Jordan

December 2025

UNHCR smart meter project improves the daily life and well-being of refugees in Azraq camp
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Key Refugee Figures (as of 31 December 2025)

around
444,000
Refugees **registered** with UNHCR

81%
Refugees in **communities**

48%
Refugee **children**

OPERATIONAL CONTEXT

December 2025 marked one year into Syria's transition which made **voluntary return** a real possibility for millions of Syrian displaced within Syria and in neighbouring countries, including Jordan. From 8 December 2024 to 31 December 2025, more than 178,000 refugees registered with UNHCR returned from Jordan to Syria. Overall, in 2025 UNHCR reached more than 55,000 refugees with assistance for voluntary return, including counselling and information sharing, cash assistance, transportation support, and legal aid. Through various digital channels, over half a million received information relating to return.

The majority of refugees in Jordan do not plan to return in the foreseeable future and their needs and vulnerabilities remain significant amid constrained funding. UNHCR is adopting **cost-efficient and refugee-centered solutions**, such as self-renewal kiosks for documentation and the smart energy initiative in camps, to enhance refugee engagement and optimize resource utilization.

SOLUTIONS

- From 8 December 2024 to 31 December 2025, more than 178,000 refugees registered with UNHCR **returned** from Jordan to Syria. Nearly 10,000 refugees returned in December alone. More information about the number and profile of refugees returning from Jordan to Syria is available in UNHCR Jordan's returns dashboard, which includes an interactive section on skills and educational background of returnees.
- During December, UNHCR continued **the cash assistance for voluntary return** programme aimed at supporting refugees in Azraq and Zaatari camps. Refugee feedback shows that recipients most likely spend assistance on basic items like clothing and food, debt repayment, or transportation expenses. The cash assistance for voluntary return pilot complements the existing transportation assistance. Overall, in 2025 UNHCR reached more than 55,000 refugees with assistance for voluntary return, including counselling and information sharing, cash assistance, transportation support, and legal aid. Through various digital channels, over half a million received information relating to return.
- In December, 32 refugees departed Jordan for **resettlement in other countries.**

PROTECTION

- UNHCR interviewed over 21,600 refugees in-person and remotely in December 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 essential to inform planning and delivery of humanitarian assistance by other actors in the refugee response.
- In December, more than 3,000 refugees successfully renewed their documentation using **UNHCR's self-renewal kiosks**. 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, over 27,000 refugees used them for renewing their documents.
- During the month, UNHCR and its partners **counselled and provided support**, such as legal advice and urgent cash assistance, to over 350 refugees who faced risks to their safety and well-being. This included refugees who experienced violence, children separated from families or sent to work, and refugees at risk of eviction.

HUMANITARIAN RESPONSE

- In December, UNHCR distributed $2.9 million in **basic needs assistance** benefitting some 16,000 families in host communities.
- UNHCR facilitated referrals for more than 600 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.
- This month UNHCR installed smart energy dispensers for 95 families in Zaatari camp to support refugees in monitoring electricity consumption in their shelters. This initiative aims to help refugees plan and manage their electricity usage based on individual household needs, promoting more **efficient and informed energy consumption**. In 2025, UNHCR has installed energy dispensers for over 2,000 families in Azraq camp and the project will continue in 2026

COMMUNITY ENGAGEMENT

- UNHCR coordinated the Youth and Women Empowerment Week in Irbid as part of the 16 Days of Activism campaign on the basis of the Economic Empowerment Panorama Hub (ECORAMA). The Week featured various partner-led activities, including a technology exhibition for children, legal awareness sessions on employment regulations, and a CV writing workshop, aimed at **promoting refugees' self-reliance** and enhancing soft skills.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

- In December, UNHCR organized **high-level meetings, events and visits** for representatives of Canada, Ireland, Kuwait, Sweden, and Switzerland. Additionally, UNHCR jointly with UNICEF and WFP conducted a donor briefing on the current state of the refugee response in Jordan.

Financial Information

Total recorded contributions for the operation in 2025 amount to some $118.8 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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