / date issued)</i>	
Education: **	Occupation: **	Religion: **	Ethnicity: **

Part B – Special Individual Protection and Assistance Needs
Describe if necessary:
Are you suffering from health problem? <i>If yes, provide brief details</i>
Are you pregnant? <input type="checkbox"/> Yes <input type="checkbox"/> No

Part C – Non-Accompanying Family Members / Dependants Living Outside Home Country (if different than those listed on Household Form)					
Full Name	Relationship**	Date of Birth	Address	Status	Citizenship
		___/___/___			
		___/___/___			
		___/___/___			
		___/___/___			
		___/___/___			
		___/___/___			
		___/___/___			

\* Unless otherwise indicated the format used for dates is dd/MMM/yyyy.  
For example: a birth date of 14 October 1943 should be recorded as 14/OCT/1943  
\*\* Use code only

**Part D – Close Family Members / Dependants in Home Country  
(those not listed on the household form)**

Full Name	Relationship**	Date of Birth	Citizenship	Address
		__/__/__		
		__/__/__		
		__/__/__		
		__/__/__		
		__/__/__		
		__/__/__		

**Part E – Details of Travel**

Date of Departure from Home Country: \_\_/\_\_/\_\_

Exit / Entry Point Have you returned to Host Country before?  Yes  No  
If yes, please provide date and duration of stay:

Countries of Transit:	Period		Travel Document Used
	From	To	
	__/__/__	__/__/__	
	__/__/__	__/__/__	
	__/__/__	__/__/__	
	__/__/__	__/__/__	

Place and date and of arrival in Host Country: \_\_\_\_\_, \_\_/\_\_/\_\_

**Part F – Durable Solutions**

Durable Solution	Date of application or submission	Status
Local Settlement	__/__/__	
Voluntary Repatriation	__/__/__	
Resettlement	__/__/__	

**Part G – Sex of Interviewer / Language(s) of Interview**

Do you have a preference to be interviewed by a staff member and interpreter of a particular sex?  
 Yes  No

If yes, indicate which sex:  Male  Female

What language(s) do you prefer for UNHCR interviews?

In seeking a durable solution for you in the future, do you authorise UNHCR to share the information contained on this form with other agencies and/or governments as may be required?  
 Yes  No

**The following declaration must be signed by the Person of Concern.**

I declare the information I have supplied on and with this form is complete, correct and current in every detail.

I understand that if I have given false or misleading information, my application for refugee status may be refused, or, if I have been recognized as a refugee, the recognition may be cancelled.

I undertake to inform UNHCR of any significant changes\* to my circumstances while my application is being considered.

Signature of person of concern:

Date:

Place:

**United Nations High Commissioner for Refugees**



**Household Information Form**

HCR use only

<b>UNHCR Office:</b>	<b>Date Current Action:</b> (dd/mmm/yyyy) _ _ / _ _ / _ _ _ _		
<b>Household #</b> <input style="width: 150px;" type="text"/>	<b>Date of Initial Registration:</b> _ _ / _ _ / _ _ _ _		
<b>Numbers in Household: TOTAL:</b> <input style="width: 50px;" type="text"/>	<b>Males:</b> <input style="width: 50px;" type="text"/>	<b>Females:</b> <input style="width: 50px;" type="text"/>	
<b>Special Needs:</b> <input style="width: 100px;" type="text"/>	<b>Entitlement Docs:</b> <input style="width: 50px;" type="text"/> <input style="width: 50px;" type="text"/> <input style="width: 50px;" type="text"/>		

<b>Part 1 – Basic Household Data</b>	
<b>1.</b> Family / Household Representative ( <b>Male</b> ) - Full Name ( <i>Underline the main name</i> ):	<b>2.</b> Relation to HR Female
<b>3.</b> Family / Household Representative ( <b>Female</b> ) - Full Name ( <i>Underline the main name</i> ):	<b>4.</b> Relation to HR Male
<b>5.</b> Present Address & Contact Number of Household:	

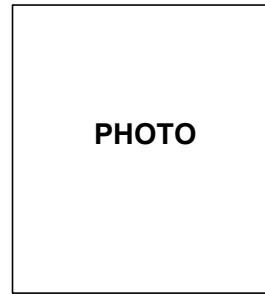
<b>Part 2 – Other Family Members / Dependants Present</b>					
	Full Name	Relationship to HR1 Male	Relationship to HR2 Female	Individual Registration Number	Date of Birth (dd/mm/yyyy)
03					_ _ / _ _ / _ _ _ _
04					_ _ / _ _ / _ _ _ _
05					_ _ / _ _ / _ _ _ _
06					_ _ / _ _ / _ _ _ _
07					_ _ / _ _ / _ _ _ _
08					_ _ / _ _ / _ _ _ _
09					_ _ / _ _ / _ _ _ _
10					_ _ / _ _ / _ _ _ _
11					_ _ / _ _ / _ _ _ _
12					_ _ / _ _ / _ _ _ _

<b>Part 3 – Other Family Members / Dependants Not Present</b>					
Full Name	Relationship	Date of Birth (dd/mm/yy)	Address	Status there	Citizenship
		_ _ / _ _ / _ _ _ _			
		_ _ / _ _ / _ _ _ _			
		_ _ / _ _ / _ _ _ _			
		_ _ / _ _ / _ _ _ _			
		_ _ / _ _ / _ _ _ _			

<b>Part 4 – Special Protection or Assistance Needs of Household</b>
<b>Describe if necessary:</b>



# REGISTRATION FORM FOR UNACCOMPANIED AND SEPARATED CHILDREN



ICRC ID No. \_\_\_\_\_

Unaccompanied child

*Please Note:*

- A separated child is any person under the age of 18, separated from both parents, or from his/her previous legal or customary primary care giver, but not necessarily from other relatives. An **unaccompanied** child is any person who is under the age of 18, separated from both parents, or from his/her previous legal or customary primary care giver and **also** his/her relatives.
- If the child does not remember his/her address, please note other relevant information, such as descriptions of mosques, churches, schools and other landmarks.

*Please fill out this form with a ballpoint pen*

## 1. Identity of the child

Personal ID document no. \_\_\_\_\_ Sex M  F

Full name (as expressed locally) \_\_\_\_\_

Also known as (nickname) \_\_\_\_\_

Name(s) given to child by others after separation from parents \_\_\_\_\_

Date of birth/age \_\_\_\_\_ Place of birth \_\_\_\_\_

Nationality \_\_\_\_\_ Country \_\_\_\_\_

Ethnic group \_\_\_\_\_

### Language(s) spoken

\_\_\_\_\_

Distinguishing physical characteristics \_\_\_\_\_

\_\_\_\_\_

Father's name \_\_\_\_\_

Mother's name \_\_\_\_\_

### Other persons familiar to the child

\_\_\_\_\_

\_\_\_\_\_

### Address of child before separation (and person with whom he/she lived)

\_\_\_\_\_

\_\_\_\_\_ Phone no. \_\_\_\_\_

Address of child after separation (and person with whom he/she lived) \_\_\_\_\_  
\_\_\_\_\_ Phone no. \_\_\_\_\_

---

**2. Persons accompanying the child (including siblings)**

**A.** Full name \_\_\_\_\_  
Relationship \_\_\_\_\_ Date & Place of Birth \_\_\_\_\_  
Current address \_\_\_\_\_  
\_\_\_\_\_ Phone no. \_\_\_\_\_

**B.** Full name \_\_\_\_\_  
Relationship \_\_\_\_\_ Date & Place of Birth \_\_\_\_\_  
Current address \_\_\_\_\_  
\_\_\_\_\_ Phone no. \_\_\_\_\_

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**3. Current location of the child**

- a. Children's center**       **c. Alone**   
**b. Foster family**       **d. Other**

Full name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_ Phone no. \_\_\_\_\_  
Coming from \_\_\_\_\_ Date of arrival at this location \_\_\_\_\_

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**4. History of separation**

Date and place of separation \_\_\_\_\_  
Circumstances of separation \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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**5. In case the child has been evacuated**

By whom / through which organization? \_\_\_\_\_  
Where from ? \_\_\_\_\_ Where to ? \_\_\_\_\_  
Date \_\_\_\_\_

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**6. Other information**

Is the child an ex-soldier ?      **Yes**       **No**

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### 7. Parents' situation

**Father:** Alive  Dead  Don't know

**Mother:** Alive  Dead  Don't know

If parents are believed dead, please give details \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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### 8. Wishes of the child

Person(s) the child would like to find

**a. Father**                       **c. Brother**                       **e. Other**  (please specify) \_\_\_\_\_

**b. Mother**                       **d. Sister**

#### Person A

Name and relationship \_\_\_\_\_

Last known address \_\_\_\_\_

\_\_\_\_\_ Phone no. \_\_\_\_\_

#### Person B

Name and relationship \_\_\_\_\_

Last known address \_\_\_\_\_

\_\_\_\_\_ Phone no. \_\_\_\_\_

#### Person C

Name and relationship \_\_\_\_\_

Last known address \_\_\_\_\_

\_\_\_\_\_ Phone no. \_\_\_\_\_

---

### 9. Interview by other organization involved in tracing

Has the child been interviewed by any other organisation ?                      **Yes**                       **No**

Name of organisation \_\_\_\_\_

Place of interview \_\_\_\_\_ Date \_\_\_\_\_

Country \_\_\_\_\_

Reference No given to the child by other organisation \_\_\_\_\_

**10. List of documents carried by the child**

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**11. Additional information which could help trace the child's family**

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**12. Disclosure of information**

Does the child agree to the public disclosure (on radio, Internet, etc.) of his/her name and the names of relatives?

Yes     No

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13. Place & date of interview \_\_\_\_\_

14. Name of interviewer and organization \_\_\_\_\_

15. Organization in charge of tracing the child's family \_\_\_\_\_

United Nations High Commissioner for Refugees



RSD Application Form

Space for  
Photograph

HCR use only

UNHCR Office:		<input type="checkbox"/> Principal Applicant <input type="checkbox"/> Derivative Status	
RSD File#:	<input type="text"/>	Reg. #:	<input type="text"/>
Arrival Date (dd/mm/yyyy): _ / _ / _ _	Reg. Date (dd/mm/yyyy): _ / _ / _ _	Special Needs:	
Linked RSD Files:	<input type="text"/>	<input type="text"/>	

**Registration Information Sheet**

Parts A to H must be completed for every adult and child Applicant, including family members and other dependants who are accompanying a Principal Applicant.

**Part A – Basic Bio Data**

1. Full Name ( <i>Underline main name</i> ):	
2. Other Names used:	
3. Father's Name:	4. Mother's Name:
5. Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female	6. Nationality:
7. Date of Birth (dd/mm/yyyy): _ / _ / _ _ (If not known give estimated year of birth):	
8. Place of Birth:	
9. Marital Status: <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Engaged <input type="checkbox"/> Separated <input type="checkbox"/> Divorced <input type="checkbox"/> Widowed	
10. Spouse's Name ( <i>if applicable</i> ):	
11. Religion:	12. Ethnicity:
13. Full Address of Last Place of Residence in Home Country:	
14. Present Address & Contact Numbers:	

**Part B – Education (Highest Level)**

Name of Institution	Place/Country	From (mm/yyyy)	To (mm/yyyy)	Qualification Obtained
		_ / _ _ _ _	_ / _ _ _ _	
		_ / _ _ _ _	_ / _ _ _ _	

**Part C – Occupation (Most recent in the home country)**

Name of Employer	Place/Country	From (mm/yyyy)	To (mm/yyyy)	Job Title
		--/-----	--/-----	
		--/-----	--/-----	

**Part D – Identification Documents / Other Documents Provided**

Document Type, Number	Place of Issue	Date of Issue (dd/mm/yyyy)	Date of Expiry (dd/mm/yyyy)	Original Provided?
		--/ /-----	--/ /-----	<input type="checkbox"/> Yes <input type="checkbox"/> No
		--/ /-----	--/ /-----	<input type="checkbox"/> Yes <input type="checkbox"/> No
		--/ /-----	--/ /-----	<input type="checkbox"/> Yes <input type="checkbox"/> No
		--/ /-----	--/ /-----	<input type="checkbox"/> Yes <input type="checkbox"/> No
		--/ /-----	--/ /-----	<input type="checkbox"/> Yes <input type="checkbox"/> No
		--/ /-----	--/ /-----	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Documents Obtained Illegally:**

If any of the documents listed above were not issued legally, please explain how they were obtained.

**Missing Documents:**

If you are missing identity documents or other documents that are relevant to your claim, please explain why you do not have these documents.

If you are missing documents, will you be able to obtain these documents in the future? If not, please explain why.

**Part E – Applicant’s UNHCR Registration History**

1. Have you already been registered by UNHCR?  Yes  No

If <b>yes</b> , where were you registered?	Registration #:	Date of registration: (dd/mm/yyyy): --/ /-----
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2. Have you ever applied for refugee protection with UNHCR or a Government?  Yes  No

If **Yes**,

Where?	When?	Decision and/or status obtained:
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**Part F – Family/Household Composition**

(Family Members and Dependants Accompanying the Applicant)

	Full Name	Individual Registration #	Relationship to Applicant	Sex (M/F)	Date of Birth (dd/mm/yyyy)
01					--/~/----
02					--/~/----
03					--/~/----
04					--/~/----
05					--/~/----
06					--/~/----
07					--/~/----
08					--/~/----
09					--/~/----
10					--/~/----

**Part G – Close Family Members and Dependants in Home Country**

Full Name	Relationship to Applicant	Date of Birth (dd/mm/yyyy)	Citizenship	Occupation
		--/~/----		
		--/~/----		
		--/~/----		
		--/~/----		
		--/~/----		
		--/~/----		
		--/~/----		
		--/~/----		

**Part H – Non-Accompanying Family Members and Dependants Living Outside Home Country**

Full Name	Relationship to Applicant	Date of Birth (dd/mm/yyyy)	Address	Status there	Citizenship
		--/~/----			
		--/~/----			
		--/~/----			
		--/~/----			
		--/~/----			

### Additional Information for Mandate RSD

**Parts I to K must be completed for every adult and child Applicant, including family members and dependants who are accompanying a Principal Applicant.**

#### Part I – Details of Travel

1. Date of Departure from Home Country (dd/mm/yyyy):    \_/\_/\_/\_

2. Means of Travel out of Home Country:

3. Exit Point from Home Country:

4. Countries of Transit:	Period		Travel Document Used
	From (mm/dd/yyyy)	To (mm/dd/yyyy)	
	_/_/_	_/_/_	
	_/_/_	_/_/_	
	_/_/_	_/_/_	
	_/_/_	_/_/_	

5. Entry point in Host Country:

6. Date of arrival in Host Country (dd/mm/yyyy):    \_/\_/\_/\_

7. Have you been to Host Country before?    Yes    No

If **yes**, please provide date and duration of stay:

#### Part J – Sex of Interviewer / Language(s) of Interview

Do you have a preference to be interviewed by a staff member and interpreter of a particular sex?  
 Yes    No

If **yes**, indicate which sex:    Male    Female

What language(s) do you prefer for UNHCR interviews?   \_\_\_\_\_



**Part K – Written Statement**

**When answering the questions below, you should tell us everything about why you believe that you are in need of refugee protection. You should provide as much detail as possible, including the date the relevant events occurred. It is important that you provide full and truthful answers to these questions. If you need more space, please attach a page(s) with the details.**

**1. Why did you leave your home country?**

*(A large area of horizontal dotted lines provided for writing the response to Question 1.)*

**2. What do you believe may happen to you, or members of your household, if you return to your home country? Please explain why.**

*(An area of horizontal dotted lines provided for writing the response to Question 2.)*


**Declaration**

***To be signed by the Applicant***

I declare the information I have supplied on and with this form is complete, correct and current in every detail.

I understand that if I have given false or misleading information, my application for refugee status may be refused, or, if I have been recognized as a refugee, the recognition may be cancelled.

I undertake to inform UNHCR of any significant changes to my circumstances while my application is being considered, including any changes to my address and contact numbers, the arrival or departure of members of my household or other changes in the composition of my household.

Signature of Applicant: \_\_\_\_\_

Date: \_\_\_\_\_

Place: \_\_\_\_\_

## Annex 7: UNHCR Standard Categories and Codes

### UNHCR Standard Age Cohorts (standard age groupings)

Category	Description	Code
0 – 4 years	Persons between 0 and 4 years of age (all persons less than five years of age)	A1
5 – 17 years	Persons between 5 and 17 years of age (all person who are at least five years of age and less than 18 years of age)	A2
18 – 59 years	Persons between 18 and 59 years of age (all persons who are at least 18 years of age and less than 60 years of age).	A3
60 or greater	Persons who are 60 years of age or older.	A4

### UNHCR Standard Categories for Recording Sex

Category	Description	Code
Female	Females of all ages	F
Male	Males of all ages	M

### UNHCR Standard Categories for Recording Family and Household Relationships

Category	Description	Code
<b>Household Representative 1</b>	This is usually the individual within the family or household who is considered by the members of the family or household as their primary representative. It is normally a man, but could be a woman as well.	HR1
<b>Household Representative 2</b>	This is normally the female in the household or family who has the primary responsibility within the family. It could be the spouse, mother or daughter of the head of household. The relationship between this person and the other head of household must also be recorded.	HR2
<b>Spouse</b>	Legal or common-law spouse.	SPO
<b>Child (Son/Daughter)</b>	Natural or legal offspring. Includes birth, adopted or step children. May or may not include foster children depending on situation in country.	CHI
<b>Parent (Father/Mother)</b>	Birth, adoptive, or step parents. Does not include parent in-laws which have a separate category.	PAR
<b>Sibling (Sister/Brother)</b>	Legal or natural siblings. Includes adopted and step brothers and sisters. May include foster brother or sisters depending on the situation in the country. Does not include in-laws (i.e. bother or sister in-law).	SBR
<b>Grandparent</b>	Direct blood grandparent, either grandmother or grandfather. Includes great-grandparents. Does not include in-laws, which should be listed as parent-in-laws.	GPR
<b>Grandchild</b>	Birth, adopted, or step grandchildren. Includes great-grandchildren.	GCH
<b>Uncle/Aunt</b>	Birth, adoptive, or step brothers or sisters of parents of the individual (household representative or head of household).	AOU
<b>Cousin</b>	Natural, adoptive, or step children of uncle or aunt of individual (household representative or head of household). Does not include in-laws, i.e. cousins of spouse.	CUS
<b>Nephew/Niece</b>	Natural, adoptive, or step children of brother or sister of one of the parents.	NEP
<b>Child-in-law</b>	Spouses (legal or common law) of children.	ILC
<b>Parent-in-law</b>	Parents of spouse.	ILP
<b>Other in-law</b>	Other relationship established through marriage, such as spouse of sibling.	ILO
<b>Other blood/kin relation</b>	Other birth relation of head of household or household representative not covered by one of the above categories.	OFM
<b>No blood relation</b>	Household member not related by blood or marriage.	UNR
<b>Unknown relationship</b>	Relationship is unknown.	UNK

### UNHCR Standard Categories for Recording Marital Status

Category	Description	Code
<b>Single</b>	Only persons never married should be indicated as single.	SN
<b>Engaged</b>	Refers to engagements that are legally or formally recognized within a community, implying that the couple may need to be considered as such for purposes of protection, assistance, and durable solutions.	EG
<b>Married</b>	Includes common-law relationships, and life partnerships.	MA
<b>Separated</b>	Refers to legal separation or equivalent, implying that the couple should not be considered together for purposes of protection, assistance, and durable solutions.	SR
<b>Divorced</b>	If divorced and still unmarried, individual should be indicated as divorced. If remarried, individual should be indicated as married.	DV
<b>Widowed</b>	Widowed persons who later remarry should be indicated as married.	WD

### UNHCR Standard Categories for Recording Educational Level

Category	Description	Code
<b>No Education</b>	No structured education beyond pre-primary level.	NE
<b>1 year (or Grade 1)</b>	Completed at least one year of structured education.	01
<b>2 years (or Grade 2)</b>	Completed at least two years of structured education.	02
<b>3 years (or Grade 3)</b>	Completed at least three years of structured education.	03
<b>4 years (or Grade 4)</b>	Completed at least four years of structured education.	04
<b>5 years (or Grade 5)</b>	Completed at least five years of structured education.	05
<b>6 years (or Grade 6)</b>	Completed at least six years of structured education.	06
<b>7 years (or Grade 7)</b>	Completed at least seven years of structured education.	07
<b>8 years (or Grade 8)</b>	Completed at least eight years of structured education.	08
<b>9 years (or Grade 9)</b>	Completed at least nine years of structured education.	09
<b>10 years (or Grade 10)</b>	Completed at least 10 years of structured education.	10
<b>11 years (or Grade 11)</b>	Completed at least 11 years of structured education.	11
<b>12 years (or Grade 12)</b>	Completed at least 12 years of structured education.	12
<b>Technical/Vocational</b>	Any studies related to preparation for specific occupations to employment, self-employment or livelihood supplementation. May also include skills training and apprenticeships.	TC
<b>University Level</b>	Refers to post-secondary university level education. Includes some or extensive university level education. Normally university level education is to be considered a higher level than vocational/technical education.	UG
<b>Post University Level</b>	Refers to graduate university level education, such as graduate and post-graduate level work. Normally post university level education is to be considered a higher level than university level education.	PG
<b>Informal Education</b>	Refers to non-formal schooling, such as at home schooling, self-teaching, and religious education without a structured secular curriculum.	IN
<b>Unknown</b>	Education level unknown.	UN

### UNHCR Standard Categories for Special Protection and Assistance Needs

Category	Description	Code
<b>Disabled</b>	Physically or mentally disabled. Maybe either male or female.	DS
<b>Special Legal and Physical Protection Needs</b>	Persons not falling into the other categories that are considered as vulnerable in the particular context. For example, survivors of violence or particular ethnic or religious groups.	LP
<b>Woman at Risk</b>	Woman especially at risk. May include single women or members of family or household, as well as women that are survivors of violence.	WR
<b>Single Parent</b>	Maybe either a man or a woman. Also may be girl or a boy under the age of 18 years. Includes those households and families where the second parent is not on the territory of asylum.	SP
<b>Unaccompanied and Separated Child</b>	May be either a boy or girl under the age of 18 years.	U/SC

<b>Unaccompanied Elder</b>	May be either male or female, normally over the age of 59 years. However, cultural norms should apply in the designation of who is an elderly member of the community.	UE
<b>Malnourished</b>	An infant, girl, boy, woman, or man whose nutritional status requires follow-up or further monitoring.	MN
<b>Serious Medical Condition</b>	Refers to a particular medical condition that requires follow-up, or particular consideration such as in repatriation or resettlement. May include TB or other specific conditions that offices wish to monitor.	SM
<b>Pregnant</b>	Pregnant woman or girl.	PT

**UNHCR Standard Categories for Recoding Religion\***

<b>Category</b>	<b>Description</b>	<b>Code</b>
<b>Ahmadiyyah</b>	Also spelled Ahmadiyah (Ahmadis)	AHM
<b>Anglo-Catholicism</b>	(Anglican)	ANG
<b>Animism</b>	(Animists).	ANI
<b>Ancestor Worship</b>		ANC
<b>Atheism</b>	(Atheist)	ATH
<b>Baha'i Faith</b>	(Baha'i)	BAH
<b>Baptist Church</b>	(Baptist)	BAP
<b>Buddhism</b>	(Buddhist)	BUD
<b>Caodai</b>		CAO
<b>Christianity</b>	Other Christians not covered by categories in this list.	CHR
<b>Christian Scientism</b>	(Christian-Scientist)	CSC
<b>Confucianism</b>	(Confucian)	COF
<b>Eastern Independent</b>	Includes Armenian, Assyrian, Chaldean, Ethiopian, Coptic	EAS
<b>Falun Gong</b>		FLG
<b>Hinduism</b>	(Hindu)	HIN
<b>Islam</b>	Other Islamists not covered by other categories in this list.	MUS
<b>Isma'ili</b>	(Ismailian)	ISM
<b>Jehovah's Witness</b>	(Jehovah's Witness)	JEH
<b>Jainism</b>	(Jainist)	JAI
<b>Judaism</b>	(Jew)	JDS
<b>Lutheranism</b>	(Lutheran)	LUT
<b>Mormonism</b>	Also known as Church of Jesus Christ of Latter Saints (Mormon)	MOR
<b>Orthodox Christian</b>	Includes Greek, Russian and Serbian Orthodox.	ORT
<b>Parsee</b>		PAR
<b>Pentecostal Church</b>	(Pentecost)	PEN
<b>Protestant Reformed</b>	(Protestant). Any one of a number of Protestant branches of Christianity	PRO
<b>Roman Catholicism</b>	(Roman Catholic)	ROM
<b>Sikhism</b>	(Sikh)	SIK
<b>Scientology</b>		SCI
<b>Shinto</b>	(Shintoist)	SHI
<b>Spiritualism</b>	(Spiritualist). Also known as Spiritism (Spiritist)	SPI
<b>Sunni</b>	(Sunnite)	SUN
<b>Shiah</b>	(Shiite).	SHI
<b>Taoism</b>	(Taoist)	TAO
<b>Zoroastrianism</b>	(Zoroastrian).	ZOR
<b>Yezidis</b>	(Yezidi) Also spelled Yazidis	YAZ
<b>No religion</b>		NON
<b>Other</b>		OTH

\*Spellings from the Collins English Dictionary, Millennium Edition, Haper Collins Publishers, London, 1998

**UNHCR Standard Categories for Recording Status of Ownership of Property**

Category	Description	Code
<b>Yes</b>	Property owned	Y
<b>Lost</b>	Property formerly owned but then expropriated or permanent lost through other measures	L
<b>No</b>	Property not owned	N

**UNHCR Standard Categories for Recording Condition of Property**

Category	Description	Code
<b>Available</b>	Property or accommodation available for occupation by owner	AV
<b>Occupied</b>	Occupied without permission or agreement of owner	OC
<b>Damaged</b>	Property damaged or destroyed	DM
<b>Mined</b>	Property mined	MN
<b>Do not know</b>	Condition of property unknown	NK

**UNHCR Standard Categories for Recoding Types of Locations**

Category	Description	Code
<b>Urban - Camp</b>	Camps located in urban environments (locations where the national resident population is less than 5,000 inhabitants)	UCP
<b>Urban - Centre</b>	Collective centers, transit centers, prisons, hospitals, and other collective type institutions in urban environments (pop > 5,000 inhabitants)	UCT
<b>Rural - Camp</b>	Camps located in rural environments (locations where the national resident population is less than 5,000 inhabitants)	RCP
<b>Rural - Centre</b>	Collective centers, transit centers, prisons, hospitals, and other collective type institutions in rural environments (those locations where the national resident population is less than 5,000 inhabitants)	RCT
<b>Urban - Individual Accommodation</b>	Individual accommodated, dispersed populations in urban environments (population > 5,000 inhabitants)	UIA
<b>Rural - Individual Accommodation</b>	Individual accommodated, dispersed populations in rural environments (those locations where the national resident population is less than 5,000 inhabitants)	RIA

**ISCO Standard Categories for Recoding Occupations**

<b>Level 2 of ISCO-88 Standard</b>	<b>Level 3 of the ISCO-88 Standards Sub-categories</b>	<b>Code</b>
Legislators and Senior Officials	Legislators; Senior Government Officials; Traditional Chiefs and Heads of Villages; Senior Officials of Special Interest Organisations	11
Corporate Managers	Directors and Chief Executives; Production and Operation Department Managers; Other Department Managers.	12
General Managers	General Managers	13
Physical, Mathematical and Engineering Science Professionals	Physicists, Chemists, and related Professionals; Mathematicians, Statisticians and related Professionals; Computing Professionals; Architects, Engineers, and related Professionals	21
Life Science and Health Professionals	Health Professionals (except nursing); Nursing and Midwifery Professionals.	22
Teaching Professionals	College, University, and Higher Education Teaching Professionals; Secondary Education Teaching Professionals; Primary and Pre-Primary Education Teaching Professionals; Special Education Teaching Professionals; Other Teaching Professionals.	23
Other Professionals	Business Professionals; Legal Professionals; Archivists, Librarians, and related Information Professionals; Social Science and related Professionals; Writers and Creative or Performing Artists; Religious Professionals	24
Physical and Engineering Science Associate Professionals	Physical and Engineering Science Technicians; Computer Associate Professionals; Optical and Electronic Equipment Operators; Ship and Aircraft Controllers and Technicians; Safety and Quality Inspectors.	31
Life Science and Health Associate Professionals	Life Science Technicians and Related Associate Professionals; Modern Health Associate Professionals (except Nursing); Nursing and Midwifery Associate Professionals; Traditional Medicine Practitioners and Faith Healers.	32
Teaching Associate Professionals	Primary Education Teaching Associate Professionals; Pre-Primary Education Teaching Associate Professionals; Special Education Teaching Associate Professionals; Other Teaching Associate Professionals	33
Other Associate Professionals	Finance and Sales Associate Professionals; Business Services Agents and Trade Brokers; Administrative Associate Professionals; Customs, Tax and related Government Associate Professionals; Police Inspectors and Detectives; Social Work Associate Professionals; Artistic, Entertainment and Sports Associate Professionals; Religious Associate Professionals	34
Office Clerks	Secretaries and Keyboard-Operating Clerks; Numerical Clerks; Material-Recording and Transport Clerks; Library, Mail, and Related Clerks; Other Office Clerks	41
Customer Service Clerks	Cashiers, Tellers, and related Clerks; Client Information Clerks	42
Personal and Protective Services Workers	Travel Attendants and Related Workers; Housekeeping and Restaurant Service Workers; Personal Care and related Workers; Other Professional Services Workers; Astrologers, Fortune-tellers and related Workers; Protective Services Workers	51
Models, Salespersons and Demonstrators	Fashion and other Models; Shop Salespersons and Demonstrators; Stall and Market Salespersons	52
Market-Oriented Skilled Agricultural and Fishery Workers	Market Gardeners and Crop Growers; Market-Oriented Animal Producers and Related Workers; Market-Oriented Crop and Animal Producers; Forestry and Related Workers; Fishery Workers, Hunters and Trappers	61
Subsistence Agricultural and Fishery Workers	Subsistence Agricultural and Fishery Workers	62
Extraction and Building Trades Workers	Miners, Shot-firers, Stone Cutters and Carvers; Building Frame and Related Trades; Building Finishers and Related Trades Workers	71
Metal, Machinery and Related Trades Workers	Metal Molders, Welders, Sheet-Metal Workers, Structural-Metal Preparers, and Related Trades Workers; Blacksmiths, Tool-Makers, and Related Trades Workers; Machinery Mechanics and Fitters; Electrical and Electronic Equipment Mechanics and Fitters	72
Precision, Handicraft, Printing and Related Trades Workers	Precision Workers in Metal and Related Materials; Potters, Glass-Makers and Related Trades Workers; Handicraft Workers in Wood, Textile, Leather and related Materials; Printing and Related Trades Workers	73
Other Craft and Related Trades Workers	Food Processing and Related Trades Workers; Wood Treaters, Cabinet-Makers, and Related Trades Workers; Textile, Garment, and Related Trades Workers; Pelt, Leather and Shoemaking Trades Workers	74

Stationary-Plant and Related Operators	Mining- and Mineral-Processing Plant Operators; Metal-Processing-Plant Operators; Glass, Ceramics and Related Plant Operators; Wood-Processing- and Papermaking-Plant Operators; Chemical-Processing-Plant Operators; Power-Production and Related Plant Operators; Automated-Assembly-Line and Industrial-Robot Operators	81
Machine Operators and Assemblers	Metal- and Mineral-Products Machine Operators; Chemical-Products Machine Operators; Rubber- and Plastics Products Machine Operators; Wood-Products Machine Operators; Printing-, Binding- and Paper-Products Machine Operators; Textile-, Fur-, and Leather-Products Machine Operators; Food and Related Products Machine Operators; Assemblers; Other Machine Operators and Assemblers.	82
Drivers and Mobile-Plant Operators	Locomotive-Engine Drivers and Related Workers; Motor-Vehicle Drivers; Agricultural and other Mobile Plant Operators; Ship's Deck Crews and Related Workers.	83
Sales and Services Elementary Occupations	Street Vendors and Related Workers; Shoe Cleaning and Other Street Services Elementary Occupations; Domestic and Related Helpers, Cleaners, and Launderers; Building Caretakers, Window and Related Cleaners; Messengers, Porters, Doorkeepers, and Related Workers; Garbage Collectors and Related Laborers	91
Agricultural, Fishery and Related Laborers	Agricultural, Fishery and Related Laborers	92
Labors in Mining, Construction, Manufacturing and Transport	Mining and Construction Laborers; Manufacturing Laborers; Transport Laborers and Freight Handlers	93
Armed Forces	Armed Forces	01



## Annex 8: Standard Data Set for Registration

**BD = if data element is considered as basic bio-data CR = if data element is considered as core registration data**

### Part I: Elements to be gathered about Groups of persons of concern (households, families and cases) (See Section 5.4 – Families, households, and cases –for more information.)

Category of Data	Level of Detail/Options		Household	Case	Family
<b>Type of Group Record</b>	Type of grouping (household, family, or case)		Level 1	Level 2	Level 2
	Reason for grouping (text)		Level 1	Level 2	Level 2
	Group number (unique identifier)		Level 1	Level 2	Level 2
	Date of registration/creation of group (start date)		Level 1	Level 2	Level 2
	Date when group no longer in use (end date)		Level 2	Level 2	Level 2

Category of Data	Level of Detail/Options		Household	Case	Family
<b>Location/Address of Group<sup>1</sup></b>	Country	<b>BD CR</b>	Level 1	Level 3	Level 2
	First Administrative Unit	<b>CR</b>	Level 1	Level 3	Level 2
	City/Town/Village	<b>CR</b>	Level 1	Level 3	Level 2
	Street Address/Camp	<b>CR</b>	Level 1		
	Block/Sector/Plot-Hut	<b>CR</b>	Level 1		

<sup>1</sup>For households, exact address is required. For other groups, this refers to the location of the person(s) who are recognized as the representatives for the group.

Category of Data	Level of Detail/Options		Household	Case	Family
<b>Group Members</b>	Household Representative – Male: Name*	<b>BD CR</b>	Level 1		Level 2
	Household Representative – Female: Name*	<b>BD CR</b>	Level 1		Level 2
	Principle Applicant/Concerned Individual: Name*	<b>BD</b>		Level 3	
	Group Members – Names*	<b>CR</b>	Level 2	Level 3	Level 2
	Individual Registration Numbers (if registered)*		Level 2	Level 3	Level 2
	Relationship to Head(s) or Principle Applicant*	<b>CR</b>	Level 2	Level 3	Level 2
	Roles within Group (if different)		Level 2	Level 3	Level 2
	Names of Family Members Not Present			Level 3	Level 3
	DOB of Members not Present (if known)			Level 3	Level 3
	Location/Address of Members no Present (if known)			Level 3	Level 3
Persons not of concern, but living in same household			Level 2		

Category of Data	Level of Detail/Options		Household	Case	Family
<b>Group Composition<sup>2</sup></b>	Total Group Size	<b>BD</b>	Level 1	Calculated	Calculated
	Breakdown by age cohort (0 - 4, 5 -17, 18 – 59, 60 and over)		Level 1	Calculated	Calculated
	Breakdown by sex (number of males, number of females)		Level 1	Calculated	Calculated
	Breakdown by sex/age cohort		Level 1	Calculated	Calculated

<sup>2</sup>This information is only **gathered** in Level 1 registration, and only for households. At higher levels of registration it is **calculated** from the individual registration information (date of birth and sex) collected for the members of the household, case, or family.

Category of Data	Level of Detail/Options		Household	Case	Family
Property	Type (Housing or Land)				Level 3
	Location (what is the level of detail?)				Level 3
	Status (standard categories)				Level 3
	Condition (standard categories)				Level 3
	Related documents				Level 3
	Registered owner				Level 3

## Part II: Elements to be gathered about Individuals of Concern – Basic Personal Data

Category of Data	Level of Detail/Options		Level 1	Level 2	Level 3
Name	Legally recognized name	BD CR	Household Reps	All persons	All persons
	Name commonly used			All persons	All persons
	Maiden name (for women)				If applicable
	Other names (alias, nicknames, other names )				If applicable

Category of Data	Level of Detail/Options		Level 1	Level 2	Level 3
Registration Numbers	Individual registration number	CR	Token numbers	All persons	All persons
	Family and household numbers		At group level	All persons	All persons
	Case numbers or other groups				As applicable

Category of Data	Level of Detail/Options		Level 1	Level 2	Level 3
Sex	Male or female	BD CR	At group level	All persons	All persons
Date of Birth	Year/Age*	BD CR	At group level	All persons	All persons
	Month	BD CR		If available	All persons
	Day	BD CR		If available	All persons
Place of Birth	Country of Birth	BD CR			
	City/Town/Village	CR			
	Birth registration information			If applicable	If applicable
Marital Status	UNHCR standard categories	CR		All persons	
	Date (if changed during registration life span)			All persons	
Date of Death	Year / Month / Day	CR		If applicable	If applicable

Category of Data	Level of Detail/Options		Level 1	Level 2	Level 3
Special Needs	Standard special needs categories	CR		As applicable	
	Locally defined categories				

Category of Data	Level of Detail/Options		Level 1	Level 2	Level 3
<b>Current Location</b>	Country	BD CR		All persons	All persons
	First Administrative Unit	BD CR		All persons	All persons
	Second Administrative Unit	BD CR		All persons	All persons
	City/Town/Village	BD CR		As applicable	As applicable
	Street Address/Camp	CR	(Camp)	As applicable	As applicable
	Block/Sector/Postal Code	CR	as applicable	All persons	As applicable
	Plot/Hut/House Numbers	CR	as applicable	All persons	All persons

Category of Data	Level of Detail/Options		Level 1	Level 2	Level 3
<b>Date/Means of Arrival</b>	Date of arrival in location of asylum	CR	Group level	All persons	All persons
	Place of entry				RSD
	Countries transited/port of entry				RSD
	Means of transport				RSD

Category of Data	Level of Detail/Options		Level 1	Level 2	Level 3
<b>Place of Origin/Home Country</b>	Country	CR	Group level	All persons	All persons
	First Administrative Unit	CR	Group level	All persons	All persons
	City/Town/Village	CR		All persons	All persons
	Street Address	CR			RSD
<b>Citizenship</b>	Sometimes referred to as “nationality”	BD CR		Household Reps and others if different	All persons

Category of Data	Level of Detail/Options		Level 1	Level 2	Level 3
<b>Photograph</b>	Date taken	BD CR	Special cases	All persons	
	Reason for recording biometric			If needed	
<b>Biometric</b>	Date taken			If needed	
	Permission to share information			All adults	As applicable
<b>Signature</b>	Agreement to terms of durable solution			As applicable	As applicable
	Document type	CR			All persons
<b>Existing Personal Documents</b>	Document number	CR			All persons
	Document place of issuance	CR			As applicable
	Document validity period	CR			As applicable
	Comments field				As applicable

Category of Data	Level of Detail/Options		Level 1	Level 2	Level 3
<b>Religion</b>	Standard UNHCR categories	CR			
<b>Ethnic Origins</b>		CR			
<b>Occupation/skills</b>	Standard categories	CR		All persons	
	UNHCR/ILO agreed categories				As applicable
	Recent employment history				RSD

	Job titles				RSD
<b>Educational Level</b>	UNHCR standard categories	<b>CR</b>		All persons	All persons
	Degrees earned				As applicable
<b>Language</b>	Languages known to individual	<b>CR</b>			All persons
	Skill level				All persons

### Part III - Elements to be gathered about Individuals of Concern – Family Member Data

Category of Data	Level of Detail/Options	Core	Level 1	Level 2	Level 3
<b>Family members</b>	Father - Name	<b>CR</b>			All persons
	Mother - Name	<b>CR</b>			All persons
	Spouse - Name	<b>CR</b>			All persons
	Families and households of which individual is a member			All persons	All persons
	Accompanying household members - Name (at time of registration)			All persons	All persons
	Family members still in country of origin - Name (at time of registration)				As applicable
	Family members outside country of origin - Name (at time of registration)				As applicable

### Part IV - Elements to be gathered about Individuals of Concern – Registration and Status

Category of Data	Level of Detail/Options	Core	Level 1	Level 2	Level 3
<b>Current Registration Record Status</b>	UNHCR standard categories		group level	All persons	All persons
<b>Date of Registration</b>	Initial Registration: Year / Month / Day	<b>CR</b>	group level	All persons	All persons
	Latest update/verification: Year / Month / Day			All persons	All persons
<b>Type of Registration</b>	UNHCR standard registration categories		group level	All persons	All persons
	Registering party/entity		group level	All persons	All persons
	Quality of registration against standards		group level	If applicable	If applicable
<b>Type of Person of Concern</b>	UNHCR standard categories	<b>CR</b>	group level	All persons	All persons
	Date of validity of status		group level	All persons	All persons
<b>Reasons for Flight</b>	UNHCR standard categories				
	Narrative Text				RSD
<b>Refugee Determination Status</b>	RSD Status Standard Categories				RSD
	Year (Date) of Prima Facie Determination				As applicable
	Year (Date) of Individual Determination				RSD
<b>Legal Basis For Status</b>	UNHCR standard categories				As applicable
	Comment if necessary				As applicable
<b>Preference for Interviewer</b>	Male or Female			As applicable	As applicable

**Part V - Elements to be gathered about Individuals of Concern – Durable Solutions Information**

Category of Data	Level of Detail/Options		Level 1	Level 2	Level 3
<b>Status for Voluntary Repatriation</b>	Current Voluntary Rep Status				Vol Rep
	Date of Application for Return				Vol Rep
	Reasons for Return/Non-Return				Vol Rep
<b>Place of Intended Return</b>	Country				if applicable
	First admin unit				if applicable
	City / Town / Village				if applicable
	Street Address				if applicable
<b>Date of Intended Return</b>	Day / Month / Year				Vol Rep
<b>Place of Actual Return</b>	Country				Vol Rep
	First Administrative Unit				Vol Rep
	City / Town / Village				Vol Rep
	Street Address				Vol Rep
<b>Date of Actual Return</b>	Day / Month / Year				Vol Rep
<b>Place of Intended Local Settlement</b>	Country				Local Settlement
	First admin unit				Local Settlement
	City / Town / Village				Local Settlement
	Street Address				Local Settlement
<b>Place of Actual Local Settlement</b>	Country				Local Settlement
	First admin unit				Local Settlement
	City / Town / Village				Local Settlement
	Street Address				Local Settlement
<b>Resettlement Criteria</b>	Standard criteria as per Annual Statistics				If applicable
<b>Resettlement Status</b>	Current Resettlement Status				If applicable
	Applied to (Country, Date)				Resettlement
	Accepted to (Country, Date)				Resettlement
	Departed to (Country, Date)				Resettlement

## Annex 9: Sample Protocol for Registration Activities

[PROTOCOL OF AGREEMENT  
or  
MEMORANDUM OF UNDERSTANDING]<sup>1</sup>

On the organization of a registration operation for refugees and asylum seekers in  
[*name of country*]

Between

The Government of ..... and the Office of the United Nations High Commissioner for  
Refugees

The Government of [*name of country*] (hereinafter referred to as “the Government”) on the one hand and the Office of the United Nations High Commissioner for Refugees (hereinafter referred to as “UNHCR”) on the other hand, hereinafter jointly referred to as the Parties;

Considering the Convention Relating to the Status of Refugees of 28 July 1951, in particular the provisions of Article 27;

Considering the OAU Convention of 10 September 1969 governing matters pertaining to refugees in Africa, and in particular the provisions of Article VIII;<sup>2</sup>

Recalling Conclusion 91 (LII) of the Executive Committee of the High Commissioner’s Programme on the registration of refugees and asylum seekers of 5 October 2001;

Noting that the registration of refugees and asylum seekers forms an integral part of the mandate of UNHCR;

Considering the Law ..... of ..... granting status to refugees in [*name of country*];<sup>3</sup>

Mindful of the need to make available to the Government and to UNHCR reliable statistical data to enhance the management of the refugee situation;

Have agreed as follows:

### Article 1

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<sup>1</sup> The name and type of agreement will depend on the situation; use a name appropriate for the particular context.

<sup>2</sup> This paragraph should only be included in agreements with governments of African States.

<sup>3</sup> It is UN Secretariat practice not to refer to any national laws in its agreements about which we do not know and which may change without our knowledge. When including this paragraph pay attention to the period for which the memorandum or agreement should be considered as valid.

1.1 In order to proceed with the issuance of identity documents to refugees and asylum seekers, the Parties have decided to work in close collaboration to ensure the success of the operation.

1.2 The Registration Form [(*Annex 1*)], the Refugee Family Card [(*Annexes 2a and 2*)], the Asylum-Seeker Family Card [(*Annex 3*)] and the Individual Identity Card [(*Annex 4a and 4b*)], will conform to the samples attached to the present [name of agreement].

## Article 2

The Registration Form [(*see Annex 1*)] should contain the following information:

- the identity of family members of the refugee or asylum seeker;
- their respective places of origin and residence;
- the dates on which they entered [*name of country*];
- the main occupation of each member of the family;
- the type(s) of document(s) in the possession of the family.

## Article 3

The Individual Identity Card corresponding to [*Annex 4*] of the present [name of agreement] may be issued only to refugees. It confers the right [*to remain and the right to work*]<sup>4</sup> and is valid for a renewable period of [*two years*].<sup>5</sup>

## Article 4

A Joint Technical Committee (JTC) consisting of experts designated by the Parties shall be established to oversee the implementation of the operation.

## Article 5

The responsibilities of the JTC are as follows:

- organization of information and sensitization campaigns targeting the population of concern;
- training of trainers and any temporary personnel;
- the design of a registration strategy and methodology, including overall guidance for the registration operation;

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<sup>4</sup> Whenever possible or prudent, make specific reference to rights or privileges associated with the identity documents. See Chapter 19 of the *UNHCR Handbook for Registration (Provisional Release, September 2003)* for more information.

<sup>5</sup> Whenever possible, the length of validity of the identity documents should be specified. See Section 19.3 of the *UNHCR Handbook for Registration* for more information on managing expiration and renewal of documents.

- monitoring the issuance of identity documents to refugees and asylum seekers;
- taking of photographs and specimen signatures of refugees and asylum seekers; and
- data entry.

## Article 6

6.1 For logistical and security reasons, UNHCR will provide technical support for the production of Refugee Identity Cards.

6.2 Refugee Identity Cards will be issued by the Government.

## Article 7

The Government shall undertake to distribute samples of the documents described under Article 1 of the present [*name of agreement*] to the competent local authorities, and ensure that both the central and regional civil and military authorities are fully informed of the rights and obligations pertaining to the Refugee Identity Card.

## Article 8

The Convention and Privileges of the United Nations of 13 February 1946 to which [*name of the State*] became a party on [*date*] is fully applicable to the present [*name of agreement*] [as well as (*insert reference to UNHCR Co-operation Agreement, if applicable*)].<sup>6</sup>

The Convention shall also apply to persons performing services on behalf of UNHCR under the present [*name of agreement*].

## Article 9

9.1 UNHCR undertakes to provide logistical support to the implementation of the operation through the contribution of the necessary equipment and supplies subject to availability of funds.<sup>7</sup>

9.2 UNHCR will also provide training to and cover the cost of salaries for the clerical personnel of the Government engaged in data collection. The number of persons benefiting there from requires UNHCR's prior approval.<sup>8</sup>

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<sup>6</sup> The regularly updated Annex to IOM/FOM/25/2003 of 17 March 2003 contains this information.

<sup>7</sup> This restriction is absolutely necessary, in particular since the "necessary equipment and supplies" is nowhere defined.

<sup>8</sup> This restriction is absolutely necessary in order to control the costs of each individual operation conducted under such an agreement/MOU.



9.2 UNHCR shall assume responsibility for the protection, analysis and daily management of the database compiled in the course of the operation. UNHCR shall share statistical data with the Government.

#### Article 10

The Parties hereby undertake to protect the data gathered during the course of the operation, in accordance with the guidelines on confidentiality of information relating to refugees and asylum seekers.<sup>9</sup> They further undertake not to share the information on registered persons with any third party.

#### Article 11

All consumable and non-consumable goods used in the operation shall remain the property of UNHCR, unless UNHCR decides otherwise. In this case, the transfer of ownership shall be in accordance with the established UNHCR rules and procedures governing the transfer of assets.

#### Article 12

Any dispute relating to the interpretation or the application of the present [*name of agreement*] shall be resolved on an amicable basis. If no amicable solution can be found, the dispute shall be submitted to arbitration.

#### Article 13

The present [*name of agreement*] enters into effect on the date of signature by the parties.

Signed in two originals.

For UNHCR

For the Government of ...

Place:

Place:

Date:

Date:

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<sup>9</sup> UNHCR Confidentiality Guidelines on the Sharing of Information on Individual Cases were issued under cover of memorandum IOM/71/2001-FOM/68/2001 of 24 August 2001. These are internal guidelines for UNHCR staff.

## Annex 10(a): Sample Standard Operating Procedures for Reception

### Office Ruritania: Reception SOP

#### Version Information

Last modified on 29 April 2003  
Prepared By A. Mister, Protection Officer

#### 1 Applicable Standards

- UNHCR Handbook for Registration (2003)
- UNHCR Procedural Standards for Mandate RSD (2003)
- UNHCR SGVB: Guidelines for Prevention and Response (2003)
- UNHCR Resettlement Handbook (1997, revised 2002)
- UNHCR Security Awareness Aide Mémoire (1995)
- UNHCR Code of Conduct
- [complete with other standards as appropriate]

#### 2 Reception Hours and Processing Schedule

Reception of applicants takes place between **9:00am and 12:30pm** and **2:00pm and 4:30 pm** according to the schedule below. Reception should start no later than 9:00am. Two interpreters should be on duty at the reception from 9:00 a.m., under the supervision of a UNHCR staff member.

Reception Services	Mon		Tues		Wed		Thurs		Fri	
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
Reception - New Refugee Applicants	-	-	X	X	-	-	X	X	X	X
Registration - New Refugee Applicants	-	-	X	X	-	-	X	X	X	X
RSD Interview	X	X	X	X	-	-	X	X	X	X
RSD – Family Unity Interview	X	X	X	X	-	-	X	X	X	X
RC Collection/Orientation	-	-	-	-	-	-	X	X	X	X
Protection Counseling*	X	X	-	-	-	-	-	-	-	-
Resettlement Interview	X	X	X	X	X	X	X	X	X	X
Voluntary repatriation Interview	-	-	-	-	-	-	X	X	-	-
Exit clearance	X	-	X	-	X	-	X	-	X	-
Medical Bills	-	-	-	-	-	-	-	X	-	-
Departure Grants*	-	-	-	X	-	-	-	-	-	X

\* 1 for emergency cases & cases with exceptionally booked appointments on other days will be admitted

#### 3 Reception Setup and Personnel Duties

The reception windows are supported by two PC workstations one of which will be fully dedicated to scheduling purposes and the other will be used for reception functions [e.g. verification of individual identities, responding to queries, initial registration, etc.] according to the above schedule.

The reception is supported by 3 telephones of which 2 are located behind the front windows with the receptionist and the scheduler and one is located behind the partition. Refugee calls directly diverted by the switchboard will only be received on the telephone set located behind the partition. This is to ensure dignified and orderly service of refugees at the window.

The Community Services Assistant is designated as the '**Receptionist**' and is responsible for the day to day activities at the reception. The Receptionist is to be assisted by refugee interpreters. The receptionist should attend to all queries at the reception personally. Refugee interpreters may assist in basic phone and in-person counselling functions.

The Registration Clerk (the '**Scheduler**') is assigned the responsibilities for maintaining the schedule of all appointments for refugees and others persons of concern. The Clerk also assists the Receptionist in attending to refugee queries at the reception.

In the absence of the receptionist, the 'scheduler' is the designated backup who should supervise the reception. Refugee interpreters should never be left in charge of the reception desk without proper supervision.

On Mondays, a protection staff member is designated to be on-duty for "reception-counselling". All other

protection staff will support the staff member on duty in this major task. The schedule for duty protection staff is prepared by the receptionist on a rotational basis and circulated three months in advance. Difficulties in securing the presence of the staff member on duty should be referred to the Deputy Representative (Protection).

## 4 Admission to the premises

### 4.1 Persons of concern with fixed appointments

The following categories of persons with fixed appointments will be admitted to the premises as scheduled:

- refugee applicants with an RSD appointment
- refugees with a durable solution appointment
- refugees with a documentation appointment [to collect refugee certificate]
- new asylum applicants with registration appointment

### 4.2 Persons of concern without appointments (walk-ins)

Persons without appointments will normally be seen only on **Mondays**. However, the following categories of persons will also be admitted to the reception area other days of week during opening hours:

- Pre-registration: first contact with persons who are new asylum applicants.
- Exit clearance: Persons holding **plane tickets, travel itinerary, transit pass** &/or letters from embassies attesting their departures
- Referrals: Persons holding referral **letters/slips** from implementing partners or other government authorities

In addition, persons with **serious legal or protection problems** requiring emergency intervention will be brought to the attention of UNHCR receptionist by the guards as per standing OCM instructions. The receptionist or a protection staff member will immediately meet such persons at the security window. The receptionist will record the basic facts of the problem and transmit them to protection staff who will decide how the case should be handled.

## 5 Processing persons at reception

### 5.1 Preparing for the Interview:

The **scheduler** should:

- Review the schedule one day in advance;
- Ensure that appropriate interpreters are available as scheduled;
- In case of appointments booked by the phone notify the guards on the day of the interview (as the persons concerned will not have appointment slips to show to the guards for admission to the reception area).

The **filing clerk** should:

- Print the interview schedule one day in advance;
- Prepare the physical files one day in advance;
- Place relevant files in interviewers' in trays on the day of the scheduled interview.

All **interviewers** should:

- Check their interview schedules in the morning (no interview schedules will be circulated by the filing clerks/receptionist.)

### 5.2 Receiving persons for fixed appointments:

On the day of the scheduled interview, persons of concern will be admitted to the reception area after being checked by metal detector by the guards according to the UNHCR security guidelines. Those individuals listed as 'specific security cases' will be frisked prior to their admission.

Upon admission to the reception area:

The **Scheduler** will verify that the person is indeed scheduled for that day and that the interview will take place as scheduled, i.e. no rescheduling, no reallocation of case to another interviewer is needed.

In case of rescheduling or to re-allocation to a different interviewer, the **scheduler/concerned legal officer** will ensure that the case record is updated to reflect the reallocation of the case to the new interviewer.

- The **Scheduler** will mark the appointment as ‘show’ on schedule.
- The **Scheduler** will take the appointment slip from the person of concern and will give person of concern a token.
- The **Scheduler** will pass the appointment slip to the filing clerk. The filing clerk will check it and will notify the interviewer that the person of concern has arrived.
- The **person of concern** will then exit the reception area, and give the token to the guards.
- The **guards** will frisk the person of concern in line with UNHCR security guidelines, take the token, and admit person of concern to the waiting area of the premises through the rotating door.

### 5.3 Recording ‘no show’ for appointments

In case of Persons of concern not showing up for the interview as scheduled,

- The **scheduler** will mark the person of concern as ‘No Show’ on the schedule.
- In the end of the day, the **protection secretary** will draft appropriate letters if required [e.g. ‘No Show’ for RSD Appeal].
- The **interviewer** will write on the ‘File Action Sheet’ that person of concern as a ‘No Show’ for the interview
- The **interviewer** will put the labeled physical file in the out tray for the action of the filing clerk.
- The **protection secretary** will collect all ‘No Show’ case files and pass them on to the filing clerk who would return them back to cabinet as appropriate.

### 5.4 Receiving Persons of concern without scheduled appointments (walk-ins)

On Mondays, the office will receive refugees and asylum seekers on a walk-in basis for protection counselling. A Protection Officer will be at the reception window in order to provide protection counselling to persons of concern. Counselling may entail scheduling appointments on ad-hoc basis with the relevant units.

Persons of concern seeking protection counselling on Mondays will be:

- Will be checked by the guards in line with UNHCR security guidelines [cases listed as ‘specific security cases’ will be subject to frisking by the guards];
- Admitted to the reception in an orderly manner in groups of 10 to avoid overcrowding the limited space of the reception area
- Given tokens to allow attending to them in an orderly manner by the protection officer at the window.

## 6 Appointment Scheduling

The **Schedule** is in charge of booking all the appointments and logging them into the schedule. Before scheduling an interview appointment, the scheduler must check the availability of appropriate staff members. Interview schedules should take into consideration leave plans, scheduled meetings, and overall workload of each interviewer.

All **newly recognised cases** should be scheduled for orientation and collection of refugee certificate on Thursdays.

Scheduling interviews for *RSD First Instance* and *RSD Family Unity* should take place on Tuesdays, Thursdays, and Fridays.

Persons of concern identified as potential resettlement cases will be scheduled for **Resettlement** interviews by the **resettlement clerk** and will be notified by letter or telephone of the interview date.

The scheduler gives a copy of the appointment record to the person of concern, showing the date, time and reason for the appointment.

## 7 Exiting the office

Following the interview, the interviewer should escort the person of concern to the waiting area and ensure that the person of concern exited the office premises through the back door. In case there is further action to be taken after the interview [e.g. under consideration letter given to person of concern], the person who last handles the case should ensure that the person of concern exited the office premises.

## **8 Intervention of Security Focal Point**

Any person of concern that poses a security threat to UNHCR premises, UNHCR staff members, UNHCR interpreters, other persons of concern, or him/herself, should be immediately brought to the attention of the security focal point. The protection staff member should provide the security focal point with background information on the case and circumstances leading to the incident. The security focal point will then take full responsibility of action in accordance with UNHCR security guidelines.

### **Duties of the ‘Receptionist’**

The receptionist’s primary duties are:

1. Early identification and appropriate referral of vulnerable/emergency cases
2. Pre-registration and counseling of new asylum applicants on application procedures
3. Registration of new asylum applicants and receiving registration form and attachments
4. Supervise efficient admission to office premises of individuals with interview appointments
5. Logging in contacts of asylum seekers and refugees who approach the office without pre-booked interview appointment & ensuring referral to appropriate staff
6. Overall supervision of the refugee interpreters in order to ensure their adherence to standard operating procedures
7. Providing regular, timely and accurate statistical reports as required
8. Supervising the scheduler

### **Duties of the ‘Scheduler’**

The Scheduler’s primary responsibility lies in:

1. Scheduling interview appointments
2. Checking the availability of interviewers and keeping track of scheduled leave and meetings for each interviewer to avoid erroneous scheduling of persons of concern
3. Ensuring efficient admission to premises of individuals with interview appointments
4. Verifying the interview appointment information before giving a token clearing the admission of a refugee into the premises
5. Ensuring timely conveying of appointment slips to interviewers
6. Regular update of ‘show’, ‘no show’, ‘rescheduled’ or ‘cancelled’ in file records
7. Providing regular, timely and accurate statistical reports as required
8. Day to day supervision of routine duties of interpreters

### **Duties of ‘Refugee Interpreters’**

The role of refugee interpreters at the reception is limited to:

1. Interpretation of interviews and other contacts with persons of concern
2. Translation of refugee documents
3. Photocopying refugee documents
4. Delivering written messages b/w the reception and eligibility & durable solutions units
5. Conveying appointment slips to interviewers and notifying interviewers of arrival of Persons of concern
6. In general, the role of interpreters in receiving refugee phone calls for protection queries, is limited to noting a summary of the telephone query and consulting with the receptionist and then relaying a translation of the reply to the Persons of concern on the phone.
7. A senior refugee interpreter is in charge of receiving refugee calls and providing immediate replies for Persons of concern regarding the following queries:
  - Address/Telephone number of implementing partners
  - Bank payment dates
  - Office reception schedule

## **Annex 10(b): Sample Standard Operating Procedures for Registration**

### **Registration SOPs for Branch Office Ruritania**

#### **Version Information**

Last modified on 29 April 2003  
Prepared By A. Madame, Programme Officer

#### **1 Registration Hours**

Asylum seekers approaching HCR for the first time seeking application for refugee status will be received on Tuesday, Wednesday and Thursday at the following hours: **8:00am to 11:00am** as per the reception schedule.

The following categories of cases could be exceptionally registered out of the a/m schedule:

1. Detention cases
2. Stowaway cases
3. Urgent special protection or assistance needs

#### **2 Procedure of Registration of Asylum Seekers**

This registration procedure is to be followed in case of 'regular' registration. Detention, stowaway and special cases should be tackled differently [relevant section of SOP is yet to be developed]. The registration of asylum seekers approaching HCR for the first time seeking application for refugee status will take place as follows:

##### **2.1 Pre-Registration Preparation**

On the prior day:

The **Staging Manager**:

- a. Prepares the tokens for managing registration flows;
- b. Photocopies registration forms;
- c. Prepares physical files;
- d. Ensures that there is enough photocopy paper and other needed stationary in the staging area.

The **Receptionist**:

- a. Photocopies the next day schedule.

##### **2.2 Reception and Application/Registration Form Completion**

Asylum seekers approaching HCR for the first time are received during registration hours on the specified registration days.

The **front desk** admits asylum seekers to the reception area in an orderly manner, and each asylum seeker is given a numbered, two-part token (each nationality/language group in a separate running series);

The **receptionist** calls asylum seekers in groups of 25-30 based on their different language groups, and in the order of their arrival token number, for briefing on: UNHCR mandate and asylum application procedures, emphasizing;

- That all UNHCR services are free of charge;
- The procedure of individual registration;
- The right to individual registration interviews;
- The significance of the asylum seeker certificate;
- The use of registration numbers in all future correspondence with UNHCR.

The **receptionist** then distributes an *RSD Application Form* to all asylum seekers - 1 form per individual including minor dependants. All applicants and dependants are expected to be present for registration unless there is a valid reason to register declared dependants in absentia such as 1 day old child, 9 months pregnant wife, or seriously ill family members.

As early as possible in the reception process, the **receptionist** identifies vulnerable persons, brings them to the attention of the registration clerks for immediate registration and referral. Such cases are also brought to the attention of the 'RSD Supervisor' for appropriate handling.

Asylum seekers are divided into three categories:

- a. **Asylum seekers** who are able to fill the forms on their own: this category is given time to do so at the reception area.

- b. **Asylum seekers** who request assistance with filling in of the forms: This category is asked to give the first part of their token, remain seated in the reception area waiting for their turn according to the numbers on the tokens handed out upon arrival to be called in for assistance to fill the form by **UNHCR interpreters**.
- c. **Applicants with special protection needs:** This category are given immediate priority in registration, and referred to a protection officer.

The **receptionist** collects completed application forms and the first part of the token in the order of their completion, staples the application form and the first part of token together, and passes them on to the staging manager in the waiting area of the registration centre.

### 2.3 Registration

The **staging manager**:

- a. Reviews the application forms in batches of ten, checks that all data fields are filled in properly, ensures that dependants listed on the forms are indeed dependants accompanying the asylum applicant, ensures that attached documents are as indicated on the form.
- b. Calls asylum seekers by the token number in the order of received application forms. Ten applicants are called at a time.
- c. Admits 2 applicants (with their dependants if applicable) at a time to the registration room.
- d. Photocopies all relevant documents provided by the asylum seekers, if any, and gives the originals and photocopies back to the asylum seekers.

The **registration clerks**:

- a. Register each application in the database and allocate a case number to it.
- b. Capture a photo for each registered individual.
- c. Prepare the appropriate letter (at a minimum the UNHCR Asylum Seeker Certificate) for each registered individual.
- d. Book an appointment on the shared excel sheet referring to registration or case numbers.
- e. Prepare an appointment card for each.
- f. Gives the stamped Certificate and the appointment card to the asylum seeker.

*Note on Registration of Absent Dependants:* Applicant should be advised that s/he will be registered on the spot, but that dependants declared as absent will have to come for registration on the next registration day unless they are absent for valid reasons noted above. The registration clerk registers the applicant in the database but not the absent dependants. Asylum Seeker Certificates are printed for the present persons only, and a note is made on the registration form. When the dependants present themselves for registration, they are registered individually but as part of the same family, case or household.

The **staging manager**:

- a. Ensures exit of the registered asylum applicants and their dependants;
- b. Calls the next applicants for staging.

## 3 Filing

At the closure of each registration day, the **Staging Manager** and the **Receptionist**:

- a. File all registered applications in individual files.
- b. Transfer all physical files to the filing cabinets in the main office.
- c. Update the filing cabinet drawer's labels as appropriate.

## 4 Registration Reports/Statistics

Daily Reports/Statistics: At the closure of each registration day, the **Registration clerks**:

- a. Run validation reports to check the registration data of the day;
- b. Run the Daily Registration Statistics by Ethnic Origin report, broken down by demographic profile.
- c. Run Daily Registrar report.

Weekly Statistics: On Fridays, the Registration clerks:

- a. Run the Weekly Registration Statistics report;
- b. Circulate the report to all concerned staff and HQ.

## Annex 11(a): Sample Announcement for General Information

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### INFORMATION FOR REFUGEES ON UNHCR REGISTRATION

This notice on **registration** aims to inform refugees about how UNHCR assists refugees and asylum seekers through registration.

#### WHAT IS REGISTRATION?

- **Registration** is a process of recording, verifying and constantly updating information on persons identified to be refugees or otherwise of concern to UNHCR.
- **Registration** aims to protecting refugees, identifying and implementing durable solutions for them.
- **Registration** is conducted by States (governments) and/or UNHCR in conjunction with competent partners and in full consultation with the refugees
- **Registration** must fully respect the confidential nature of the relationship between the protecting agent (government or UNHCR) and the refugees

#### WHY SHOULD I BE REGISTERED?

Being registered and documented as an asylum seeker or refugee allows UNHCR and governments to protect you. To properly provide this protection, registration information about you and your family needs to be accurate and up to date. The documents provided to you as a result of registration protect you from being forcibly returned to your country of origin or prevent you from being arrested or detained for no reason. Registration allows you to access UNHCR and other services that are critical to your well being. It can also help separated children and missing persons to be re-united with their families.

If your family status has changed (married, divorced, newborn, death, etc.) you should inform UNHCR about this as soon as possible.

#### WHAT DO I HAVE TO BRING TO GET REGISTERED?

- When you are called, bring all your family members residing with you
- Bring all documents relating to you and your family members
- *OPTIONAL* Bring food and water for you and your family members

#### REGISTRATION AND FRAUD!

- All UNHCR services, information and documents are free.
- Any individual who offers to register refugees in return for money or other forms of compensation is committing fraud and is breaking the law.
- Only refugees and asylum seekers can be registered by UNHCR.
- Misrepresenting facts about family links during an interview is a form of fraud and may prevent you from being assisted by UNHCR.
- Any individual found misrepresenting UNHCR, or a government authority, selling identity documents, ration cards or producing fraudulent documents will be reported to the authorities and will be dealt with according to the full force of the law.



## Annex 11(b): Sample Announcement for Registration Activities

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### REGISTRATION WITH UNHCR

1 June 2003

UNHCR wishes to announce that as of 21 June 2003 it will conduct regular registration activities and the continual verification of already gathered information about persons of concern. The purpose of these activities to collect and verify information about you and your family members in order to provide you and your family with identity cards and so that you may be known as a person of concern to UNHCR. As part of this process we will be collecting photographs of all your family members.

### WHY SHOULD I BE REGISTERED?

Being registered and documented as an asylum seeker or refugee allows UNHCR and Governments to protect you. To properly provide this protection, registration information about you and your family needs to be accurate and up to date. The documents provided to you as a result of registration can protect you from being forcibly returned to your country of origin or prevent you from being arrested or detained for no reason. Registration allows you to access UNHCR and other services that are critical to your well being. It can also help separated children and missing persons to be re-united with their families.

### WHAT DO I HAVE TO BRING TO BE REGISTERED?

On the appropriate day, please bring all your family members residing with you. Bring all your documents relating to you and your family members. Bring food and water for you and your family members.

### INTERVIEWS & PHOTOGRAPHS

A registration officer will ask questions about you and you family members. You and you family members should be prepared to provide clear and prompt information about your name, your date of birth and the relationships to other family members.

In order to have a record of what you look like UNHCR will take a photograph of you and your family members. UNHCR asks that you do not wear any jewellery or make up during the registration day. UNHCR will also ask you to remove any head coverings when the photo is taken.

As part of verifying current registration information, you and your family may be visited at your residence by a registration officer. Please respond any questions that you may be asked about your name, your address, your country of origin, your date of birth, your relationship to the other members of your family, or other questions related to registration information that you may have already provided to UNHCR.

### REGISTRATION AND FRAUD!

- All UNHCR services, information and documents are free.
- Any individual who offers to register refugees in return for money or other form of compensation is committing fraud and is breaking the law.
- Only refugees and asylum seekers can be registered by UNHCR.
- Misrepresenting facts about family links during an interview is a form of fraud and may prevent you from being assisted by UNHCR.
- Any individual found misrepresenting UNHCR or a government authority, selling identity documents, ration cards or producing fraudulent documents will be reported to the authorities and will be dealt with according to the law.

## UNHCR REFERRAL FOR ASSISTANCE

**1. Services Requested For:**

- MEDICAL       COUNSELLING       EDUCATION       TRANSPORT  
 PROTECTION       OTHER

**2. Referred by** (please print name in full)

**Title**

**Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

**3. Section & Officer Responsible for Follow-up Action:**

**4. Name of Refugee (or Person of Concern)**

**Date of Birth**

**UNHCR No.**

**Gender**

**Nationality**

**5. Names of Accompanying Persons**

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_  
4. \_\_\_\_\_  
5. \_\_\_\_\_

6. \_\_\_\_\_  
7. \_\_\_\_\_  
8. \_\_\_\_\_  
9. \_\_\_\_\_

**6. Reason for Referral** (please give details)

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Govt. Coat of arms or State flag should conform to national standards

The Registration number must be unique for each individual registered. For specific instructions on individual numbering, please see section 14.4 of this Handbook.

Name order should be standardized.

Use the standard date format.

Issuance date is optional.

Operations should carefully consider the inclusion of country of origin information on ID cards. In some countries, authorities may compromise the rights of a refugee if this information is included.

Barcodes can assist in helping lookup an individual quickly in a registration database. However, considerable technical capacity is needed to use them effectively.

A clear, direct statement regarding the rights of the refugee under the relevant legal instruments (national law, 1951 Convention, OAU Convention etc.). Other statements may apply depending on the country of issue.

Expiry date will help ensure that cards have not fallen into the wrong hands over a protracted period. This will also provide an opportunity to renew photographs and revalidate existing records as cards expire.

Use a smaller font for static titles. Variable data should appear in larger, bold, uppercase typeface to facilitate visibility.

Issuing Authority: Heading should appear in the language and script of the country of asylum. (Script used here is fictitious).

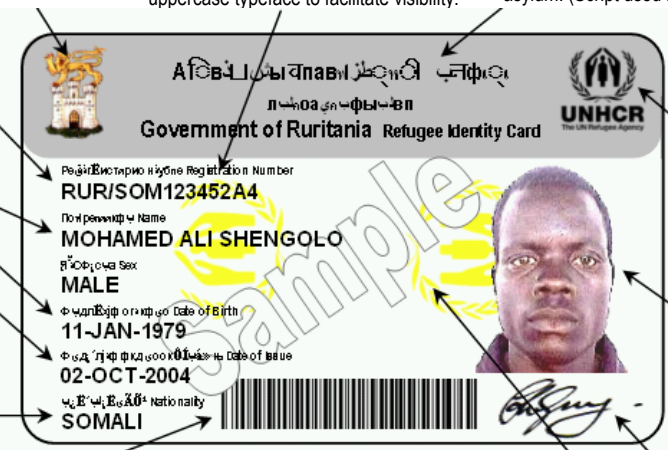
Since refugee protection through ID documentation remains the ultimate responsibility of the State, the UNHCR logo is not usually required. In offices where UNHCR plays a major role in ID card issuance, the logo can be used. Note that UNHCR enforces strict regulations regarding the format of its logo.

This photo was taken during actual registration activities using a simple web cam. Ensuring good lighting, close camera proximity and accurate focus ensures that the subject will be recognizable when the ID card is printed. For specific instructions on taking photographs, please see section 16 of this Handbook.

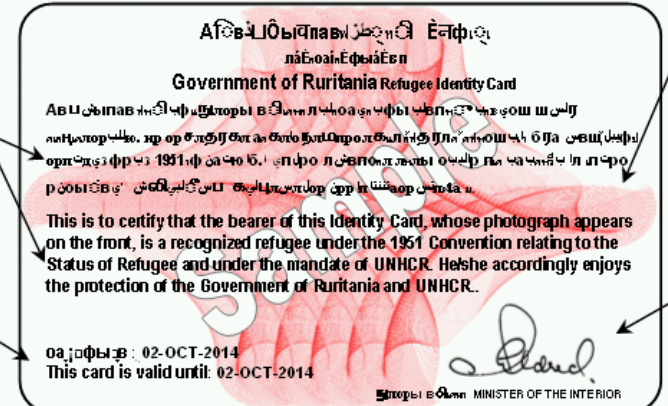
Refugee's signature can be scanned or captured digitally for inclusion on the card.

Forgery proof, embedded security features using complex graphics and media such as ultra violet ink (for demonstration purposes, see the "invisible" UNHCR logo seen in yellow here) and/or holograms should be standard features of the ID card

Ministry within the government with the designated authority for refugee related affairs.



**Front of Card**



**Back of Card**

The above Refugee Identity Card should be issued with an explanatory note to the refugee regarding its use. The following is a text which could be adapted and built upon for this purpose to meet local requirements:

*This Refugee Identity Card is an identity document issued by the authorities of Ruritania in order to facilitate all administrative formalities in connection with the protection of refugees and their families while residing in Ruritania.*

*It is the duty of each person in possession of a Refugee Identity Card to ensure that proper care is taken of the card and of those issued to accompanying family members.*

*Any theft or loss of a Refugee Identity Card should be reported in writing to the following address:*

**OFFICE OF THE PRESIDENT  
MINISTRY OF THE INTERIOR  
National Refugee Commissioner  
IBORIA – RURITANIA  
TEL 9932 93 87 77**

*In case of departure from Ruritania, this card must be relinquished to the Ministry of Interior at the above address.*

**UNITED NATIONS  
HIGH COMMISSIONER  
FOR REFUGEES**



**NATIONS UNIES  
HAUT COMMISSARIAT  
POUR LES RÉFUGIÉS**

[address of Country Office]

[adresse de la Délégation]

Telephone:  
Fax:  
E-mail:

Reference number:

Date of Issue:

**UNHCR ASYLUM SEEKER CERTIFICATE**

Name of Applicant:

UNHCR Registration no.:

Date of birth:

Place of birth:

Nationality:

Date of entry in (*host country*):

Place of entry:

photograph

(with UNHCR stamp)

**TO WHOM IT MAY CONCERN**

This is to certify that the above-named person, national of [*insert country of nationality*], is an asylum seeker whose claim for refugee status is being examined by the United Nations High Commissioner for Refugees. As an asylum seeker, [*he/she*] is a person of concern to the United Nations High Commissioner for Refugees, and should be protected from forcible return to a country where [*he/she*] would face persecution, pending a final decision on his or her refugee status. Any assistance accorded to the above-named individual would be most appreciated.

Questions regarding the information contained in this document may be directed to the United Nations High Commissioner for Refugees at the address above.

**(Signature of designated UNHCR Officer)**

This document is valid until: (*period of validity not to exceed one year from date of issue*)

*This document is only valid in the original when bearing official UNHCR stamp.*

**UNITED NATIONS  
HIGH COMMISSIONER  
FOR REFUGEES**



**NATIONS UNIES  
HAUT COMMISSARIAT  
POUR LES RÉFUGIÉS**

[address of Country Office]

[adresse de la Délégation]

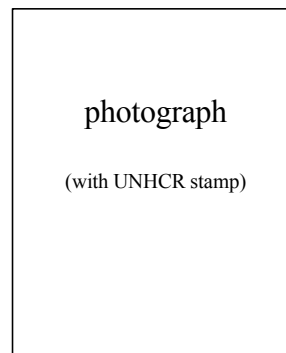
Telephone:  
Fax:  
E-mail:

Reference number:

Date of Issue:  
Date of Expiration:

**UNHCR REFUGEE CERTIFICATE**

Name of Applicant:  
UNHCR Registration no.:  
Date of birth:  
Place of birth:  
Nationality:



**TO WHOM IT MAY CONCERN**

This is to certify that the above-named person has been recognized as a refugee by the United Nations High Commissioner for Refugees, pursuant to its mandate. As a refugee, [he/she] should be protected from forcible return to a country where [he/she] would face persecution. Any assistance accorded to the above-named individual would be most appreciated.


Questions regarding the information contained in this document may be directed to the United Nations High Commissioner for Refugees at the address above.

**(Signature of designated UNHCR Officer)**

*This document is only valid in the original when bearing official UNHCR stamp.*

## Annex 14: Standard Entitlement Documents

### Family Card

1	2	3	4	5	6	7	8	9	10	11	12	
 <b>Family Card</b> No: * 628001											A	
Names:											B	
Location:											C	
Clerk:				Date:							D	
Vulnerability: SP SF MD PD UE U/SC Other											E	
Family size in words:											F	
											G	
											H	
											I	
											K	
											L	
1	2	3	4	5	6	7	8	9	10	11	12	

This card can be used as a temporary registration and entitlement card.

### Ration Card

30	29	28	27	26	25	24	23	22	21	20	19	
31	 991100											18
32												17
33												16
34												15
												14
												13
	A	B	C	D	E	F	G	H	I	J		
	1	2	3	4	5	6	7	8	9	10	11	12

Plastic family ration card normally used as entitlement card. It has a unique serial number linking the family to the registration database and the registration form. Can be punched to record distribution of food and non-food items, or other services.

## **Annex 15: Standard Registration Materials**

### **STOCKPILE OF STANDARD REGISTRATION MATERIALS UNHCR HEADQUARTERS, GENEVA**

The Population and Geographic Data Section (Division of Operational Support) at Headquarters maintains a stockpile of standard registration materials as specified in the "UNHCR Handbook for Registration" (Geneva, September 2003) and subsequent guidance on registration by PGDS and Project Profile.

Offices in the field should address their **requests for registration materials**, preferably by E-mail, to the respective Desk, with copy to the (senior) registration officer at Headquarters. Field offices in the regions covered by a regional registration officer (such as Central and West Africa, East and Horn of Africa and Great Lakes) should obtain clearance for their registration strategies and materials prior to contacting Headquarters. Regional stocks of materials may be available.

The request should contain:

- the precise specifications and quantities required (it will be useful to attach the registration plan and/or methodology)
- relevant authorised budget code, sub-projects and sector activity (normally O.22) for the replenishment of the stock including freight costs; and
- shipping (pouching) address and contact person (name / title of responsible admin. or logistics officer in the receiving field office).




Standard items listed in this annex will be shipped immediately upon clearance by the Senior Registration Officer at Headquarters. The Mail & Stationary Unit is responsible for releasing the registration materials from the UNHCR stockpile in Geneva and for dispatch of goods to field offices. This Unit will notify the requesting field office of the shipping arrangements and expected date of arrival. It will also copy the Airway Bill to the field office for smooth customs procedures.

All items taken from the stockpile must be replenished immediately. To ensure that the HQ stocks are readily available for field operations, the respective Desk is responsible for raising Purchase Requests (PR) to the Supply Management Service (SMS).





Materials can normally be released immediately (same day for requests received a.m. and next working day for p.m.) and pouched (small quantities up to 15 kgs) at regular pouch dates or shipped (large quantities) at earliest convenience depending on air traffic, connections and availability of freight capacity. Official travellers may be requested by the respective Desks to carry limited amounts of materials as part of their accompanied luggage if other arrangements would take considerably more time.





Field offices are encouraged to place their orders well ahead of planned registration/verification exercises and to replenish their local stocks as applicable and needed. Feedback on the field offices' use of these materials is appreciated.

**ANNEX 1: LIST OF STANDARD ITEMS AND THEIR BASIC SPECIFICATIONS**

	Item	Use	Item number in Purreq	Unit cost	Specifications
	<b>Manual counter</b>	Facilitates counting of individuals in large flows, at border crossing points, embarkation or disembarkation, convoy management etc.	74056	USD 4.00	Metal; 5-digit counting to max. 99,999 with reset function.
	<b>Fixing token</b>	Facilitates the fixing of a population as refugees. Used at border, transit or reception centers, or for emergency food distributions etc.	72070	USD 0.06	Good quality paper; size 90 x 40 mm, with forge-proof pattern, colours as shown in photograph; with serial numbers and UNHCR logo
	<b>Control sheet</b>	Used to capture names of household representatives when individual registration is not feasible and basic demographic refugee data at the household level.  Corresponds to Level 1 registration as described in Chapter 5 of the Handbook for Registration.	72076	USD 0.08	A4 format Three self-carbonising copies Max. number of families: 20



	<p><b>Family card</b></p>	<p>Used in conjunction with the control sheet (see previous item), as a temporary registration card.</p>	<p>72072</p>	<p>USD 0.06</p>	<p>130 x 105 mm; UNHCR logo; cardboard paper; serial numbers; punchable areas for distribution of food and other commodities</p>
	<p><b>Single hole puncher</b></p>	<p>Used to punch different parts of cards.</p>	<p>72073</p>	<p>USD 5.00</p>	<p>Forged steel; diamond pattern</p>
	<p><b>Wristbands</b></p>	<p>Used for the fixing of the population when recycling and mixing with non-eligible individuals is common (such as in case of proximity of refugee settlements to local populations etc.).</p>	<p>72074</p>	<p>USD 0.09</p>	<p>Flexible plastic; with strong plastic one-way fixture (breaks when opened); with serial number and UNHCR logo</p>
	<p><b>Registration form</b></p>	<p>Used for level 2 registration as described in Chapter 5 of the Handbook for Registration (September 2003). Normally used for <i>prima facie</i> protection arrangements).</p>	<p>72075</p>	<p>USD 0.09</p>	<p>A4 format Three self-carbonising copies Bilingual (E/F)</p>

	<p><b>Registration card</b></p>	<p>Plastic family registration card normally used as entitlement card. It has a unique serial number linking the family to the registration database and the registration form.</p> <p>Can be punched to record distribution of food and non-food items, or other services.</p>	<p>72071</p>	<p>USD 0.07</p>	<p>PVC which does not tear; forge proof pattern on back; with UNHCR logo; serial numbers (not shown on photograph).</p>
	<p><b>Invisible/indelible ink</b></p>	<p>Used for marking of processed individuals to avoid “same-day” recycling.</p>	<p>72088</p>	<p>USD 7.00</p>	<p>Non-toxic liquid in spray bottles of 100 ml.</p>
	<p><b>UV lamps for ink detection</b></p>	<p>Used to check for indelible ink (see previous item) verify if an individual has been processed before</p>	<p>72089</p>	<p>USD 9.00</p>	<p>Ultra violet fluorescent lamp battery powered hand-held, complete with wrist strap and set of 4 AA batteries.</p>
	<p><b>Megaphones</b></p>	<p>Crowd control and public address tool.</p>	<p>46370</p>	<p>USD 100.00</p>	<p>Max. output 25W; complete with handgrip, shoulder strap and batteries; audible range of 1.1 km, urban areas 0.4 km.</p>

**ANNEX 2: PROCEDURE FOR ORDERING REGISTRATION MATERIALS**

Responsible Entity/Unit	Responsibilities for Standard Materials	Responsibilities for Customised Materials
<b>Branch Office / Field Office</b> Protection and Programme staff	Plan and design of registration activities Budget for registration items Identify the correct budget line and project to charge Request the Desk to for release of standard materials from stockpile and initiate replacement purchase	Plan and design of registration activities Design customised registration materials Budget for registration items Identify the correct budget line and project to charge Request the Desk to initiate procurement
<b>Desk</b> (Senior) Desk Officer Programme Assistant	Review request from field and forward it to Registration Officers (DOS/PGDS) Raise purchase request to replenish HQ stockpile (consignee: UNHCR Geneva)	Review request from field and forwarded it to registration officers (DOS/PGDS). Raise purchase request including specifications as confirmed by PGDS
<b>Population &amp; Geographic Data Section</b> (Senior) Registration Officers	Review the registration strategy and plans Authorise release of registration materials from the HQ stockpile Follow-up with Desk and SMS on order and delivery of materials Maintain and control HQ stockpile	Review and clear registration strategy and plans Confirm necessity for and specifications of customised items with Desk and SMS Follow-up with Desk and SMS on order and delivery of materials
<b>Supply Management Service</b> (Senior) Purchasing Officer Responsible buyer	Issue purchase order for replenishment of HQ stockpile	Obtain quotation Proof-check sample (if applicable) with PGDS and field. Issue purchase order for procurement of materials Follow-up with vendor and inform field office of arrival date of the materials
<b>Mail and Stationery Unit</b> Storekeeper	Release and initiate shipment of items to final field destination Inform field office of estimated time of arrival (ETA) for the materials	<i>[No involvement.]</i>

## Annex 16(a): Annual Statistical Reports

### Annual Statistical Report

<b>Year covered:</b>	
<b>Country of asylum / residence being reported:</b>	
<b>Name of focal point:</b>	

**Table I. Refugees and others of concern to UNHCR -- Summary**

Type of population	Data element	Source	Begin year(*)	End of year
1. Refugees	Total refugee population	Table II		-
2. Asylum-seekers	Total pending applications	Table V		-
3a. Returned refugees	Total returns during past 2 years	Table VI.A		-
3b. Returned IDPs	Total IDP returns during past 2 years	Table VI.B		-
4a. Internally displaced	Total IDP population (of concern to UNHCR)	Table VI.B		-
4b. Others of concern	Total Others (of concern to UNHCR)	Table VI.C		-
Total population of concern				-

(\*) Should equal End-of year previous Annual Statistical Report.

## Annex 16(a): Annual Statistical Reports (continued)

**Table II. Refugee population and changes(1)**

Basis: ( )  
Registration/census;  
( ) Estimate; ( )  
Survey; ( )  
Various/Other

Source: ( ) Government; ( ) UNHCR; ( ) NGO; ( ) Various/Other

Origin	Pop. begin year		Increases during the year				Total	Decreases during the year							Pop. end-year(4)		
	Total	of which: UNHCR- assisted	Spont. arrivals	Indiv. recogn. (2)	Resettle- ment arrivals	Other (explain)		Vol. repatriation(3)	of which: UNHCR- assisted	Resettlement		Cessation	Natura- lization	Other (explain)	Total	Total	of which: UNHCR- assisted
			Prima facie					Total		of which: UNHCR- assisted	Total						
							-								-	-	
							-								-	-	
							-								-	-	
							-								-	-	
<b>Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
- % female																	

**Notes**

(1) This table should provide an overall estimate of all refugees in the country, including 1951 UN/1969 OAU Convention refugees, Mandate refugees and those granted humanitarian status and temporary protection. Include both *prima facie* and individually recognized refugees. Asylum-seekers who have yet to undergo individual status determination should NOT be reported in this Table, but in Table V.

## Annex 16(a): Annual Statistical Reports (continued)

**Table III. Populations of concern to UNHCR:  
demographic characteristics and location by end-year (\*)**

Basis: Registration (R), Estimate (E), extrapolation from survey(S):   *(indicate basis in this box)*

Name of location	Type (ref/idp/ etc.)(a)	Origin	Female					Male					Grand total (b)	
			0-4	5-17	18-59	60 and over	Total (b)	0-4	5-17	18-59	60 and over	Total (b)		
							-					-	-	
								-					-	-
								-					-	-
								-					-	-
								-					-	-
								-					-	-
								-					-	-
<b>Total camps</b>			-	-	-	-	-	-	-	-	-	-	-	-
								-					-	-
								-					-	-
								-					-	-
								-					-	-
								-					-	-
								-					-	-
<b>Total urban</b>			-	-	-	-	-	-	-	-	-	-	-	-
								-					-	-
								-					-	-
								-					-	-
								-					-	-
								-					-	-
								-					-	-
<b>Total rural/dispersed/other</b>			-	-	-	-	-	-	-	-	-	-	-	-
<b>GRAND TOTAL</b>			-	-	-	-	-	-	-	-	-	-	-	-

**Notes**

- (\*) As a minimum, the demographic characteristics should be provided for the entire UNHCR-assisted refugee population. If no recent census (registration) has been held, an estimate should be provided and the way of estimation explained in a cover note.
- (a) Indicate whether the population concerns refugees (REF), IDPs (IDP), asylum-seekers (ASY), returnees, (RET), etc.
- (b) If a breakdown by age (sex) is not known, just indicate the total by location in this column.
- (c) If a breakdown by type of location (camps, urban, rural) is not known, use this box to report the sex and age of the population by origin and/or location.



## Annex 16(a): Annual Statistical Reports (continued)

**Table V. Individual asylum applications and refugee status determination (\*)**

*Please indicate in box on right:*

Data refer to refugee status determination by UNHCR (U) or by Government (G). (Use two forms in case of two procedures.)  
For Government procedure: applications refer to "new" applications only (N) (preferred); or include re-opened applications (R)  
For Government procedure: decisions refer to first instance only (FI), include administrative review/appeal (AR) (preferred); include judicial review/appeal (JR). (If separate statistics are available for each level, please submit them separately.)  
Applications refer to number of persons (P) (preferred); or number of cases (C). If cases, provide ave. no. of persons per case.  
Decisions refer to number of persons (P) (preferred); or number of cases (C). If cases, provide ave. no. of persons per case.


Nationality (1)	Pending appl. begin year (a)	of which: UNHCR assisted(b)	Applied during year	Decisions during year					Rejected	Otherw. closed (d)	Total decided (e)	Pending appl. end-year (f)	of which: UNHCR assisted(b)
	Total			Recognized	Other (c)	Total	Total	Total					
				Conv./ Mandate								Total	
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
										-	-		
<b>Other Stateless</b>										-	-		
<b>Total</b>	-	-	-	-	-	-	-	-	-	-	-	-	
- % female													

**Notes**

- (\*) This form can be replaced in part or wholly by a copy of original government statistics with a translation of the main concepts into English. Use a second copy of this sheet when reporting on both UNHCR and Government procedures. Do NOT mix both procedures on one sheet.
- (1) If there are more nationalities than the number of lines available, this format should be enlarged with additional lines or a second copy can be filled out.
- (a) Same as Pending applications end-year as reported the year before. Possible differences should be reconciled under Otherwise closed.
- (b) All urban asylum-seekers assisted by or through UNHCR. If asylum-seekers have been recognized, they should be reported under Refugees (Table II.)
- (c) Including humanitarian status (mostly limited to industrialized countries, also known as "B-status", "de facto", etc.)
- (d) Application closed with no substantive decision taken, usually as a result of "no-show" (asylum-seekers who have "disappeared"), rejection on formal grounds, etc.
- (e) Total decisions should normally equal total Recognized plus rejected plus Otherwise closed.
- (f) Pending applications end-year should normally equal Pending applications begin year plus Applied during year minus Total decisions during year.



## Annex 16(a): Annual Statistical Reports (continued)

**Table VI. Returnees and Others of concern to UNHCR (IDPs; Others)**

### A. Returnees (= returned ex-refugees)

Source: ( ) Gvt.; ( ) UNHCR; ( ) NGO; ( ) Var/Oth.

Basis: ( ) Registration/census; ( ) Estimate; ( ) Survey; ( ) Various/Other

From (country of asylum)	Returns during reporting year		Returns during year prior to reporting year		Total returns during past two years (1)		Total returns since start of movement		Percentage female	
	Total	<i>of which: UNHCR- assisted</i>	Total	<i>of which: UNHCR- assisted</i>	Total	<i>of which: UNHCR- assisted</i>	Total	<i>of which: UNHCR- assisted</i>	During reporting year	Year prior to reporting year
					-	-				
					-	-				
					-	-				
					-	-				
					-	-				
					-	-				
<b>Other</b>					-	-				
<b>Total</b>	-	-	-	-	-	-	-	-	-	-
<b>- % female</b>										

(1) Total returns during past two years constitute the returned refugee population as at end-reporting year.

## Annex 16(a): Annual Statistical Reports (continued)

### B. Internally displaced (of concern to/assisted by UNHCR only)

Source: ( ) Gvt.; ( ) UNHCR; ( ) NGO; ( ) Var/Oth.

Basis: ( ) Registration/census; ( ) Estimate; ( ) Survey; ( ) Various/Other

Year	Population begin year		Newly displaced IDPs		Returned ex-IDPs (3)		Resettled IDPs		Population end-year	
	Total	of which: female	Total	of which: female	Total	of which: female	Total	of which: female	Total	of which: female
X (1)									-	
X-1 (2)									-	

(1) Year X = year on which is reported. (2) Year X-1 = year prior to reporting year.

(3) Total IDP returns during X plus X-1 constitute the returned IDP population as at end-reporting year.

### C. Others of concern

Source: ( ) Gvt.; ( ) UNHCR; ( ) NGO; ( ) Var/Oth.

Basis: ( ) Registration/census; ( ) Estimate; ( ) Survey; ( ) Various/Other

Description	Pop. begin year		New arrivals	Other increases	Returns	Other decreases	Pop. end-year	
	Total	of which: UNHCR-assisted					Total	of which: UNHCR-assisted
							-	
							-	
							-	
							-	
							-	
<b>Total</b>	-	-	-	-	-	-	-	-
- % female								

## Annex 16(b): Quarterly Statistical Reports

### Quarterly Statistical Report (*cumulative as from 1/1*)(\*)

Country :

Reporting period:  
1 January \_\_\_\_ to: \_\_\_\_\_

Focal point:

#### A. Refugee population and changes

Include all refugees, regardless of status (Convention, UNHCR Mandate, humanitarian status, temp. protection), type of recognition (prima facie, individual), basis (registration or estimate) or source (UNHCR, Gvt.). Asylum-seekers should be reported under B.

Origin	Population 1 Jan.		Increases since 1 Jan.		Decreases since 1 Jan.				Other decrease (explain)	Population end-quarter			
	Total	of which: UNHCR - assisted	New arrivals	Other increase (explain)	Vol. repatriation		Resettlement			Total	of which: UNHCR - assisted	Total	of which: UNHCR - assisted
					Total(1)	of which: UNHCR - assisted	Total	of which: UNHCR - assisted					
<b>Total</b>													
% female													

(1) Ensure consistency with reporting on returns by country of origin.

#### B. Individual asylum applications and refugee status determination (indiv. Cases) (\*)

Procedure: ( ) UNHCR / ( ) Government; ( ) First instance, ( ) incl. appeal; ( ) Persons, ( ) Cases

Nationality	Pending appl. 1 January		Applied since 1 Jan.	Decisions since 1 January					Pending appl. end-quarter (2)	
	Total	of which: UNHCR assisted		Recognized		Rejected	Otherw. closed	Total decided (1)	Total	of which: UNHCR assisted
				Conv./Mandate	Other					
<b>Total</b>										

(\*) This Table should normally also cover urban asylum-seekers. (1) Equals Recognized + Rejected + O/w closed.

(2) Equals pending applications 1/1 plus Applied during period minus Total decided.

**C. Returned refugees**

(To be reported by country of return)

From (asylum country )	Returns during current year					Descrip- - tion/ location	Total as at 1/1	Displac ed since 01-Jan	Returne d since 01-Jan	Resettl ed since 01-Jan
	First quarter	Second quarter	Third quarter	Fourth quarter	Total					
<b>Total</b>						<b>Total</b>				

## **Annex 16(c): Guidelines for Standard Statistical Reports**

### **Guidelines on** **GENERAL POPULATION STATISTICS** **(from Section 6.8 of Chapter 4 of the UNHCR Manual)**

#### **1. Introduction**

- 1.1 Accurate and up-to-date statistics on refugees and others of concern to UNHCR are required by Field Offices and by Headquarters for operations planning, monitoring and evaluation, for official reporting purposes (Executive Committee, ECOSOC) and to satisfy general information needs (public information, fund raising, speeches, research, maps, etc.). This section provides information on the type and frequency of the minimum data required and the procedures, guidelines and formats to be followed. [Note: For some regions/operations, e.g. the industrialized countries, special requirements may exist. Please consult the Statistical Unit, Division of Operational Support for non-standard reporting requirements as well as for any question relating to this Section.] This section covers: the Annual Statistical Report and the Quarterly Statistical Report.

#### **2. Accuracy and consistency**

- 2.1 As the forms are used for the compilation of many reports, all efforts must be made to fill out these forms as accurately as possible. Particular attention should be paid to the Annual Statistical Report as this Report is used as the basis for numerous internal and external purposes.
- 2.2 Except in the case of emergency situations, where the reporting frequency is much higher (i.e. daily or weekly), all statistics provided for internal or external use, including those used in EXCOM reports, Country Operations Plans (COP) and Country Operations Reports (COR), implementing instruments, appeal documents, public information activities, maps, etc. should be based on statistics reported on the above forms. *The statistical forms should be considered as the only source for official statistical reporting. Therefore, only these forms should be used (i) for field offices to report statistics, (ii) for various parts of UNHCR to use statistics.* This will ensure the necessary consistency between the various documents issued by the Office, both at Headquarters and in the field.
- 2.3 Statistics cover both protection and assistance activities, while they have a significant external relations function. It is therefore imperative that the statistics are compiled in close consultation with various parts of the Office before they are submitted to Headquarters.

#### **3. Drafting statistical texts**

- 3.1 With the increased availability of statistics, an increasing number of sections and services at Headquarters are using statistics, summarizing data, providing statistics to third parties, etc. This Section provides guidelines for the use of reported statistics and the drafting of statistical texts.

- 3.2 One of the main challenges facing the Office in the area of statistics is the use of non-standard concepts to describe the population of concern to UNHCR. When drafting texts concerning refugees and others of concern to UNHCR, special attention should, therefore, be paid to the *proper use of the standard terminology*, as provided in this Section. As the columns on each form are clearly described in the Guidelines, the use of the standard forms as the basis for all statistical texts will ensure that standard concepts and definitions are respected.
- 3.3 The following subjects are often a source of confusion:
- a) Type of population of concern. Each statistical text should be very clear about the type of population of concern to UNHCR. Four main types are distinguished: refugees (recognized refugees), asylum-seekers (persons who have to undergo individual refugee status determination, but whose asylum requests have not yet been approved), returned refugees (refugees who have returned to the reporting country (=country of origin) over the past two years) and Others of concern (including IDPs, returned IDPs and Various).
  - b) Whether the population benefits from UNHCR assistance. The preferred terminology is *UNHCR-assisted* refugees, etc.
  - c) The issue of women and children. When drafting texts describing programmes for women and children, a statement such as “x per cent of the population are women and children” should generally be avoided. First, there is no reason to combine these two different population groups (not all women and children are “vulnerable”). Second, providing a percentage on women or children refugees is very confusing if the precise age breakdown is lacking. See Table III of the Annual Statistical Report for standard terminology in using statistics by age and sex.
  - d) Reconciliation of voluntary repatriation and returnee statistics. One major source of discrepancies is the lack of reconciliation of voluntary repatriation statistics between UNHCR Offices in countries of asylum and the returnee statistics reported by Offices in the country of origin (return). Every effort should be made to reconcile the statistics provided in Table VI.A (returnees as reported by the country of origin/return) and those provided in Table II (voluntary repatriation as reported by the country of asylum) of the Annual Statistical Report.
  - e) The use of standard reporting periods (dates). This is critical in reporting and drafting texts using refugee statistics. On the statistical forms, the reporting periods are clearly indicated, generally on the top of each form. When using refugee statistics, the standard periods are calendar years, quarters and months.

### Examples of standard texts or boxes

- 3.4 The following examples may be used when drafting statistical texts. To avoid an overly descriptive paragraph, small boxes are often to be preferred (see below).

- Example A (Refugees and Others of concern to UNHCR)

“At the end of 1999 [By 31 December 1999], {country of asylum} hosted 11,050 refugees, some 9,010 of whom were assisted by UNHCR. Most refugees originate from {country of origin 1} (10,350), {country of origin 2} (400) and {country of origin 3} (260). During 1999, {country of asylum} registered some 220 *prima facie* refugee arrivals, most of whom arrived from {country of origin 1}. Some 150 refugees repatriated to {country of origin 2} and another 40 to {country of origin 3}, all of whom with UNHCR-assistance. During the year, 73 refugees were resettled.

Some 55 per cent of the refugees are female, whereas 16.4 per cent of the refugee population is under five years of age. The country is also hosting some 2,000 asylum-seekers and some 3,000 former refugees who have returned to {country of asylum} since January 1997.”

The first paragraph of the above text may be summarized in the following box:

Origin	Ref. pop 1/1		Spont. arrivals	Other incr.	Vol. Rep.	Resettle-ment	Other decr.	Ref. pop 31/12	
	Total	Assisted						Total	Assisted
Origin 1	10,100	8,000	200	150	-	25	80	10,345	8,200
Origin 2	580	580	-	10	150	30	7	403	580
Origin 3	300	250	-	10	40	10	-	260	200
Other	65	65	18	1	28	8	5	43	25
Total	11,045	8,895	218	171	218	73	92	11,051	9,005

- Example B (Asylum applications and refugee status determination)

“During 1999, 162 persons applied for asylum in {country of asylum}. Most asylum-seekers originated from {country of origin 2} (58), {country of origin 1} (50) and {country of origin 3} (49). During the year, a total of 236 adjudication decisions were taken by the Government [by UNHCR], 24 of which were positive, 32 of which were rejected, whereas 18 applications were closed for other reasons. The number of pending cases decreased from 109 as at 1 January to 35 as at 31 December. The annual refugee recognition rate amounted to 10.2 per cent.”

The above text may be summarized in the following box:

Origin	Pending 1/1	Applied	Recognized	Rejected	Otherw. closed	Total decisions	Pending 31/12	Recogn. rate (%)
Origin 1	34	50	5	8	2	15	69	33.3
Origin 2	25	58	8	9	4	21	62	38.1
Origin 3	10	49	5	3	4	12	47	41.7
Other	40	5	6	12	8	26	19	23.1
Total	109	162	24	32	18	236	35	10.2

- Example C (Voluntary repatriation and return)

“From year X to Y, x persons are estimated to have returned to country A. (The word “return” should only be used by the Office in the receiving country (country of origin, return.) “During the first quarter of year Z, x persons repatriated with UNHCR-assistance.” (The word “repatriated” should only be used by the Office in the sending country (country of asylum).

The following box could be used in texts describing refugee returns:

From (country of asylum)	Returns during yr. X		Returns during yr. X-1		Returns during yr. X-2		Returns during yr. X-3		Total returns	
	Total	of which: UNHCR- assisted	Total	of which: UNHCR- assisted	Total	of which: UNHCR- assisted	Total	of which: UNHCR- assisted	Total	of which: UNHCR- assisted
Country 1										
Country 2										
Country 3										
Country 4										
Total										

#### 4. Frequency and Submission of Statistical Forms

##### *The Annual Statistical Report (ASR)*

- 4.1 The Annual Statistical Report is the authoritative statistical report on refugees and others of concern to UNHCR during a particular year and should be submitted once a year, no later than 31 January following the reporting year. In case Field Offices cannot meet this deadline (i.e. countries located in the industrialized countries where Offices have to await the compilation by Governments) they must inform Headquarters in writing about the expected date of submission.
- 4.2 The Annual Statistical Report is included as Appendix 1 of this Chapter, and is available electronically as RURASRYX.XLS. The file contains six worksheets: Sum, Ref, Demo, Status, Rsd and Other. Each worksheet corresponds to a different statistical form. All statistics should be submitted, where possible, in electronic format using e-mail. Do not submit any other electronic format than the ones provided. Do not change the format in any way, except to add lines in case there are more nationalities to report than provided for.
- 4.3 When submitting the forms, the following file name conventions should be followed. Use position 1-3 for the standard UNHCR 3-digit standard country code, position 4-6 should not be changed, and use position 7-8 to indicate the year. For instance, the 2000 Annual Statistical Report submitted by (on) the Maldives should be named MDVASR00.XLS.

##### *The Quarterly Statistical Report (QSR)*

- 4.4 UNHCR Field Offices should submit four quarterly statistical reports per calendar year: the first covering the period January to March, the second covering January to June, the third covering January to September and the fourth covering January to December. The Quarterly Statistical Report should be sent as soon as possible, normally no later than by



the 15<sup>th</sup> of the month following the reporting period. Generally, the form should accompany the monthly SITREP in the form of a separate (EXCEL) file. Bureaux should forward the forms to the Statistical Unit for compilation. While statistical information may be summarized in SITREPs under the heading “Statistics/Registration”, the Quarterly Statistical Report will be considered as the only official source for statistics. In case monthly statistics are required, the QSR may be used on a monthly basis.

- 4.5 When submitting the Quarterly Statistical Report, use position 1-3 of the filename for the three standard UNHCR 3-digit country code, use position 4-6 to indicate the relevant quarter (QU1, QU2, QU3, QU4) whereas position 7-8 should be used to indicate the year. For instance, the Quarterly Statistical Report for the Maldives covering the period January to June 2000 should be submitted as MDVQU200.XLS. Do not change the format in any way, except to add lines in case there are more nationalities to report than provided for.

#### *Industrialized countries*

- 4.6 Offices located in industrialized countries (essentially countries in North America, Western and Central Europe as well as Australia, New Zealand, Japan) may replace the submission of the Quarterly Statistical Report by monthly or quarterly reporting of relevant Government statistics (mostly asylum and refugee status determination statistics by country of origin), either by sending the original Government statistics or by means of a form or electronic file agreed with by the Statistical Unit.

### **5. Guidelines for the completion of the forms**

- 5.1 The forms should not be changed in any way, except to add lines in case there are more nationalities to report than there is room. Thus, no columns may be added (deleted) and no headings may be changed. Please note in particular:
- 5.2 When reporting on the origin or nationality, either state the standard UNHCR three-digit country code (see Annex .. of this Chapter or write the name in full. *No other country codes than those provided herewith should be used*).
- a) Use a zero (0) if the value is zero, use a double dot (..) if the information is not available, use N/A for not applicable. All estimated figures must be rounded to the nearest 10, 100 or 1,000, as appropriate.
  - b) In most forms, a breakdown by nationality is requested. If this breakdown is not available, at least the bottom line stating Total should be filled out.
  - c) In principle, all statistics should refer to the number of persons. In case the number of persons is not available, the number of families (cases, decisions, etc.) should be stated. This should be clearly marked in a cover note, and the average number of persons per family (case) should also be provided.
  - d) The information reported at the beginning of the reporting year should be consistent with the information reported at the end of the previous reporting year. This applies in particular to Table II (Population begin year), Table V (Applications pending begin year), Table VI.B (Population begin year) and Table VI.C (Population begin

year). Information provided in Table VI.A, requesting information on more than one year ago, should also be consistent with statistics submitted earlier.

- e) The term “UNHCR-assisted” normally refers to the number of beneficiaries of UNHCR programmes (i.e. emergency, care and maintenance, voluntary repatriation, local settlement, resettlement).
- f) Refugee population statistics are not available in most industrialized countries. The refugee population estimate for these countries is based on cumulative number of recognized asylum-seekers and refugee arrivals over the past five (for countries of permanent settlement) or ten (for the other relevant countries) years. Particularly in industrialized countries, an effort should be made to adhere as closely as possible to statistics published/made available by the relevant authorities.

### **Table I. Refugees and Others of concern to UNHCR-- Summary**

- 6. The information in this summary table is automatically generated once all other forms have been filled out.

### **Table II. Refugee population and changes**

- 7.1 This Table should include all refugees in the country. List in this table all refugees recognized by the Government and/or UNHCR, including (a) persons recognized as refugees by Governments having ratified the 1951 United Nations Convention Relating to the Status of Refugees, and/or its 1967 Protocol; (b) persons recognized as refugees under the 1969 Organization of African Unity (OAU) Convention Governing the Specific Aspects of Refugee Problems in Africa; (c) those recognized in accordance with the principles enshrined in the Cartagena Declaration; (d) persons recognized by UNHCR as refugees in accordance with its Statute (otherwise referred to as “mandate” refugees); (e) those who have been granted a humanitarian (i.e. non-Convention) status in Europe, North America and Oceania and (f) persons, particularly in Europe, who have been granted temporary protection on a group basis (e.g. citizens of the former Yugoslavia). See Table IV for a breakdown of refugees by legal status.
- 7.2 This Table should cover both *prima facie* and individually recognized refugees. See Table IV for a breakdown of refugees by type of recognition. Please note:
  - *Asylum-seekers, that is, persons who should apply individually for asylum, but whose refugee claims have not yet been adjudicated should not be listed in Table II, but in Table V (under Applications pending end-year).*
  - Rejected asylum-seekers who may exceptionally (e.g. in South-east Asia) be of concern to/assisted by UNHCR should be reported in Table VI.C.
- a) Population begin year. State here the refugee population at the beginning of the year. *The population at the beginning of the year should always equal the total population reported at the end of the previous year.* Discrepancies between the population as was reported at the end of the previous year and the population as at

the beginning of the current year should be stated under “Other increases” or “Other decreases” as appropriate. Note that each Quarterly Statistical Report covering the same year should continue to start with the same population figures each time.

- b) Spontaneous arrivals. List here: (a) “prima facie” refugees who physically crossed the border into the country of asylum during the year, and (b) refugees who may have entered the country earlier but who first registered with the government or with UNHCR during the reporting period. State under “Indiv. Recognized” the number of refugees who were recognized during the year (Table V, Recognitions).
- c) Resettlement arrivals. State here the number of refugees who arrived during the year in the country under a resettlement programme.
- d) Other increases (explain). State here increases in the refugee population other than through spontaneous arrivals or resettlement, including (a) persons who already resided in the country and who became refugees as a result of changed conditions in the country of origin (refugees "sur place"); (b) population increases as a result of a registration, census, survey or estimate, and (c) births.
- e) Voluntary repatriation. Indicate under "Total" the total number of refugees who are estimated to have repatriated during the year. This includes refugees who have not officially de-registered (i.e. "spontaneous departures"), but for whom it can be reasonably assumed that they have returned to their country of origin. Returns are usually reported *both* by the country of asylum (Table II, Voluntary repatriation) as well as by the country of origin (Table VI.A.). Every effort should be made to ensure that these two sources correspond. In case of discrepancies, the country of origin reporting will generally supersede the country of asylum reporting. Population decreases due to a new registration, census, survey or estimate should be reported here if it can be assumed that most of the population decrease is due to unregistered returns. Indicate under "UNHCR-assisted" the number of refugees who have repatriated with UNHCR-assistance, including persons who were provided with a repatriation grant, a repatriation package and/or with transportation provided by or through UNHCR.
- f) Resettlement. State under "Total" the total number of refugees who have left the country of first asylum for a resettlement country and under "UNHCR-assisted" those who were resettled by or through UNHCR.
- g) Cessation. State here the number of refugees whose refugee status ended as a result of cessation (Article 1 (C) 5 of the 1951 Convention).
- h) Naturalization. State here the number of refugees whose refugee status ended as a result of naturalization.
- i) Other decreases (explain). State here other decreases in the refugee population (e.g. *refoulement*, deaths, and local integration other than through naturalization).
- j) Population end-year. State here the refugee population at the end of the year. Note that the "Population end-year, Total" equals the "Population begin year, Total" plus the total of "Increases during the year" minus the total of "Decreases during the year".

**Table III. Population of concern to UNHCR: demographic characteristics and location by end-year**

8. The coverage of this Table has been changed compared to previous versions of this form. Whereas up to 1998, the demographic breakdown of the UNHCR-assisted refugee population was requested, the current Table allows to record refugees (UNHCR-assisted or not) as well as Others of concern. As a minimum, however, a breakdown by sex and age groups must be provided for all UNHCR-assisted refugees. If no (recent) census or registration has been carried out, the breakdowns should be estimated on the basis of surveys, field assessments, etc. Please make sure that the boxes in the heading of the Table are adequately ticked.
- a) "Urban" refers to asylum-seekers and refugees living in urban areas, often assisted by UNHCR. Please refer in this context to IOM/90/97-FOM/95/97 dated 12 December 1997 on "UNHCR Policy on Refugees in Urban Areas". Note that urban *asylum-seekers* who are registered with UNHCR and are awaiting the determination of their refugee status claim, should be reported in Table V. (Applications pending end-year). "Camps" refer to refugees living in camps or transit centers, whereas "Rural/dispersed/other" concerns refugees who are living in rural areas, but not in camps or centers, often amongst the local population. Populations that are not classified by camp, urban or rural areas should also be reported here.
- b) Name of location. Indicate the name of the location of the assisted refugee population (e.g. name of camp/center, urban area, province or district, etc.).

**Table IV. Refugee population as at end-year by legal status, type of recognition and gender**

9. In this Table the total refugee population as at end-year (see also Table II, Population end-year) should be broken down by legal status and type of recognition. Thus, each three breakdowns should add up to the same total.

**Table V. Asylum applications and refugee status determination**

10. This form is to be used for asylum applications and refugee status determination both under the UNHCR Mandate as well as by the Government. Clearly indicate at the top of the Table to which of the two processes the information refers. In case of both Mandate and Government procedures, two copies of Table V. should be used. In the case of Government procedures, copies of official Government documentation may replace the Table entirely or in part.
- a) Pending applications begin year. The number of persons whose asylum claim was pending (submitted, but not yet decided) at the beginning of the year. This should equal the number of pending claims as reported at the end of the previous year.
- b) Applied during year. State the number of persons who applied for asylum/refugee status during the year.

- c) Recognized. State the number of persons whose application for asylum/refugee status was accepted. The column "other" should only be used for Government status determination in those countries where a humanitarian (i.e. non-Convention) status is granted (usually in some industrialized countries only).
- d) Rejected. State the number of persons whose asylum application was rejected.
- e) Otherwise closed. List the number of persons whose asylum application was closed for other reasons than a substantive decision (thus, not recognized or rejected). Such reasons may include "no-show", "disappearance", death, etc.
- f) Total decided. This must equal the number Recognized, Rejected and Otherwise closed.
- g) Pending applications end-year. State here the number of persons whose application was pending (submitted, but not yet decided) at the end of the year. Note that "Applications pending end-year" equals "Applications pending begin year" plus "Applications submitted during year" minus "Total decisions" during the year.

#### **Table VI. Returnees and Others of concern to UNHCR**

- 9. When filling the table, please take note of the following definitions and instructions:
  - A) Returnees (returned refugees). Persons who were of concern to UNHCR when outside their country of origin and who remain so for a limited period after their return. For operational/statistical purposes, a maximum cut-off period of two years (24 months) is applied (see footnote 1 of Table VI.A.).
  - B) Internally displaced (of concern to/assisted by UNHCR only). This group refers to persons displaced within their own country for reasons that would make them of concern to UNHCR if they were outside their country of origin, and who have become of concern to UNHCR as a result of a request from the Secretary-General or a competent organ of the United Nations. In addition, IDPs may become of concern to UNHCR because of their proximity to assisted refugee and/or returnee populations. Similar to refugees, IDPs remain of concern for a limited period after their return. For operational/statistical purposes, a maximum cut-off period of two years (24 months) is applied (see footnote 1 of Table VI.B.).
  - c) Newly displaced. State the number of IDPs who became displaced during the year.
  - d) Returned. State the number of IDPs who have returned to their place of origin during the year.
  - e) (Re-)settled. State the number of IDPs who were (re-)settled (in their country) during the year.
  - f) Others of concern. Certain specific groups of persons not coming within the ordinary mandate of UNHCR, but to whom the Office extends protection and/or assistance in pursuance to a special request by a competent organ of the United

Nations. (IDPs of concern to/assisted by UNHCR, which also fall under this definition, should be reported in Table VI.B.).