

Jordan

January 2025

Jordan hosts around 675,000 refugees registered with UNHCR, of which 550,000 live in communities and 125,000 in camps. The Kingdom has generously allowed **refugees access to education and public health services.**

UNHCR, the UN Refugee Agency, continues to ensure **refugees are protected** through registration, legal documentation, counselling and more.

UNHCR also provides cash assistance to over 300,000 refugees, valued at more than **US\$ 61.5 million** in 2024. This helps refugees meet their basic needs.

REFUGEES AND ASYLUM-SEEKERS*

Countries of Origin

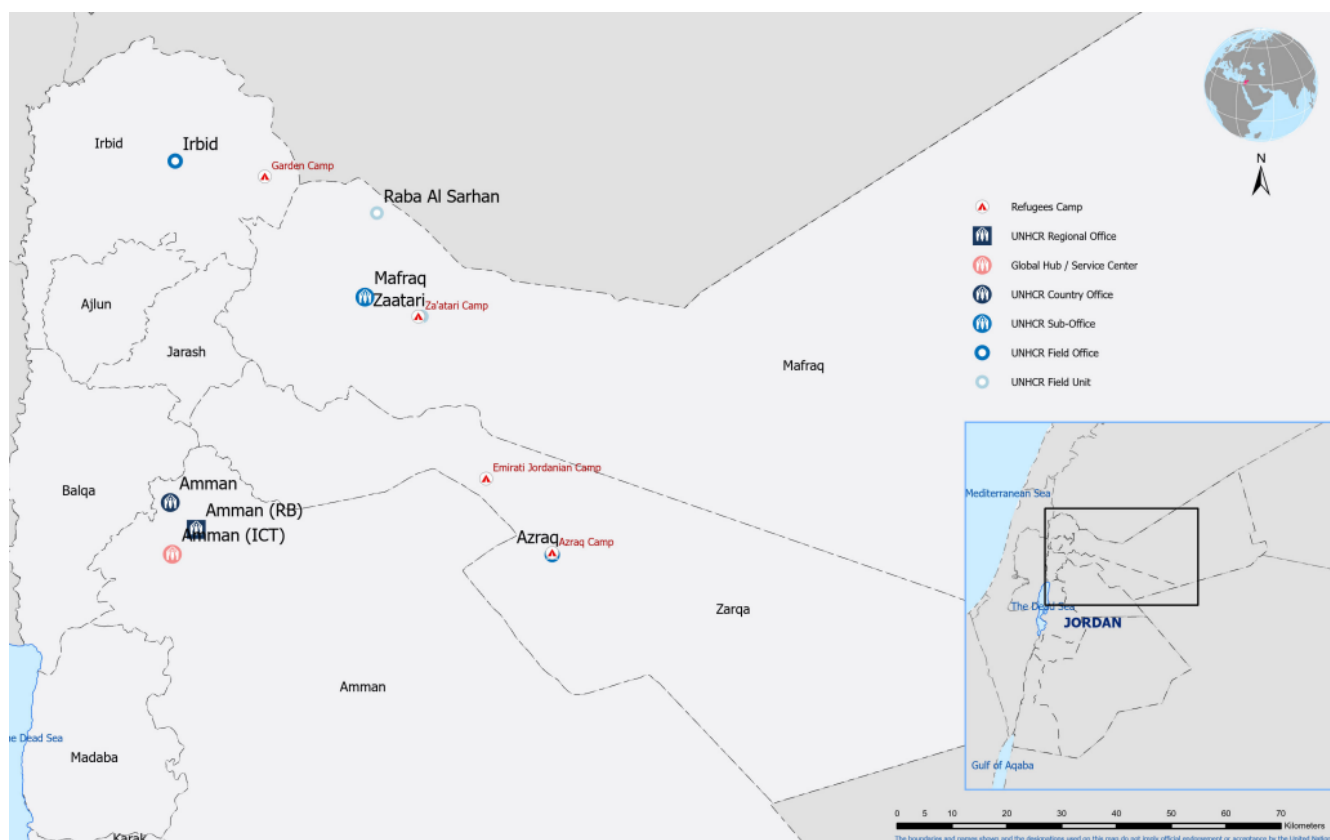
Syria	611,473
Iraq	49,793
Yemen	12,755
Sudan	4,934
Somalia	468
Other	748

43 refugee nationalities

81.5% refugees living in host communities

18.5% refugees living in three camps: **Zaatari, Azraq, Emirati Jordanian Camp**

** Registered with UNHCR*



UNHCR PRESENCE: 1 Country Office in Amman; 1 Sub Office in Mafrq (also covering Zaatari camp)
 2 Field Offices in Irbid and Azraq; 3 Urban Registration centres in Amman, Irbid and Mafrq

Main Activities

Registration

In Jordan, UNHCR registers refugees and issues legal documents that prevent statelessness and enable refugees and asylum-seekers to access services and humanitarian assistance. These documents are valid for one year, after which refugees need to be in touch with UNHCR for renewal. In 2024, more than 488,000 refugees renewed their UNHCR-issued documents. UNHCR also assisted Jordan's Civil Status Department in registering over 15,000 girls and boys at birth.



UNHCR interviews refugees to update their data, renew their documentation and guide them to counselling on different services if needed. © UNHCR/Shawkat Alharfoush.

UNHCR in Jordan was among the first UNHCR operations worldwide to introduce iris-scanning biometrics technology for its **refugee registration** in

2013. Today, biometrics are used both for registration and identity management. By scanning their irises, refugees registered with UNHCR 'validate' their identities. Through this scanning, they receive partner services, withdraw cash, buy groceries at the supermarket, and more. In 2024, UNHCR continued to work on shifting its registration database from existing servers to the cloud to enhance data security and maximise performance. UNHCR Registration Centres receive refugees for different services, including renewal of documentation and counselling.

Protection

Together with partners, UNHCR continues to provide **counselling and support** to refugees and asylum-seekers on legal matters, psychosocial support, mental health, child protection, and more. **Gender-based violence** (GBV) survivors may receive psychosocial support through UNHCR, complemented by the partnership with local NGOs who provide specialised assistance in safe spaces across Jordan. Survivors are referred to health, legal, safe shelter and other services. UNHCR also supports women's empowerment workshops, self-defence classes led by refugee women and various gender-based violence awareness activities within communities.

UNHCR offers a variety of ways for refugees to contact the organisation with pressing protection matters. The UNHCR Helpline manages over 200,000 calls a month through the Integrated Voice Recognition system and ten dedicated staff. In addition, there are dedicated **telephone hotlines**, including for detention and legal matters. Also, refugees can raise urgent protection matters with [the Amaali services app](#), which is a mobile application that will enable refugees to speak with service providers through the Chat with Operator feature.

Community Empowerment

UNHCR, and its partners adopt and continue to advocate for the **One Refugee approach** for all refugees and asylum-seekers, irrespective of nationality, to be treated equally in all sectors and services in Jordan. This approach seeks to reduce and eliminate differences in rights and services based on nationality. The strategy is particularly successful in community-based protection, where Jordanians and refugees of diverse nationalities and religions engage in activities together, fostering mutual understanding and collaboration between refugees and host communities, as well as within refugee populations.

UNHCR continues to support a network of 22 **Community Support Committees** (CSCs) across Jordan, jointly run by Jordanian and refugee representatives of different nationalities. CSCs provide a community-led approach to responding to the needs of urban refugees, and helping UNHCR give the proper assistance to those who need it most. CSCs regularly offer a range of activities, including for women, children, people with disabilities, the elderly, and the youth, such as sports and games as well as livelihood training. CSCs also offer libraries with computers.

In 2024, UNHCR further strengthened its **Communication with Communities** (CwC) as a key element of its Accountability to Affected People framework, ensuring that refugees' voices are heard and that they receive accurate

information to safeguard their protection, access essential services, and mitigate risks of fraud and harm. UNHCR visits remote areas to engage directly with refugees, reaching over 20,000 individuals through mobile helpdesk missions, focus group discussions, town hall meetings, and collaboration with CSCs volunteers.

Furthermore, UNHCR reaches more than 60,000 refugees through WhatsApp groups, to inform them and raise awareness about important developments. Beyond this, UNHCR sustains its online engagement, reaching refugees almost 1 million times in 2024 via **digital channels**, including the Helpsite, and a Facebook page exclusively dedicated to communicating directly with refugees.

Cash Assistance for Basic Needs

UNHCR in Jordan has the second-largest cash programme in the region. In 2024, UNHCR provided cash assistance of US\$ 61.5 million to almost 301,000 individuals in camps and communities to **help refugees meet their basic needs**. UNHCR continues to improve the efficiency of its cash assistance by continuously optimising how it distributes cash to refugees. As per the 2024 assessment, 89 per cent of cash recipient households were satisfied with the cash assistance provided by UNHCR. Furthermore, cash recipients have been increasingly moving from bank ATM withdrawals to mobile wallets as a more flexible and efficient modality to receive cash assistance. **Mobile wallets** allow refugees to manage their finances and make transactions, thus improving their financial independence. They also provide refugees with a safe and private place to manage their household finances as well as make transactions without the need to own a bank account. In 2024, UNHCR had transitioned 68 per cent of cash recipients to mobile wallets.

Livelihoods and Self-Reliance

UNHCR works with the private sector and other partners to **support refugees' economic independence** by connecting them with employment opportunities, providing work-related counselling services, promoting job vacancies and offering vocational training programmes. In 2024, UNHCR, with partners, hosted a Youth in ICT Tech Fair, bringing together approximately 60 companies and 200 young refugees and Jordanians with ICT skills who were seeking innovative and creative training and freelancing opportunities in Jordan and beyond.

About 18 per cent of the population in Azraq and Zaatari refugee camps are of working age. An employment office facilitating refugees' access to formal work across Jordan operates on demand in the camps, through providing work-related counselling services, facilitating the issuance of work permits, and advertising job vacancies and training opportunities.

Health

Refugees in Jordan can access hospitals and medical facilities run by the Ministry of Health at the non-insured Jordanian rate, as opposed to the more expensive foreigner rate. Over 90 per cent of refugees now utilize public healthcare services rather than private facilities, with refugees reporting fewer barriers when accessing public health facilities. In addition, UNHCR and health partners continue to support **access to primary and secondary healthcare services** for refugees in camps and communities through a referral system. UNHCR also runs a number of health clinics in the camps.

Education

UNHCR works closely with the Ministry of Education and other actors to coordinate access to quality education for refugees of school age. Jordan has introduced two school shifts to accommodate refugee children in urban areas and camps. Refugee students are exempted from school and textbook fees.

UNHCR also promotes refugee access to higher education. Under the 15by30 Goal, which aims for 15 per cent enrolment of refugee students at **higher education** institutions by 2030, UNHCR is working with Jordanian universities to broaden refugee students' access. As a result of UNHCR's advocacy, refugee students in Jordan can study any course at several universities across the country for the 2023-2024 academic year. Regardless of their origins, they pay lower fees, the same as Jordanian students in the parallel system. UNHCR and the newly formed Higher Education Alliance in Jordan also submitted a pledge for the Global Refugee Forum, focusing on expanding access to higher education for refugees and vulnerable Jordanians.

UNHCR's Albert Einstein German Academic Refugee Initiative programme, better known as DAFI, has been implemented in Jordan for several years. The DAFI programme enables young refugees to unlock their potential by addressing key barriers to higher education and opening doors to complete their bachelor's degrees at Jordanian universities. Scholarships for undergraduate refugee students cover tuition fees, study materials, transportation, and other allowances. There are currently over 102 students pursuing education on DAFI scholarships.

UNHCR and partners work on integrating refugee data into the national education data systems. This integration will offer valuable insights into the refugee student population, informing decision-makers and donors in crafting effective strategies for inclusive higher education in Jordan. In 2024, the data integration for higher education was completed, and UNHCR continues supporting efforts to integrate data of refugee students at primary and secondary levels as well.

Shelter

In its role as camp manager along with the government, UNHCR provides **shelter** to refugees living in Azraq and Zaatari camps and works to improve infrastructure. Almost all shelters in the camps have exceeded their life span and need maintenance or even replacement. However, due to funding constraints, UNHCR and its partners have only been able to repair and replace 16 per cent of the containers. In 2024, UNHCR and its partner continued to work on piloting a **self-repair project** where families receive the needed materials and training to repair the shelters themselves.



There are currently over 37,000 prefabricated transitional shelters in Azraq and Zaatari camps. © UNHCR/Mohammad Alyounes

Access to Energy and Climate Action

In line with **UNHCR's Global Strategy for Sustainable Energy**, UNHCR in Jordan provides **access to clean and renewable**

energy in Azraq and Zaatari refugee camps with the first-ever solar plant in a refugee camp and the largest one in a camp worldwide. They provide around 60-70 per cent of the electricity needed in the camps. In order not to purchase the other 30 per cent from the national grid, which relies on carbon-based power plants, UNHCR reached a multi-stakeholder agreement, including with the Government in 2023, which allows for the provision of green energy from a solar power plant in South Amman to complement electricity generated in the camps. Thanks to this **Green Deal for Jordan**, the latest figures reveal that 97 per cent of refugees' power needs in Azraq and Zaatari were provided by solar energy, significantly reducing the carbon footprint of the camps. As part of the Green Deal for Jordan, UNHCR covers operational and maintenance costs, which is anticipated to bring down its expenditure on energy in 2024 to a fraction of previous years.

Building on its innovative solar projects in Azraq and Zaatari camps, UNHCR is also working to **improve energy efficiency** through strengthening the monitoring and control measures. Additionally, UNHCR offices in Jordan work to **reduce their environmental footprint** by adopting LED-efficient lighting and boosting the efficiency of air-conditioning systems and already use 16 electric vehicles with chargers on the premises, a first in the region.

Durable Solutions

For particularly vulnerable refugees, such as those with legal and physical protection needs, critical medical needs, and those who have survived violence or torture, UNHCR facilitates resettlement to a third country that grants them permanent residence and legal status. Resettlement is a durable solution and an important act of responsibility sharing with the host country.

In 2024, UNHCR submitted over 9,300 women, men, and children for resettlement to several countries. In addition, over **7,200 refugees left for resettlement countries**. While around 14 per cent of the refugee population in Jordan meets the resettlement criteria, the limited availability of resettlements only allows for one per cent to be resettled.

UNHCR in Jordan explores other, **different third-country options** available to refugees, including educational programmes, family reunification and labour mobility schemes. These pathways serve as a legal way for refugees to relocate to third countries. UNHCR works to raise awareness of these pathways and refugees' access through the management of a network of refugee youth guidance counsellors who are capacitated to provide information sessions, skills building workshops, and individualised support within their communities.

In 2024, UNHCR assisted over 4,000 refugees in accessing different pathways through counselling, referral, and support with travel formalities. UNHCR is aware of nearly 1,000 individuals who left Jordan in 2024 on different pathways. As refugees can arrange and facilitate these opportunities on their own, the total figure of refugees leaving Jordan through these pathways is likely to be significantly higher.

UNHCR is also working closely with the government of Jordan, partners, and refugees to support refugees wishing to voluntarily return to Syria. By the end of January 2025, around 25,500 Syrian refugees registered with UNHCR in Jordan have crossed the border into Syria since the fall of the previous regime in December 2024. UNHCR provides information and counselling related to returns and is present at the Jabar border point to support refugees returning to Syria. Responding to needs expressed by refugees for assistance with transportation, UNHCR is also piloting transport assistance for Syrian refugees who have expressed their interest in voluntary return. The pilot is in line with international protection standards and procedures for voluntary return. This initiative is continuously evaluated and adjusted, with the intention to inform potential future plans.

Working with Partners

UNHCR co-coordinates the refugee response with the Government of Jordan and in close collaboration with donors, UN agencies, international and national NGOs, community-based organisations, refugees, and host communities. UNHCR also supports the government in developing the Jordan Response Plan (JRP), which is Jordan's national framework for responding to the impact of the Syrian refugee crisis, covering 2020-2023 and 2024-2026 plans.

UNHCR also works with the Syrian Refugee Affairs Directorate – the government body in charge of managing and coordinating Azraq and Zaatari refugee camps – to ensure that assistance is provided most effectively and efficiently by international humanitarian standards and protection principles.

UNHCR leads Jordan's refugee response through the Refugee Coordination Model, primarily within the Inter-Sector Working Group (ISWG) and the Jordan Strategic Humanitarian (JoSH) Committee, which it chairs. JoSH provides high-level oversight of the refugee response. It guides the ISWG and strengthens linkages with key forums, such as the Jordan Development Partners Group (JDPG), a donor coordination platform. The ISWG, comprising seven sector-specific working groups co-led by UN agencies, government, and local and international NGOs, collaborates with ministries, civil society, and donors to ensure effective service delivery, tailored to local priorities across governorates and refugee camps. UNHCR co-chairs several sectoral groups, including those on health, protection, shelter, and economic empowerment. Alongside UNICEF, it also co-chairs the Assessment, Analysis, and Learning Hub—an interdisciplinary platform established in 2023 to strengthen evidence-based programming and advocacy. These groups provide strategic guidance and advocacy to decision-making bodies in Jordan.

External / Donors Relations

Special thanks to the donors who contributed to UNHCR Jordan in 2024 and so far in 2025

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