



Refugee and Local Community Feedback and Recommendations for the Response

INFO UNIT, LAOLALTA NGO, MOLDOVA FOR PEACE
APRIL 2023

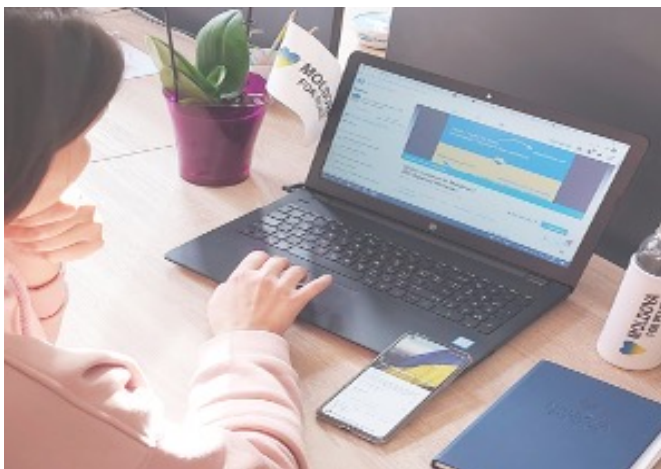


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infounit@laolalta.md

About the report



This report presents an analysis of refugees' feedback shared via online social media sources. Monitoring includes 25 Telegram, 18 Facebook, 13 Viber and 13 online mass media sources. In April 2023 Info Unit has collected 1006 feedbacks in more than 35 online channels.

Rumours spread quickly among the community and can have serious consequences. Rumour tracking allows to know what people are saying and address misinformation and disinformation.

The monitoring is focused on the refugees' feedback which could help to identify gaps or deficiencies in humanitarian aid provision mechanisms.

This report is part of the Accountability to Affected People mechanisms of the Refugee Coordination Forum in Moldova.



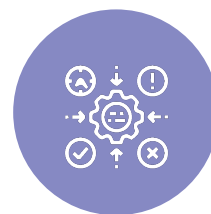
No artificial intelligence used

Data are collected manually for a deeper understanding of the context



No personal data collected

Info Unit does not collect any personal data all the feedback being analyzed anonymously



Context analysis

Feedback and tensions are collected with indication of the context in which they were shared



Quantitative analysis and categorization

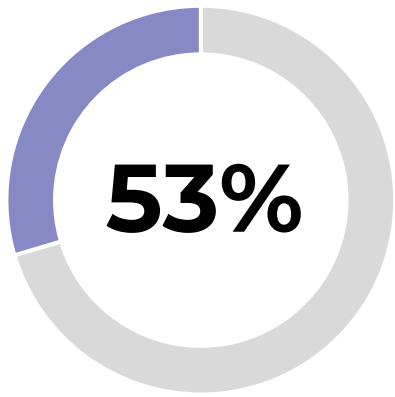
Feedbacks are grouped depending on the assistance or services. Tensions are categorized depending on the topics discussed

Our process

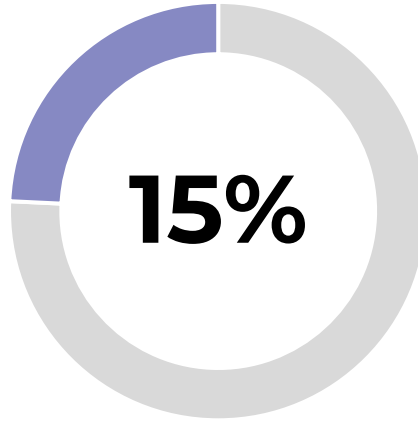


What people were talking about

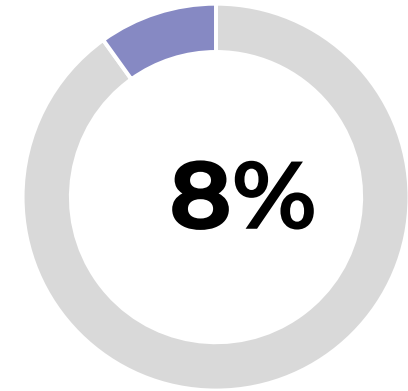
April 2023: top categories (out of 856 feedback collected)



Cash Assistance



Legal status

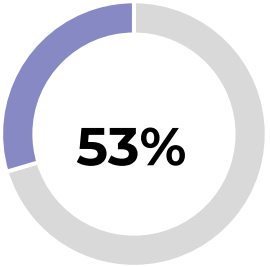
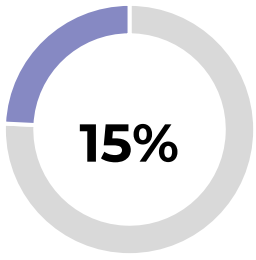
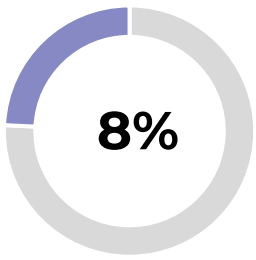


Humanitarian aid

Note: the remaining data for the other feedback categories is insignificant for the purposes of this report and therefore excluded from the analysis

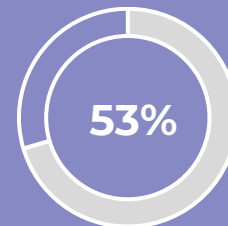
The most discussed topics

April 2023

 <p>53%</p> <p>Cash Assistance</p>	Payment mechanisms and the cash hotlines work	Concerns related to unreceived payments, complains about the work of the cash hotline operators
 <p>15%</p> <p>Legal Status</p>	Temporary protection	Concerns related to the implementation and problems with obtaining the proof of residence.
 <p>8%</p> <p>Humanitarian aid</p>	Lack of humanitarian aid insufficient information about programs available	Concerns related to lack of aid in regions and unclear rules of aid provision mechanisms

Feedback analysis

April 2023



Beneficiaries' feedback

Operational issues

Almost 59% refugees' feedback within this category is related to the operational processes. Questions asked online indicate that the beneficiaries do not fully understand program rules and the cash provision mechanisms. The frequently asked questions include the following:

- How many days can we stay out of Moldova to continue receiving assistance?
- If we do not withdraw the received money from the card, will we continue to receive assistance? (UNHCR Cash Assistance)
- Why were we not informed about the payments being delayed?
- I received SMS, but there were no money on the card.

Work of the cash hotlines

20% refugees' feedback within this category are related to complaints about the work of the cash hotline operators. Beneficiaries report that the operators provide different data each time and do not help resolve individual cases.

Direct meeting with representatives of UNHCR Cash Department

There has been a growing dissatisfaction among many beneficiaries about the delayed payments, unsolved individual cases and non-receipt of the cash assistance.

Some of the beneficiaries have been demanding to organize a direct meeting with representatives of UNHCR Cash Department in order to solve the accumulated issues.

Verification procedure

14% refugees' feedback within this category are related to the complaints and questions about the verification. Some beneficiaries report that each time during the verification they were given different details about the procedure itself and the required documents.

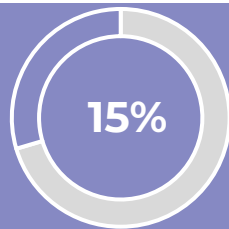


Actions taken

Info Unit helped the UNHCR Cash Department organize a meeting with beneficiaries at the Community Center 151 opened by Laolalta NGO. The meeting took place on 12 April 2023.

During the meeting, the beneficiaries were able to communicate directly with the representatives of UNHCR Cash Assistance, ask their questions and try to resolve individual cases including non-receipt of cash assistance, delayed payments and blocked bank cards.

Info Unit continues to provide accurate information about the cash programs to stop dis- and misinformation.



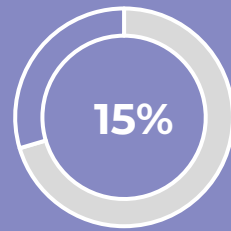
Temporary protection (TP): the context

- Temporary protection in the Republic of Moldova is issued for one year: from 03/01/23 to 03/01/24 regardless of the actual date the TP document itself was received.
- In April, the state of emergency in Moldova was extended until 04.06.2023. But, starting from 1 March 2023, access to healthcare, except for the emergency, has been conditioned by the status received: temporary protection, residence permit, refugee status, citizenship.

- Official informational platform Dopomoga.gov.md has developed a step-by-step [instruction](#) on how to apply for temporary protection.
- The new Regulation on Temporary Accommodation Centres for Refugees stipulates that refugees, upon their admission to the centre, should be informed about their obligation to obtain the temporary protection status. Refugees without status will be able to live in such centres for no more than 3 months.
- Very often the official [platform](#) for applying for temporary protection has not been accessible due to system failures.



Starting from 15 May 2023, in compliance with the Decision of the Commission on Exceptional Situation as of 10 May 2023, the period of stay for all foreigners including Ukrainians with no legal status is 90 days within 180 days.



Beneficiaries' feedback

55% refugees' feedback within this category is related to the TP issues. The frequently asked questions and comments are related to the obtaining of TP in Transnistria, problems with providing proof of residence, problems with fingerprint capture at IGM registration centres, lack of mobile teams for registering vulnerable beneficiaries, failure in the work of the official platform for applying to the TP.

Refusals

Quite a lot of comments are related to the general fear of being refused the TP. Refugees continue to report that mainly the obligation of obtaining the proof of residence creates a lot of obstacles during the TP registration process.



Actions taken

On 11 April 2023 Info Unit as part of the TP Working group took part in the IGM round table, where we reported the main problems related with the TP implementation.

Info Unit continues to inform about all changes regarding the TP implementation in the Republic of Moldova.



Recommendations

Inform correctly refugees and the local community

Dissemination of accurate and truthful information shall help to understand legal issues related with TP and other statuses.

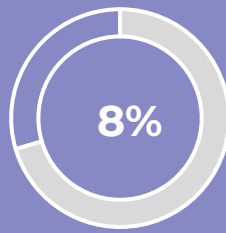
Authorities should provide more detailed and structured information to the community and ensure it is consistent across all channels.

Refer special cases to the competent lawyers providing consultation free of charge

People can be referred to [CDA](#) or [Robota](#) project. The lawyers shall help to resolve difficult situations free of charge.

Accurate and timely informing of beneficiaries

Legal norms regulating the status of refugees in Moldova are not static. It is extremely important to inform correctly on the changes in legislation using clear and understandable language.



Beneficiaries' feedback

The processes and mechanisms of aid provision in the form of food and non-food items are different for each organization.

More than 20% refugees' feedback within this category are questions about the aid provision mechanisms.

More than 41% refugees' feedback within this category are concerns about the lack of assistance in the regions.

Negative feedback (24% refugees' feedback within this category) about humanitarian aid predominates over the positive one (9% refugees' feedback within this category). Beneficiaries complain about the quality of the aid provided, the work of the humanitarian personnel distributing the assistance

Quite many beneficiaries continue to report that they still need this assistance.



Recommendations



Target and coordinate the humanitarian aid distribution to cover all the regions. Improve the feedback mechanisms



Ensure a transparent and clear distribution process of humanitarian aid.



Distribute humanitarian aid for the newly-arrived refugees and vulnerable beneficiaries to pave the way to social and legal integration of refugees.

Tensions between refugee and local community

The most discussed topics in April 2023

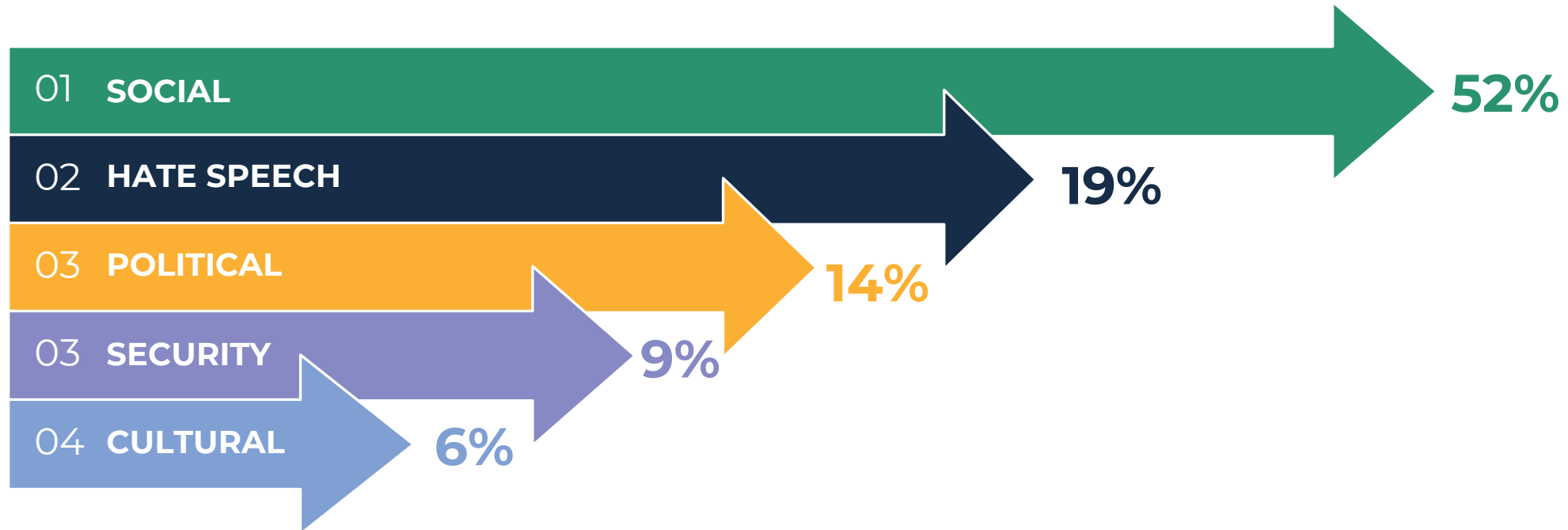
Social tensions and hate speech have been one of the biggest categories observed in April 2023. Info Unit reports only on negative feedback.

Negative feedbacks are observed from both sides. Refugees from Ukraine are not satisfied with Moldovans and vice versa.

Social cohesion programs involving both refugee and local community shall help to ease the tensions.

Tensions between refugee and local community

April 2023 (out of 215 feedback collected)



Feedback on Tensions

April 2023

Social tensions

Negative attitudes towards Ukrainians, including hate speech, insults have been observed in this period. A part of the local population are blaming refugees for various social and economic problems in Moldova.

Refugees are perceived as taking advantage of Moldova's resources and receiving unfair benefits.

A part of the local population expresses frustration and anger towards the government for perceived favouritism towards refugees and lack of support for Moldovan citizens.

Political tensions

Main comments are related to the territorial disputes and restrictions on entering Transnistria.

Security tensions

Both communities have expressed concerns about safety. The refugee community is concerned about regions perceived as hostile to Ukrainians, such as Transnistria. The local community expresses high concerns that refugees may be used by Ukraine to destabilize the situation in Moldova.

Cultural

The local community expresses its frustration about the language and culture of Ukraine being promoted by the Moldovan government and international organizations and perceives it as undermining the national cultural values.

About “Moldova for Peace” Info Unit

Info Unit is a part of Laolalta - one of the NGOs entering [Moldova for Peace](#) Civil Initiative.

Info Unit has been doing rumor tracking since the end of July 2022 as a part of Accountability to the Affected People Task Force (hereinafter AAP TF). In 2022 Info Unit has issued 5 Monthly and 1 Quarterly Rumor Tracking Bulletins.

Info Unit team provides answers to refugees via online social media, monitors one of the biggest refugee help group in Moldova [Ajutor UA in Moldova](#): almost 100 000 members.

Continuous community engagement and accountability activities help to understand the ongoing situation related to refugee response in Moldova and identify gaps, deficiencies, misinformation and understand tensions between communities. Feedback collected offer evidence to decision makers, promote community-based approach and a more efficient response. Furthermore, answers go back to the community to fight mis- and disinformation.



AAP TF member

Info Unit monthly presents updated data on refugee and local community feedback and provides recommendations based on detailed and comparative analysis



TP working group member

Info Unit is a part of TP group helping to inform refugees and local community



Refugee Coordination Forum member

Laolalta is an active member of the Refugee Coordination Forum. Info Unit participates in sector and working groups including Cash.



Round table discussions

Info Unit is a part of discussions on refugee response along with the governmental entities, international and national NGOs



Thank You



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