	UNHCR Evaluation Ma	nagement Response	
Evaluation title:	Country Strategy Evaluation for UNHCR Tajikistar	<u> </u>	
UNHCR evaluation reference:	EVO/2024/04		
The entity that commissioned the evaluation:	UNHCR's Evaluation Office		
Due date of Management Response:	01.07.2024		
Coordinator of Management Response:	Ivan Saleyeu	Head of the National Office	National Office Tajikistan
Management Response approved by (senior manager in commissioning office):	Hai Kyung Jun Hans Friedrich Schodder Ivan Saleyeu	Regional Director Representative Head of the national office	Asia Pacific Regional Bureau MCO Central Asia National office Tajikistan
Date of submission:	August 27 ^{th,} 2024	I	<u> </u>

General comments on the evaluation:

MCO Almaty and the National Office of Tajikistan appreciate the comprehensive evaluation of UNHCR's operations in Tajikistan and acknowledge the constructive recommendations provided. We recognize the significant progress made in several areas despite the challenging operational context. The evaluation process highlighted both strengths and areas requiring enhancement, and we are committed to addressing these to improve our strategic positioning, operational efficiency, and the overall impact of our interventions. MCO Almaty and the National Office Tajikistan value the collaborative spirit reflected in the recommendations and are dedicated to fostering closer partnerships between the Tajikistan government, the UNHCR National Office in Tajikistan, the Multi-Country Office in Kazakhstan, and the Regional Bureau, in accordance with the RAF. We are confident that with the continued support and proactive engagement of all involved parties, we can overcome the identified challenges and build on our successes to provide even more robust and effective protection and solutions for those in need.

The report concludes that UNHCR has actively supported displaced and stateless individuals in Tajikistan despite the complex context. However, there is a disconnect between strategic intentions and their implementation. Capacity-building initiatives were rightly positioned but lacked cohesive, long-term strategies and links with the humanitarian-development-peace nexus. More close collaboration with the Government and other stakeholders is needed. Noteworthy advances were mixed with reactive approaches, and more proactive responses were demanded. Immediate humanitarian relief should continue, and there is a pressing need for transition to long-term changes, transformative outcomes, innovative approaches, empowerment, and strategies that promote

resilience and self-reliance among the displaced populations. Strategic focus of the operation on inclusivity and gender equality is supported, and the report highlights the need for a better data management and linkages with climate and environmental considerations.

These findings are useful and will be duly considered, and efforts will be put into their advancement as the complex local and geostrategic context allows.

Revamp UNHCR's strategic positioning on protection and solutions issues by fostering closer collaboration and advocacy with the Tajikistan government and other national and international stakeholders to promote rights, protection, and durable solutions for persons UNHCR serves. Design and implement a robust Stakeholder Communication Strategy that promotes a culture of collaboration, reducing silos and **RECOMMENDATION 1:** ensuring that UNHCR's programs and results are clearly communicated and understood by its partners and persons UNHCR serves while considering local norms and traditions. Refine the Advocacy and Awareness-Raising Strategy, incorporating lessons from successful initiatives like the simulation exercise or the reopening of the asylum process, to effectively address the rights of refugees and asylum seekers. To underpin these strategic measures, step up the leadership of UNHCR's public presence in Tajikistan through the role of Head of Office to proactively promote UNHCR's work and results, as well as the needs and rights of persons UNHCR serves. Management response: X Partially agree With the National Office Tajikistan now re-merged with the MCO Almaty, stronger support can be provided to reach out to and engage new and existing partners strategically, including through regular exchanges, meetings, and collaborative efforts to clearly Reasons (if partially communicate UNHCR's priorities both publicly and bilaterally. The recommendation is partially agreed upon as the expected result agree or disagree): doesn't entirely fall under UNHCR's control; the results of these efforts will depend on the willingness of the Government and other stakeholders to support the rights of forcibly displaced and stateless people in Tajikistan and UNHCR's strategic priorities. Unit or function MCO / NO responsible: **Expected Progress** Top-line planned Comments completion By whom actions **Status** Comments date Design and Develop a comprehensive communication strategy and implementation implement a NO in close plan that – in line with the UNHCR global communications strategy – leads the narrative, generates empathy, and mobilises action, as well as Stakeholder collaboration Q1 of 2025 Planned Communication with MCO fosters collaboration, reduces silos, and ensures that UNHCR's programs Strategy and results are understood and supported by stakeholders, including

			partners and the people we serve, considering international commitments, local norms and traditions.			
2	Refine Advocacy and Awareness Raising Strategy	NO in close collaboration with MCO	Enhance our advocacy strategy by incorporating successful initiatives and learnings – such as the simulation exercise and the reopening of the asylum process – broadening the scope of stakeholders, and maintaining updated advocacy messages, to address the rights of refugees and asylum-seekers effectively in line with UNSDCF and SDG principles.	Q1 of 2025	Ongoing	
3	Strengthen Public Presence and Leadership	NO in close collaboration with MCO	 Increase the visibility of UNHCR's work in Tajikistan through proactive engagement and leadership from the Head of National Office, and Representative for Central Asia, promoting UNHCR's achievements, needs, and the rights of the people we serve. Improve and enhance Tajikistan content, information, products and reports on the existing UNHCR Central Asia website and UNHCR Central Asia social media channels, to disseminate actual and useful information in relevant languages (i.e. English, Russian and Tajik) to defined target audiences. Improve direct information sharing with key stakeholders, including through contributing to and disseminating the quarterly Central Asia Operational Update (prepared by MCO), NO Factsheets, infographics etc. Carry out regular meetings and briefings with major donors and stakeholders and track in established tracking sheets. 	Q2 of 2025	Ongoing	
R	ECOMMENDATION 2:	 that capacity avoiding frag Develop a developm and need capacity I Establish mechanis Develop a feedback 	Capacity Building and Strategic Engagement by realigning UNHCR's systrengthening initiatives are in line with regional approaches and agmentation and focusing on sustainable outcomes as more structured Capacity Building Strategy, emphasizing practical application networks, ensuring that initiatives add tangible value to UN engagement in sof government institutions. The strategy should provide a framework for nebuilding support. The aregular and structured training regimen for selected beneficiaries of capacities to ensure the relevance and applicability of capacity-building efforts. It along-term engagement model post-training and capacity-building sessions, addressing gaps, and refining future training based on evidence of working the feedback.	are continuon bility and align Tajikistan and eeds-based se city building su , ensuring con	ment with the dalso responded ection of berapport incorposistent follow-	humanitarian- d to the priorities deficiaries of rating feedback

Ma	anagement response:	X Partia	lly agree			
	easons (if partially ree or disagree):	nexus, aiming particular resp Hence, the go	will refine the capacity-building strategy, with long-term strategic follow-up, g at improving national systems towards sustainable enjoyment of rights by founding to the government's needs. However, some government requests a overnment's expectations should be carefully assessed and supported only at personnel can also disrupt communication and knowledge transfer, which	forcibly displac aim at goals ou if they align wi	ed and statele tside the UNH th UNHCR pr	ess people, in HCR mandate. iorities. Changes
_	it or function sponsible:	MCO/NO				
	p-line planned tions	By whom	Comments	Expected completion date	Pro Status	ogress Comments
1	Develop a structured Capacity Building Strategy	NO in close collaboration with MCO	Create a detailed, targeted capacity-building strategy, with defined objectives, focusing on practical applicability. Ensure that initiatives respond to government institutions' priorities and needs. When feasible, sign yearly Workplans with corresponding Government agencies and other stakeholders. Incorporate feedback mechanisms to ensure the relevance and effectiveness of capacity-building efforts. Create a model for consistent follow-up and feedback post-training.	Q1 of 2025	Planned	
2	Redouble collaboration with UN agencies and other stakeholders on capacity-building efforts to promote common goals and rights of persons UNHCR serves		Maintain regular dialogue with UN agencies and other stakeholders to ensure that partners include relevant issues in their government and other stakeholders' capacity-building efforts. Evaluate progress regularly.	Q1 of 2025	Ongoing	
RECOMMENDATION 3:		challenges fa This can be a a) Build on l	JNHCR's operational and advocacy frameworks in Tajikistan to proacticaced by forcibly displaced persons. Schieved through the following priority actions: JNHCR's corporate tools to design and implement a country specific and rochallenges, like mass deportations with consideration of relevant border infractions.	bust early warr	ning system to	o anticipate

		safeguarding the rights of forcibly displaced persons in Tajikistan. b) Ensure UNHCR senior management in Tajikistan is supported by the RB to step up protection of forcibly displaced persons and advocacy in case of deportation or other protection issues. c) Find appropriate durable solutions for the cases of mandate refugees. Complementary pathways coupled with Resettlement for the most vulnerable cases should be integrated in the interventions to lead to more sustainable results					
Mar	Management response: X Partially agree						
Reasons (if partially agree or disagree):		resettlement of The border woccurred in the	MCO and NO will proactively address the problems faced by forcibly displaced and stateless people in Tajikistan. However, resettlement options in the region are limited to only life-threatening immediate protection needs and cannot be regularly resorted to. The border with Afghanistan is closed for asylum-seekers, which is considered a security measure, as well as deportations that occurred in the past. UNHCR is committed to taking proactive measures to address such incidents. However, it acknowledges that here may still be negative outcomes due to the government's primary focus on security concerns.				
	t or function consible:	MCO / NO					
-	-line planned ons	By whom	Comments	Expected completion date	Pro Status	ogress Comments	
1	Implement a Country-Specific Advocacy and Early Warning System	NO in close collaboration with MCO	 Ensure step up in advocacy to proactively and timely address violations of rights of forcibly displaced and stateless people. Linked with advocacy efforts, design and implement a robust early warning system to anticipate potential challenges such as mass deportations, ensure timely mediation, and safeguard the rights of forcibly displaced persons. Ensure that senior management in Tajikistan receives robust support from the MCO and Regional Bureau to enhance protection and advocacy efforts, particularly in prevention of refoulement or other protection issues. Establish cross-border communication with UNHCR Afghanistan. 	Q1 of 2025	Ongoing		
2	Conclude the refugee status determinations for Mandate asylumseekers.	NO in close collaboration with MCO	There are currently 13 individuals (6 cases) from Afghanistan pending UNHCR Mandate refugee status determination. Those individuals have been denied refugee status in the state procedures.	Q1 of 2025	Planned		

3	Step up efforts to support regularization and local integration of mandate refugees and with MC		As of April 2024, Tajikistan still hosts 29 families (117 persons), who were recognized as refugees under the global mandate of UNHCR. However, they still lack any legal status and thus access to rights or local integration in Tajikistan. Since 2014, UNHCR has been advocating with the Government and authorities to provide all remaining mandate refugees with an adequate legal status and integration prospects in Tajikistan. UNHCR will step up those efforts.		Ongoing	
	Complementary Pathways for refugees		In absence of resettlement available for refugees in Tajikistan, Complementary Pathways are becoming important ways for solutions. In June 2024, NO submitted 3 year proposal to Canada for complementary pathways.			
REC	COMMENDATION 4:	 comprehens partnership vartnership vartne	buld develop its livelihoods strategy for Tajikistan, transitioning ive, long-term empowerment and self-reliance strategies that align verification with development actors who have more capacity and resources to accept the development actors who have more capacity and resources to accept the sector will suppose the sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right assessment as sector will help expand job placement opportunities for the right holders. It is sector will help expand job placement opportunities for the right assessment assessment along the resource sector will help expand job placement opportunities for the right assessment assessment all the right holders. It is sector will help expand job placement opportunities for the right assessment assessmen	with the local hieve results. ments to ensur with the governees' livelihood vaigns and suppen the employ CO and RB to through joint process.	re alignment warment, develors and economic port to the integral ap on relevant ogramming w	with Tajikistan's pment partners nic inclusion that erested persons ad people t expertise and ith UN agencies
Mar	nagement response:	X Par	tially agree			
	sons (if partially ee or disagree):		ment and implementation of a comprehensive UNHCR livelihood assistance CR will refine its livelihoods strategy for Tajikistan as suggested. Regarding		•	

			pasic needs and essential services, UNHCR will be able to advocate with dees) to include forcibly displaced and stateless people in their programmes.	velopment par	tners (UN age	encies, IFI, and
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	ions	By whom	Comments	completion date	Status	Comments
1	As part of Central Asia Livelihood strategy, develop a comprehensive livelihood strategy Chapter for Tajikistan	NO in close collaboration with MCO	 Diversify vocational training approaches by aligning with Tajikistan's job market and expanding job placement opportunities through collaboration with the government, development partners, and the private sector. With support from MCO, and RB, refine livelihood interventions, replicating successful livelihood initiatives from other UNHCR country offices to enhance refugee livelihoods and economic inclusion programs. Support labor mobility by providing awareness campaigns and counseling to facilitate links between employers abroad and forcibly displaced and stateless people. 	Q1 of 2025	Ongoing	
2	Collaborate with UN agencies and other stakeholders to include people UNHCR serves in their programmes to promote socioeconomic opportunities and employment pathways to build resilience and self-reliance of refugees		In line with the principle of "No One Left Behind", UNHCR will redouble efforts to advocate with UN agencies and other stakeholders – including donor embassies, development partners, IFIs, private sector – to include forcibly displaced and stateless people to their implementation programmes, and to the plans developed jointly with the Government. Currently, NO engages with JICA, PRM, ESCAP CRVS, KfW, Government of Canada (complementary pathways) to facilitate projects' approval by donors. Additionally, UNHCR submitted its proposals to WB that secured funding from donor, and Joint UN SDG Fund.	Q1 of 2025	Ongoing	
3	Develop and approve the SOPs on CBIs and assistance with partners with	NO in close collaboration with MCO	The following SOPs were recently adopted, and the process continues to adjust the procedures: SOPs for the implementation of Cash-Based Interventions by Refugees, Children and Vulnerable Citizens (RCVC) and UNHCR partnerships, Tajikistan / 2023 – 2024 (signed 1.09.2023)	Q1 of 2025	Ongoing	

	reviewed eligibility criteria and transparency in decision making.		 Assistance SOPs – v2, (approved 10.05.2024) SOPs on the Provision of Legal and Financial Assistance to Persons Supported by the "Prevention and Reduction of Statelessness in Tajikistan" Project (IP Chashma, November 2023). SOPs on the Provision of Legal and Financial Assistance to Persons Supported by the "Prevention and Reduction of Statelessness in Tajikistan" Project (IP Rights and Prosperity, 2023). 			
4	Consider addressing psychological needs of the refugee community especially among women, youth and children	NO	As reported, women and youth face depression and anxiety due to difficult living conditions. Other partners, including IOM, are implementing wide and accessible MPHSS assistance to migrants and refugees. UNHCR will establish an effective referral mechanism to forward MPHSS cases to service providers.		Ongoing	
5	Consider enhancing UNHCR's engagement with education support.	NO	There is a declining enrolment rate among refugees (76% in 201964% in 2020, and 43% in 2024). UNHCR will collaborate with UNICEF and other partners to provide additional assistance to children refugees to ensure their proper education.	Q1 of 2025	Ongoing	
6	Consider increased allocation of funding to the statelessness pillar to further reduce statelessness.	NO in close collaboration with MCO	NO will identify savings under other budget lines and will consider additional support to destitute stateless people to find solutions of their situation (access to documentation), in particular to cover high expenses necessary during procedures, including travel costs.	O1 of 2025	Ongoing	
RECOMMENDATION 5:		 Monitoring 8 support tails Enhance vulnerable to make in Develop a 	residerations of Age, Gender, Diversity, Climate Resilience, and Enviror Evaluation framework in Tajikistan. This will enable informed, data drawed to the country's unique challenges. data collection mechanisms for more in-depth disaggregation in line with AGE groups ensuring more informed and targeted support. This should revisit to the more relevant to current needs in order to refine programs continuously in a framework that inherently integrates Climate Resilience and Environmentations, and notably in infrastructure (e.g., Environment impact assessments; for	iven comprehable of the control of t	for identificati Il-time feedba AP principles consideratio	on of most ck mechanism ns into all

	UNHCR support enables displaced populations to be equipped to cope with changing environmental challenges in their host regions. To achieve this, identify/leverage existing and seek additional resources (financial, human) and capacities for these activities (with implementing partners and UN agencies)					
Mai	nagement response:	X Partially ag	ree			
	sons (if partially ee or disagree):	Operation into	roduced the ProGres v.4 functionality and collects disaggregated data. The	introduction of	BIMS is pend	ding.
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1	Enhance Data Collection Mechanisms	NO in close collaboration with MCO	 Improve data collection to achieve more detailed disaggregation in line with AGD principles, enabling targeted and informed support for the most vulnerable groups during UNHCR monitoring. Advocate with Government to ensure AGD disaggregation of data. 	Q1 of 2025	Ongoing	
2	UNHCR will ensure that climate resilience and environmental sustainability will be important factors to integrate in its activities.	NO in close collaboration with MCO	 Currently, NO does not plan any additional capital investments that would trigger climate resilience and environmental sustainability issues, which will be carefully considered and integrated if such activities foreseen in the future. UNHCR continues to monitor legal and policy changes to ensure legal protection and to address displacement and statelessness risks driven by climate. UNHCR participates in the EW4ALL initiative. UNHCR will develop effective waste management and water control systems for UNHCR's office management and greening its facilities and events. UNHCR will include sustainable procurement considerations in all procurement processes including NFI and CRI for the use of refugees. Develop project proposals aiming climate and environmental activities, taking into consideration current programs, to include work 	Q1 of 2025	Planned	

			with refugees and develop innovative sustainable energy, livelihoods and reforestation programmes for refugee-hosting areas.					
RECOMMENDATION 6:		Ensure the monitoredProvide n	 Optimize the efficiency of the Country office through the enhancement of cooperation with partners Ensure that partners are selected considering the results of the previous monitoring reviews of UNHCR. Ensure that partners are monitored by project control team in a respectful and transparent way. Provide needed continuous support to implementing partners in regard to programming, management, internal monitoring and reporting. 					
	sons (if partially	X Agree						
	ee or disagree):	[add only if p	partially agree or disagree was selected]					
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1	Provide Continuous Support to Implementing Partners.	NO	 Offer ongoing support to implementing partners in programming, management, internal monitoring, and reporting to enhance their effectiveness and alignment with UNHCR's goals. Ensure regular communications with all partners at all levels, including regular meetings, exchange of information, advance notices on changing policies or procedures. 	-	Status Ongoing	Comments		

3	Regular field MFT monitoring, capacit building, coaching of partners will be implemented according to schedule jointly agreed with partne and ad hoc;	NO	 NO developed a schedule of planned MFT monitoring visits to all partners. Multifunctional approach will inform the Office's decision-making on gaps, adjust programs, and change in modalities of assistance. NO will establish a routine of having regular bilateral meetings between NO and partners 	Q1 of 2025	Ongoing	
4	Taking into account funding constraints and sustainability requirements, UNHCR will compithe pool of potential partners to rationalize programimplementation	e NO	In 2024, NO issued Call for proposals to expand the pool of partners and identify partners for implementation of the projects related to (1) social assistance to refugees and asylum-seekers and (2) reduction and prevention of statelessness in Tajikistan. As a result of this Call, UNHCR rejected two eligible applications for the project (1), and accepted one application for the project (2). Nevertheless, UNHCR will readvertise the Call for proposals, to ensure, against the background of a trend of decreased funding, that the new selection process should include, as one of the desired parameters, a comprehensive protection response and assistance to displaces and stateless populations and rationalize partner budgets, including through reduced administrative costs by reducing the number of partners.	Q1 of 2025	Ongoing	
		_	iciency of Country office resources through rethinking of its strategy, dive	rsification of r	esources and	recalibration
			ation of funding sources, it is recommended to:			
		Ensure t	here is a proactive resource mobilization strategy in place, with an emphasis	on diversified	funding source	es
	NEGOMMENDATION T		tion of staffing and communication structures, it is recommended to:			
K	RECOMMENDATION 7	Ensure tDesign a	hat staff roles are clearly defined, specialized, and avoid too many and/or over ind implement a robust internal Communication Strategy that addresses and I shifts in the office and promotes synergies and coherence		•	
		For COMPAS	SS, it is recommended to:			
			advancing its monitoring mechanisms, such as integrating and expanding the une effectiveness of resource utilization, partnerships, and local outreach efforts. I	•		

		resource reallocation, ensuring that UNHCR's interventions remain agile and responsive to the dynamic needs of the displaced and stateless populations it serves in Tajikistan.					
Maı	nagement response:	X Agree					
	esons (if partially ee or disagree):	[add only if p	partially agree or disagree was selected]				
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1	Proactive Resource Mobilization Strategy	NO in close collaboration with MCO	 With support from MCO and RBAP, develop and implement a resource mobilization strategy, emphasizing diversified funding sources and contribution modalities to ensure sustainable financial support. According to the resource mobilization strategy, UNHCR will regularly reach out to donors, IFIs, Embassies, and other stakeholders and respond to the Calls for proposals—where strategically relevant and feasible—proposing activities for the benefit of forcibly displaced and stateless people to ensure proactive resource mobilization. 	Q1 of 2025	Ongoing		
2	Clear and Specialized Staff Role	NO	Clearly define and specialize staff roles to avoid overlapping tasks, ensure complementarity of skills and expertise, and effectively use human resources within the allocated staffing cap.	Q1 of 2025	Completed		
3	Robust Internal Communication Strategy	NO in close collaboration with MCO	 Design and implement an internal communication strategy, with the support of MCO and global Internal Communications team, to inform, engage and unite the National Office Tajikistan team, addressing challenges from frequent structural shifts, and promoting coherence and synergy within the NO and with the MCO UNHCR will ensure regular internal communication exchanges, including through Office's weekly staff meetings, participation of NO's staff in MCO's meetings, open information sharing. 	Q1 of 2025	Ongoing		

4	Fully implement the Business Transformation Tools	NO in close collaboration with MCO	_	Keep the Plan Access Control functions up to date at all time ensuring segregation of duties is followed; Provide access to the relevant colleagues to different tools within BTP, including PROMS, COMPASS, Cloud ERP, etc. Provide training/refresher training to MFT members on COMPASS to better understand resource allocations and inform the planning.	Q1 of 2025	Ongoing	
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