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| **UNHCR**  **Registration Checklist in Refugee Emergencies** |
| **Principles** |
| **The registration of persons of concern is one of UNHCR’s primary activities at the onset of an emergency. A principal objective of which, is to identify and assist persons with specific needs (PSN) who require targeted interventions.** Emergency registration also establishes the population baseline for the delivery of protection, assistance, programming and planning. The purpose of this checklist is to provide practical guidance on registration methodologies, practices and tools to be implemented in an emergency refugee context.  The fundamental objectives for UNHCR during emergency registration are to:   * Establish a reliable population baseline for planning purposes; * Effectively deliver protection and assistance; * Identify the most vulnerable persons in need of specific protection.   **Registration Officer Roles and Responsibilities**  The Registration Officer should work in close consultation and in coordination with members of the refugee community, Protection, Community Services, Field, Programme and Supply colleagues and set up initial emergency registration activities according to the priorities of the operation. The registration approach should support and be developed in accordance with the emergency operation’s Protection Strategy. Additionally, it is essential to coordinate and collaborate with partners involved in activities related to registration (e.g. Government counterparts, the World Food Programme (WFP), International Organization for Migration (IOM), NGOs etc.), through the appropriate coordination forum (e.g. Protection Working Group, the Refugee Information Management Working Group, others).  **Registration Strategy**  Considering the scenarios, activities and actions below, the Registration Officer will draft and develop a registration strategyfor the emergency operation([Sample Emergency Registration Strategy.doc](https://drive.google.com/open?id=16GO_ujTpaonkY1DjZFKK3DKfmtDSg0emhccgwNbyuac&authuser=0)). During the first onset of the emergency, this strategy and respective methodologies need to reassessed and adapted as required, with a view to planning a sustainable registration system which will match or adapt to, the longer-term operational plans for protection and assistance delivery, beyond the immediate emergency phase. |
| **How to use this checklist** |
| It is important to note that the standard registration approach in refugee emergencies has changed.  Depending on time and context, the recommended approach is now to implement **Individual Emergency Registration**, a process used to collect a minimum set of data for all individuals in a household, along with a limited set of data at the household level[[1]](#footnote-1).  Individual Emergency Registration is used to establish basic distribution lists, identify and record PSNs, and issue documentation or ration cards at the household level to facilitate the delivery of life-saving aid and services.  In the case of an organized movement to a registration site, a limited set of pre-defined Household registration data may be collected to plan and facilitate organized movement to a registration site[[2]](#footnote-2). After which, an **Individual Emergency Registration** would be conducted at the registration site itself.  While the majority of the activities described in this checklist are crosscutting in all scenarios, actions and considerations may vary depending on where and how refugees have settled themselves within the country of asylum. This checklist provides guidance to Registration Officers in carrying out and prioritizing essential registration activities in emergencies according to the below mentioned scenarios. It also provides templates and tools that may be accessed throughout this document through hyperlinks.  **\*Note: In order to access and download the templates, please note that Google Chrome must be used.** |

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| **Scenarios** |
| **Urban scenario**  In certain emergency contexts, refugees, upon arrival in the country of asylum, may decide or be obliged to settle in an urban area rather than in a grouped settlement. In some urban situations, refugees may prefer not to make themselves known to UNHCR. “*UNHCR recognizes that registration can in some respects make refugees more visible and thereby provoke negative reactions from host Governments and communities. Mindful of this issue, the Office must take all action to minimize the risks associated with such situations and promote proper understanding of the advantages of registration, both for refugees and for host States*[[3]](#footnote-3).” Additionally, urban contexts are often characterized by the following:   * Assistance may not be provided; * Refugees live in dispersed urban locations without detailed address systems; * Registered, pre-existing urban refugee populations are already present prior to the current emergency. |
| **Informal settlements (villages and/or dispersed amongst a host community)**  Refugees may also decide or be obliged to settle in villages, rather than in camp-based settlements or urban areas. In certain emergency contexts, refugees may cross the border and, either formally or informally, share accommodations with host country nationals or family already in the country of asylum, or rent land, a house or an apartment. See UNHCR Policy on Alternative to Camps for additional guidance and tools[[4]](#footnote-4). |
| **Grouped settlements (camp / site / settlements and collective centres, including transit centres)**  Refugees may also choose or be obliged to settle in grouped settlements in the country of asylum. In certain emergency contexts, refugees may cross the border to:   * Spontaneously settle on land they do not legally possess. The land may be publicly or privately owned and its use informally negotiated with the host community. * Be provided accommodation in pre-existing, unused buildings allocated by the authorities, such as the grounds of a religious building, school, or other administrative building, an open field, an open area within a community or within a building such as a church, mosque or school. * Be accommodated in purpose-built sites where a full range of services are provided, usually exclusively for the population of the site (these are planned and managed settlements that enable centralization of humanitarian assistance).   In addition, grouped settlement situations can be characterized by the following:   * Assistance is generally provided; * Large groups of refugees are located in the same area; * Population movements from the border to a pre-identified transit centre, camp or settlement site are organized and carried out by humanitarian actors. |

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| **Activities** | **Actions, considerations and tools** |
| Assessment  (Applies to all scenarios) | Previous and existing registration activities  Emergency registration activities are often initiated without adequate planning, resources or expertise on the ground. When systems to register new arrivals have already been initiated, corrective actions may be required. As such, the following key factors should be identified and assessed:   * Actors involved in existing, preliminary registration activities including the **Government** and other UN/non-UN agencies * Factors which may have prevented access to registration, including access conditions at all arrival locations (entry points), security concerns, or members of a particular minority or disadvantaged group etc. * Comprehensiveness and suitability of registration data already collected; * Quality and integrity of collected data * Current registration Standard Operating Procedures (SOPs), registration capacity, physical space, physical movement (and bottlenecks) of new arrivals within the registration process * Availability of registration information, frequency with which existing data is updated to record births, new arrivals, deaths and departures (continuous registration procedure)   Documentation   * Type of documentation issued to grant access to registration (tokens, appointment slips, etc.) * Type of documentation provided to persons of concern (PoC) as result of registration (Proof of Registration, Certificate, Attestation, Ration Cards, Tokens, ID cards etc.) * Possession of country of origin documentation   Data management   * Availability of aggregate statistics on core data elements regarding the population of concern * Electronic registration tools which are in use, including a registration database * Consolidation of registration data * Usage of distribution lists, if assistance is provided   Review and comparison of population estimates including data collection methodologies   * Number of persons assisted * Number of persons registered * Official Government and/or other UN estimates   Assessment of existing resources and actors dedicated to registration (staffing, budget, material)  In the absence of existing registration activities, assessment of:   * Access to the Persons of Concern (PoC) (limited, remote, security, etc.) * Existing local infrastructure to be repurposed or upgraded to support registration activities |
| Border monitoring  (Applies to all scenarios) | The purpose of border monitoring is to inform planning and assistance intervention requirements. Therefore, no personal data should be gathered at this stage.  Border monitoring activities should capture the following information related to registration   * List of formal and informal entry points * Estimation of the number of arrivals per day at each entry point (i.e. number of cars crossing borders or other means of estimation) * Estimation of return flows * Means of arrival * Patterns of arrival * Final destination * Profile of the PoC (sex/age breakdown, civilian vs. armed forces, PoC vs. third county nationals or other criteria relevant to the operational context)   \*Note: Personal information should not be gathered during border monitoring  Information campaign  As part of border monitoring activities, ensure that registration information is disseminated at points of entry ([Sample Information Campaign Fliers.doc](https://drive.google.com/open?id=0BzY6xxaS0lO3NHdjN192UnpxdTA&authuser=0)) |
| Organized Movement  (Applies to all scenarios) | In certain urban and informal settlement contexts, UNHCR may provide transportation to assist new arrivals to reach their destination. Movement support also mitigates security risks (i.e. check points) and facilitates access to registration. In a grouped settlement context, transportation is usually organized from the border to transit centres and/or to settlement(s). If transportation is provided, the following activities should be undertaken:  Information campaign  In cooperation with Protection and Mass Information Officers, elaborate a clear information campaign, consulting and involving PoCs (e.g. through community leaders). Describe clearly how and when PoCs can access organized movements (including schedules). Use leaflets, public announcements, meetings with community leaders, health and social workers and partners, and mass gatherings to widely disseminate information ([Sample Information Campaign Fliers.doc](https://drive.google.com/open?id=0BzY6xxaS0lO3NHdjN192UnpxdTA&authuser=0)). Ensure meetings are organised to address fears and concerns and include protection aspects of registering, allowing adequate time to answer questions.  Transportation scheduling   * Coordinate the movement schedule with the established registration schedule at the registration location (see Scheduling in the Reception and Registration Facilities section below)   Preparation of passenger boarding   * Always identify and give priority boarding to persons with apparent [Specific Needs](https://drive.google.com/file/d/0B95I9qaU50xgYWNpSWxXNGhTaUk/view?usp=sharing) * If necessary, erect simple fencing and/or barriers to reduce crowd pressure and facilitate boarding procedures. Arrange support from security forces if required. * Ensure all stakeholders are involved and informed of movement activities (Government authorities, partners, and reception facility etc.) * Liaise with supply or logistical focal points to ensure transport arrangements are in place (hiring of buses, trucks, etc.)   Household level pre-registration – unique identification and documentation   * Set up allow refugees to move through the pre-registration process in a controlled and efficient flow ([Staff Training: HH Level Process Flow Illustration .pdf](https://drive.google.com/open?id=0BzY6xxaS0lO3ZjFSMC1abC1FYWM&authuser=0)). * Collect and record the **minimum data set** for the household level pre-registration for proper movement planning and for the boarding process ([UNHCR Control Sheet Manual.xls](https://drive.google.com/open?id=1OMsusaTJqCpFX5zogqR7XOlaZnYW39oyK0NX1vxLmSQ&authuser=0) or [UNHCR Control Sheet Automated.xls](https://drive.google.com/open?id=1MDZ1TTWsKpKaT2D6N6tLDlehh79c2MUMEBe2Gsv42sA&authuser=0); [Relocation Pre-Manifest.xls](https://drive.google.com/open?id=1PMLSa6CAqNl-7dLNN5hZHZnnnjhXUygNQ2Jt2B-3NTw&authuser=0))   **The minimum data set to collect** (see: [UNHCR Control Sheet Manual](https://drive.google.com/open?id=1OMsusaTJqCpFX5zogqR7XOlaZnYW39oyK0NX1vxLmSQ&authuser=0)):   * Name of household representative/s (of both sexes) * Total size of household * Sex breakdown of household * Number of males and females per age cohort * Specific needs within the household * Issue tokens with a unique numeric identifier to each head of household and **record the number on the Control Sheet**. Use standard fixing tokens from the Identity Management and Registration Services (IMRS) stockpile, or print locally ([Printing Multipurpose Tokens Template.xls](https://drive.google.com/open?id=1ixwTdzdzayblAv5zHAD3jCrP1doBeHyxbLGkNRF76bg&authuser=0)) * Immediately refer persons with serious medical conditions to the appropriate health partner ([Basic Referral Slip.xls](https://drive.google.com/open?id=1MNyr8lXQDO-QlyVbngJ5o50xE-AUP-5CM1b-VYByKEo&authuser=0) ) * Use wristbands to fix the population if required ([Wristband Issuance Control Template.xls](https://drive.google.com/open?id=1yL_IbrM0mFNCNe5BoxedrlbB4-fLibrFuv_8XTRvFQg&authuser=0))   Reporting, Data Management and Statistics   * Upon departure of the vehicles or convoys, and prior to their arrival at the reception/transit/arrival point, inform colleagues at the destination point of the number of households, sex/age breakdown and those households identified as having members with specific needs, if possible by e-mailing a copy of the control sheet / manifest. * A copy of the control sheet or manifest must travel with the convoy.   Filing and Storage   * Establish roles and responsibilities for the filing and secure (locked) storage of control sheets/manifests. Period of retention should be determined with the Protection Unit, according to operational context. |

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| Reception and Registration Facilities | In addition to persons arriving by organised movements, new arrivals may directly approach the Office/Reception/Registration Centre in order to be registered (individual emergency registration)  Information campaign   * In cooperation with Protection, Mass Information Officers, and representatives of PoCs, develop an information campaign. Describe clearly how and when PoCs can request registration appointments. * Use leaflets, public announcements and hold meetings with community leaders, health and social workers and partners, or through mass gatherings to widely disseminate information. Ensure meetings are organised to address fears and concerns, allowing adequate time to answer questions. ([Sample Information Campaign Fliers.doc)](https://drive.google.com/open?id=0BzY6xxaS0lO3NHdjN192UnpxdTA&authuser=0) * Make sure the information campaign also reaches out to marginalised and/or isolated groups. Include and explain the link between registration and protection to address fears and concerns. * Make sure the information campaign includes clear anti-fraud messages (e.g. one person can only be registered once and registration activities are free of charge, and how to lodge complaints) * Ensure a mechanism exists to respond to questions and track complaints.   Registration Scheduling   * Depending on the scenarios below, establish appropriate scheduling for PoCs to request registration appointments:  |  |  |  | | --- | --- | --- | | Urban context | Informal settlement | Grouped settlement | | - in person   * through community leaders * hotline * internet * SMS | Map the locations/villages where refugees are settled. Allocate each to a mobile registration team.  Undertake registration scheduling:   * in person * through community leaders * hotline * internet * SMS | * By registration number if any * By section (block, zone, etc.) * By place of origin/community * By family size | | Prepare daily registration schedules according to the context. Registration schedules should include the following information about refugees: the name of the head of household (for both sexes), family size, phone no./e-mail address and/or other contact information, appointment date & hour. If IT equipment is available, use the Scheduler Data Base to plan the registration (Scheduler DB v3 – Access database - contact IMRS at: [hqimrs@unhcr.org](mailto:hqimrs@unhcr.org) for assistance) | | Specify the methodology for planning and deploying the daily registration schedule in the SOPs. |  * If household level pre-registration took place prior to individual registration, make appropriate use of the available household level pre-registration data for scheduling and registration * Appointment scheduling must be continually adapted and aligned to the existing registration capacity, to avoid crowd-related security issues, and facilitate an ordered and fair queuing system ([Appointment Slip Template available in English, French and Arabic.xls](https://drive.google.com/open?id=1mnhmBc2GtvHZlz0aRgXeGi1xpSLuIzJf6THLp-Knm4I&authuser=0); [Printing Token Numbers Template.xls](https://drive.google.com/open?id=17AyZlh1U9gR46YjaTE-ph7EGNhq_JeK2NbA7YQYfsf8&authuser=0)) * Plan for adequate staff, equipment and supplies to carry out scheduling tasks (see below “Resources Requirements”)   Reception  Reception facilities must always promote the dignity of individuals and ensure the safety and security of staff.   * When selecting a reception/registration location, keep in mind the following:   + Accessibility for both refugees and staff,   + Options for immediate medical referral needs,   + Distance to border and/or UNHCR offices   + Security requirement (Liaise with Admin and Security Officers on MOSS compliance) * Ensure sufficient space is allocated to accommodate the projected number of persons processed, including contingency for a potential expansion of activities (see “Registration Methodology”) * Design the site layout to permit a rapid flow of people through the registration process ([Registration Site Layout.doc](https://drive.google.com/open?id=0BzY6xxaS0lO3c1F2aWpYQnRPOEE&authuser=0)). Make provisions for: * Separate channelling of different caseloads (i.e. new arrival registration vs. resettlement) * Separate entrance and exit locations * Shade/heat and protection from the elements * Water and separate sanitation facilities for refugees and staff * Electricity and lighting * Waiting area/s with sufficient seating * Private space for lactating mothers * Monitored child friendly space, if possible * Appropriate interview space to meet confidentiality needs * Secure and lockable storage areas for registration equipment and files * Identify areas for medical screening and vaccinations with health partners as appropriate, at a minimum foresee the provision of first aid (and supplies) by trained staff * Erect simple fencing and/or barriers to reduce crowd pressure * Use serial numbered tokens to manage queuing refugees * Engage support for crowd control, through hired security companies, community leaders and/or host country security personnel, NGOs, etc. * Ensure sufficient communication systems are in place (megaphones and/or loud speakers) * Provide clear messages or updates, so that refugees know how long they will have to wait * Ensure the reception/registration area is weapons-free by arranging pre-entry screening as appropriate * Establish procedures for fast track re-admission to deal with PoCs who were admitted by the reception desk(s); yet were unable to complete the registration process on their assigned day * Assign trained staff to identify and prioritize persons with specific needs |
| Registration methodology | **Individual Registration in Emergencies**  In an emergency, conduct individual registration and collect a minimum data set ([Registration Form ENG 2014.xls](https://docs.google.com/spreadsheets/d/1SYdcQ4OPwG1f0pqiHMtG-DuwzVLyaAZLi1G40oH_dro/edit?usp=sharing) or [Registration Form FRE 2014.xls)](https://docs.google.com/spreadsheets/d/1GqUjvQHcjmmBOhqtRYoxgwkSh6UvfMcr7zXB2HSNzgc/edit?usp=sharing) of all individuals in a household. The number of data fields to collect will depend on available resources vs. the number of new arrivals pending registration.  Preparation   * Define with Protection colleagues the eligibility criteria for registration and mechanisms to refer ineligible persons to the appropriate entity (include these details in registration SOPs) * Consider the host government’s objectives, concerns and constraints and involve them in the planning process * Consult and involve PoCs in the preparations (e.g. through community leaders) * Choose the registration tools according to resource capacities: hardcopy ([Registration Form ENG 2014.xls](https://docs.google.com/spreadsheets/d/1SYdcQ4OPwG1f0pqiHMtG-DuwzVLyaAZLi1G40oH_dro/edit?usp=sharing) or [Registration Form FRE 2014.xls](https://docs.google.com/spreadsheets/d/1GqUjvQHcjmmBOhqtRYoxgwkSh6UvfMcr7zXB2HSNzgc/edit?usp=sharing)) and/or an electronic database if technical infrastructure and support is available (contact IMRS or the Snr. Reg. Registration Officer for advice on the appropriate tool to be used at: [hqimrs@unhcr.org](mailto:hqimrs@unhcr.org)) * Together with Protection, define any context specific data to be collected, including the Specific Needs to be recorded ([IOM/030-FOM/030/2009 Guidance on the Use of Standardized Specific Needs Codes English](https://drive.google.com/open?id=0BzY6xxaS0lO3Wm1WdUhjbk42ZDA&authuser=0)). * The standard minimum data set to collect during emergency registration is:   **At the individual level:**   * Individual names * Sex * Date of birth * Relationship to Head of Household * Specific Needs ([Selecting Specific Needs Codes Instructions.xls](https://drive.google.com/open?id=0BzY6xxaS0lO3aXZkMEtEQnJnb1k&authuser=0)) * If capacity permits, additional data elements such as photos and biometrics should be collected   **The household representative should also provide the following information for the entire household:**   * Country of origin address (using UNHCR Admin. Levels) contact IMRS at: [hqimrs@unhcr.org](mailto:hqimrs@unhcr.org) for assistance) * Arrival date * Registration date * Location in country of asylum (using UNHCR Admin. Levels) contact IMRS at: [hqimrs@unhcr.org](mailto:hqimrs@unhcr.org) for assistance) * Unique identifier (ration card, token number, registration form number) * Address and phone number if any (using UNHCR Admin. Levels)   \*Note: Other data elements may be collected at HH level depending on the context (adapt the Registration Form Template as required).   * Prepare reference documents with UNHCR standard codes for use by the registration/interview staff ([Selecting Specific Needs Code Sheet Sample.xls](https://drive.google.com/open?id=0BzY6xxaS0lO3ZWVSTTNPLVlzSlU&authuser=0)). * Configure the registration database (admin. levels, mandatory fields, default values and templates) * Agree with Protection colleagues and senior management on the type of documentation to be issued: * Ration cards for assistance purposes (UNHCR logo or use the UNHCR & WFP logos) * Proof of registration generated from proGres * Certificate, attestation or other type of documentation which may vary by context ([Refugee Attestation English](https://drive.google.com/open?id=18VtFpnpkNa8ZduGHkIqGh1iGJ7J8XiiFGejHYa6jybw&authuser=0) or [French.doc](https://drive.google.com/open?id=1Z9HEyFZZukmbb-jOJreMALraa7otlZxOX-z_7vHXtK0&authuser=0)) * Implement fraud control mechanisms for the issuance of ration cards and other documents ([Control Mechanism / Fraud Prevention for issuance of Assistance or Identity documents.xls](https://drive.google.com/open?id=0BzY6xxaS0lO3eDMyR05iTE8wV0E&authuser=0)) * Due to limited operational capacities in emergencies, it is generally not suitable to issue ID cards * The use of biometrics from the onset of an emergency is recommended. For guidance and assistance contact IMRS at: [hqimrs@unhcr.org](mailto:hqimrs@unhcr.org) * In situations of informal settlements, mobile registration teams should be deployed. In order to cover all areas/locations where refugees have spontaneously settled, prepare a detailed registration plan and schedule. Try to cover as many locations as possible by the same registration centre. Mobile registration is often a very labour intensive exercise compared to registering centrally. ([Mobile team check list](https://drive.google.com/open?id=1Y4BgJ_nny2hGWTUha7ucgfagiMzLM_AZtfi9Ga4hC6A&authuser=0)) * Prepare SOPs to describe all processes, roles and accountabilities (see Standard Operating Procedures section below)   Interviews   * Set up an appropriate procedure to check whether individuals have been previously registered (dependant on operational context and availability of data) * Photocopy or scan PoC documents if capacity to do so exists and if the creation of physical files has been agreed with Protection colleagues (by the registration reception desk, prior to interview and mainly in urban contexts) * Introduce the interviewer, briefly explain the purpose of the interview ([Staff Training: Interviewer Opening Speech.doc](https://drive.google.com/open?id=0BzY6xxaS0lO3UTZ2R0g2Mnc5STA&authuser=0) and [Confidentiality Undertaking.doc](https://drive.google.com/open?id=1uR_vgwtLbT9G6_9R9zl2UNnGZxFgZDK5lej93LEaI_k&authuser=0) and [Confidentiality Guidelines](https://drive.google.com/open?id=0BzY6xxaS0lO3dUN3eXBWQ0p3QnM&authuser=0)) * Seek consent from individuals to share their data with other humanitarian actors, including confirmation that information provided is true and correct ([Refugee Consent Form.docx](https://drive.google.com/open?id=1C7Fm8NFP4s3ESnK00rdcA-BiKQZe3eeUnwtHrZJzOSY&authuser=0)) * Screen out combatants, members of the local population or other non-eligible persons and refer them to the Protection Desk ([Basic Referral Slip.xlsx](https://drive.google.com/open?id=1MNyr8lXQDO-QlyVbngJ5o50xE-AUP-5CM1b-VYByKEo&authuser=0)). * Collect household level data first, then bio-data of individuals within the household * Referral mechanisms: UNHCR has the responsibility to identify persons with specific needs. Specific needs initially identified by registration assistants must be fully assessed by appropriately qualified staff members or partners. Set up procedures for referrals and document these in the Registration SOPs. Interviewers should be provided with written instructions for referrals. * Refer all unaccompanied or separated children to Community Services / Protection services ([Basic Referral Slip.xlsx](https://drive.google.com/open?id=1MNyr8lXQDO-QlyVbngJ5o50xE-AUP-5CM1b-VYByKEo&authuser=0)). * Set up referral systems with partners to refer new arrivals with specific needs (medical, legal, etc.) ([Basic Referral Slip.xlsx](https://drive.google.com/open?id=1MNyr8lXQDO-QlyVbngJ5o50xE-AUP-5CM1b-VYByKEo&authuser=0)). * Consider having the refugee review the information recorded about themselves and their family, and if needed sign a disclaimer that the information provided is true and correct   Unique identification and documentation   * If tokens were issued earlier in the registration process, replace them with the following, as agreed with Protection staff: * Standard Ration Card for assistance purposes * Proof of Registration/Certificate/Attestation * Determine the validity period of documents in accordance with the processing capacity for their eventual renewal * Record the unique identifier in the database (Ration Card no., Attestation serial number).   Reporting, Data Management and Statistics   * Manage proGres codes as the emergency evolves * Consolidate registration data * Make sure to backup data/servers on daily basis and keep a copy of the backup stored off-site ([Guidance to backup ProGres](https://drive.google.com/open?id=0B95I9qaU50xgem1iU2lLMjg4ZG8&authuser=0)) * Generate daily/weekly statistical reports and share with appropriate actors * Generate assistance distribution lists for distribution cycles * Data quality must be monitored throughout the registration process. Ensure data capture is reviewed by dedicated staff, through quality control checks at the following stages: * after paper forms have been completed (if paper used) * after data entry into database * If the creation of physical files is agreed, all information and copies of documents collected during the interview must be placed in the newly created physical file * Establish SOPs on roles and responsibilities for physical file management * Determine the retention period of the physical file with Protection colleagues |
| Resources requirements | Logistics, supply and budget  Liaise early on with Programme, Admin. and Supply sections to prepare and implement registration activities.   * Prepare a list of all items required (including specifications), considering options for local procurement, international procurement through the UNHCR Procurement Management and Contracting Service (PMCS), or procurement from FICSS. * IMRS maintains a stockpile of various registration materials for rapid deployment to the field. Request from IMRS only registration materials which cannot be purchased locally. Certain materials, such as Ration Cards, and certain IT equipment, for example, must comply to UNHCR standards (<https://intranet.unhcr.org/intranet/unhcr/en/home/protection_and_operational/international-protection/registration/Reference_Documents/registration_stockpiles.html>) * Prepare a detailed budget, liaising with Programme colleagues to confirm availability of funds ([Registration Budget Template.xls)](https://drive.google.com/open?id=1gV2fc7oUPegU8KMntLoxwWmgMWvSQSDuf-NCBL-IUL0&authuser=0). The budget should also include, where applicable: * Staffing, staff meals, daily subsistence allowance (DSA), incentives for government and security personnel * Staff accommodation and infrastructure * Rental fees for registration locations (community halls, schools or other premises) * Staff transport, vehicle rental and fuel     Staffing and recruitment  Initially, registration staff can be recruited on daily contracts, or through implementing arrangements with local partners. Liaise with Snr. Management and Admin/HR Officers to accelerate the recruitment process. Within three months from the initial recruitment, and in order to avoid rapid staff turnover, consider converting contractual arrangements to Temporary Assistance (ABOD) or UNOPS contracts (operational budget). Regularly reassess staffing arrangements as the emergency evolves.   * Determine total staffing needs to match the influx volume and the range of data elements to be collected. Reassess regularly. * Calculate the number of staff to be recruited according to roles assigned for each step of the registration process: * Entry and security * Reception and admission * Data collection / interview * Assessment by Protection / Community Services staff * Data entry (if a database is used and data entry is separate from interview) * Photo capture[[5]](#footnote-5) and/or biometrics, if applicable/culturally acceptable * Document issuance * Refugee helpers, crowd control personnel, interpreters, admin/filing clerks, drivers * Consider that each process step will require a team leader to coordinate * Balance the staffing numbers at each step to ensure refugees can move through the process smoothly. Be prepared to reassign staff to other roles or steps to resolve bottlenecks. * Identify and recruit registration staff who can communicate in a language understood by the refugees and who speak the official UN language in the country operation * Be aware of potential tension between different ethnic groups and avoid engaging personnel whose ethnicity may cause discomfort to the refugees, take into account other issues, which may introduce bias into the process such as caste or other types of social constructs. * Hire male and female registration and support staff in equal numbers * Assign responsibility for daily attendance record keeping. Link attendance records to staff salary release ([Staffing: Attendance and Payment Tracking Form.xls](https://drive.google.com/open?id=1PT-lU5ug1d7dR0znZ7oUs_twgUELGRAbZsdkoZeAnOE&authuser=0)) * Ensure registration / data entry assistants are computer-literate (design simple data entry test) * Staffing requirements may be higher when undertaking mobile emergency registration in informal settlements |
| Continuous Registration Activities | Continuous registration mechanisms (such as for the registration of new-borns) must be put in place as soon as possible:   * Agree with Protection colleagues on the registration procedures for new-borns. Consider existing local procedures for the issuance of Birth Notifications by health partners or authorities ([Samples: Birth Notification Sample ((for continuous, or ongoing registration)) in English](https://drive.google.com/open?id=13bfnzDHKsWFnps_v71rdanQHXbatO-9i_dE77H5K6X4&authuser=0) or [French](https://drive.google.com/open?id=1CVuuB5KhBS3sOVdNaQu-4Vapik64zZfhv55eIdHtOQk&authuser=0)) * Establish a clear schedule for the registration of new-born babies (e.g. include one new-born reception day per week in the registration schedule) * Communicate new-born registration procedures as part of the information campaign * Replace or update documentation issued to PoC as required by changes in family composition (Ration Card, Attestation, and/or Proof of Registration etc.). Update registration databases with new document numbers. * In the urban context, continuous registration activities can be conducted as part of the renewal of documentation |
| Standard Operating Procedures (SOPs) | Registration SOPs reduce the subjective, restrictive and diverging interpretations of the registration process. Registration SOPs should clarify the specific roles of all individual/partners/UN agencies and enforce the consistency and accountability in the registration system.  Data Sharing SOPs will also limit inappropriate data sharing and mitigate data protection risks. (<https://intranet.unhcr.org/intranet/unhcr/en/home/executive_direction/official_policies/iom-foms/2009/iom_037-fom_037_2009.html>. \*Note: this link requires UNHCR access to login.)   * Briefly describe registration, eligibility and exclusion criteria and the legal basis for refugee recognition * Include a description of continuous registration mechanisms * Describe roles and accountabilities of all actors involved in registration * Reference all data elements to be recorded in the registration process, including procedures for protection-related specific needs and exceptions * Include a process flow chart to facilitate the visualization of all steps throughout the registration process. \*Note: Use Microsoft Visio if available, or Excel if Visio is not available. * Annex standard forms and templates to be used in the registration process |
| Training | In emergency situations, it may be difficult to find sufficient time to conduct adequate training of registration staff. However, good training is essential for quality registration and lays the groundwork for an effective protection response. On-the-job training should immediately follow classroom training when registration activities commence.  The following training activities should be jointly organized with protection and community services colleagues and implemented for staff and partners:   * Briefing on the overall emergency operational response, planned registration activities, linkages between different registrations activities (i.e. border monitoring, organized movement and pre-registration, reception and individual emergency registration) * Training on roles and responsibilities in registration * Training on registration SOPs and the registration process flow * If accessible, registration staff should take the Protection Induction Programme (self-study, UNHCR MSRP access required: <https://unhcr.csod.com/client/unhcr/default.aspx> ) * All staff, partner staff and security personnel must be trained on the UNHCR Code of Conduct and sign the Code of Conduct form prior to the implementation of any registration activities: <https://intranet.unhcr.org/intranet/unhcr/en/home/staff_resources/administrative_forms.html> * Separate training sessions should be conducted to target staff who perform specific roles: * Entry and security * Reception and admission * Data collection / interview including specific needs and referrals * Complaints desk * Assessment by Protection / Community Services staff * Data entry (if database is used and data entry is separate from interview) * Photo / biometrics capture, if applicable * Document issuance * Refugee helpers, crowd control personnel, interpreters, admin/filing, drivers |

1. **Individual Emergency Registration** data to collect is covered in detail under ‘Registration Methodology’, pgs. 6-7. [↑](#footnote-ref-1)
2. Predefined **household data** required **to facilitate organized movement to a registration site** is covered under, ‘Organized Movement’, pgs. 3-4 [↑](#footnote-ref-2)
3. IOM/042-FOM/041/2009- UNHCR Policy on Refugee Protection and Solutions in Urban Areas; available on the UNHCR intranet at: <https://intranet.unhcr.org/intranet/unhcr/en/home/tools/search.html?searchQuery=Urban+refugee+policy&x=0&y=0>. \*Note this link requires UNHCR sign-in to access. [↑](#footnote-ref-3)
4. Available online at: <https://intranet.unhcr.org/intranet/unhcr/en/home/policy-and-guidance/dpsm/unhcr-policy-on-alternatives-to-camps.html>.\*Note this link requires UNHCR intranet sign-in to access. [↑](#footnote-ref-4)
5. Photos of registered refugees should be captured as a minimum standard during registration. [↑](#footnote-ref-5)