UNHCR
The UN Refugee Agency

REPUBLIC OF MOLDOVA

Accountability to Affected People

January-December 2023

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 the different groups cooperate in ensuring refugees are fully included in all aspects of the humanitarian response and in their own protection.

Community engagement: UNHCR aims to ensure refugees and host communities are taking part in decision-making processes at all stages of the refugee response, identifying priorities and planning appropriate actions.

POPULATION STATISTICS

As of December 2023, 100,494 refugees from Ukraine have remained in the Republic of Moldova.

60% are females

47% are children

17% are older persons

6% are people with disabilities

KEY FIGURES

Social listening activities: the Rumor Tracking System, set in place with UNHCR's partner Laolalta, gathered information on issues and concerns shared by refugees from over 30 media outlets reaching over 230.000 users.

Refugee Response Green Line: the Green Line has answered over 129,000 queries from refugees (78%) and host families (21%) since the onset of the refugee response.

Increased capacity: UNHCR, in collaboration with UNICEF and CDAC Network, organized a Training of Trainers for 14 members of the Accountability to Affected People Task Force (AAP TF), which provided eight training sessions for over 110 humanitarian stakeholders.

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 36,000 visits.

Temporary Protection (TP) Campaign: Over 90,000 individuals received comprehensive information on TP, how to apply, and on rights and obligations.

HIGHLIGHTS

Social Listening Report

UNHCR's local partner Laolalta has established a rumor-tracking system with monthly and Quarterly Reports to gather and analyze information from 30 media outlets to identify and respond to issues, concerns, and emerging trends affecting 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 Moldovans and refugees from Ukraine.

Participatory Assessment

UNHCR and partners conducted a Participatory Assessment in 2023, aimed at gaining deeper insights into the protection risks and levels of integration of refugees, asylum-seekers, and stateless persons in Moldova.

Temporary Protection Information Campaign

In 2023, UNHCR supported the General Inspectorate of Migration to develop a communication campaign on Temporary Protection with an age, gender, and diversity approach which reached by digital means over 1.6 M users.

© Courtesy of Charity Center for Refugees

EMPOWERING VOICES

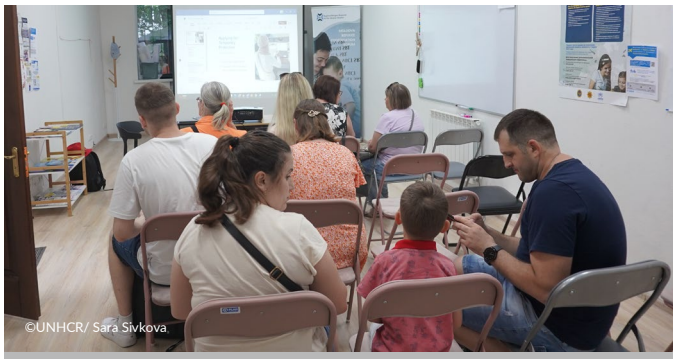
UNHCR and its implementing partner Charity Center for Refugees conducting a focus group discussion as part of the 2023 Participatory Assessment. Over 260 refugees from across the country participated in focus group discussions organized by UNHCR and members of the AAP TF.

Operational Response

- **Communication and transparency:** UNHCR and partners established a variety of communication channels in the refugee response, such as 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, including live Q&A sessions organized by Laolalta and the National Congress of Ukrainians in Moldova (NCUM).
- **Organizational learning and adaptation:** UNHCR implemented a project with UNICEF and CDAC Network, a global alliance of organizations working on AAP, to improve the AAP capacity of humanitarian actors. Through the project, a series of eight trainings were provided across the country by 14 members of the AAP TF who themselves had attended a 2-days ToT workshop. UNHCR together with NCUM held consultations with refugees to provide feedback and suggestions to the government on the extension of TP. This advocacy, joined by others, resulted in the lifting of the 45-day limit outside Moldova for Ukranians which was welcomed by the refugee community.
- **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.
- **Feedback and Response:** UNHCR feedback and complaint mechanism also serve as an Refugee Coordination Forum mechanism and is composed of the UNHCR Green Line, an online form, and an email, also UNHCR staff can be reached directly in person. Everyone can provide feedback and complaints in the most appropriate way.

Working with Partners

- UNHCR works with Laolalta and NCUM on social listening activities and to effectively share 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 develop accessible communication materials regarding TP, ensuring an age, gender and diversity approach.
- UNHCR engages with all AAP partners and other sectors to share information regarding changes in services available for refugees and host communities.



KEEPING REFUGEES WELL-INFORMED

Refugees from Ukraine in a Temporary Protection (TP) Fair. TP fairs are outreach events where UNHCR and partners share information about TP, the enrolling process, and the rights and obligations of TP holders in Moldova.

REFUGEE COORDINATION FORUM

UNHCR is co-leading the AAP TF together with the NCUM, involving more than 25 active organizations. The TF works to to ensure meaningful participation of refugees in decision-making processes, such as developing the Refugee Response Plan.

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