

# Jordan

December 2023

**King Abdullah II of Jordan** spoke at the **Global Refugee Forum** in Geneva in December, highlighting Jordan's commitments to host refugees and the ongoing need for international attention. Jordan acted as co-convenor of the Forum.

Zaatari and Azraq refugee camps now run almost exclusively on **sustainable energy** thanks to multi-stakeholder agreements with UNHCR which allow for transfer of energy from a solar plant in South Amman to the camps.

In 2023, UNHCR achieved the **highest rate of resettlement** submissions since 2016. Over 8,500 refugees were submitted, while over 10,700 left Jordan for resettlement countries. These each represent a 20 and 60 per cent increase from 2022.

## KEY INDICATORS

**723,886**

Refugees in Jordan as of 31 December 2023

**81.1%**

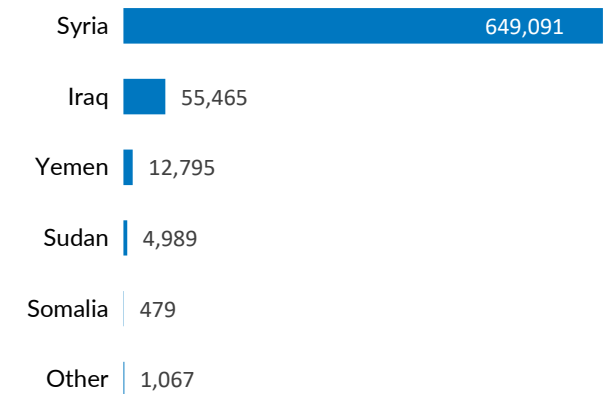
Refugees living outside camps in **communities**

**46.9%**

Refugee **children** (under 18 years)

## REFUGEES & ASYLUM-SEEKERS\*

### Countries of Origin



\* Registered with UNHCR



His Majesty King Abdullah gave a speech at the Global Refugee Forum in Geneva. His participation as Head of State underscores Jordan's high level of commitment to the refugee cause. © UNHCR/Baz Ratner

**PROTECTION**

- UNHCR, the UN Refugee Agency, interviewed nearly 32,000 refugees for registration purposes in December. Four mobile registration missions to Southern governorates provided registration services to refugees in remote areas and processed cases for around 3,000 individuals. Through registration, refugee documents are renewed which prevents statelessness and grants access to services and assistance.
- As part of UNHCR's commitment to capacity development in Jordan, UNHCR helped train over 100 staff of the Syrian Refugee Affairs Directorate (SRAD). UNHCR also participated in a training organized by the International Committee of the Red Cross for its protection delegates. Topics covered included UNHCR's mandate, legal protection, refugee definition, and the principle of non-refoulement.
- The Universal Periodic Review, a process to review human rights records of UN Member States, for Jordan was [published](#). UNHCR's inputs in the report highlighted key areas such as ensuring equal access to employment, workplace protection, relevant legal frameworks, and access to legal identity.
- UNHCR improved admission and waiting areas at registration centres in Mafraq and Zaatari to accommodate refugees with disabilities, enhancing both efficiency and accessibility.
- To mark the 16 Days of Activism against Gender-Based Violence, UNHCR and partners hosted several awareness raising sessions about women's rights and conducted recreational activities such as painting and sports events for refugee girls and boys.
- In December, UNHCR counselled around 160 refugees who suffered from gender-based violence or had child protection concerns. UNHCR and its partners provided 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 December, the Helpline received 193,000 calls and around 18,000 visitors accessed the [Help site](#). About 56,000 users accessed the new WhatsApp Chatbot, which refugees can use to access information about key UNHCR services.

**COMMUNITY EMPOWERMENT**

- In December, UNHCR reached out to over 1,000 refugees across Jordan through mobile helpdesks where refugees can ask questions about UNHCR services and assistance. These give refugees living in remote areas an opportunity to engage directly with UNHCR without having travel to UNHCR offices..
- In December, the Community Support Committees (CSCs) and the Women Empowerment Network organized social and educational activities such as arts, crafts and awareness-raising with over 350 refugees of different nationalities and host community members.

**CASH ASSISTANCE AND SELF-RELIANCE**

- In December 2023, UNHCR provided basic needs cash assistance to around 29,500 refugee households in host communities. In total, a quarter of million refugees received this support including 127,000 refugees in the camps who receive the assistance on quarterly basis.
- UNHCR also provided cash assistance to over 270 refugee families with urgent needs (e.g. those facing detention or eviction) and nearly 350 refugees in communities who could not cover their medical bills.
- With the increased cost of the social security fee, interest for the Estidama++ project, which covers the social security subscription fees and the work permit cost for one year, grew significantly with more than 1,700 enrolment requests compared to around 400 in October and 30 in September. UNHCR and partners are working to find sustainable solutions to address these challenges.

**HEALTH**

- The overall rate of consultations per clinician per day at Zaatari Camp decreased gradually after the primary healthcare centre reopened, thanks to new funding having been made available by Qatar Fund for Development. Two more centres are to reopen in early 2024.
- UNHCR, through its partners Jordanian Hashemite Fund for Human Development and Noor Al-Hussein Foundation, continued to provide rehabilitation services and assistive devices such as wheelchairs and hearing aids to refugees with specific needs, including older people and refugees with disabilities. In 2023, more than 7,700 received these supports.
- In December, around 1,150 refugees from the camps were referred and received emergency and vital health care interventions outside the camps. Due to limited funding, UNHCR had to prioritise support amongst eligible cases that met the criteria for emergency lifesaving hospitalization.
- Disengagement with the Caritas clinic in Irbid was finalized with the last provision of medicines to the patients. From 2024, UNHCR will focus on the inclusion of refugees in the public health system.

**EDUCATION**

- UNHCR is working to enhance employment opportunities for Albert Einstein German Academic Refugee Initiative graduates, better known as DAFI Scholarship, by connecting them to partners' employment programmes or with third-country employment agencies for work opportunities abroad.
- As part of the Higher Education Alliance, UNHCR met with the Minister of Awqaf and Islamic Affairs and the Zakat Fund to discuss establishing an endowment and allocating a particular account of the Zakat Fund Directorate to support the education of marginalized refugee and Jordanian students.

**SOLUTIONS**

- In 2023, UNHCR Jordan made the highest rate of resettlement submissions since 2016. Over 8,500, refugees were submitted for resettlement in 2023, including 375 individuals in December. This represents a 20 per cent increase compared with total submissions in the previous year.
- In addition, more than 10,760 refugees left Jordan on resettlement in 2023, including almost 600 individuals in December. This is a 67 per cent increase compared with the previous year.
- In partnership with Talent Beyond Boundaries (TBB) and Mindset, UNHCR in Jordan coordinated a survey of over 3,000 skilled refugees registered in TBB's talent catalogue. The survey assessed refugees' educational and skills backgrounds, allowing for more refugees in Jordan to be matched for available jobs. The data will also serve as a tool to profile candidates for skills-building, training, and language-upskilling opportunities in Jordan.
- Two refugees, one Iraqi and one Syrian, trained by UNHCR in Jordan to conduct information sessions and expand knowledge about different solutions ("refugee guidance counsellors"), participated in the Global Refugee Forum (GRF) in Geneva in December. They shared information on the refugee guidance counsellor initiative, highlighting the importance of refugee engagement in solutions.

**SHELTER & ENERGY**

- Electricity for Zaatari and Azraq refugee camps now comes almost exclusively from solar power, significantly reducing the carbon emissions of the refugee response in Jordan. This has become possible thanks to multi-stakeholder agreements with UNHCR, the green deal for Jordan, which allows for the transfer of green energy from a 46 MWp solar power plant in South Amman to the camps to complement

electricity generated there at the first ever solar plant in a refugee camp and at the world's largest such plant. The German Ministry for Economic Cooperation and Development had commissioned the German Development Bank KfW to finance the project which is owned by the Ministry of Energy and Mineral Resources. Before, the solar plants in the camps, originally built by UNHCR with funding from the Saudi Fund for Development, the IKEA Foundation and Germany through KfW covered 60 to 70 per cent of the electricity needs. UNHCR had to pay for the other 30 per cent which came from the national grid reliant on carbon-based power plants. Latest figures reveal that 97 per cent of electricity needs in Zaatari and Azraq are provided by solar energy. UNHCR will pay operational costs as well as for maintenance and swapping the renewable energy produced in South Amman for what is needed in the camp locations, which is anticipated to bring down its own expenditure on energy in 2024 to a fraction of previous years.

- UNHCR, through its partner, the Norwegian Refugee Council (NRC), repaired and rehabilitated around 2,000 shelters and provided over 680 new homes in both camps in 2023. 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 they are on the waiting list to receive shelter support due to limited funding.
- As part of efforts to empower refugees, UNHCR and NRC provided the needed trainings and materials to around 300 refugee families to fix and maintain their shelters.



#### INTERAGENCY COORDINATION

- A high-level delegation, led by His Majesty King, represented Jordan at the Global Refugee Forum. The delegation also included the Deputy Prime Minister and Minister of Foreign Affairs and Expatriates; Minister of Planning and International Cooperation; Minister of Education, Mayor of Amman, Director of the Syrian Refugee Affairs Directorate and more. The speeches and discussions from the delegation focused on expanding Jordan's successful inclusion of refugees into the global context. A number of civil society organizations from Jordan and refugees living in Jordan also participated in the Forum.
- The preparation work for the Jordan Response Plan (JRP) 2024-2026 continued throughout 2023. In December, the Ministry of Planning and International Cooperation finalized inputs from the sectors and line ministries. The JRP will be submitted to the Cabinet in January 2024.

#### HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In December, UNHCR hosted high-level visits and events with representatives from Australia, Qatar, France, the European Union, and the World Bank. These partners visited refugee camps co-managed by UNHCR, witnessing refugees' challenges, achievements, and livelihood programmes, reaffirming their commitment to support the response.

## Financial Information

Total recorded contributions for the operation in 2023 amount to some **\$168 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.

Austria | Belgium | Canada | Croatia | Denmark | European Union | Finland | France | Germany | Ireland | Japan | Kuwait | Luxembourg | Netherlands | Norway | Republic of Korea | Sweden | Switzerland | United Kingdom | United States | Private donors\*

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### LINKS

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