

Jordan

May 2025



Basic needs assistance is essential for refugees, like Najah Al-Mahameed, who are not able to work due to age or health conditions and do not have other sources of income. © UNHCR/Shawkat Alharfoush

Key Refugee Figures (as of 31 May 2025)

around
590,000

Refugees **registered** with UNHCR

81%

Refugees in **communities**

47%

Refugee **children**

OPERATIONAL CONTEXT

In May, more than 15,000 Syrian refugees registered with UNHCR **returned** to Syria. Overall, from 8 December 2024 to 31 May 2025, approximately 75,500 Syrian refugees registered with UNHCR returned from Jordan to Syria. UNHCR continues providing transportation to refugees who expressed intention to return. This month, UNHCR organized transportation for nearly 1,000 refugees.

UNHCR has started rolling out **self-renewal kiosks**, which enable refugees to manage their documentation process more independently. Two kiosks were installed in Azraq camp in May. This is one innovative measure undertaken to mitigate the impact of the funding reduction on the UNHCR operation, including registration activities.

Budget cuts also impacted **community outreach activities**, prompting concerns among refugees, who cannot afford to reach the UNHCR office, about the lack of face-to-face counselling, and **assistance to people with specific needs**, which was reduced by nearly 90 per cent.

SOLUTIONS

- In May, around 15,000 Syrian refugees registered with UNHCR **returned** to Syria. This represents a 45 per cent increase when compared to April 2025, when some 10,500 refugees returned. More details about the number and profile of refugees returning from Jordan to Syria is available in [UNHCR Jordan's returns dashboard](#).
- This month, UNHCR organized **transportation for nearly 1,000 refugees** who wanted to return to Syria from camps and communities, increase of more than two times compared to 400 refugees in April. This uptick can be attributed to the end of the school year. Prior to departure, UNHCR conducted 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 were closely coordinated with UNHCR Syria.
- In May, a total of 120 refugees departed Jordan for **resettlement**.

PROTECTION

- UNHCR interviewed nearly 40,000 refugees in-person and remotely in May 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.
- Following the launch of three self-renewal kiosks in Amman, this month UNHCR successfully rolled out **two kiosks** in Azraq camp. Plans are underway to roll-out the kiosks in Zaatari camp and have all locations covered. The kiosks aim to increase efficiency in service delivery and reduce waiting times, while also promoting refugee self-empowerment by enabling individuals to manage their own documentation processes with greater independence and privacy. Since the introduction of kiosks in December 2024, more than 5,000 refugees have renewed their documents through this means.
- During the month, UNHCR and its partners **counselled and provided support** (legal advice, medical aids, urgent cash assistance) to approximately 470 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. As 1 May, following funding cuts, assistance for people with specific needs, including counselling, rehabilitation services and provision of assistive devices, was reduced by nearly 90 per cent as compared to 2024.

HUMANITARIAN RESPONSE

- In May, UNHCR distributed \$2.7 million in **basic needs assistance** benefitting nearly 17,000 families in communities.
- UNHCR facilitated referrals for more than 800 refugees from Azraq and Zaatari camps **to receive vital health care treatment**, such as haemodialysis, emergency obstetric and neonatal care, and organ-saving admissions at affiliated public healthcare facilities outside of the camps.

COMMUNITY ENGAGEMENT

- In May, the Economic Empowerment Panorama Hub (ECORAMA) in Irbid hosted an Agriculture hackathon, held by the international non-governmental organization Good Neighbors on using technology to solve environmental issues, and a photography training session, provided by the International Labour Organization. ECORAMA hub provides **skills training and career development opportunities** for refugees and host communities.
- Due to discontinuation of Community Support Committees, which operated through community centres across Jordan, UNHCR had to significantly reduce its outreach to refugees, including mobile helpdesks.

In coordination with the Jordanian Hashemite Fund for Human Development (JOHUD), UNHCR conducted three mobile helpdesks at in Sahab, Madaba and Zarqa. However, these efforts are insufficient to cover all needs, and refugees raised concerns about suspension of helpdesks, as they cannot afford to reach the UNHCR office in Amman. While the Helpline remains an option, refugees with protection concerns emphasized the need for face-to-face interaction.

In May, UNHCR's Helpline received around **95,000 calls**. Most calls related to cash assistance, registration, and resettlement.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

- In May, UNHCR hosted **high-level meetings and visits** for representatives of China, the Netherlands, and the United States. The visitors held consultations with UNHCR and met refugees in communities and camps to hear first-hand about their challenges and achievements.
- In May, UNHCR **published** the Socio-Economic Update of Refugees in Jordan Q4 2024. Published semi-annually, these updates capture emerging trends between the UNHCR Socio-Economic Survey on Refugees, also known as VAF (Vulnerability Assessment Framework), conducted every two years. This Q4 2024 edition analyses self-reported data collected in January 2025 from refugee households across Jordan about income, expenditure, debt, employment, coping strategies, shelter and health.

Financial Information

Total recorded contributions for the operation in 2025 amount to some **\$86 million**. UNHCR is grateful for the critical support provided by donors, including especially those who have contributed to UNHCR programmes with unearmarked and softly earmarked funds.

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