

UNITED NATIONS RELIEF AND WORKS AGENCY FOR
PALESTINE REFUGEES IN THE NEAR EAST

Consolidated Eligibility and Registration Instructions (CERI)

I. Introduction

UNRWA's mandate is to provide relief, humanitarian, human development and protection services to Palestine Refugees and other persons of concern in its Area of Operations. In pursuance of its mandate, UNRWA has formulated criteria and standards for identifying those who are entitled to be registered in its Registration System and/or to receive the Agency's services. These standards and criteria are intended to facilitate the Agency's operations. The provision of UNRWA services is subject to budgetary limitations and all relevant Agency Instructions, Regulations and Rules.

II. Purpose

The purposes of these Instructions are:

- to set out for the guidance of UNRWA staff, the persons and categories of persons who are eligible to register to receive UNRWA services and those who are eligible to receive services without being registered;
- to describe the criteria, requirements and procedures for registration of eligible persons and groups of persons; and
- to describe the UNRWA services (relief and social services, education, health, microfinance and microenterprise) that are available to eligible persons.

These Instructions cancel and supersede the Consolidated Eligibility and Registration Instructions dated January 2002 and amendments issued thereto. They are supplemented by UNRWA's Registration Manual which has been developed to guide UNRWA staff involved in eligibility and registration matters. The Registration Manual provides further detail on registration procedures and requirements.

III. Categories of persons eligible for registration and/or UNRWA services

A. Persons eligible to be registered in UNRWA's Registration System and to receive UNRWA services

The persons and groups of persons listed below are eligible to receive UNRWA's services upon being registered in the Agency's Registration System and obtaining an UNRWA Registration Card as proof of registration. These

eligible persons fall into two groups: those who meet UNRWA's criteria to be described as Palestine Refugees, and those who do not meet those criteria.

1. Persons who meet UNRWA's Palestine Refugee criteria

These are persons whose normal place of residence was Palestine during the period 1 June 1946 to 15 May 1948, and who lost both home and means of livelihood as a result of the 1948 conflict. Palestine Refugees, and descendants of Palestine refugee males, including legally adopted children, are eligible to register for UNRWA services. The Agency accepts new applications from persons who wish to be registered as Palestine Refugees. Once they are registered with UNRWA, persons in this category are referred to as Registered Refugees or as Registered Palestine Refugees.

2. Persons who do not meet UNRWA's Palestine Refugee criteria

These persons are grouped in the categories listed below. While registered for the purposes of receiving UNRWA services, these persons are not counted as part of the official Registered Refugee population of the Agency. They consist of persons who at the time of original registration did not satisfy all of UNRWA's Palestine Refugee criteria, but who were determined to have suffered significant loss and/or hardship for reasons related to the 1948 conflict in Palestine; they also include persons who belong to the families of Registered Persons. These categories are:

2.1 Jerusalem Poor and Gaza Poor

Persons who are currently registered in this category are entitled to receive UNRWA services. Descendants of such persons through the male line are also entitled to register to receive UNRWA services. Except for such descendants, UNRWA does not accept new applications from persons wishing to be registered in this category.

2.2 Frontier Villagers

Persons who are currently registered in this category are entitled to receive UNRWA services. Descendants of such persons through the male line are also eligible to register to receive UNRWA services. Except for such descendants, UNRWA does not accept new applications from persons wishing to be registered in this category.

2.3 Compromise Cases

Persons who are currently registered in this category are entitled to receive UNRWA services. Their descendants, however, are not eligible to register to receive UNRWA services. UNRWA does not accept new applications from persons wishing to be registered in this category.

2.4 MNR Family Members

These are husbands and descendants of women who are Registered Refugees and are (or were) married to husbands who do not fall in any of the categories included in III. A above. The husbands and descendants, including legally adopted children, of these women are eligible to register to receive UNRWA services.

2.5 **Non-Refugee Wives**

These are women who do not meet UNRWA's criteria for Palestine Refugees and are (or were) married to Registered Refugees. These women are eligible to register to receive UNRWA services.

2.6 **Kafalah Children**

These are children who are receiving from a Registered Refugee or Other Registered Person parental care according to the terms of *Islamic Kafalah* practice. These children are eligible to register to receive UNRWA services during the period of their residence in the household of the *Kafalah* patron until they reach the age of 18 years.

B. Persons eligible to receive UNRWA services without being registered in UNRWA's Registration System

These persons do not meet, or are unable to prove that they meet, UNRWA's Palestine Refugee criteria and they do not fall within any of the categories listed in section III. A. 2 above. While UNRWA's programmes keep due records of these persons, they are referred to as non-registered persons because they are not registered in the Agency's Registration System. This category includes:

- Non-registered persons displaced as a result of the 1967 and subsequent hostilities. UNRWA makes its services available to persons in this category in accordance with established practice and/or host country agreement. In resolution 2252 of 4 July 1967 and in other subsequent resolutions, the UN General Assembly has endorsed UNRWA's efforts "to continue to provide humanitarian assistance, as far as practicable, on an emergency basis, and as a temporary measure, to persons in the area who are currently displaced and in serious need of continued assistance as a result of the June 1967 and subsequent hostilities". The terms of resolution 2252 were most recently repeated in GA resolution 59/118 of 10 December 2004. In the Jordan Field, persons must prove their displacement status by presenting an official certificate from the Jordanian Department of Palestinian Affairs (DPA).
- Non-registered persons identified by the Commissioner-General as eligible to receive UNRWA services. For humanitarian and other policy reasons related to UNRWA's mandate, the Commissioner-General or Field Directors acting on the Commissioner-General's behalf may from time to time identify persons and groups of persons who are eligible to exceptionally receive UNRWA's services.
- Non-registered persons who exceptionally receive UNRWA assistance and services as beneficiaries under the Agency's Emergency Programmes in the occupied Palestinian territory. These beneficiaries and their dependents are administered specifically for the purpose of the Emergency Programmes.
- Non-registered persons who avail themselves of services provided under the Agency's Microfinance and Microenterprise Programme (MMP). These

persons meet the MMP's financial and lending criteria and are administered specifically for MMP's purposes.

- UNRWA Staff Members and their Family members may have access to Agency services in accordance with section V of these instructions as well as instructions issued by each of UNRWA's programmes.
- Non-registered persons who live in refugee camps and communities. These persons benefit from UNRWA services (e.g., sanitation and environmental health services) that are extended to refugee camps and communities as a whole.

IV. Registration

1. Registration by UNRWA means the recording, verifying, and updating in UNRWA's Registration System of information on persons and groups of persons listed in section III/A. 1 and 2 above, for the purpose of maintaining records, providing UNRWA services, and disseminating information. Registration transactions should be effected in accordance with these Instructions as well as procedures laid down in the Registration Manual.
2. The power to approve registration and to register those who satisfy the requirements for registration is vested in the Commissioner-General of UNRWA. This power is delegated to UNRWA's Director of Relief and Social Services and is exercised through Eligibility and Registration staff in each of UNRWA's Fields. Registration of Palestine Refugees and Other Registered Persons may take place only within UNRWA's five Fields.
3. All applications for registration with UNRWA are thoroughly examined by UNRWA Eligibility and Registration staff and decisions on eligibility for UNRWA services are taken on a case-by-case basis.
4. The following summarizes the requirements for registration for UNRWA services. Those who wish to apply for registration must submit an application in writing. Further details of registration requirements and procedures are set out in the Registration Manual.

A. New registration of Palestine Refugees

1. Those who wish to register as Palestine Refugees must appear in person at any of the Agency's Eligibility and Registration offices in any of its five Fields and present documentary evidence showing that they satisfy UNRWA's Palestine Refugee criteria, particularly in respect of the place of residence in Palestine during the period 1 June 1946 to 15 May 1948, and Family composition on 15 May 1948.
2. An applicant for registration who is a descendant of a Palestine Refugee, who was never registered with the Agency, must also present in accordance with section IV. A 1 and A 3 of these Instructions documentary evidence that the father meets UNRWA's Palestine Refugee criteria.

3. The following documents may be presented as proof that elements of UNRWA's Palestine Refugee criteria are met:
 - Palestine passport issued prior to 15 May 1948 indicating that the applicant was resident in Palestine during the period between 1 June 1946 and 15 May 1948.
 - Birth certificate issued in Palestine before 15 May 1948.
 - Marriage certificate issued in Palestine before 15 May 1948.
 - Identity card issued in Palestine before 15 May 1948.
 - Employment certificate issued in Palestine before 15 May 1948.
 - Receipts of water, electricity, telephone, radio, taxes or other official documents indicating residence in Palestine before 15 May 1948.
 - Land registry documents concerning property in Palestine ("tabbo") issued by the Department of Land in Palestine before 15 May 1948.
 - Documents showing registration of close relatives with UNRWA (paternal side only).
 - Red-Cross registration card issued between 15 May 1948 and 1 May 1950.
 - UNRWA registration Fact Sheet.
 - UNRWA Punch Card (Ex-code).
 - Any other documents endorsed by an official authority in Palestine before 15 May 1948.

4. New registration applications may be presented by persons who lack any of the documents listed above, but who are registered as "Palestinian Refugees" by the relevant governmental authorities in the Field in question, according to the criteria applied by such authorities. Such persons may be registered by UNRWA as Palestine Refugees if they present original certificates from:
 - The Directorate General for Political and Refugee Affairs (DPRA) in Lebanon. This document should show the date of the applicants' inclusion in the first census of 1951/52 in Lebanon.
 - The General Authority for Palestine Arab Refugees (GAPAR) in the Syrian Arab Republic (SAR) testifying that the person or a member of his/her Family is a Palestine Refugee as a result of the 1948 conflict. This document should show the date of refuge in SAR.
 - The Ministry of Interior of the Egyptian Government and the High Commission of the Palestine Refugee Affairs in Egypt. This would apply to refugees who fled directly to Egypt and returned to live in the Gaza Strip.

5. New registration applications may be presented by persons resident in Palestine before 15 May 1948 who left for reasons such as trade, study, or medical treatment and could not return to Palestine due to

the 1948 conflict. These persons should prove their refugee status and their residence outside Palestine during that period and their place of residence after 1948.

6. New registration applications may exceptionally be accepted from persons who left Palestine after June 1952 (when UNRWA completed its census) if it can be established that their departure took place as result of or for reasons related to the 1948 conflict and they also otherwise meet UNRWA's Palestine Refugee criteria set out in section III. A. 1 above. These applications should be supported by documentary evidence establishing the reasons for or cause of departure from the place of residence in Palestine.

B. Registration of descendants and spouses of Palestine Refugees and Other Registered Persons

1. Applications for registration of eligible descendants of Palestine Refugee males and descendants through the male line of Other Registered Persons in the categories of Jerusalem Poor, Gaza Poor, and Frontier Villagers must be supported by one or more of the following documents:
 - An official birth certificate.
 - Temporary "notification of birth" document in West Bank and Gaza Strip.
 - Where the eligible descendant is over one year of age at the time of the application, a birth certificate supported by additional documentation to show that the descendant exists (e.g. a valid identity document for the descendant or a parent's identity document in which the descendant is listed).
 - The father's UNRWA Registration Card.
 - Where the eligible descendant lives or works outside the Agency's Area of Operations, authenticated photocopies of the descendant's passport or residence documents.
2. Some Registered Palestine Refugees may not be legal residents in the country or territory where they are residing due to lack of valid identification documents or passports. These persons may apply to register their descendants through the male line.
3. In respect of registration of descendants, applications should be supported by any one of the following: (a) written attestation from the UNRWA Camp Services Officers in the Area where the applicants reside; (b) written attestation of two UNRWA Staff Members; or (c) written attestation of two credible members of the local community including "mukhtars". These attestations must state the date and place of birth and should contain a full explanation as to why official birth or identity documents may not be provided. The attestations must be presented with the endorsement of the concerned UNRWA Area or Camp Registration Officer.

4. In respect of legally adopted children, applications for registration should be supported by official adoption documents.
5. In respect of children receiving parental care under the *Islamic Kafalah* system, applications should be supported by a certificate issued by an Islamic Court.
6. Non-registered wives of Registered Palestine Refugees may be included in UNRWA's Registration System as Other Registered Persons. Marriage certificates and identification documents must be provided in order for registration to be completed.
7. Descendants and husbands of registered refugee women (MNR Family Members) are entitled to register to receive UNRWA services. Their registration should be supported by official marriage certificates, birth certificates, identification documents and the Registered Refugee woman's Registration Card.

C. Registration Data

1. UNRWA's Registration System normally contains the following data with respect to each registered Family and person:
 - 1.1 **Family Data:**
 - Name of Head of Family (first name, father's name, grandfather's name and Family surname)
 - Nationality of origin
 - Religion
 - District of origin in Palestine
 - Field, Area and District of residence
 - Camp or non-camp resident
 - 1.2 **Individual Data:**
 - First name
 - Sex
 - Date of birth (Day/Month/Year)
 - Marital status and relationship to Head of Family
2. A registered member of a Family may present a request for the amendment of any of the data listed in items under IV. C.1.1 and C.1.2 of these Instructions. Amendments shall be made only when the requests are validated by official governmental documents.

D. Removal from UNRWA Registration System

The names of registered persons may be removed from UNRWA's Registration System in the following circumstances:

1. Upon the death of a Registered Person, on the strength of:
 - A death certificate issued by the government authorities.
 - Government records of reported deaths.
 - A declaration by a Family member supported by a written statement from an UNRWA Staff Member.
 - Circumstantial or hearsay evidence (extreme old age, information from “mukhtars”, etc.) which establishes a reasonable presumption of death.

2. Names of persons or families who have been falsely registered or whose registration has been duplicated shall be removed from the Registration System on the strength of:
 - Verifiable information given by an UNRWA Staff Member in writing.
 - A voluntary declaration by a member of the Family concerned.
 - Information given by any other person, subject to confirmation by the registration staff.
 - A comparison between UNRWA and governmental records revealing an obvious duplication.

E. Re-instatement

Persons whose names have been removed from the UNRWA Registration System may be re-registered with the approval of the Chief, Field Relief and Social Services Programme if s/he is convinced that the removal was made in error. Such persons must apply in person and an investigation should be carried out by registration staff to verify the case for re-instatement.

F. Transfer of registration

1. The transfer of registration records of Registered Persons and Families may take place between Fields or between Areas in the same Field. Official transfer of legal residence is a separate matter under the purview of the relevant governmental authority in the Field or Area to which the person or families wish to be transferred and, where required, is subject to the approval of the governmental authority in the Field from which the families wish to be transferred. Transfer of UNRWA records should be initiated by the receiving Field or Area, which should not formally register the transferee(s) until the transferring Field or Area has forwarded all required information and documentation.

2. The transfer of registration records of Registered Persons and Families may take place between residential units within an Area with the written approval of the Area or Camp Registration Officer and the local governmental authority where required.

3. The transfer of any Registered Persons and Families should be confirmed by the registration officers in the receiving Field or Area and any identity documents or legal residence permits issued by the governmental authority in the receiving Field or Area should be verified for every transferee. Registration records should be updated as necessary in light of any newly submitted documents.
4. A registered Family member who establishes his or her own nuclear Family should, at his or her request, be issued a separate Registration Card for his or her new Family.
5. Registration records of Other Registered Persons may be transferred in the same manner as those of Registered Refugees. However in all cases residential code numbers of Frontier Villagers, Jerusalem Poor, Gaza Poor and Compromise Cases should be kept intact in the Registration System for reference purposes.

V. UNRWA services

A. General provisions

1. Persons applying for UNRWA services are requested to prove their identities by producing a government-issued identity card and to prove their eligibility for services by producing an UNRWA Registration Card. Persons who do not possess any valid identity documents must prove their identity by presenting a written attestation from the Camp Services Officer where they are residing, or a written attestation of either two UNRWA Staff Members, or two credible members of the local community including “mukhtars”, with the endorsement of the Area or Camp Registration Officer.
2. Families and persons enrolled in the Special Hardship Assistance Programme (SHAP) are eligible for and have general priority for all UNRWA services. These services are subject to the relevant provisions of each of the Agency’s programmes.
3. UNRWA services may be provided to persons or families registered with the Agency and living in a Field other than the Field in which they were originally registered, even if their registration records have not yet been officially transferred to their present Field of residence. Access to services is however subject to the relevant provisions of each of the Agency’s programmes.

B. Relief and Social Services

1. Relief services

UNRWA relief services may be provided as per the Relief Services Instructions (No. 1/2002) to all eligible Registered Refugees and Other Registered Persons, regardless of the location of their residence and registration in the Agency’s Area of Operations. These services are

subject to full coordination between the respective Fields to avoid duplication of services.

During their employment, UNRWA Staff Members are not eligible for services provided under the Special Hardship Assistance Programme (SHAP).

1.1 **Food/cash subsidies**

Food rations and cash subsidies are issued on a quarterly basis to all refugees/persons enrolled in the Special Hardship Assistance Programme. Exceptions include infants who are less than one year of age and those family members who are not residing in the family home, for example, those serving compulsory military service, imprisoned or studying abroad.

1.2 **Selective cash assistance**

Selective cash assistance may be provided to Special Hardship Case families who are found to be in particular need. In emergency situations, persons who do not meet UNRWA's SHC criteria may also receive selective cash assistance on an exceptional basis.

1.3 **Shelter rehabilitation**

Shelter rehabilitation assistance may be provided to SHC families who are found to be in need of such assistance. Registered families other than those in the SHC category may receive shelter rehabilitation assistance on an ad-hoc basis and in exceptional circumstances.

1.4 **Emergency assistance**

All categories specified in section III of these Instructions may receive assistance under UNRWA's Emergency Programmes. This assistance is provided on an ad-hoc basis with the prior written approval of the concerned Field Director.

2. **Social services**

Social services are extended through a network of more than 100 refugee-administered community-based organizations (CBOs) which create social, cultural, economic and educational opportunities. UNRWA provides training and technical support to the CBOs to strengthen their institutional capacity and enhance refugee participation in the formulation and implementation of social services in their respective communities. Social services are available to the entire community.

The four key social services sub-programmes are as follows:

- 2.1 **Women's programme**: strengthens the role and participation of women in the development of their families and communities through awareness raising, skills training, legal counselling, access to credit, and membership on the CBO administrative committees.
- 2.2 **Disability programme**: rehabilitates and promotes equalization of opportunity and inclusion of persons with disabilities into the community, utilizing the community-based rehabilitation approach (CBR), with special emphasis on mainstreaming children into regular schools and increasing access to employment opportunities.
- 2.3 **Children and youth programme**: enhances the well-being of children and youth and promotes their participation in constructive activities consistent with the objectives of the Convention on the Rights of the Child (CRC).
- 2.4 **Microcredit community support programme (MCSP)**: promotes the improvement of the socio-economic status and self-reliance of Palestine Refugees, targeting women, members of Special Hardship Case families and CBOs through a variety of direct and indirect loan products. Eligibility is determined by criteria outlined in the MCSP policy and Instructions.

C. Education Services

1. School education

UNRWA provides elementary and preparatory education services (ages 6-15) in all Fields and secondary education in the Lebanon Field only (ages 16-18). The Education Technical Instruction for Admission to UNRWA Schools (ETI No. 1/2005) addresses conditions, cases and exceptions in respect of admission to UNRWA schools. UNRWA's Education services are available to all categories of persons specified in section III of these Instructions.

2. Vocational education

Technical and vocational education and training are provided through eight vocational training centres (three in the West Bank, one in the Gaza Strip, one in Lebanon, two in Jordan and one in the Syrian Arab Republic) to enable students become productive citizens and contributors to the well being of their communities. Two kinds of vocational services are provided by the centres: trade and technical.

- Admission to the vocational (trade) courses requires successful completion of the basic education cycle (9 or 10 years of schooling, depending on the system applied in the host country). The trade courses offered include automotive engineering, building and woodwork, climatization and sanitation, electrical power, electronics, metal fabrication and machining, and traditional women's crafts.
- Admission to the technical courses requires successful completion of 12 years of schooling; courses offered cover specializations in the fields of architecture and art, commerce, computer technology, electronic engineering, home management, paramedical services, surveying and civil engineering.

Admission to training centres is further covered by the Education Technical Instructions (ETI No. 13/2001). Due to the limited number of places available in each course in each Field, Field Offices issue further instructions on a yearly basis to cover the admission for each course.

3. Teacher education

3.1 Education science faculties

UNRWA provides pre-service teacher education at the University level for students with general secondary school certificates through three Education Science Faculties (ESF) (one in Jordan and two in the West Bank). The four-year programme trains classroom teachers for grades 1-4 as well as specialized subject teachers for grades 5-10. Admission to the ESFs is covered by the Education Technical Instructions (ETI No. 5/1998)

3.2 Teacher training

Given the shortage in Lebanon of University graduates who can become teachers UNRWA provides two-year teacher training services only in that Field. Students admitted to this programme should have a general secondary school certificate. Admission is further covered by the Education Technical Instructions (ETI No. 5/1998).

4. Placement and career guidance

UNRWA established a Placement and Career Guidance Office (PCGO) to assist graduates from all the Agency's training centres and educational institutions to secure suitable jobs in the local and regional labour market. The function of the PCGO includes career guidance and counselling services for students at schools and trainees at vocational training centres.

D. Health Services

1. UNRWA's primary health care services, including maternal and child health care and family planning, out-patient medical care and dental care, are available to all categories of persons specified in section III of these Instructions. These services are also available to persons in these categories who live in a Field other than the Field in which they were originally registered, subject to confirmation that their entitlements to health services are suspended in the Field of original registration.
2. Hospital services may be provided to all categories of persons specified in section III of these Instructions. These services are also available to persons in these categories who live in a Field other than the Field in which they were originally registered, subject to confirmation of their eligibility status and the prior written approval of Chief, Field Health Programme to provide such services and to charge the expenses to the budget of the Field of original registration. Such services would be provided within the scope of the specific hospitalization arrangements in place in the concerned Fields.
3. No assistance should be provided to persons who make their own arrangements for obtaining specialized medical care or hospitalization services outside Agency-run or Agency referral facilities, be it for emergency care or other medical or health needs.
4. UNRWA Staff Members and their recognized dependants, who are enrolled in the Agency supported group medical insurance plans, are not entitled to the out-patient services provided at UNRWA primary health care facilities or in-patient services provided at contracted hospitals, nor for reimbursement of costs incurred in their treatment at government or private hospitals. However, they may benefit from other health services that are not covered by the relevant insurance plan, and which are provided by UNRWA either directly or through contractual arrangements with health institutions. These services include dental care, immunization, maternal and child health and family planning services, screening tests, and other preventive services. In light of the fact that insurance coverage varies from one plan to another, Field Directors, in close coordination with the Director of Health may issue supplementary Instructions indicating which health services may or may not be available.
5. UNRWA Staff Members and their recognized dependants who are entitled to assistance under provisions of Personnel Directive No. A/15 and who are reimbursed accordingly are not entitled to any further Agency assistance towards hospitalization costs.
6. UNRWA Staff Members and their recognized dependants are not entitled to dry rations issued to pregnant women and nursing mothers as part of the supplementary feeding programme.

E. Microfinance and Microenterprise Programme (MMP) Services

Microfinance and Microenterprise Programme services are available to all categories of persons specified in section III of these Instructions; other persons who reside in or own a business within the catchment area of an MMP Branch Office; and to UNRWA Staff Members and their descendants, provided that these persons meet lending criteria established by the Programme and other relevant Instructions issued by the Programme Director.

1. Consumer credit

The aim of this loan product is to improve the quality of life of low income families by giving them access to credit to help them through unemployment or other financial difficulties.

2. Housing loans

The aim of this loan product is to improve the lives and habitat of persons and families by helping those who have no access to real estate markets and mortgage facilities to secure, build and develop housing opportunities.

3. Microenterprise loans

The target of this loan product is businesses that employ five and fewer employees. Its aim is to provide working capital to companies that have exhausted their capital reserve and who, without access to alternative sources of funds, are unable to develop or expand their business.

4. Small business and microenterprise training

This service is designed to contribute to employment generation in, and the economic development of, the Gaza Strip. It supports entrepreneurship through training for small business and microenterprise owners and related service providers.

5. Small scale enterprise loans

This loan product is directly aimed at creating jobs and encouraging the development of the productive sector.

6. Solidarity Group Lending

This loan product is designed to enable women to participate in the local economy.

VI. Exceptions

Any exception to these instructions must be approved by the Commissioner-General, whose authority for this purpose is currently delegated to the Director of Relief and Social Services.

VII. Glossary and Definitions

For the purpose of these Instructions, the following meanings are assigned to the words or phrases listed hereunder:

A. Agency/UNRWA

The United Nations Relief and Works Agency for Palestine Refugees in the Near East. UNRWA was established by General Assembly resolution 302 (IV) of 8 December 1949, and commenced operations on 1 May 1950.

B. Area

One of the geographical areas into which an UNRWA Field is demarcated for UNRWA's administrative purposes.

C. Area of Operations

A term referring collectively to the five Fields in which UNRWA operates, which are currently Lebanon, the Syrian Arab Republic, Jordan, the West Bank (including East Jerusalem) and Gaza Strip.

D. Family

A nuclear family composed of a parent or parents and his/her or their child or children. Extended family members may exceptionally be registered on the family Registration Card. On UNRWA's Registration Cards and in the Registration System, a single person may be recorded as a Family or Head of Family.

E. Field

Any one of UNRWA's five Fields of operation, which currently are Lebanon, the Syrian Arab Republic, Jordan, the West Bank (including East Jerusalem) and Gaza Strip.

F. Head of Family

The person whose name is given as Head of Family on the UNRWA Registration Card.

G. **MNR Woman**

A woman who is a Registered Refugee and who is married to a husband who is not a Registered Person.

H. **Other Registered Person**

A person other than a Palestine Refugee who is registered in the Agency's Registration System, for the purposes of eligibility for UNRWA services. Other Registered Person categories consist of the following:

1. **Jerusalem Poor and Gaza Poor**

These were originally persons in need in East Jerusalem and Gaza who the Agency kept on its relief rolls even though they did not fully satisfy the criteria to be registered as Registered Refugees. These included any person whose normal place of residence until 15 May 1948 was East Jerusalem or Gaza City, who lost his/her work or properties (e.g., land, home, business establishment) and suffered hardship as a result of the 1948 conflict.

2. **Frontier Villagers**

These were originally persons living in towns or villages along the 1949 armistice lines in the West Bank who lost farming properties or suffered other hardship as a result of the 1948 conflict and who the Agency kept on its relief rolls even though they did not fully satisfy the criteria to be registered as Registered Refugees.

3. **Compromise Cases**

These were originally persons of Lebanese origin who were working in Palestine but not permanently residing there until 15 May 1948, who suffered loss of livelihood and hardship as a result of the 1948 conflict and whom the Agency kept on its relief rolls even though they did not fully satisfy the criteria to be registered as Registered Refugees.

4. **MNR Family Members**

Descendants and husbands of Registered Refugee women.

5. **Non-Refugee Wives**

These are women who do not meet UNRWA's criteria for Palestine Refugees and are (or were) married to Registered Refugees. These women are eligible to register to receive UNRWA services.

6. **Kafalah Children**

Children receiving parental care from Registered Refugees and Other Registered Persons under the *Islamic Kafalah* system and residing in the household of the *Kafalah* patron till the age of 18 years.

I. **Palestine**

The territory formerly designated as British Mandate Palestine.

J. **Palestine Refugee**

Any person whose normal place of residence was Palestine during the period 1 June 1946 to 15 May 1948 and who lost both home and means of livelihood as a result of the 1948 conflict, and descendants of such persons, including legally adopted children, through the male line. UNRWA's Palestine Refugee criteria are formulated for the Agency's operational purposes. There are persons who are registered by host countries/authorities as Palestine refugees or Palestinian refugees but who are not registered as Palestine Refugees in UNRWA's Registration System and who may or may not meet UNRWA's Palestine Refugee criteria.

K. **Registration System**

UNRWA's registration records, including both paper and computerized records, in which data on Registered Persons is stored and maintained. UNRWA's Registration System is maintained by the Relief and Social Services Department.

L. **Registered Person**

A Registered Refugee or Other Registered Person.

M. **Registered Refugee**

Any Palestine Refugee who is registered as such in the Agency's Registration System.

N. **Special Hardship Case (SHC)**

A Family enrolled in the Special Hardship Assistance Programme (SHAP) in accordance with Relief Services Instruction No. 1/2002 or any update thereof. This enrolment is based on a combination of factors; two conjunctive minimum conditions must be met to justify enrolment in SHAP. First, the total combined regular family income should not exceed two-thirds of the gross remuneration of an Area Staff member Grade 01 Step 01 with the same number of dependants. Second, the UNRWA Family Registration Card should not include a male between the ages of 19 and 60, unless he qualifies for assistance in accordance with Relief Services Instruction No. 1/2002 or any update thereof.

O. **Staff Members**

UNRWA Area Staff Members who have been designated as such in their letters of appointment pursuant to UNRWA Area Staff Regulation 4.1.

P. **UNRWA Registration Card**

An Agency-issued Registration Card which will normally include the names and other particulars of the Head of Family and all the other registered Family members who are included in the same Registration Card. UNRWA Registration Cards are issued only to Registered Persons.