

Jordan

March 2024

UNHCR's **Helpline** responded to 82,000 calls from refugees in March. In order to help them navigate trying times of reduced donor funding and assistance, UNHCR also provides information via Facebook, Help site and Whatsapp Chatbot.

Since January, more than 110 refugees left Jordan to third countries on **different pathways**. UNHCR conducts outreach sessions and provides counselling to ensure refugees are aware of and empowered to access different pathways available to them.

To foster refugee self-reliance and support sustainable living conditions, UNHCR and its partner started the **refugee empowerment project** enabling 75 vulnerable refugee families in camps to fix and maintain their shelters.

KEY INDICATORS

712,878

Refugees in Jordan as of 31 March 2024

82.1%

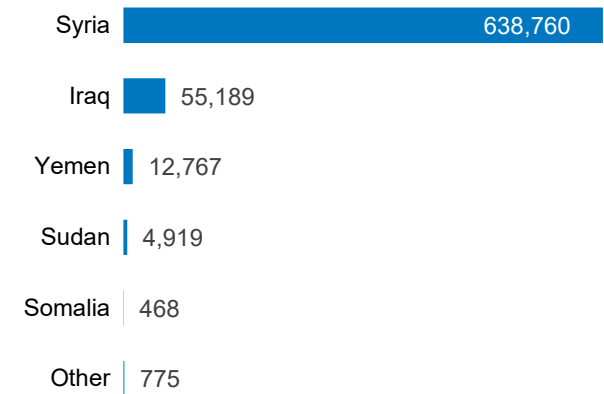
Refugees living outside camps in **communities**

45.9%

Refugee **children** (under 18 years)

REFUGEES & ASYLUM-SEEKERS*

Countries of Origin



* Registered with UNHCR



A refugee in Zaatari makes Qatayef, a traditional Arabic dessert prepared only during Ramadan. Refugees remain resilient and find moments of joy in difficult situations. © UNHCR/Shawkat Al Harfoush

**PROTECTION**

- UNHCR, the UN Refugee Agency, interviewed almost 21,000 refugees in March for **registration** purposes. Through registration, refugees can renew their documents which ensures their legal identity, preventing statelessness and granting them access to services and assistance.
- In March, UNHCR supported the Civil Status Department of the Ministry of Interior to issue over 1,200 **birth certificates** and the family courts (“Sharia courts”) issued nearly 750 certificates attesting vital incidents (e.g. marriages, deaths, etc).
- UNHCR counselled and supported over 80 refugees who survived **gender-based violence** and/or had **child protection** issues. UNHCR and its legal aid partner Arab Renaissance for Democracy and Development (ARDD) also provided **legal assistance** to over 4,700 refugees.
- UNHCR continued to share essential information with refugees through different means, including the Helpline and social media. In March, UNHCR Helpline responded to over 82,000 calls while UNHCR Help site had almost 43,000 visitors and UNHCR WhatsApp Chatbot serviced over 8,300 active users.
- A community network for the Prevention of Sexual Exploitation and Abuse (PSEA) was launched in Mafraq and the members received a capacity building training on PSEA and safe referrals to prepare them for raising awareness within their communities.

**COMMUNITY EMPOWERMENT**

- In March, nearly 1,100 refugees across Jordan reached UNHCR **mobile helpdesks** and participated in community consultations to receive information about UNHCR services. These consultations give refugees in remote areas an opportunity to engage directly with UNHCR without having to travel far.
- Over 2,850 refugees and Jordanians participated in sports events, information sessions and other activities organized by the Community Support Committees (CSCs) and the Women Empowerment Network. During Ramadan, CSCs organized iftars across Jordan and brought together refugees, Jordanians and key stakeholders to enjoy shared meals in spirit of **unity and solidarity**.

**CASH ASSISTANCE AND SELF-RELIANCE**

- In March, UNHCR provided **basic needs cash assistance** to almost 30,000 refugee households in host communities. In total, some 250,000 refugees received support this quarter including around 120,000 women, men and children in the camps whose quarterly assistance has been paid in January.
- UNHCR informed refugees about upcoming painful cuts in cash assistance it is forced to undertake given the drastic drop in donor funding: **reduction in number of recipients** in April and 25 per cent **decrease in the cash amount transferred** in May.
- UNHCR also provided cash assistance to around 175 refugee families with **urgent needs** (e.g. those facing eviction) and to almost 330 refugees in communities who could not cover their medical bills.
- The number of new **work permits** went down slightly because of the increase of social security fees. While the Estidama++ project subsidizes the fees for vulnerable refugees and Jordanians, many refugees expressed unwillingness to renew or request new work permits. Zaatari camp saw only two new applications for work permits during the first quarter of 2024.
- Due to funding limitations, UNHCR will **discontinue cash for work projects** in urban areas. The International Labour Organization also announced that it will suspend employment offices which used to provide job matching services, which will make job seeking even more challenging for refugees.

**HEALTH**

- UNHCR, through its partners Jordanian Hashemite Fund for Human Development and Noor Al-Hussein Foundation, provided **assistive devices and rehabilitation services** to 875 refugees with specific needs. Refugees with disabilities face challenges due to limited special education, lack of rehabilitation services outside main cities, and limited livelihood opportunities.
- Given the drastic drop in funding from many donors, UNHCR was forced to phase out its **cash for health support** which used to support a limited number of refugees in communities who were unable to pay for urgent medical services.

**EDUCATION**

- The Joint Fund “Accelerating Access Initiative” supported over 3,000 non-Syrian refugee students with **tuition fees and books**.
- In March, over 150 refugee and Jordanian students accessed the **Connected Learning Hubs** in urban areas and refugee camps. In the camps, refugees reported internet connectivity issues, a challenge that remains unresolved.

**SOLUTIONS**

- In March, UNHCR submitted cases for over 250 women, men and children for **resettlement** and supported over 480 individuals who left Jordan for resettlement countries.
- By end of March, at least 110 refugees left Jordan on **different pathways** this year, mostly through family reunification or private sponsorships. There are more refugees that left Jordan this way of whom UNHCR is not aware.
- UNHCR provided counselling to over 60 refugees interested in pathways to third countries and conducted a webinar for 120 refugees focusing on labour mobility opportunities in the technology sector abroad. UNHCR’s **refugee guidance counsellors** conducted online sessions for almost 180 refugees.

**SHELTER**

- Due to budget limitations, UNHCR and its partner Norwegian Refugee Council (NRC) reduced the target of providing new shelters in Zaatari camp from 225 units to 50. General infrastructure maintenance in the base camp areas in Zaatari and Azraq camps will also be discontinued.
- 75 vulnerable refugee families in camps were selected to participate in the **refugee empowerment project** which aims to strengthening refugee’s abilities to fix and maintain shelter on their own. The families will receive relevant trainings and materials.
- King Salman Humanitarian Aid and Relief Centre and the Jordan Hashemite Charity Organization donated 50 **new containers (“caravans”)** which were distributed to refugee families on the waiting list in Zaatari. UNHCR also redistributed over 40 caravans from families who left the camp.
- UNHCR kickstarted its **smart electricity meters project** in Azraq camp to install 2,500 smart meters in refugee shelters. This initiative will help families monitor and consume electricity in a responsible manner.



INTERAGENCY COORDINATION

- The Inter-Sector Working Group (ISWG) organized a visit to Irbid to ensure a more streamlined and effective coordination between actors in Amman and in Irbid. The visit included a meeting with the newly established North Coordination Working Group to identify areas of collaboration and visits to partners' project sites. The discussions also focused on reviving the coordination framework with the Irbid Governor and the need to enhance data collection and analysis for evidence-based decision-making.
- ISWG and the sectors continue to promote localization through enhancing engagement with national actors, including government and NGOs, and by strengthening staff capacity. As part of the ISWG's **localization initiative**, the Queen Rania Foundation and ARDD were voted as co-chairs of the Education and the Economic Empowerment sectors, respectively.
- The 10th edition of the **Regional Refugee & Resilience Plan (3RP)** for the Syria situation was launched with the United Nations Development Programme, the World Bank, and other key partners.

HIGH-PROFILE VISITS, PUBLIC EVENTS AND DONOR ENGAGEMENT

In March, UNHCR hosted high-level meetings and visits for representatives from Australia, Austria, Denmark, European Union, and Netherlands who met refugees in communities and/or camps to hear first-hand about refugees' challenges and achievements. UNHCR also organized a joint donor briefing with the World Food Programme for key donors to discuss funding reductions and the implications on lives of refugees in Jordan.

Financial Information

Total recorded contributions for the operation in 2024 amount to some **\$52 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.

Australia | Belgium | Denmark | European Union | Germany | Italy | Ireland | Japan | Luxembourg | Netherlands | Norway | Qatar | Republic of Korea | Sweden | United Kingdom | Switzerland | United States of America | Private Donors

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