Accountability: UNHCR is committed to ensuring the responsible use of power, taking account of, giving account to, and being held to account by displaced people, considering their age, gender, and diversity.

Empowerment: UNHCR engages with refugees, Moldovan communities, and humanitarian actors to ensure that refugees are fully included in all aspects of the humanitarian response and in their protection.

Community Feedback: UNHCR has established different mechanisms to ensure that the government and humanitarians are aware of refugee views on response activities and that they are acted upon accordingly.

Population figures

~122,600 refugees from Ukraine in Moldova:

58% female

44% children (52% boys, 48% girls)

18% older persons

10% of households had at least one family member with a disability

6% of refugees had disabilities

Highlights

Social Listening Report: UNHCR's local partner Laolalta has established a rumor-tracking system and prepares monthly reports that are shared with AAP Task Force members and quarterly reports that are publicly available. The reports gather and analyze information from 30 media outlets, identifying and responding to issues of concern and emerging trends that affect the refugee community.

The Refugee Response Green Line: The Green Line is a toll-free number operated by the government and UNHCR which provides information about refugee services and is a tool for feedback and complaints. Operators are Moldovan citizens and refugees from Ukraine.

Engagement of Refugees with Temporary Protection extension: In 2024, UNHCR supported refugees in submitting their views on proposed government regulations regarding temporary protection.

Information Ecosystem Assessment: In March 2024, the report, Information Ecosystem Assessment (IEA) 2023/24 *Feedback / Participation: trust, transparency and communication with refugees from Ukraine*, was published by Internews, with the support of UNHCR. The report assessed the "health" of the information ecosystem in Moldova by investigating the availability of locally relevant and reliable information, the presence of mis- and disinformation and the information people are more likely to trust.

Key figures

- **Social listening activities:** The Rumor Tracking System, set in place by UNHCR's partner Laolalta, gathered information on issues and concerns shared by refugees from over 30 media outlets (Viber, Telegram, Facebook groups and online mass media) reaching over 200.000 users.
- **Refugee Response Green Line:** The Green Line, in the first 6 months of 2024, answered over 22,800 queries from refugees (74%) and host families (26%) and more than 138.000 calls since the onset of the refugee response.
- **Joint digital community:** A strong digital community was established to provide trustworthy information to over 250.000 registered users.
- **Information websites:** Dopomoga.gov.md and UNHCR Help page have been go-to-info channels for refugees, with each averaging more than 35,000 visits per month in the first half of 2024.

An operator of the Green Line offers personalized assistance to a refugee during a call, guiding them through available services and support options. The Green Line serves as a vital lifeline for displaced individuals, ensuring access to accurate information and helping refugees navigate essential resources for their well-being and integration.

Operational Response

■ **Communication and transparency** UNHCR and partners have established a variety of communication channels as part of the refugee response, including social media groups, hotlines, websites, email addresses, online forms, and in-person meetings, to ensure two-way communication with refugees, taking into consideration their age, gender and diversity. Through these channels, refugees can request information, raise concerns and provide suggestions. UNHCR and its partners have undertaken other activities to facilitate communication, including live Q&A sessions organized by Laolalta and the National Congress of Ukrainians in Moldova (NCUM).

■ **Organizational learning and adaptation:** In early 2024, UNHCR, together with NCUM, held consultations with refugees to provide feedback and suggestions to the government on its proposed extension of TP. This advocacy, joined by others, resulted in the lifting of the 45-day limit outside Moldova for Ukrainian holders of TP, which was welcomed by the refugee community.

■ **Feedback and Response:** UNHCR's feedback and complaint mechanism, which also serves as a mechanism for the Refugee Coordination Forum, can be accessed through the Refugee Green Line, through an on-line form, and by email. UNHCR Reception Hours are also available twice a month in Chisinau.

■ **Participation and Inclusion:** Together with AAP TF members, UNHCR conducted a Participatory Assessment in late 2023 to evaluate the needs and priorities of refugees and host communities. Over 260 refugees participated in focus group discussions in 18 districts throughout the country. As well, during the development of the 2024 Refugee Response Plan, UNHCR conducted local consultations with humanitarian stakeholders, including refugees and Moldovans, reaching over 100 people and ensuring that a variety of perspectives were considered.

Working with Partners

■ UNHCR works with Laolalta and NCUM on social listening activities and the effective sharing of information with refugees.

■ UNHCR is supporting the government in the management of the Green Line and Dopomoga to ensure refugees have access to relevant information.

■ UNHCR is actively engaged with the General Inspectorate of Migration to engage the refugee community in decisions which affect refugee lives.

Refugee Coordination Forum

■ UNHCR is co-leading the Accountability to Affected People Task Force together with the National Congress of Ukrainians of Moldova (NCUM), involving more than 25 active organizations, including government, UN Agencies, and national and international NGOs. The Task Force works to ensure meaningful participation of refugees in decision-making processes, such as developing the Refugee Response Plan and identifying needs and solutions from and for refugees.

Focus group discussions play a crucial role in fostering accountability by providing a platform for refugees to share their experiences and insights. These conversations are essential, enabling refugees to have a say in decisions that directly impact their lives.

UNHCR is grateful for the support provided by donors who have contributed to this operation as well as those who have contributed to global UNHCR programmes.

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UNHCR Moldova is also thankful for the cooperation of Moldovan authorities at all levels, other UN agencies, the private sector and civil society organizations.

For more information, please visit the Operational Data Portal for Moldova or the Global Focus page for Moldova.

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