
Registration

Choose the section you want to jump in

5.5.1 Identification and authentication

In most situations where people are displaced due to conflict or any other emergency situation, many persons do not have any identification documents (ID). If available, use other governmental IDs, such as passports, family books or driving licences. If none of those are available, you can create and use an IOM identification form, which could be a temporary identification card with a unique identification number, stamp, QR code or serial number and if possible, with a photo. This could be done in cooperation with the community and their leaders, who will assist in the identification of the individuals and verification of their ID and personal information. Please note that before starting to issue any kind of ID, you will need to make sure the authorities will not have a problem with that, and where possible, try to link this initiative with any similar ongoing governmental initiative to provide ID to the displaced population (this will, of course, depend on the context). As an example, when no identification is available, IOM Ethiopia coordinates with the government, sets up local committees with community leaders to verify the beneficiaries and register and issue a stamped identification coupon to the beneficiaries before distributions.

In other contexts, IOM encourages the issuance of community-based identification systems where the community leaders issue a temporary ID card to each displaced family (the form could be prepared and provided by IOM but signed by the community leader).

Table 10: Advantages and Disadvantages of Different Forms of Beneficiary Identification

Identification	Advantages	Disadvantages
Government-issued ID	<p>Most commonly accepted form of ID by FSPs</p> <p>Uses existing local ID systems (rather than creating a parallel system)</p> <p>Often includes a clear unique identifier code (although this is not the case in every national</p>	<p>May not be available, particularly after acute emergencies</p> <p>In some areas, vulnerable populations are less likely to have national ID cards</p> <p>Does not always contain verifiable biometric information</p>

Identification	Advantages	Disadvantages
	system)	
Other Organization or Intervention participation ID	<p>Can be faster than issuing your own programme IDs</p> <p>Avoids cost and energy to create duplicate ID cards</p> <p>May have coverage that aligns with your participation criteria (geographic, vulnerability)</p>	<p>Unlikely to meet Know Your Customer (KYC) requirements for opening an account</p> <p>Unlikely all programme participants possess this alternate ID card</p> <p>May doubt the quality of authentication and verification performed by organization issuing the ID card</p>
A unique programme ID card created by IOM (e.g. smart card, participant card)	<p>Can be used for multiple distributions if no other ID is available</p> <p>Can be issued to populations lacking national or another programme ID</p> <p>Consider this: If your programme participants are to be linked to other programmes, try to have the programmes use the same unique identifiers</p>	<p>Unlikely to meet KYC requirements for opening an account</p> <p>Costs associated with card design and printing</p> <p>Consider this: Although this can increase the amount of time and money it takes to print cards, it is advisable to print the ID cards outside the intervention area to reduce the risk of fraudulent card production</p>
Letter from local authority confirming identity	<p>Enables rapid distribution in conflict/natural disaster settings (avoids card printing and distribution time and enables rapid group identification)</p> <p>Allows populations without formal IDs to participate</p> <p>Better for blanket/one-off distributions than multiple/targeted distributions</p>	<p>Does not meet KYC requirements</p> <p>Difficult to use in repeat/ongoing interventions</p> <p>Relies on the integrity of community leaders and cross-checks</p> <p>Slower verification process</p> <p>Does not provide a unique identifier</p>

[Registration Tip Sheet](#) from the [Electronic Cash Transfer Learning Action Network](#).

Where the use of technology is possible, IOM registration documents could be created through an ODK or KOBO application installed on IOM staff tablets. The staff would take the tablets, go to the field, meet the displaced populations, and following the identification process and verification of

personal information with the community leaders, they would take all the information on their tablet, even take a photo or a fingerprint through a small fingerprint reading device (for example, the Iraq team have purchased several of those for around USD 100 each). Then, once back in the office with an internet connection, all this information is uploaded to the server. Please ensure that any information logged on KOBO is saved offline and to IOM services and not stored online. Please note that biometric data, including fingerprints, are of increased sensitivity as biometric data cannot be changed, therefore, care should be taken to comply with the IOM Policy on Biometrics. Current guidelines advise against using KOBO for registration of personal information.

You can also explore several service providers that offer cloud-based online or offline platforms such as RedRose, LMMS, Mastercard Aid or Segovia. However, alternative identification methods need to be agreed upon with the Financial Service Providers as they need to recognize it as a valid ID and determine whether it fulfils Know Your Customer (KYC) requirements.

You can also benefit from joint interventions with other United Nations agencies with existing platforms. In this case, ICT should approve the use of these platforms in terms of data security and the joint intervention should be governed by some form of cooperation or contractual relationship. In the absence of formal ID, information may be derived from the practice of members of the Cash Working Group or other UN agencies. The determination on acceptance of an alternative ID will have to be clearly documented explaining the circumstances and factors considered in the decision.

When collecting information to register beneficiaries, **keep in mind data protection principles**, including defining the specific purpose, ensuring IOM has consent (the legal basis for processing of personal data) and that it is aligned with data minimization principles. Data minimization principles include collecting the minimum amount of data, sharing only with those who need it, and keeping data only as long as necessary. This strategy has clear privacy advantages: the less you have and the quicker you dispose of it; the less likely data can be inadvertently disclosed. Data minimization also has financial advantages: less time and money spent collecting unnecessary data, cleaning it up once collected, and storing and archiving excess data.

[ELAN Know Your Customer Tip-Sheet](#)

- [Prev](#)
- 5.5/5.9
- [Next](#)