

Jordan

November 2023

The Jordan Civil Society Network for Displacement, of which UNHCR is a member, submitted a pledge for the upcoming **Global Refugee Forum** in December focusing on enhancing self-reliance of refugees and host communities.

UNHCR continued to facilitate effective two-way communication with refugees through various channels including its **Helpline**. In November, UNHCR Helpline received more than 256,000 calls with majority asking about cash assistance and resettlements.

UNHCR received over 60,000 pieces of **winter clothing** from UNIQLO and distributed them to refugees and vulnerable Jordanians across the country. The distribution will continue throughout December.

KEY INDICATORS

727,715

Refugees in Jordan as of 30 November 2023

81.2%

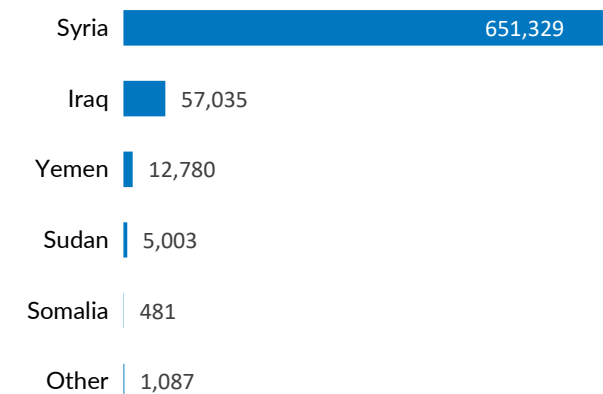
Refugees living outside camps in **communities**

46.7%

Refugee **children** (under 18 years)

REFUGEES & ASYLUM-SEEKERS*

Countries of Origin



* Registered with UNHCR



Cold and rainy winter season becomes a challenge for many refugee families. UNHCR distributed warm winter clothes from UNIQLO to refugees in Zaatari camp ©UNHCR/Shawkat AlHarfoush

**PROTECTION**

- UNHCR, the UN Refugee Agency, interviewed nearly 48,000 refugees for registration purposes in November. UNHCR also continued to work with key government entities including the family courts (“Sharia courts”) and the Civil Status Department of the Ministry of Interior to support the issuance of documentation attesting legal identity for refugees and asylum-seekers in Jordan.
- In November, UNHCR counselled 135 refugees who suffered from gender-based violence or had child protection concerns. UNHCR and its partners provided them with legal and psychosocial support and cash assistance. Additionally, around 260 refugees facing eviction threats received legal assistance.
- UNHCR continued to share crucial, practical information with refugees and asylum-seekers through different means, including the Helpline and social media. In November, the Helpline received over 256,000 calls and more than 20,000 visitors accessed the [Help site](#). The newly launched WhatsApp Chatbot received positive feedback from the refugee community with around 51,000 users.
- UNHCR kicked off the 16 days of activism campaign, aimed at raising awareness against all forms of violence against women and girls.

**COMMUNITY EMPOWERMENT F**

- In November, UNHCR reached nearly 1,000 refugees across Jordan through mobile helpdesks and consultations where UNHCR listens to and addresses refugee concerns and questions.
- The Community Support Committees (CSCs) and the Women Empowerment Network organized around 100 social and educational activities such as arts and craft sessions and awareness raising sessions with nearly 3,600 refugees of different nationalities and host community members participating. The CSCs continue to serve as a platform for refugee and host community members to exchange ideas and engage in activities, contributing to social cohesion.

**CASH ASSISTANCE AND SELF-RELIANCE**

- UNHCR and the World Food Programme (WFP) shared the outcome of the appeals to the new targeting model of both agencies’ cash assistance programmes. Out of more than 27,000 appeals received, around 5,600 households will be included in UNHCR’s basic needs cash programme.
- In November 2023, the number of refugee households receiving UNHCR’s basic needs cash assistance was higher than usual because of the gradual phasing out of ineligible households. More than 34,500 refugee households in host communities and around 24,500 refugee households in the camps received cash assistance, amounting to around 278,000 individuals. The transfers in camps are quarterly so those beneficiaries received their assistance in September.
- UNHCR also provided cash assistance to over 110 refugee families with urgent needs (e.g. those facing detention or eviction) and nearly 400 refugees in communities who could not cover their medical bills.
- The expiration of the Ministry of Interior (MoI) service cards issued to Syrian refugees has been a concern as the grace period deadline of December 2023 is approaching. Syrian refugees need valid MoI cards to be able to receive UNHCR’s cash assistance through mobile wallets. UNHCR is in discussion with the government for an extension of the grace period while raising refugees’ awareness on the need to renew the documents.
- Following the Social Security Corporation (SCC)’s change in regulations, the fourfold increase in the cost of social security fee has been activated and retroactive payments from January 2023 have been debited from accounts of refugees with work permits. As a result, demands to cancel work permits have increased with 185 cancellations recorded in November compared to around five cancellations per

month previously. Issuance of flexible work permits has also dropped from 2,200 permits in August to 650 permits in November. SCC is exploring solutions on payment plans for the retroactive payments of the fees, but it was communicated that the debt itself cannot be cancelled.

**HEALTH**

- UNHCR organized a meeting with donors and partners of the Jordan Health Fund for Refugees. Based on this meeting, UNHCR and the partners will strengthen efforts to raise refugees' awareness on health subsidies through different means including printing more copies of a service guide. UNHCR will also assess implications of the decreasing humanitarian funding in Jordan on the health sector's priorities and share them with the donors and partners.
- UNHCR, through its partners Jordanian Hashemite Fund for Human Development and Noor Al-Hussein Foundation, provided rehabilitation services and assistive devices such as wheelchairs and hearing aids to more than 600 refugees with specific needs, including the elderly and refugees with disabilities.
- In November, a total of 1,440 refugees from Azraq and Zaatari camps were referred and received emergency and/or vital function-saving health care interventions outside the camps. While the needs are high, only emergency and life-saving cases are referred due to the limited funding.

**EDUCATION**

- UNHCR and the newly formed Higher Education Alliance in Jordan organized its first meeting aimed to enhance refugee access to higher education. Following this meeting and the discussions with the Secretary Generals of the Minister of Education and the Ministry of Higher Education (MoHE), the Alliance submitted a pledge for the Global Refugee Forum. The pledge focuses on expanding access to higher education for refugees and vulnerable Jordanians.
- Following UNHCR's continued advocacy and the MoHE's announcement mandating all public universities in Jordan to add a "refugee code" alongside the personal identification number for refugee students in their information management system, around half of the public universities across Jordan have implemented this measure while the remaining institutions and private universities will follow in the coming months. This progress is critical for providing accurate insights into the refugee student population which will inform decision-makers and donors in developing effective strategies for inclusive higher education in Jordan

**SOLUTIONS**

- So far, in 2023, cases of over 8,100 refugees have been submitted to resettlement countries for consideration, and more than 10,100 refugees left Jordan on resettlement.
- By November 2023, around 340 individuals are known to have left Jordan for third countries through other arrangements, the majority on family reunification, private sponsorship, or labour mobility schemes. UNHCR assisted over 1,900 refugees in this through counselling, referral, or travel formalities.
- In November, refugee guidance counsellors, selected refugees who have been trained by a UNHCR partner, conducted information sessions to expand knowledge about third country opportunities other than resettlement and reached over 560 refugees. UNHCR also hosted a webinar with Talent Beyond Boundaries focusing on international employment opportunities in the healthcare sector with 270 refugees participating.
-

**SHELTER & ENERGY**

- While the production level of the solar plant in Zaatari increased to 90 per cent following the replacement of malfunctioning parts, there were frequent electricity cuts in November as energy use for heating increased with the cold weather conditions.
- UNHCR, through its partner, the Norwegian Refugee Council, repaired and rehabilitated around 2,000 shelters and provided over 600 new shelters so far in 2023 in both camps. Almost all shelters in the camps need some level of maintenance. Among them, 4,100 families are prioritized based on their needs and vulnerabilities but even they are on the waiting list to receive shelter support due to limited funding.
- UNHCR conducted a number of preparation and response activities for the rainy winter season. In Azraq camp, UNHCR and its partners reshaped the drainage system and cleaned culverts to avoid flooding. In Zaatari camp, which already saw flooding following the heavy rains in November, UNHCR and its partners pumped out water from flood hotspots across the camp.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In November, UNHCR facilitated high-level visits and events, including:

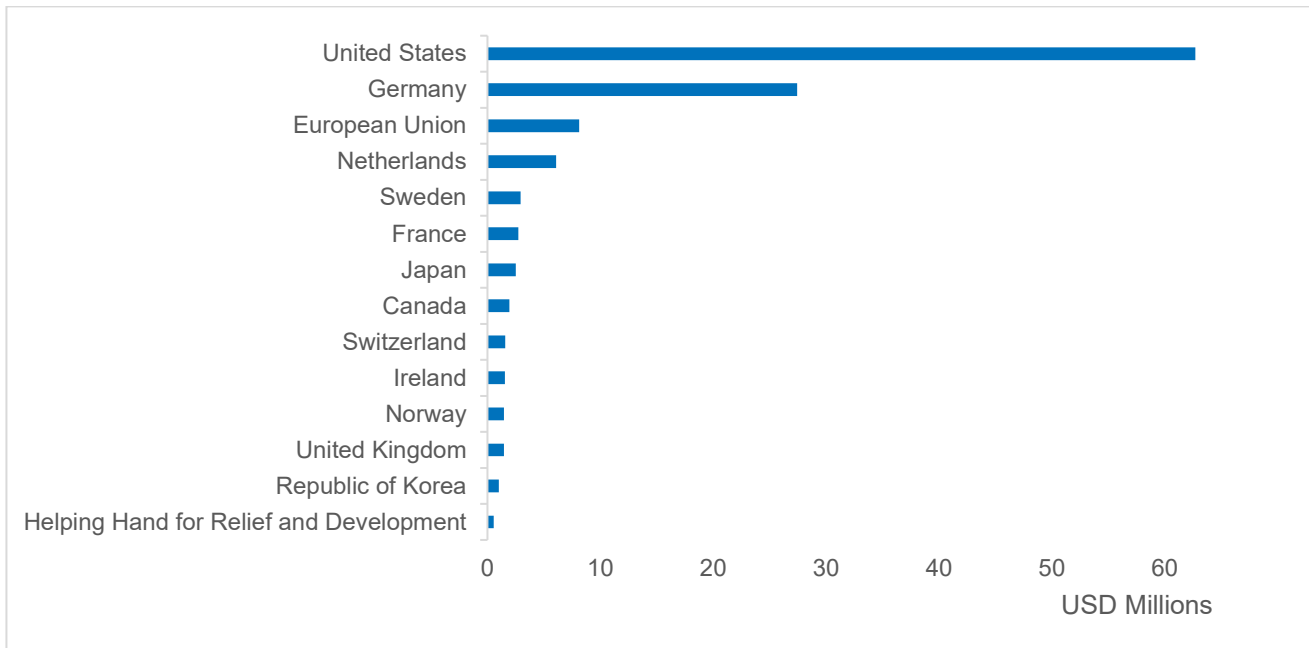
- The UNHCR Representative's visited Belgium, the Netherlands and Germany where he emphasized Jordan's contribution to refugee protection and the risk of the refugee situation in Jordan sliding back into a humanitarian crisis if achievements are not sustained with adequate funding. He urged attention for the pre-existing refugee situation in Jordan and the importance of a sustainable, stabilizing approach.
- UNHCR updated donor and development partners to highlight the current and the anticipated funding gaps as well as their human costs for refugees in Jordan. The UNHCR Representative stressed the importance of development actors including refugees in their initiatives and planning.
- Partners visited refugee camps co-managed by UNHCR, including the German Minister for Economic Cooperation and Development as well as the Director of Community Resilience of the King Salman Humanitarian Aid and Relief Center.

Financial Information

Total recorded contributions for the operation in 2023 amount to some **\$159 million**.

UNHCR is grateful for the critical support provided by donors, including those who have contributed to UNHCR programmes with unearmarked and broadly earmarked funds.

Earmarked contributions to UNHCR Jordan in 2023 (over \$500,000)



Special thanks to the major global donors of softly earmarked contributions in 2023 (in US\$)

United States of America (10.5M) | Private donors Australia (8M) | Private donors Germany (7.6M) | Finland (5.2M) | Private donors USA (3.7M) | Private donors Republic of Korea (2.8M) | Private donors United Kingdom (2.5M) | Denmark (2.5M) | Private donors Netherlands (2.2M) | Private donors China (2.1M)

Thanks to other global donors of unrestricted and regional funds in 2023 (in US\$)

Sweden (69M) | Norway (63.1M) | Private Donor Spain (61.9M) | United Kingdom (41M) | Private donors Japan (40.1M) | Netherlands (36.3M) | Denmark (35.6M) | France (26.7M) | Private donors Republic of Korea (23.5M) | Germany (22.1M) | Switzerland (18.9M) | Private donors Italy (13.7M) | Private donors Sweden (12M) | Belgium (11.9M) | Ireland (11.9M) | Private donors USA (10.8M)

CONTACTS

Roland Schönbauer, Senior External Relations Officer, schoenb@unhcr.org

Yu Jin Chang, Associate External Relations Officer, changy@unhcr.org

LINKS

Facebook, Twitter, Instagram: @UNHCRJordan

reporting.unhcr.org/jordan | <https://data.unhcr.org/en/country/jor>