

Jordan

March 2025



Syrian refugee Fatima Karraz, 26, says a tearful goodbye to her relatives at Amman bus station in Jordan, as they prepare to return to Syria, in March 2025. © UNHCR/Houssam Hariri

Key Refugee Figures (as of 31 March 2025)

around
615,000
Refugees **registered** with UNHCR

81%
Refugees in **communities**

47%
Refugee **children**

OPERATIONAL CONTEXT

In March, around 6,500 Syrian refugees registered with UNHCR **returned** to Syria. Many refugees have indicated their intentions to return after Ramadan or in the summer, after the end of the school year. Overall, from 8 December 2024 to 31 March 2025, nearly 52,000 refugees registered with UNHCR returned from Jordan to Syria. This is roughly one fourth of the projected planning figures for returns UNHCR made at the beginning of the year. In March, UNHCR has launched **self-service kiosks** aimed at simplifying the process of renewing refugees' documents. These documents are essential for receiving basic services and assistance from actors in the refugee response. Against the backdrop of continuous funding reductions for the refugee response and diminishing livelihood opportunities, UNHCR has observed a notable increase in the number of refugees' requests for **urgent cash assistance** during recent months.

SOLUTIONS

- In March, around 6,500 Syrian refugees registered with UNHCR **returned** to Syria. This represents a decrease of more than half when compared to February 2025 when nearly 18,000 refugees returned. This decrease was expected given that many refugees indicated an intention to return after March due to Ramadan or in the summer, after the end of the school year. More details about the number and profile of refugees returning from Jordan to Syria is available in [UNHCR Jordan's returns dashboard](#).
- During the month, UNHCR organized **transportation** for some 280 refugees who expressed interest to return to Syria from camps and communities. Requests for UNHCR transportation assistance declined, largely due to Ramadan, compared to February, when approximately 835 refugees used transportation provided by UNHCR. Prior to departure, UNHCR conducts in-person interviews to ensure the decision to return is voluntary and well-informed and provided counselling and information on availability of services inside Syria. The movements are closely coordinated with UNHCR Syria.
- In March, 233 refugees departed Jordan for resettlement.

Women and girls represent around **45 per cent** of the total refugee returnees. Children account for around **41 per cent**.

PROTECTION

- UNHCR interviewed nearly 20,000 refugees in-person and remotely in March to ensure that they have **proper and updated documents** and can access basic services and support such as education and healthcare. UNHCR's registration and documentation are also essential for informing planning and delivery of humanitarian assistance by other actors in the refugee response.
- In March, UNHCR launched **self-service kiosks** which will help refugees to renew their documents quickly and in a simplified manner. The service is currently available at UNHCR Registration Centre in Amman and installation of self-service kiosks in camps is planned for April 2025.
- During the month, UNHCR and its partners **counselled and provided support** (legal advice, medical aids, urgent cash assistance) to approximately 400 refugees who faced risks to their safety and well-being, including refugees who experienced violence, children separated from families or sent to work, refugees at risk of eviction etc. Compared to last year, in 2025 the average number of requests for urgent cash assistance has increased from around 220 to 300 per month. This is primarily linked to growing challenges in accessing job opportunities against the backdrop of continuous funding reductions in humanitarian assistance.

HUMANITARIAN RESPONSE

- In March, UNHCR distributed \$3 million in **basic needs assistance** benefitting nearly 19,000 families in communities.
- UNHCR facilitated referrals for nearly 1,000 refugees from Azraq and Zaatari camps **to receive vital health assistance**, such as haemodialysis, emergency obstetric and neonatal care, and organ-saving admissions at affiliated public healthcare facilities.
- UNHCR is coordinating with health authorities to roll out the pneumococcal conjugate vaccination in camps, which will help **to protect infants, young children, and adults from severe diseases** like meningitis. The vaccination is expected to start within two months as part of Jordan's National Expanded Programme on Immunization.

COMMUNITY ENGAGEMENT

- In March, some 4,000 refugees provided support with community initiatives, education activities and other services in Azraq and Zaatari camps as **incentive-based volunteers**. Incentive-based volunteering enables refugees to demonstrate and develop professional and soft skills while contributing to their community and earning some basic means in the absence of other livelihood opportunities.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

- In March, UNHCR hosted **high-level meetings and visits** for representatives from Austria, Canada, the European Union, Germany, Japan, the Republic of Korea, and the United Kingdom. The visitors held consultations with UNHCR and met refugees in communities and camps to hear first-hand about their challenges and achievements.

Financial Information

Total recorded contributions for the operation in 2025 amount to some **\$72.5 million**. UNHCR is grateful for the critical support provided by donors, including those who have contributed to UNHCR programmes with unearmarked and softly earmarked funds.

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CONTACTS

Sara Granlund, Senior External Relations Officer, granlund@unhcr.org

Yelena Sim, Associate External Relations Officer, sim@unhcr.org

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