UNHCR's Registration and Case Management System: An Introduction to proGres

Hub Webinar Series

UNHCR The UN Refugee Agency

WFP World Food Programme

JOINT PROGRAMME EXCELLENCE AND TARGETING HUB

Population Registration and Identity Management EcoSystem

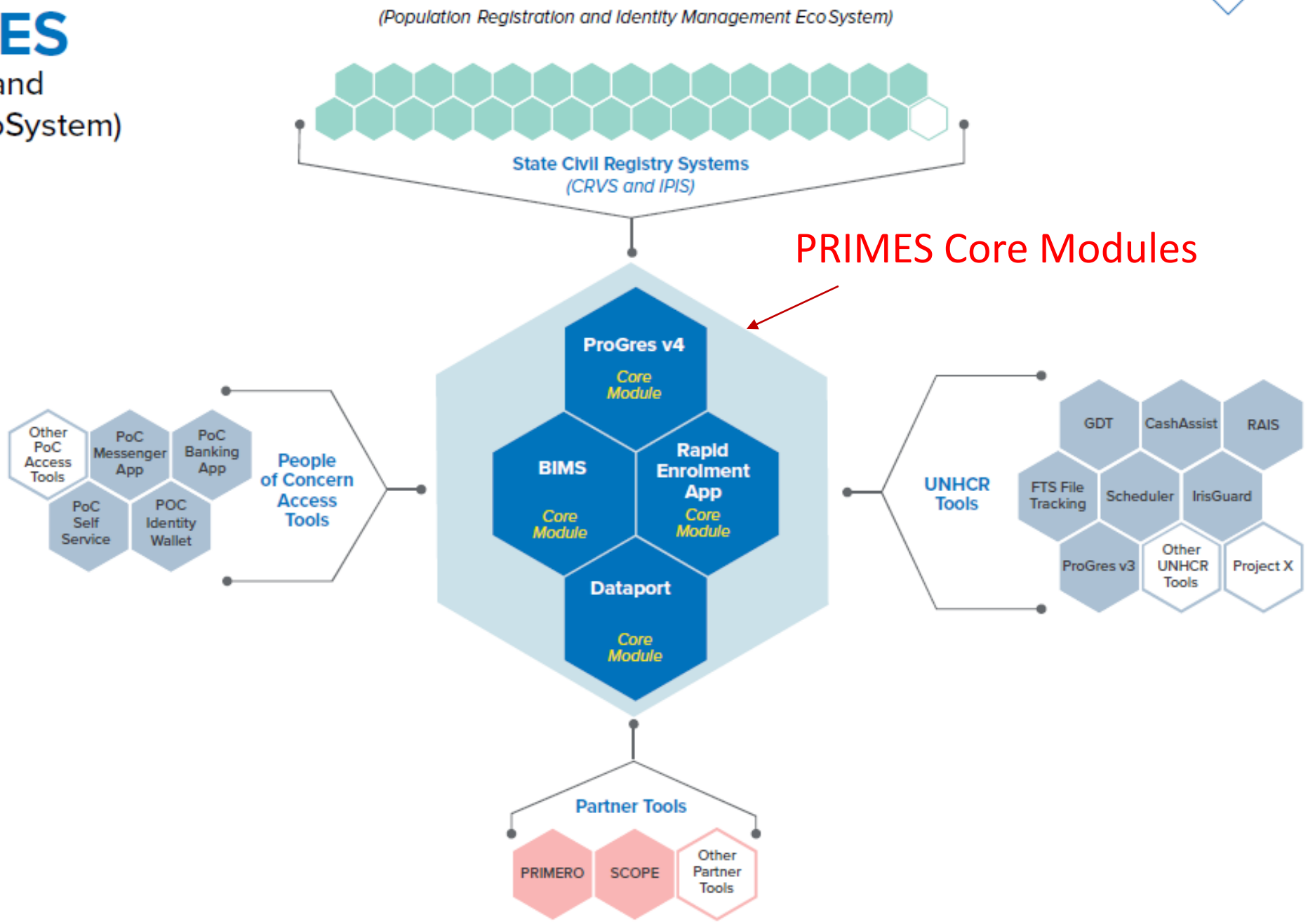
PRIMES

Main Objective

- Provide refugees and other forcibly displaced persons with a digital identity that allows their access to digital services and, thus, better socio-economic inclusion

UNHCR PRIMES

(Population Registration and Identity Management EcoSystem)



proGres v4 Deployments

As of 30 November 2020:

8.4M
ACTIVE/HOLD INDIVIDUALS

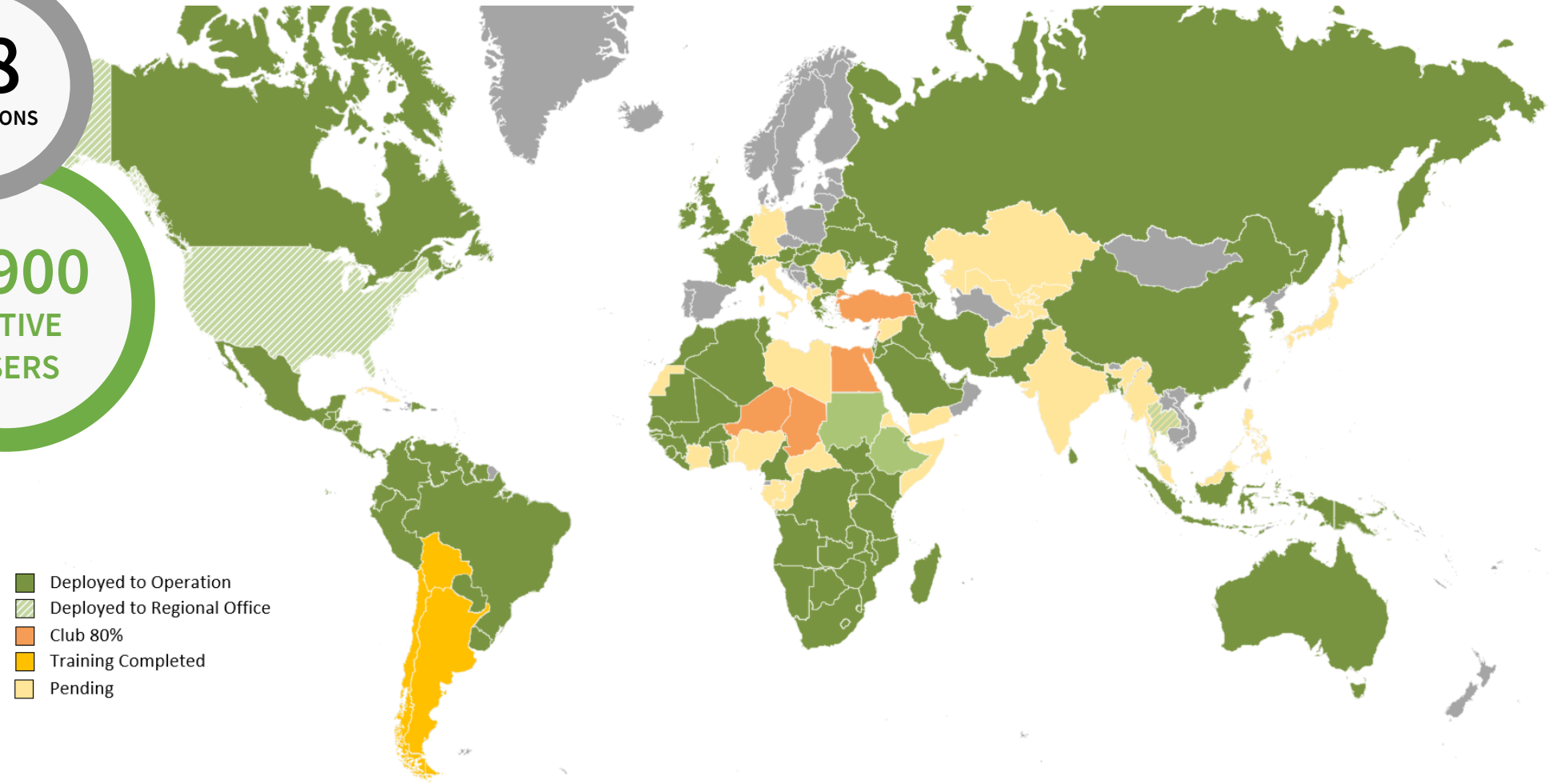
98
OPERATIONS

14.4M
INDIVIDUALS TOTAL

6,900
ACTIVE USERS

81%
Active / Hold with Biometric

12.8K
Child Protec. Cases



proGres v4 | **What differs from previous versions?**

proGres

ProGres v4

- **Online** built software
- Data **consolidated**
- Standard **workflows**
- Data structured around **entities** and grouped into **modules**
- Individuals organised into **Registration Groups** and processes into **cases**
- **Support partnerships** with shared data access and processing

proGres v4 | **Core Concepts**

Data is recorded in **Entities** which are grouped in **Modules**

Ownership of data is set by **Business Units**

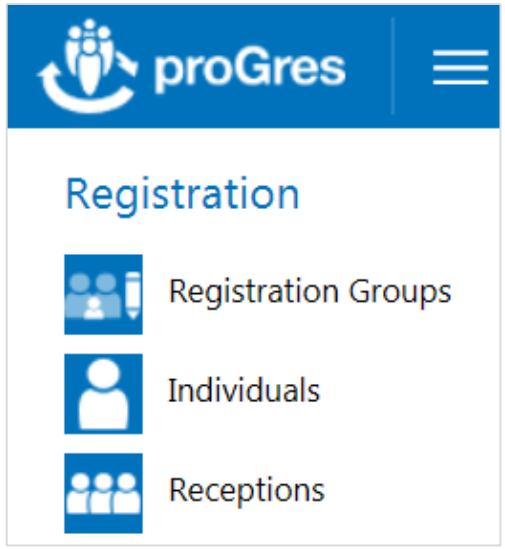
Individuals are grouped into **Registration Groups**

An individual can be a member of **Case**

Cases have **Workflows** based on UNHCR standard processes

Core Concepts | **Entities**

- **Entities** hold related data.
- Some entities are considered as **main entities** in a process.
- The data is stored as **records** in the entities



Example:
Registration Module – *Main entities*

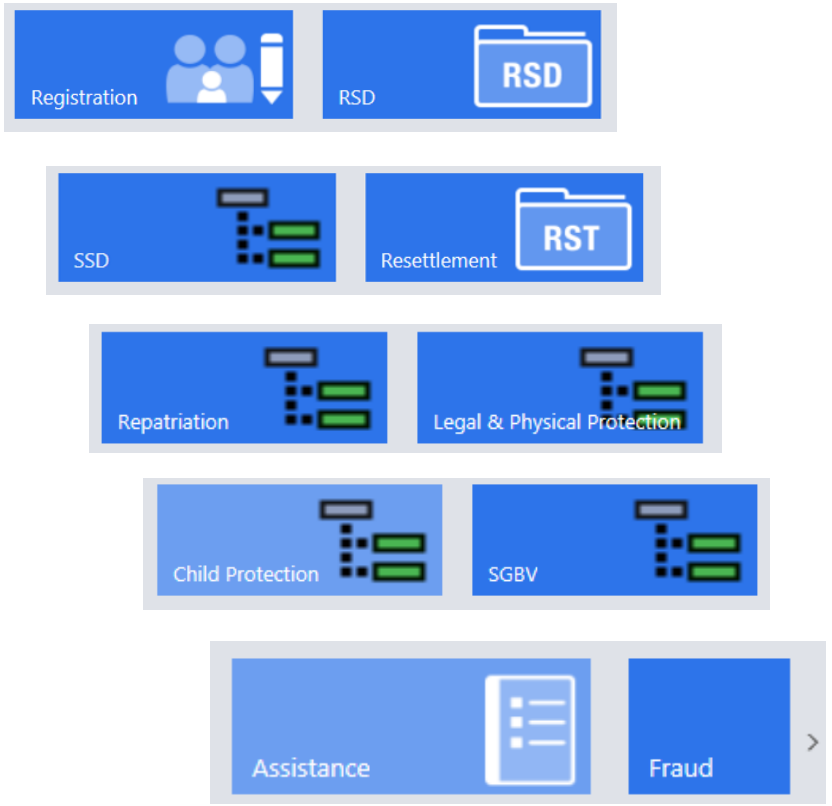
1. Registration Groups (Entity)
   Stores all *Registration Group* records

2. Individuals (Entity)
   Stores all *Individual* records

3. Receptions (Entity)
   Stores all *Reception* records

Core Concepts | **Modules**

Entities are grouped according to the process that they are part of. The processes are displayed as Modules in proGres v4.

The following modules are available:

1. Registration
2. RSD
3. Statelessness (SSD)
4. Resettlement
5. Assistance
6. Repatriation
7. Legal and Physical Protection
8. Child Protection
9. SGBV
10. Fraud