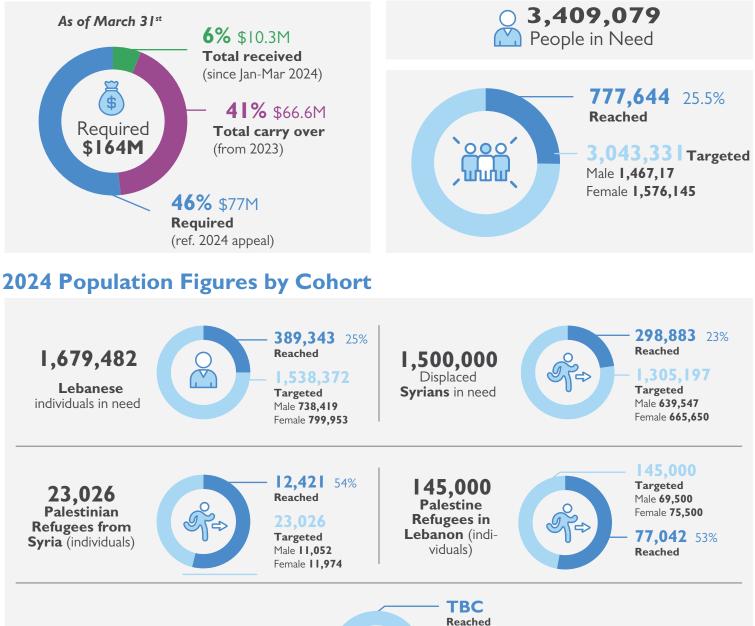


This dashboard summarizes the progress made by partners involved in the Lebanon Response Plan (LRP) and highlights trends affecting people in need. The Social Stability Sector in Lebanon is working to: OUTCOME 1) Strengthen municipalities, national and local institutions' ability to alleviate resource pressure, reduce resentment, and build peace; OUTCOME 2) Strengthen municipal and local community capacity to foster dialogue and address sources of tensions and conflicts; OUTCOME 3) Enhance the LRP's capacities on tensions monitoring and conflict sensitivity.

The Lebanon Response Plan is pending endorsement by the LRP Steering Committee. This dashboard is based on information reported by Social Stability sector partners operating under the sector strategy.

2024 Sector Funding Status





31.736

Targeted

Male **8,569** Female **23,167**

61,571

Migrants

(individuals)



9

77

Progress Against AnnualTargets

of Basic Service Delivery projects implemented including Solid Waste Management (SWM)

9 575 # Municipalities benefiting from the "Basic Services Delivery" projects including SWM

		475

Municipalities directly supported under the "Municipal Police strategic reform framework"

# of municipalities with n	new self-functioning conflict
prevention mechanisms	(CPMs) established supported



# of Members engaged in new CPMs aiming at reducing tension				
564 Male	447 Female	I,001 Members		
# of youth empowerment initiatives implemented				
32		750		
# youth & children engaged in social stability initiatives				
10,808		55,000		
# of LRP par sensitivity ma	tners staff train ainstreaming	ed on conflict		
117		I,500		
USD invested projects inclu		Basic Service Delivery		
1,060,327		93,750,000		

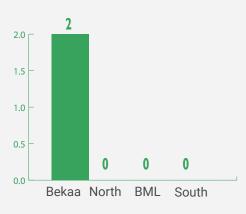
Geographical Analysis

7 municipalities received Basic Service Delivery projects (output 1.1) 2 2 2 2

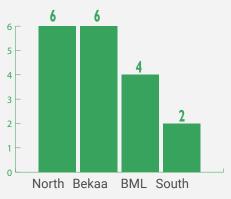


2 municipalities received SWM projects (Output 1.2)

45



32 of youth empowerment * initiatives implemented



* In addition, there are 14 Initiatives are not geographically desagregated



I. KEY ACHIEVEMENTS OF THE SECTOR AT THE OUTPUT LEVEL

Despite the challenging funding landscape, cross-border hostilities, and escalating tensions, the Social Stability sector partners were able to make progress towards the annual targets in the first quarter of the year, however with some limitations.

Outcome I- "Strengthening municipalities, national & local institutions' ability to alleviate resource pressure, reduce resentment and build peace" aims to support municipalities and UoM in providing basic services under their mandates. This includes support to municipal police and key national institutions.

Under Output I.I - "Services delivered based on participatory processes at the municipal level" (7 projects implemented vs. 300 target).

Basic services projects aim to support local authorities in providing essential services to the residents which otherwise would not be available due to the municipalities' limited resources. They comprise both hard (infrastructure) and soft components (participatory priority identification) with the latter usually being a pre-requisite for the former, yet both require extended periods of time to yield results. In Q1, Seven Basic Services Delivery projects were implemented **in seven municipalities** (annual target is 300 projects and 225 municipalities), compared to 27 projects at 19 municipalities in Q1 2023. The total investment amounted to USD 1.02 M (annual target of USD 53.6 M), compared to USD 5.3 M invested in Q1 2023. One reason for the low reporting could be that due to the escalation of cross-border hostilities, there was a delay in implementation. In addition, some projects are expected to be completed during Q2 and should be reported then.

60 municipal officials and community Further. representatives (32 female & 28 male) joined 36 participatory priority assessment processes and received capacity building which aimed to foster collaborative governance and increase their abilities to analyze and identify the needs and resources available in the community. The action plans resulting from these discussions are used as roadmaps for both the local communities and the partners to identify possible interventions to respond to the most urgent needs, which, by default, would contribute to decreasing the tensions resulting from pressure over resources.

Under Output 1.2 - "Integrated solid waste management (SWM) services provided to reduce social tensions" (2 vs. 275 target).

Solid waste management projects require long preparedness processes before they are implemented on the ground. Such processes include obtaining approvals from relevant authorities (such as the Environmental Impact Assessment from the Ministry of Environment). With that in mind two solid waste management projects were completed in two villages, with invested funds of **37,546 USD** vs. the annual target of 275 SWM projects and 250 municipalities). This can be compared to 35 achieved SWM projects at 15 municipalities in Q1 2023.

The low level of investment stems from the nature of implemented activities which were mostly soft components related to awareness-raising initiatives for communities and authorities on sorting from source and best practices, in addition to operational support to four existing SWM facilities (running cost and human resources). These interventions led to the collection and treatment¹ of 2,822 kg of solid waste.

Given that solid waste is a key tension driver, it remains a key priority for the sector. and there is a continuous need to advocate to donors and partners on the importance of solid waste management activities, focusing on operational support to existing facilities, and prioritizing geographic areas with high risks of waste accumulation and environmental & tension spillover effects.

Under Output 1.3: "National institutions have the capacity to provide operational support and guidance for local crisis response": Technical assessment support of priorities have been achieved during QI 2024, to support DRM (Disaster Risk Management) Operation Rooms (Ops) at National and Sub-National levels, assessing needed equipment and resources, including the emergency response to the South situation, and based on which support to DRM OPs will take place during Q1. Environmental assessments in municipalities identified as having high levels of environmental-related tensions, took place during QI, to identify needed capacity-building support, and prepare for the protection of environment and natural resources trainings, which will target around 50 municipalities in 2024.

Under Output 1.4- "Municipal police have strengthened capacity to ensure community security": In its efforts to consolidate the role of the Municipal Police (MP) and enable its transformation into a people-centered, gender-sensitive and accountable community police service, the unified MP strategic reform framework articulated around five components² and developed in partnership with the Ministry of Interior and the ISF Academy, continued its activities during QI 2024, where, 77 municipalities were sensitized directly under the MP strategic reform framework, in comparison to 78 municipalities in Q1 2023. 110 municipalities (represented by 99 municipal police agents most of which are male due to the low number of female MPs at these municipalities) completed the second round of the specialized human-rights-based training for Municipal Police. This six-month course at the ISF Academy aimed to instill a human rights-centered approach, enhance professionalism, and improve the responsiveness of Municipal Police to community needs. These courses consisted of eleven sessions focusing on circulation traffic management, first aid, and municipal police duties, and upon the completion of these modules, municipal police agents received standardized civilian uniforms.

In addition, during Q1 2024, two new districts were reached 22 municipalities under roll-out sessions including complementing the MP reform framework, where templates were distributed to increase the MP's oversight and reporting. These sessions took place in close collaboration with the Kaem Makams and Governors in each of the two districts, enabling the establishment of district-level reporting mechanisms, to ensure effective integration of the MP tools and templates. By adopting these templates, MP officers can now streamline paperwork, enhance information management, and bolster overall operational effectiveness. These sessions also provided an opportunity to update municipalities on the MP reform's contents, generate support, address concerns, and gather invaluable data on the situation of the municipal police. In addition, activities took place to strengthen the relationship between the municipal police and the communities they serve through the implementation of 'Communication for Development' (C4D) activities. These initiatives were tailored to the feedback and aspirations of the communities where municipal police operate, aiming primarily to strengthen the bond between the police and local residents.

¹ including sorting, recycling, and composting
² The five components of the unified strategic framework are: 1) Specialized human-rights based training for Municipal police at the ISF academy; 2) Code of conduct for the Municipal police; 3) SOPs on rights and responsibilities; 4) Standardized civilian uniforms as opposed to paramilitary; 4) The promotion of the recruitment of women within the ranks of the Municipal police. ³ aiming to implement standardized templates that optimize administrative processes, data collection, and

minimize errors, promoting efficiency and accountability in the municipal police unit.

⁴ They are locally established mechanisms through municipalities, including community representatives, to address local conflict dynamics & mitigate tensions at the local level.

⁵ Civil servants: They are officials or employees from local government structures (such as municipalities, schools, health centers, SDCs...).

⁶ Community representatives: They include civil society members, community/traditional leaders (Mukhtars), and other community focal points. ⁷ most participants in 2023 were Lebanese(1,629) followed byI37 displaced Syrians and 76 PRL



Under OUTCOME 2: "Strengthen municipal and local community & resources' capacity to foster dialogue and address sources of tensions and conflicts", includes achievements under three outputs as below.

Under Output 2.1 - "Municipalities, local conflict prevention mechanisms, and CSOs have strengthened capacities for dialogue and conflict prevention": In Q1 2024, 29 Conflict Prevention Mechanisms (CPMs) including 27 newly established at 18 municipalities in 2024 and 2 existing mechanisms, were supported by sector partners, at four geographic clusters. The establishment of these new CPMs took place with the support of sector partners, through municipalities and included all community representatives, aiming to reduce tensions at the local level. In total, **1,011** (447 female and 564 male) of Civil servants , community representatives , and youths engaged in these 27 newly established "Conflict Mitigation Mechanisms".

Under these CPMs, 18 community events were implemented during Q1, ranging between festivals, sports competitions, celebrations, round tables, etc. These events aimed at improving social stability, and engaging the wider community members from diverse backgrounds, to interact and deconstruct misperceptions vis-a-vis each other and reduce tensions & negative speech. Most of these events were implemented through an online modality exceptionally in Q1 and covered the South and Nabatiyeh Governorates (8 events).

Previous experiences showed that such approaches contributed to reducing conflicts between community members, specifically during emergencies and difficult times. In addition, it is a resource to capitalize on and mobilize as local human and technical resources not only in tension mitigation but also in supporting communities through volunteering under basic service delivery activities.

Under the same output, sector partners have also supported more than **29 CSOs**. Activities included proposal writing training, ideation on community-based services, local mediation and community priorities validation, gender mainstreaming, community engagement, team building, and vocal advocacy. The supported CSOs are now better ready and prepared, to implement social stability projects and reduce tension at the local level.

Under Output 2.2 - "Youth are enabled to positively engage, participate in their communities, and build bridges with youth across dividing lines":

32 youth empowerment initiatives were implemented in Q1 2024, reaching 10,808 youth including 10,357 youth participants in youth-led initiatives & trainings (6,230 Lebanese, 3,510 Syrian, 617 Palestinian), and 451 (333 Females and 118 Males) mobilized youths to support through community-based services. These initiatives aimed to prevent youth from diverse backgrounds, from marginalization and adoption of negative coping mechanisms through sports and artistic activities, peacebuilding clubs, community services, active citizenship, etc. Empowered youths are now better equipped to engage positively in their communities.

Furthermore, these initiatives also included violence-free schools/communities (incl. youth with disabilities), and social stability mainstreaming in the education system. One of the key achievements includes the uptake of the previously created digital "peace-building toolbox" to integrate peacebuilding into educational channels in local communities, and mainstream conflict mitigation through peacebuilding tools across the country.

Under Output 2.3 - "National, local and social media actors capacitated to defuse tensions": In QI 2024, 246 individuals (150 women & 96 men) have been trained and

engaged on how to meaningfully engage with the media to counter fake news, promote objective and positive reporting, and mitigate tensions through reporting on media. Such activities include sensitization and training sessions for journalists, media students, local authorities, etc., on objective reporting, and countering misperceptions and fake news, and they are crucial in the current context of increased negative rhetoric on media, including fake news and hate speech. Worthy to highlighting that the "SAWAB" fact-checking media platform, which was previously developed by Social Stability partners, maintained its position during Q1 2024, as one of the leading and among the top five fact-checking networks in the Arab world. SAWAB has seen significant growth in QI 2024, in its followers, with an additional 90 individuals trained in countering fake news and hate speech. The sector will follow up on upcoming material to be produced and published by different Social Stability actors such as the "Salam Wa Kalam" (SWK) digital" platform, which remains an inclusive space, serving as a hub for affected communities to engage through uplifting stories and collaborative projects.

OUTCOME 3: "Enhance the abilities of LRP partners and public institutions on conflict analysis and sensitivity mainstreaming", includes achievements under one output as below.

Under Output 3.1 - "LRP partners have improved skills, capacities and practices for conflict analysis and conflict sensitivity mainstreaming": Achievements focused on gathering data and generating analysis related to tensions and disseminating it to partners.

In March 2024, the UNDP/ARK Regular Perception Survey on Social Tensions concluded its 18th wave capturing the perceptions of 5,000 respondents. The results are available to all partners on the Tension Monitoring Dashboard and will be presented in different sector working groups in Q2 2024 to support sector analysis and inform partners' programming. As of March 2024, three tension analysis reports and eight governorate factsheets were circulated to feed the implementation and coordination efforts of LRP actors. Furthermore, **I I 7 partner staff (68% female staff)** were trained on conflict sensitivity mainstreaming in their operations. Four regional Exposure Trainings took place at the sub-national level. Two trainings were conducted in Beirut covering practitioners operating in both Beirut & Mount Lebanon. The remaining two took place in Bekaa and the North respectively. For the first time, a full round of Exposure Trainings was delivered entirely in Arabic in Q1 2024, by the graduates from the 2023 Training of Trainers (ToTs) cohort.

Referral trends

In Q1 2024, the sector discussed ways to improve the referrals process under Youth Empowerment activities under Output 2.2. The sector has been working closely with partners to make sure that their services are updated on the Inter-Agency Service Mapping and report referrals they make through the sector.

Mainstreaming activities

In QI 2024, the sector has followed up with the appointed gender & and GBV risk mitigation focal point (International Alert), which will support the sector coordination team in mainstreaming gender and GBV priorities in the sector's annual work plan this year. The sector started the mapping of key initiatives with gender mainstreaming directly under the Social Stability sector and started the preparations for consultative discussions with key stakeholders, to delve deeper into what is needed to provide capacity building, technical guidance, and sector-specific resources.

⁸ These mechanisms include a systemic conflict analysis process, that aims at identifying the root causes of tensions and mitigating local conflicts through municipalities and community focal points.
⁹ Gender disaggregation by female and male is to be confirmed in Q2 2024

¹⁰ The overall objective is to build the capacity of students and teachers to deal constructively with differences, understand violence and conflicts, and provide them with needed tools and skills to deal with conflicts.

¹¹ The overall objective of the training is to develop capacities to deal with differences, understanding violence and conflicts, dealing with conflicts, non-violent education, and the non-violent management of the classroom.



Escalation of Hostilities in the South:

In 2024, the sector engaged in the response to the escalation of cross-border hostilities through four prioritized activities: 1) tension monitoring and conflict sensitivity mainstreaming, 2) support to DRM, 3) support to municipalities & public institutions to ensure delivery of basic services, 4) humanitarian mine action (HMA).

During Q1 2024, the sector continued to support the integration of conflict sensitivity considerations across all relevant sectors, through the development of a guidance note on Conflict Sensitivity in Rapid Onset Emergencies for partners responding to the emergency in the South. In addition, the sector continued monitoring specific tensions related to the situation in the South and sharing that analysis with relevant partners to inform the response.

Furthermore, the sector continued to provide regular coordination support to the National DRM (disaster risk management) Committee, and Sub-National DRM Committees and Operation Rooms (ORs).

In addition, sector partners continued to strengthen crisis communication and emergency communication skills, through capacity-building provision to a total of 144 Municipalities & UoMs, including 31 municipalities and 6 UoMs in Nabatiyeh & South Governorates.

Noting that partners have also mobilized during Q1 2024,

existing Conflict Prevention Mechanisms (CPMs), to support the emergency response through the development/implementation of emergency plans and context-relevant interventions. This took place in several affected villages such as Kharayeb, and Nabatiyeh el Tahta & El Fawaa, as well as, via community outreach activities and community-based services, specifically in Tebnine, Kfardounin, Majdel Selm, Safad El Battikh, Soultaniyeh, and Yater villages, as well as, in other villages at the Nabatiyeh Governorate. Sector partners have also mobilized empowered youth under the Social Stability sector, tension mitigation, community outreach, and community-based services in affected areas.

On the HMA level, several Humanitarian Mine Actors responded through the development and implementation of awareness campaigns on explosive items for IDPs (internally displaced people), under the LMAC (Lebanese Mine Action Center) authority, including training sessions for 150 activists and journalists, circulation of videos, and dissemination of 160 billboards, etc.

Prioritization and Localization:

The sector promoted geographic targeting prioritization with uptake efforts of the Geographic Guidance note - 2024 LRP SoST Strategy.pdf - Google Drive developed by the sector, to guide sector partners on how to prioritize geographic target areas based on special considerations, by specific types of interventions e.g. under Municipal services, SWM, youth empowerment, and conflict prevention/dialogue initiatives.

2. Challenges, Risks and Mitigation Measures

Throughout Q1 2024, partners faced several challenges that had negative consequences on operations as detailed below:

Most municipalities are still unable to provide basic services due to a shortage of resources, as well as, municipal police's capacity to control the security situation, due to operational challenges . This is leading to gaps in services with negative effects on tensions and safety/security sentiments. The continuous deterioration of municipalities' situation is exacerbating the operational challenges for sector partners, leading to project delays, and lack of adequate technical engagement in quality assurance of project implementation. This is leading to more pressure on Social Stability partners to take on the project including operations and maintenance costs. The sector will follow up on key challenges faced by partners specifically in affected areas with cross-border hostilities and continue to prioritize projects that address drivers of tensions around service provision while taking into consideration the increased operational needs of municipalities.

Partners have coped by providing capacity building and technical support to municipalities and UoMs on strategic planning, collaborative Governance, and financial and project management. The focus has been on ensuring operation and management including maintenance and repair of machinery and vehicles, and sustainability of interventions, through working in a more complementary way. For example, partners are now prioritizing targeting previously implemented projects to ensure they are functional and well maintained and previous investments are not lost. Sector partners are also prioritizing low-cost maintenance projects, provision of renewable energy to generate electricity for services, and integration of income generation components, to lower the financial burdens of sustainability and operations and maintenance costs. Continued challenges related to gaps in solid waste management services, noting that Gaps in such services continue to drive tensions at several levels. As of March 2024, 53 per cent of people say that competition over services leads to tensions between Lebanese and Syrians . Key solid waste challenges during the QI 2024 included a) halting and suspending waste collection services, b) increased operations and management challenges across populations and areas including in Palestinian gatherings and camps, c) lack of financial resources for municipalities to pay employees' salaries, d) lack of human resources and trained personnel, e) lack of capacity to operate & technically maintain infrastructure and equipment, f) lack of monitoring & evaluation of activities; g) accumulation of waste leading to community backlash and eviction threats, h) increased tensions related to environmental and health spillover effects. Solid waste management remains a top operational priority impacted by the current situation, and in the next quarter, the sector will continue the quarterly SWM Task Force meetings and map and analyze gaps and challenges to ensure effective local-level coordination. The sector will prioritize areas of intervention, based on the Sectoral Guidance Note on Geographic targeting, as well as promote innovative solutions through, for instance, engagement of private sector and local resources e.g., collectors & recyclers/composters. Awareness campaigns on waste reduction, reuse, treatment, and sanitary disposal, are also crucial, noting that waste quantification is the main indicator that proper waste management is being implemented even in small-scale interventions, as when recyclables are collected and treated the proper way, less waste will be going to landfills as part of the integrative solution.

Youth support interventions were impacted by funding gaps in QI 2024, leading partners to prioritize minimal-cost activities and cut quick-impact projects and more creative ideas. The sector therefore promoted innovative approaches building on 2023's lessons learned, such as mobilization of skilled youth as

¹⁵ As identified in Solid Waste Management Task Force meetings at the regional level, which is coordinated by the Social Stability sector, led the MoE, and supported by UNDP.

¹⁴ UNDP/ Ark regular perceptions survey, wave XVII 2024.

¹² Key Mine actors under the LMAC who have engaged in the response include the following partners: MAG, DCA, POD, Beeatoona, UNDP, UNICEF, SHIELD, Handicap International, University of Balamand, and UNMAS.

¹³ facing the insecurity sentiments, high crimes, theft, and robberies rate, and inter-communal tensions.



human resources and technical support under community-based and municipal services. technical and human resources. The lack of motivation of youth affected their engagement in youth empowerment projects as many prioritized income-generating due to the current economic crisis. This affected the outreach process of youth and increased drop-out rates in related programmes, specifically the longer-term ones. The sector promoted the provision of transportation and livelihood opportunities to youth enrolled in programmes. On the other hand, training youths on active citizenship, dialogue, and environmental/ social skills, was found to be effective in mobilization more youth under volunteerism activities, whether in rural or urban areas. Furthermore, the sector faced a technical reporting challenge on youth activities' progress during QI 2024, and efforts are being made to troubleshoot this technical issue and report accurately the achieved number of youth initiatives and participants under the sector.

Escalation of Hostilities in the South:

The situation in the South impacted most projects in affected areas, where partners either suspended the implementation in the SLR (South Litani River), shifted to other geographic areas, or suspended partially the implementation.

Challenges faced included access challenges and risks related to explosive ordnance/UXO (unexploded ordnance). Furthermore, solid waste accumulation in areas with a high presence of IDPs, had environmental and tension spillover effects.

3. Key Priorities For The Next Quarter

In Q2 2024, the Social Stability sector priorities will include the below for the following quarter:

I)Continue to support municipalities to deliver Basic Services and Community Support projects including Solid Waste Management, targeting 225 municipalities under basic service delivery and 250 municipalities under solid waste management by the end of the year.

The sector will continue to work in close coordination with the Ministry of Environment to guide partners including providing regular updates on the solid waste management situation, national and area-specific priorities, and mapping initiatives and capacities. Enhancing the reporting is a key priority in Q2 2024, on different platforms including the "Services Mapping", and "Lebanon Aid Tracking System". This is particularly important for components related to support to municipalities where further coordination is needed. In addition, the sector will continue to advocate for funding for basic services, community support, and solid waste management interventions. These interventions are crucial for ensuring the continuity of basic services delivery by municipalities, specifically in a context where many municipalities are no longer able to deliver services and others are collapsing due to the financial and economic situation.

In addition, the provision of equipment and material to DRM Operation Rooms is a priority during Q2 2024, as part of the sector response to the South situation and escalation of cross-border hostilities and based on assessments and emergency preparedness conducted during Q1 2024. The sector will also prioritize tension hotspot municipalities with capacity building provision, coupled with an economic component (e.g. Cash for Work pilots) under environment protection mainstreaming and reduction of tensions generated by environmental issues.

2) Foster Social Stability dialogue mechanisms and empower/mobilize youths- targeting 55,000 youth beneficiaries by the end of the year.

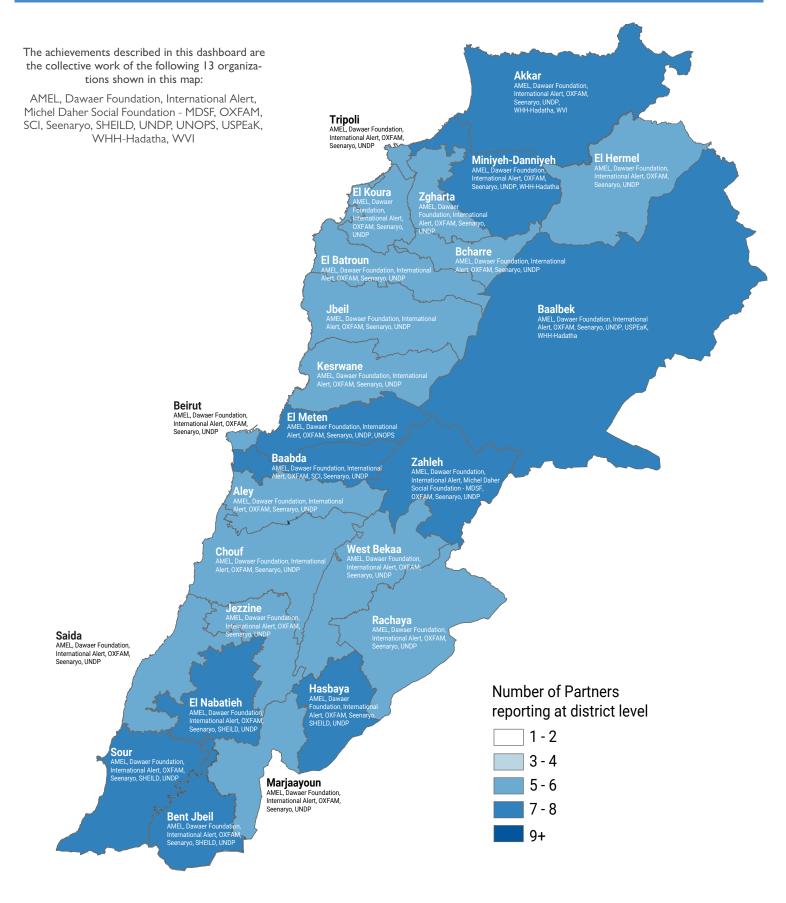
The sector will continue to foster dialogue mechanisms and will provide needed data and analysis to partners so they can target tension hotspot areas to reduce tensions under Social Stability interventions. In addition, the sector will build on key partners' experiences to enhance the support of civil society organizations (CSOs) and enhance their capacities to implement social stability activities and reduce tensions. Discussions will take place within the Core Group and Working Group to identify best practices on the support of Conflict Prevention Mechanisms, and CSOs (Output 2.1), and mobilization of these local resources under community-based services.

The sector will enhance the reporting of activities under Youth Empowerment (Output 2.2) on the "Inter-Sector Services Mapping" reporting platform (serving as the online 4 W matrix) via "ActivityInfo", to ensure better coordination and referrals. In addition, further efforts will build on the success in 2023, of reporting on the progress of these types of activities, to enhance reporting in Q2 2024 on the online ActivityInfo system. Partners will be encouraged to share innovative solutions and further in-depth discussions on youth platforms and initiatives that foster youth mobilization, active citizenship, and volunteerism to support their municipalities and communities, whether in urban or rural areas. Uptake efforts will be prioritized in Q2 2024, building on lessons learned and ways to engage youth and media students in media platforms to foster dialogue facing hate speech and fake news in the online space.

3) Continue tension monitoring and conflict sensitivity mainstreaming.

With the high level of tensions, the sector will continue to monitor online and offline tensions and channel such analysis for partners to develop more evidence-based programming. In Q2 2024, analysis and data will be shared with partners across all LRP sectors with a focus on more sector-specific data. Such analysis can help to guide partners in their targeting and selection processes. The sector will continue to play a key role in mainstreaming conflict sensitivity across the response, and the focus will be on continuing to support partners in the uptake of Lebanon-specific guidance notes published in 2022 and 2023 which have now been translated into Arabic. Gender mainstreaming into Social Stability activities will be further enhanced in Q2, including the finalization of mapping gender-related activities and implementation of a workshop for partners on how to develop a sectoral strategy and tipsheet, on how to mainstream gender in social stability projects. In addition, the Conflict Sensitivity Training sessions will continue in Q2 2024, to capacitate individuals across the country to train on Conflict Sensitivity.





Note: This map has been produced by UNDP based on maps and material provided by the Government of Lebanon for Inter Agency operational purposes. It does not constitute an official United Nations map. The designations employed and the presentation of material on this map do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.

For more information, please contact: Senior Inter-Agency Coordinators Sophia Glazunova (glazunov@unhcr.org) and Elena Ferrari (elena.ferrari@undp.org)