

SITUATION UPDATE #5: Republic of Moldova

Refugee Emergency Telecommunications Sector (RETS)

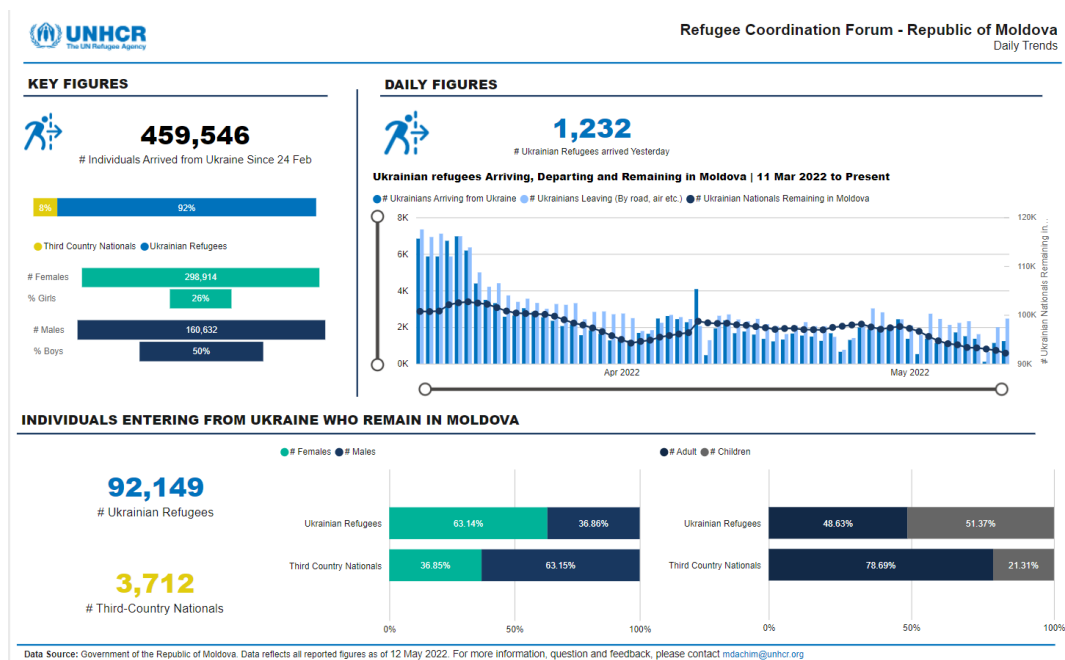
Update: 01 May – 15 May

OVERVIEW

The UNHCR-led **Refugee Emergency Telecommunications Sector (RETS)** is the coordinating body for IT and communications assessment and service delivery in refugee emergencies. RETS seeks reinforce multi-sector coordination by streamlining IT and communications into operational preparedness and response strategies for the delivery of assistance to refugees and other persons of concern.

In the Republic of Moldova, with the number of humanitarian partners providing services to persons of concern increasing, RETS is prioritizing the establishment of internet connectivity in reception centres and other key operational sites, and delivering internet connectivity in Blue Dot hubs across the country. Partners and other sectors are fully engaged in the assessment, planning and implementation of the RETS response, and play an active role in identifying sites where connectivity services are a core requirement for operational enhancement.

You can access the latest statistics for the Republic of Moldova via the Refugee Coordination Forum dashboard:





COORDINATION

Achievements and Impact

- Working closely with the Ericsson Response Team, UNHCR continues to monitor all of the connected RETS locations and take necessary actions when needed.
- As there is only one Ericsson Response volunteer in Moldova, discussions with the Cisco Crisis Response team and their local partners DAAC Digital, is on-going to ensure a rapid deployment of connectivity in the event of a deteriorating situation.

Identified Needs and Remaining Gaps

- As the number and locations of the planned Refugee Accommodation, Transit and Blue Dot Centres change rapidly, RETS is working closely with Ericsson Response and partners from the Accommodation and Transport Sector to overcome issues around deployment planning
- UNHCR convened a meeting with the page administrator of dopomoga.gov.md to ensure that most up to date information is available on the portal and that it complements [UNHCR Moldova Help Page](#). The website dopomoga.gov.md has information where refugees can call to ask for help and find housing, transportation, medical help and more.
- WFP is leading the design and deployment of a website for coordination and information sharing.



Refugees from Ukraine register to receive cash assistance from UNHCR. The registration process relies on internet connectivity set up by UNHCR and partners. (Photo: ©UNHCR/Yulia Fedorenko)



CONNECTIVITY

Achievements and Impact

- RETS Wi-Fi networks have been established so far in:
 - 19 Refugee Accommodation Centres
 - 2 Blue Dot Sites (Palanca and Otaci)
 - 1 Office of the Guardianship Authorities of the district of Ștefan Vodă, Palanca border crossing point
 - 1 Transport Hub, Causeni Train Station
- ACTED continues the distribution of pre-paid sim cards to person of concerns arriving in Moldova. A total of 4,633 SIM cards have been distributed to vulnerable refugees staying at the Refugee Accommodation Centre and entering Moldova at the border crossing points, enabling them to stay connected with their friends and family, and access information.

Identified Needs and Remaining Gaps

- Deployment of connectivity to the Refugee Accommodation Centres is on-going with an average of 4 locations connected per week. Working with its partners, RETS is undertaking necessary measures to prevent a shortage of equipment.
- Seven new Blue Dot Hubs are planned to be established in *Denduseni, Balti, Orhei, Ungheni, Artico, Causeni* and *Cahul*. RETS is working with the partners to ensure internet connectivity is enabled for the partners delivering protection and programme services to children and families fleeing Ukraine.



SECURITY COMMUNICATIONS

Identified Needs and Remaining Gaps

- Delivery of equipment for the installation of the VHF and UHF networks is pending.

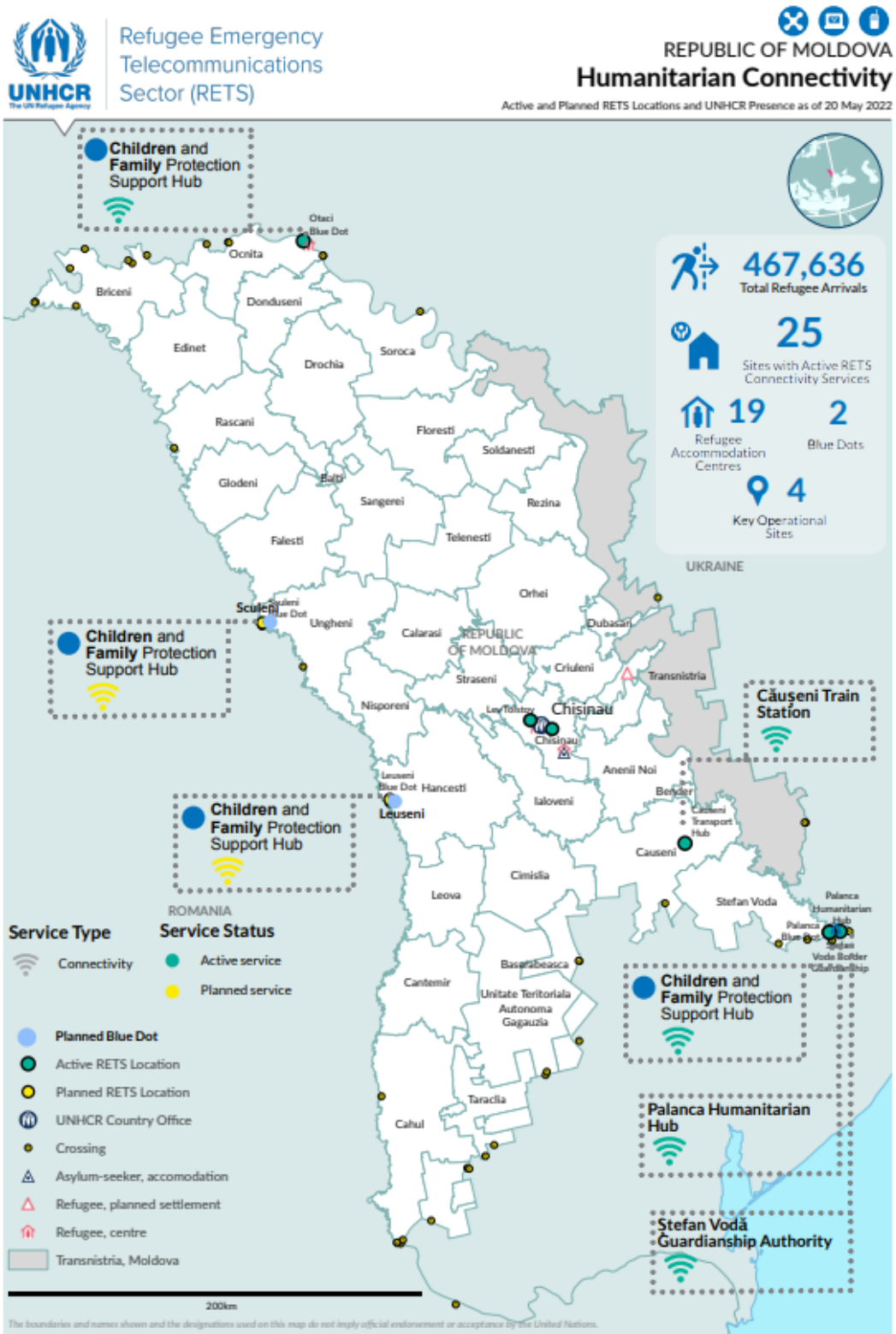


EQUIPMENT

Achievements and Impact

- Cisco Crisis Response has agreed to provide five more emergency response kits to cater for increasing needs in Moldova. The kits will also be used for pre-positioning in line with preparedness planning.
- CARITAS has donated 10 headphones to the Moldovan Bureau of Migration and Asylum call center to better equip them in responding to refugees' queries.

Reference Map



Printing Date: 20 May 2022 Source: UNCS, Government of Republic of Moldova, UNHCR, ACTED
 Author: RETS Europe Feedback: rets.europe@unhcr.org. NB: Locations of Refugee Accommodation Centres are not shared on the map.

Funding and Partnership

UNHCR is grateful for the contributions of its partners and donors who have generously given in support of the refugee response in the Republic of Moldova.



RETS PROJECTS IMPLEMENTED WITH THE SUPPORT OF



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LINKS

[UNHCR's Operational Data Portal](#) for the Ukraine Situation.

[Inter-Agency Operational Update](#) (Ukraine Refugee Situation): Republic of Moldova

[UNHCR Moldova Update](#), 8 May

[Regional Refugee Response Plan - March-December 2022](#) for the Ukraine Situation

[RETS Moldova Factsheet: Enabling Assistance and protection in Moldova](#) (10-25 April)