

JORDAN'S NATIONAL AID FUND – A BEACON OF HOPE ON THE JOURNEY TO PROSPERITY

Since 2018, the World Bank through the Jordan Growth MDTF and other funding sources has supported Jordan's National Aid Fund Cash Transfer Program to enable the Government of Jordan to expand their coverage and increase the effectiveness of its social safety nets. The fund has provided a lifeline of cash support to the poorest, most vulnerable households. **Jordan's cash transfer program is now the largest such program in the Middle East and North Africa Region (MENA) in terms of coverage of the poorest people. It is recognized as good practice model for the reforms it has implemented to modernize, digitize, and increase the transparency of its cash transfer program.**

Between 2019 and 2025, the Government of Jordan (GoJ) more than doubled the budget of the National Aid Fund (NAF) cash transfer program from JOD100 million to JOD260 million (0.7 percent of GDP). The coverage of NAF's monthly support increased from 97,000 households in 2018 to 235,000 households in 2024.

The NAF program was pivotal in delivering emergency cash transfers in response to the impacts of COVID-19 crisis on poor and vulnerable households which was also partially supported by the Jordan Growth MDTF. The GOJ launched 'Takaful 2- support to daily workers emergency cash transfer' in the first half of 2020, providing 3-months of emergency cash transfers to 237,000 households relying on informal income that had become poor. In December 2020, the GoJ launched 'Takaful 3 - support to daily workers emergency cash transfer', providing emergency

cash transfers to 160,000 households over 12 months.



According to World Bank analysis, **Jordan's Unified Cash Transfer program (UCT) is the most redistributive and cost-effective item in Jordan's budget.** Statistical analysis shows that -in 2021- the UCT is estimated to have reduced inequality by 0.7 percentage points and poverty by 1.4 percentage points—the highest redistributive impact of any program in the GoJ's budget. It is also the program with the highest impact per JOD spent.

In addition to increased coverage, **NAF has built a state-of-the-art platform to deliver the UCT program.** The automated platform reduces and regulates human decisions in the calculation of the eligibility score, which ensures a transparent and objective process. The eligibility score is

automatically calculated based on administrative data available within the National Unified Registry. The score and reasons for exclusion are available to applicants, to ensure full access to information, and applicants can update their admin data at the different entities if it is incorrect. They also have the right to submit a complaint if they feel that they were wrongly excluded, in which case NAF verifies and makes any required corrections. Through the platform, NAF uses digital technologies to automate processes, including online registration, enrollment, data verification, and selection of households for field verification, as well as for conducting face-to-face and virtual home visits.

Supported by a robust resource team with approximately 500 employees working at NAF to support the program, additional support is provided to anyone who faces challenges in accessing the system. **To ensure equitable access, households can also register for assistance, either in-person at the NAF offices, see IMAGE 1 below for locations across Jordan's 12 Governates, or through the phone. Additionally, during the earlier stages of expansion, NAF opened additional registration centers in municipalities, CSOs and other locations.** The NAF provides support through mobile teams to elderly, people with disabilities or others who are incapable of accessing registration centers. NAF operates a call center and an online grievance system, where complaints and grievances are received, and documented in the information system where they are resolved, with feedback provided to complainants.

The program also introduced digital payment to beneficiaries through basic bank accounts and e-wallets. **The introduction of digitized payments has minimized errors, improved access to payments, and increased financial inclusion.** The NAF program was the main driver behind establishing basic bank account services with the Central Bank of Jordan to support poor households thereby amplifying the impact of the NAF program has had not just on the most vulnerable rather all Jordanians who were

struggling to secure basic bank account services. Most recently, NAF has revised its processes to ensure that women have equal access to payments, even if they were not heads of households.

Building on the GoJ's ongoing efforts to enhance social protection and financial inclusion, **the Reform Secretariat at the Ministry of Planning and International Cooperation (MoPIC), through the Jordan Growth MDTF, played a key role in advancing the nursery licensing reform in Jordan. This reform simplified the licensing process and enabled the establishment of home-based nurseries, contributing to a more inclusive and accessible childcare sector.** While the reform directly benefits families across Jordan, it also holds the potential to **indirectly support households benefiting from the NAF** by expanding access to affordable childcare and promoting entrepreneurship. **These improvements empower women, enhance family livelihoods, and strengthen economic resilience among vulnerable groups.**



In the spirit of continuous improvement, the World Bank has collaborated with the GoJ to further strengthen the NAF and enhance its effectiveness in addressing poverty and social protection challenges. Through various programs, the GoJ and World Bank, together with international partners, has supported the NAF in expanding its coverage, improving targeting mechanisms, and enhancing its overall operational capacity. The targeting formula adopted under the program was developed by the GoJ and has undergone multiple rounds of revisions and improvements based on evidence-based assessments of its performance. The World Bank has worked closely with the GoJ to design and implement reforms to the social protection system, including the NAF, with the aim of ensuring that resources reach those who need them most.

To build on these strong foundations the World Bank has recently published a MENA Social Protection Report: [Built to Include: Reimagining Social Protection Systems in the Middle East and North](#)

[Africa](#) which proposes a series of actions that governments in the region can take to make social protection systems more inclusive and efficient. Jordan is featured for the reforms it has implemented to modernize, digitize, and make more transparent its cash transfer program. **The partnership to deepen**

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IMAGE 1: Distribution of National Aid Fund Offices across Jordan's 12 Governates

