

Jordan

September 2023

UNHCR in Jordan has submitted more than 7,000 individuals for **resettlement** thus far in 2023. This record follows enhanced efforts to facilitate the cases that had been pending decisions and staff capacity development.

UNHCR launched **WhatsApp Chatbot** to make information sharing with refugees more accessible and efficient. The chatbot disseminates general information on key services provided by UNHCR but does not provide personalized information.

Following the **provisional review of the appeals and feedback for the cash assistance**, UNHCR revised its targeting model with many previously cancelled families to be re-included, and many no longer eligible to be notified of cancellation in November.

KEY INDICATORS

730,658

Refugees in Jordan as of 30 September 2023

81.4%

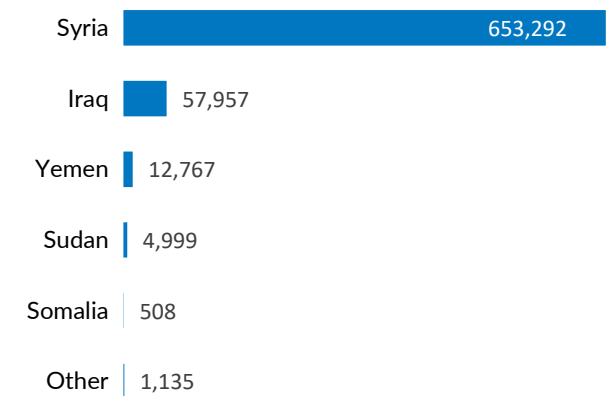
Refugees living outside camps in **communities**

46.5%

Refugee **children** (under 18 years)

REFUGEES & ASYLUM-SEEKERS*

Countries of Origin



* Registered with UNHCR



UNHCR ensures that vulnerable population such as the elderly are included in its programme and activities and provides tailored services through conducting regular home visits and assessing their needs. ©UNHCR / Shawkat Alharfoush

**PROTECTION**

- In September, UNHCR, the UN Refugee Agency, interviewed nearly 43,000 refugees for registration purposes, including renewal of documentation. UNHCR also continued to support the issuance of documentation attesting legal identity in Jordan. In September, family courts (“Sharia courts”) issued more than 830 certificates attesting vital incidents such as marriages and deaths, and the Civil Status Department of the Ministry of Interior issued nearly 1,500 birth certificates.
- In line with the recent government decision to allow renewal of non-Syrian refugees’ documentation at field offices, the UNHCR field office in Irbid commenced registration services to non-Syrian population residing in Irbid Governorate. A total of 1,390 individuals were processed and issued asylum seeker certificates. The change allows for easier access to registration for non-Syrian refugees who had to approach the registration centre in Amman irrespective of the area of residence until now.
- In September, UNHCR offered counselling to over 130 refugees who were survivors of gender-based violence or had child protection concerns. This allowed them to access legal, psychosocial support, mental health assistance and cash-assistance through UNHCR or partners. Additionally, 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 September, more than 26,700 visitors accessed the [Help site](#) and the Helpline received almost 325,000 calls. The numbers were high this month mostly due to questions on the appeals for the cash assistance. The newly launched WhatsApp Chatbot received positive feedback from the refugee community with average 2,000 users per day.

**COMMUNITY EMPOWERMENT**

- UNHCR continued to reach out to refugees across Jordan through different channels including mobile helpdesks and consultation sessions with multi-functional UNHCR teams. Through these encounters, UNHCR listens to and address refugees’ concerns and questions. In September, more than 1,000 refugees reached UNHCR through mobile helpdesks.
- In September, the Community Support Committees (CSCs) and the Women Empowerment Network organized around 100 various social and educational activities with nearly 3,500 refugees of different nationalities and host community members. The CSCs continue to serve as a platform for refugee and host community members to exchange ideas and engage in activities together, contributing to social cohesion and peaceful coexistence.
- Engagement with refugees, whether in-person or online, focused predominantly on the cash assistance appeals. Refugees asked questions about the process and criteria and those who were excluded expressed frustrations. Some refugees continue to associate the changes in assistance, the funding crisis and cuts by partners to the public discussion on return to Syria despite UNHCR’s continued efforts to dispel this misperception.

**CASH ASSISTANCE AND SELF-RELIANCE**

- Following the review of more than 25,000 appeals and feedback received on the initial roll out of retargeting for the cash assistance, UNHCR made initial revisions to the eligibility criteria and applied the revised targeting model for the cash distribution in September.
- In September 2023, UNHCR distributed cash assistance for over 32,000 refugee households in host communities (representing almost 109,000 individuals), including over 3,000 non-Syrians households.

The number is higher than usual because the phasing out of ineligible household according to the revised targeting model will be implemented gradually. As the cash assistance for the camp population is delivered quarterly, the third quarter assistance the camp residents received in July covered September.

- In addition, the Agency provided cash assistance to 185 refugee families with urgent needs (e.g. those facing detention or eviction) as well as 300 urban refugees who could not cover their medical bills.
- The Ministry of Labour shared information about more than 86,000 Syrians whose work permits have expired and requested UNHCR to encourage these refugees to renew their permits. While both UNHCR and the government continue to advocate for refugees to acquire work permits, the numbers are low as refugees face a dire economic situation which entails the need to make difficult decisions and prioritizations.



HEALTH

- As a result of continued advocacy such as UNHCR's field visits to the Ministry of Health (MOH) facilities around the refugee camps, coordination between UNHCR and MOH has improved with the number of successful referrals increasing significantly (79 per cent in Zaatari and 37 per cent in Azraq).



SOLUTIONS

- UNHCR has seen monthly records in resettlement submissions in the recent months with September recording 269 cases submitted involving more than 1,300 individuals. Between January and September 2023, files for more than 7,000 individuals have been submitted and more than 8,000 individuals left for resettlement countries, representing a 25 per cent increase in departures compared to the previous year. High number of resettlement submissions were possible thanks to different reasons including enhanced efforts to process the cases that had been pending decisions of some resettlement countries and capacity development among staff.
- By the end of September 2023, a total of 272 individuals are known to have left on various pathways, with the majority departing on family reunification, private sponsorship, or employment pathways.



SHELTER & ENERGY

- Production level of the solar plant in Zaatari is back at 80 per cent as malfunctioning parts were replaced. The production level is expected to improve to 90-100 per cent as more spare parts arrive.
- The electricity bill for Zaatari for August included only the network usage fee with no additional cost for consumption thanks to the improved production capacity of the solar plant in the camp and the activation of the green deal which allows for additional clean energy to be transferred to the camp from a solar plant in Amman.
- In September, UNHCR, through its partner, Norwegian Refugee Council, rehabilitated and repaired more than 280 shelters and provided 130 new shelters in Azraq and Zaatari camps.



INTERAGENCY COORDINATION

- A regional consultation with NGOs and civil society took place in Amman, with focus on solutions, inclusion, and gender equality in line with UNHCR's Strategic Directions 2022-2026 and the Global Compact on Refugees. The consultation served as a platform to discuss and agree on strategic priorities

on the topics, develop regional-specific recommendations and to mobilize and inform partners at regional level for the upcoming Global Refugee Forum in December.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

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

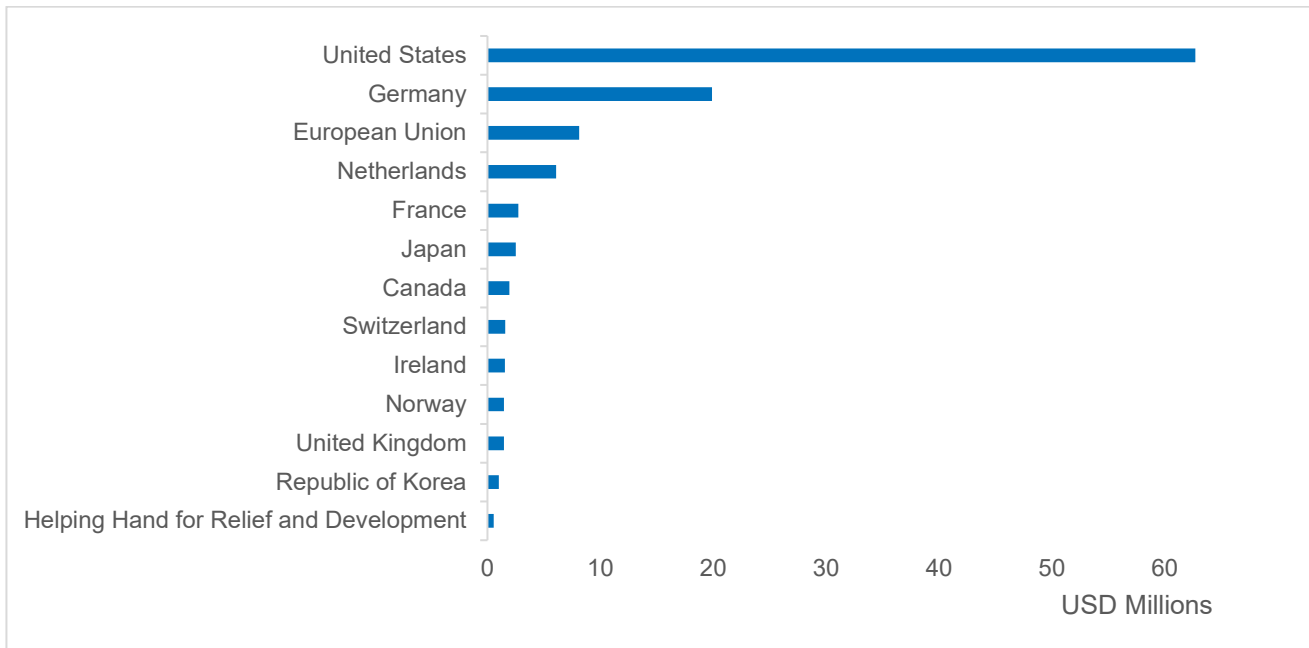
- A US delegation of the Bureau of Population, Refugees, and Migration and USAID representatives [visited](#) Zaatari Camp and the Yarmouk Water installation in Mafraq to learn more on how to address sustainability challenges in water provision. The status quo is deemed unsustainable as water-trucking is still needed over twelve years after the outbreak of the Syrian crisis and the boreholes in the camp are anticipated to provide enough water for the camp population only for the next two to five years. Other options such as water boreholes in the proximity of the camp that would serve both the Jordanian neighbours and the Syrian refugees were discussed.
- The Deputy Prime Minister and Foreign Minister of Ireland, Michael Martin, [visited](#) the UNHCR office in Amman. He was briefed by the leadership of UNHCR, WFP and UNICEF on the refugee response and met with a refugee family to hear first-hand about their lives as refugees in Jordan.
- A group of French Senators [visited](#) Zaatari camp to familiarize themselves with the Syrian refugee response and the camp setting. They visited key sites of the camp such as a community centre, a learning centre and water installations. Issues such as sustainability of the camp, water needs, and decreasing humanitarian funding and its implications were discussed.
- The UNHCR Assistant High Commissioner for Protection, Gillian Triggs, visited Jordan and met officials of the Ministry of Interior and the Civil Society Network on Displacement. During the meeting, the Assistant High Commissioner shared her appreciation for Jordan's continued efforts to include Syrian refugees in key national systems.
- The Humanitarian Head of Profession at the United Kingdom's Foreign, Commonwealth and Development Office met with key UNHCR staff in Jordan. During the discussion, UNHCR highlighted the risk for achievements made in Jordan as a result of decreasing funding. Other topics include returns to Syria, durable solutions, climate financing, and the Global Refugee Forum.

Financial Information

Total recorded contributions for the operation in 2023 amount to some **\$152 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\$)

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

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LINKS

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