

Jordan

January 2024

While the solar plant in Zaatari has been functioning at its full capacity since December, both Azraq and Zaatari camps still experienced frequent electricity cut-offs and blowing of fuses due to the increased electricity use during the cold winter season.

UNHCR shifted to a quarterly cycle for reviewing the eligibility of its basic needs cash assistance. This will enhance predictability as those included will know that they will receive the assistance for three months, giving them more flexibility to make financial plans.

Following the [Global Refugee Forum](#) in December, UNHCR in Jordan engaged in a number of discussions with the government, civil society and donors to follow up on how to implement and realize the [country-specific pledges](#) for Jordan.

KEY INDICATORS

717,864

Refugees in Jordan as of 31 January 2024

81.1%

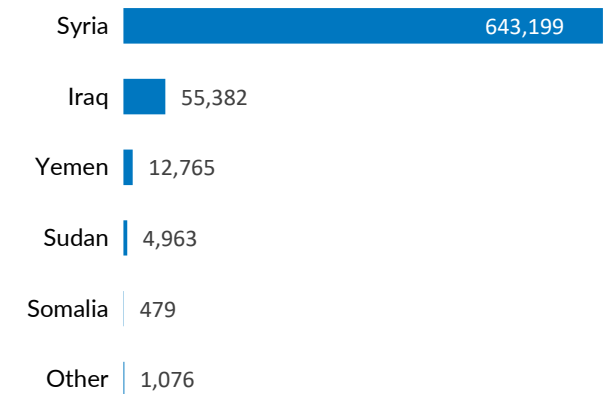
Refugees living outside camps in [communities](#)

47.0%

Refugee [children](#) (under 18 years)

REFUGEES & ASYLUM-SEEKERS*

Countries of Origin



* Registered with UNHCR



Eman and her husband Hassan, both Syrian refugees, in front of a gas heater in their rented apartment in Amman. Winter in Jordan is cold and rainy, posing challenges to refugees who struggle to pay for heating. © UNHCR/ Markus Korenjak

**PROTECTION**

- UNHCR, the UN Refugee Agency, interviewed over 30,500 refugees in January 2024 for registration purposes. Through registration, refugee can renew their documents which ensures their legal identity, preventing statelessness and granting them access to services and assistance.
- In January, UNHCR supported the Civil Status Department of the Ministry of Interior issue over 1,500 birth certificates and the family court (“Sharia courts”) issue over 1,200 certificates attesting vital incidents (e.g. marriages, deaths, etc).
- In January, UNHCR continued to support refugees who suffered from gender-based violence through providing counselling, psychosocial support and cash assistance. Additionally, over 230 refugees facing eviction threats received legal assistance from UNHCR’s partner.
- UNHCR and its partners continued to raise awareness to prevent child marriage. The Child Marriage Network in Mafrqa governorate conducted a radio interview with a health specialist on consequences of child marriage. In Zaatari camp, the community-led, door-to-door awareness raising on risks of child marriage continued, while religious leaders in the camp continued to spread awareness on the issue during learning circles at mosques.
- UNHCR continued to share crucial, practical information with refugees and asylum-seekers through different means, including the Helpline and social media. In January, UNHCR Helpline responded to over 205,000 calls.

**COMMUNITY EMPOWERMENT**

- In January, UNHCR reached out to almost 1,400 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 January, the Community Support Committees and the Women Empowerment Networks organized various social and educational activities reaching almost 670 refugees of different nationalities and host community members.

**CASH ASSISTANCE AND SELF-RELIANCE**

- In January, UNHCR provided basic needs cash assistance to over 30,000 refugee households in host communities. In total, a quarter of million refugees received this support including around 120,000 refugees in the camps who receive the assistance on quarterly basis.
- From January, UNHCR shifted to a quarterly eligibility and inclusion cycle for its basic needs cash assistance for refugees in host communities. The families who are included receive the cash payments for three months in a row. This is intended to improve service efficiency and increase predictability for refugee recipients. There will be no change to the “blanket” targeting of cash assistance for refugees in camps.
- UNHCR provided cash assistance to nearly 200 refugee families with urgent needs (e.g. those facing eviction) and to over 250 refugees in communities who could not cover their medical bills. The number of refugees referred to UNHCR for their urgent needs remained high which underlines the increasing vulnerabilities of refugees.
- UNHCR discussed areas of collaboration with the Governor of Irbid, the Mayor of Irbid as well as the President of the Wafa – an initiative by Syrian businessmen in Irbid to give back to the community. The

discussions focused on establishing a coordination platform with other UN agencies in Irbid and enhancing collaboration on livelihood and community projects for refugees and Jordanians in the area.



HEALTH

- In January, over 1,260 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.
- 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 over 250 refugees with specific needs, including older people and refugees with disabilities.
- UNHCR continued to raise awareness on refugees' access to public healthcare on both demand and supply sides. UNHCR continued to visit the Ministry of Health primary healthcare centres to assess their accessibility for Syrian refugees at non-insured Jordanian rate. In January, UNHCR visited nine health centres with no accessibility obstacles observed. UNHCR also conducted an awareness session in January on how to better access public healthcare facilities reaching around 80 refugees in Amman.
- A positive improvement was noticed in Azraq camp – in 2023, zero maternal mortality was reported while neonatal mortality rates also dropped from 18.3 (per 1,000 births) in 2022 to 14.5 in 20223, aligned with the global standard (below 14.9).



EDUCATION

- UNHCR met with the Minister of Education and the Minister of Higher Education and Scientific Research to follow up on Jordan's participation in the Global Refugee Forum. The Minister confirmed the ministry's commitment to the country-level pledges with the support of the education development donors. The discussion also focused on the Ministry of Higher Education and Scientific Research's membership in the recently established Higher Education Alliance to support achieving the [15by30 Goal](#).
- In January 2024, over 230 refugee and Jordanian students used the Connected Learning Hubs in urban areas. The hubs continue to serve as a safe educational space for the youth, offering a secure environment for learning and growth using technology and innovation. UNHCR and its partner aim to integrate additional educational digital platforms to broaden learning opportunities and tailor contents to meet the diverse needs of students of different ages.



SOLUTIONS

- In January 2024, UNHCR Jordan submitted cases for over 470 individuals for resettlement and supported over 960 individuals who left Jordan for resettlement countries.
- UNHCR continued to raise awareness on different pathways available to refugees to travel to third countries. In January, UNHCR, through its partners – Talent Beyond Boundaries (TBB) and the World University Services of Canada – reached over 900 refugees in information session and webinars. Following these outreach efforts, the number of registered talents on the TBB Talent Catalogue rose over 7,700 individuals in 2022 to over 15,000 in early 2024.

**SHELTER**

- In January, UNHCR in Azraq camp efficiently dismantled the COVID-19 isolation area and prepared the materials for future use.
- Due to the increase in electrical loads on the network, electricity cut-offs in Zaatari camp increased significantly, posing a challenge. Azraq camp also saw an increase in the blowing of fuses. To address the issue, 1,300 fuses were replaced in Azraq in January.
- There have been fire incidents in the camps due to the excess use of electrical heaters during winter. UNHCR supported SRAD in delivering awareness-raising sessions on fire safety.

**INTERAGENCY COORDINATION**

- Following the Global Refugee Forum in December, members of the Jordan Civil Society Network and refugees who had participated in the Forum shared their feedback and highlighted the importance of following up on how best to invest and realise the pledges made at the Forum.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In January, UNHCR hosted high-level visits for representatives from Norway, United Kingdom, France and the Ministry of Interior of Jordan who met refugees in urban areas and/or camps and witnessed refugees' challenges and achievements. UNHCR also engaged with key donors including the co-convenors of the Global Refugee Forum to discuss the outcomes of the Forum and follow-up on how to leverage the pledges relevant to Jordan.

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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