



OFFICE OF THE UNITED NATIONS RESIDENT COORDINATOR
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24 February 2010

Dear Secretary-General,

2009 has been the last year of the 1st UNDAF effectual implementation. Overall outstanding results were achieved against each of the defined outcomes. The UNCT further strengthened its strategic partnership with the government. In a fully harmonized and well coordinated manner the UNCT swiftly responded to the impact of the global crisis and assisted the government to address some of the key challenges to human development, namely provision of quality social services and employment generation.

Brief description of political events and major developments that had impact on the work of the UNCT:

Domestic and external political situation: According to the Freedom House 2009 World Freedom Report, Armenia ranked as “partly free”, with political rights score – 6 and civil liberties score – 4 (1 represents the highest and 7 lowest democratic progress). Armenia’s political rights rating declined from 5 to 6. The Armenian media was rated “not free”.

Armenia ranked 2.7 and is the 125th among 180 states in the annual Global Corruption Report 2009 of Transparency International (on 1 to 10 scales). The new national anti-corruption strategy to ensure better alignment with the Council of Europe Group of States against Corruption (GRECO) recommendations was still in the process of elaboration. The revised criminal code included articles on active and passive corruption in line with the standards of the UN Convention against Corruption (UNCAC).

The role of the Human Rights Defender was strengthened and its institutional capacity to better protect and promote human rights was enhanced. Improvements were observed in terms of institutional immunity of the office, its technical expertise, the capacity to investigate claims of human rights violations and involvement in the legislative process. It became mandatory to send all drafts relating to democracy and human rights for the Defender’s review before presenting it to the government. The Human Rights Defender’s capacity to promote tolerance was strengthened with the UNDP support.

The government recognized promotion of gender equality as a priority in its programme for 2008-2012, having embarked on finalization of Gender Equality Concept Paper during 2009. The discussions on draft laws on gender equality and on criminalizing domestic violence have commenced.

Although a June 19, 2009 presidential pardon released many of those who were prosecuted in relation to the post-election March 2008 violence, local human rights groups maintained that some opposition supporters remain imprisoned on politically motivated charges.

The peace talks to resolve the Nagorno-Karabakh conflict continued under the aegis of the OSCE. In the joint statement by U.S., French and Russian presidents on 10 July 2009 at L’Aquila G8 summit, the OSCE Minsk Group co-chair countries urged “the presidents of Armenia and Azerbaijan to resolve the few differences remaining between them and finalize their agreement on these basic principles, which will outline a comprehensive settlement.” The statement refers to Madrid Principles as a platform for the settlement. Presidents of Armenia and Azerbaijan met to discuss Nagorno-Karabakh conflict settlement in Chisinau on October 8, followed by a trilateral meeting with participation of the Russian President. The subsequent Munich meeting of the Presidents Sargsyan and Aliyev in November was the sixth one within a year, clearly indicating intensification of the negotiating process.

The Armenian-Turkish relations evolved in a positive direction, with the start laid down in 2008 by the "Football diplomacy" initiative, which produced the first visit of the Turkish head of state to Armenia and was followed by the Armenian President's reciprocal visit to Turkey in October 2009.

On 22 April 2009, a joint statement of the Armenian, Turkish and Swiss Foreign Ministries announced that Armenia and Turkey "have agreed on a comprehensive framework for the normalization of their bilateral relations. In this context, a road-map has been identified." The Swiss mediated process resulted in signing by the Foreign Ministers of Armenia and Turkey of two landmark bilateral protocols on 10 October in Zurich. The protocols envisage establishment of diplomatic relations, mutual recognition and opening of the common border, upon ratification in the parliaments of the two respective countries.

Socio-economic situation: The Sustainable Development Programme 2008-2021 (earlier PRSP-II) acknowledged that regional disparities and gaps continue to remain a major challenge facing the country's development, and foresaw the elimination of extreme poverty. It has incorporated the nationalized Millennium Development Goals (MDG) framework. The SDP is intended to become operational after the government develops and approves the Action Plan. It is expected to be revisited in order to better address the impact of the global crisis on human development in the country.

The Armenian under-diversified economy has been seriously hit by the global crisis and recorded economic recession of 14.4% in 2009. Severe drop in incomes, remittances and fiscal revenues was registered, and the unemployment has grown thus seriously hampering poverty reduction efforts. Many pre-crisis forecasts regarding the achievement of the national MDG targets will not be met.

The government's efforts towards maintaining the level of social expenditures and mitigating the consequences of the crisis were supported by 1,1 billion USD loans provided by IFIs and Russia. Armenia's foreign debt reached 36% of GDP. A reduced state "anti-crisis" budget was adopted for 2010.

Summary on progress towards UNDAF outcomes in support of the national development priorities (inputs provided by theme group chairs)

The UNCT intensified its efforts towards swift and smooth coordination and effective harmonization of development aid thus aiming at effectively addressing the impact of the crisis and contributing to human development. The implementation of the 1st UNDAF was carried out by three theme groups based on the UNDAF outcomes.

The Social Equity theme group led by UNICEF focused on the areas of health, nutrition and food security, social protection, education, social budgeting as well as monitoring and evaluation. The activities in health sector assisted the Ministry of Health to revise the Basic Benefit Package, develop policies to improve financial access and efficiency of delivery, and secure provision of basic medicine to vulnerable groups. Through joint inter-agency work the impact of the crisis was better assessed by means of household survey, advocacy for flour fortification with micronutrients was conducted and revision of the Basic Benefit Package was implemented. The pooling of resources and combined involvement led to more substantial results and higher level acknowledgement by the government.

The Economic Equity theme group led by UNIDO assisted the government in job creation efforts through support to SMEs and provision of alternative employment generation opportunities to vulnerable groups; contributed to the Government's Sustainable Development Strategy and MDG monitoring system, National Strategy for Sustainable Agricultural Development as well as employment policies and vocational education. As a result, 63 start-up SMEs were supported creating 200 new work places in 2009; two community Development Plans were elaborated and Performance Budgeting principles were introduced in Geghamasar and Pambak communities of Gegarkunik region; the database for rural and urban communities was prepared and initial analysis was conducted; agro-based employment opportunities in six communities for poor families were improved; through public works scheme activities new employment opportunities were generated for some 630 household members; in order to mitigate the consequences of the financial crisis 170 registered unemployed were supported through provision with vocational re-training; study on Rapid assessment on crisis impact to the Labour Market was initiated.

The Democratic Governance theme group led by UNDP targeted media and further developed its capacity through organising of series of discussions for a group of 28 print, electronic and TV economic journalists on researching and reporting on crisis-related issue. In the area of human rights protection and promotion Ombudsman's capacity to protect labour rights was enhanced through supporting the research on aspects of Labour Rights, encompassing comprehensive analysis of protection and observance of Labour Rights. The performance of Migrants' Support Points in Yerevan and two in the regions, State Migration Agency, and Trade Unions in protection of labour migrants' rights was further enhanced and quality of services provided improved through provision of 4 seminars and workshops on the best ways to make a migration experience successful economically and socially; substantive orientation sessions on labour and other relevant laws in the country, migrants rights and obligations were held; Information Centre on migration and anti-trafficking issues under the Trade Unions Confederation of Armenia opened.

Summary on progress in UN Reform, in particular with regards to: (i) efforts to align with the national development processes; (ii) support to the national government in the preparation, implementation, and/or revision of comprehensive MDG-based national development strategies; (iii) progress the UNCT is making collectively in support of the national partners' endeavours towards capacity development and aid effectiveness; and (iv) experiences with joint programmes and HACT, as well as other highlights in coordination.

Sustainable Development Programme Action Plan: The UNCT, in its efforts to align MDGs with the PRSP, worked closely with the PRSP Secretariat and provided inputs to the PRSP II, which was transformed to 2008-2021 Sustainable Development Programme (SDP). The UN Agencies through their dynamic participation and lobbying efforts supported the government in the elaboration of the Action Plan for the SDP. Among others, the strategy recognized that regional disparities and gaps remained one of the main challenges facing the country's development, and foresaw the elimination of extreme poverty. It incorporated the nationalized MDG framework.

Joint conference on financial crisis: As a segment of joint response to the crisis, the UNCT in conjunction with the World Bank, the IMF and the Ministry of Labour and Social Affairs organized on 14 April a conference to examine the impact of the global crisis on social sector. With national partners' high-level participation, including the Prime Minister, the concluding outlines of the conference facilitated drawing of policy options to mitigate crisis implications in social area.

Second MDG National Report: The UNCT has engaged in the preparation of the second national MDG Report aimed at assessing the progress towards the achievement of localized MDGs. The preparation of the report (commissioned by UNDP) was led by the government, while the UN agencies, development partners and leading NGOs brought their substantive inputs. The report concludes that the achievement of several MDG targets would be quite difficult if feasible at all due to the crisis and its impact on human development. Those "unlikely to achieve" are: MDG1, target 2A - achieve full and productive employment and decent work for all, including women and young people; MDG3, target 4 – increase of women's participation in political decision making; MDG5, target 6A - reduce by three-quarters the maternal mortality ratio. In the category of "hard to achieve" are: MDG1, target 1 - reduce the poverty level lower than in 1990; target 2 – halve the proportion of people who suffer from hunger; MDG2, target 3 - ensure that every child will be able to complete a full course of high quality secondary schooling; MDG4, target 5 - reduce by two-thirds the under-five mortality rate; MDG5, target 6B - achieve universal access to reproductive health; MDG8, target 12 - ensure such level of governance, political rights and responsibility and protection of human rights that would contribute to increased ODA and its efficient utilization.

2010-2015 UNDAF: The UNCT completed preparation of its second UNDAF for 2010-2015. It was developed in close cooperation with the Prime Minister's office and was fully aligned with national development agenda. The governmental and non-governmental partners, international community, private sector as well as non-resident UN Agencies, such as UNESCO (both national commission and Moscow Regional Office), ITC, UNEP, IAEA and OHCHR were involved in the preparation of the new UNDAF and substantively contributed to defining development outcomes based on UN comparative advantages and key national priorities.

The 2010-2015 UNDAF was officially endorsed by the Government of Armenia on 24 August 2009. The key priorities identified for further pursue by the UN system included: poverty reduction, promotion of democratic governance, provision of quality social services, environmental management and disaster risk

reduction. Through coordinated and harmonized efforts regional disparities and social inequalities will be reduced and sustainable development will be accelerated.

The RC actively advocated for Armenia becoming signatory of the Paris Declaration. Intensive dialogue and discussions were held with the President's and the Prime Minister's offices. The probability of signing the Paris Declaration by the government in 2010 is quite high. The donor coordination meetings were conducted under the co-chairmanship of the UN RC, along with the WB, the USAID and the EU Delegation.

Programmes: In the beginning of the year three joint programs have been planned for implementation:

- a) Advocacy in Action (led by UNICEF), aimed at halting the spread of the HIV/AIDS in Armenia through strengthening the capacity of people living with HIV and at risk-groups; their integration into society and support to their active participation in the decision making processes;
- b) Sustainable Livelihood for Socially Vulnerable Refugees, Internally Displaced and Local Families (led by UNHCR), aimed to assist vulnerable families of the communities in two border regions in reducing poverty, increasing their self-sustainability, enhancing living conditions, health care services as well as improving educational opportunities, capacity building of and self-government bodies and the integration of refugees into local communities;
- c) Enhancing the Capacity of Government Partners in roll-out of ArmeniaInfo at the national and provincial level for Monitoring and Reporting Progress on the MDGs and the Sustainable Development Program (led by UNICEF), aimed to enhance the capacity of UN agencies and government partners in tracking, monitoring and reporting progress on the MDGs and the SDP.

In addition, in view of the ad-hoc needs due to the global economic crisis, the WFP in close cooperation with the Government and with the financial assistance of UNDP (PSIA funding window) and all other UN Agencies (IOM, ILO, UNDP, UNIDO, UNICEF, UNFPA, FAO and UNHCR) conducted a rapid assessment, including a review of secondary data at macro-level and appraisal using qualitative tools among livelihood groups that might be most affected by the crisis. The assessment reviewed the impact of the global financial crisis on household level to enable better preparedness and effective responses to mitigate its impact on the most vulnerable. Subsequently, the UNCT implemented a joint programme of conducting a representative household survey/vulnerability assessment in all 11 provinces of Armenia to quantify the crisis impact at the household level. Thus, the acquired data enabled the government and the UN Agencies for timely programmatic decision-making and responses to mitigate the impact of the crisis on the most vulnerable groups.

The EU-UNDP "EU advisory group" project has been launched since the beginning of the year, with the aim to support Armenia in the implementation of the national reform agenda and relevant international commitments. UNDP assumed the capacity of implementing partner in this EU funded project. The project contributed to elaboration of Anticorruption Strategy and its action plan, concept of the new law on Transparency of Political Activities, National Human Rights Action Plan Concept Paper, training needs and functional analysis for the Prime Minister's office, establishment of Diplomatic Academy and its curriculum, public debt management issues and recording system, customs post clearance control and audit, customs risk analysis to limit corruption, preparation for awareness campaign on the pension reform and establishment of a suitable organizational structure for conducting the negotiations for the Deep and Comprehensive Free Trade Agreement between Armenia and the EU.

UNDP/EU South Caucasus Anti Drug (SCAD-V) programme reinforced drug control national capacities while simultaneously bolstering the capacity to prevent drug abuse and provide continuum care to drug addicts. UNDP and ICRC as implementing partners established with the EU funding New Narcological Department at the Hospital for Detainees of the Ministry of Justice; drug use was decriminalized and a national strategy on combating drugs was adopted by the government. National legislation on human and drug trafficking was harmonized along international norms. Capacity of law-enforcement agencies to combat trafficking/illegal migration by targeted trainings and introduction of ICT-enabled technologies were strengthened; migrant support points were established and medical, legal and reintegration assistance provided to female and male victims of trafficking through Rehabilitation and Drop-in centers. As a result, the number of individuals prosecuted and imprisoned on human trafficking charges tripled in 2009, while the number of people identified as victims almost doubled. The above results have

contributed to the removal of Armenia in June 2009 from the Tier 2 Watch List in the US State Department 2009 Trafficking in Persons report.

UNDP-implemented programmes in 3 dimensions generated the following strategic results:

Democratic Governance:

- Enhanced performance of the Ombudsman Office demonstrated by improved quality of reports; increased visibility and strengthened political clout and reputation vis-à-vis the government and civil society partners. The number of processed complaints has increased by 10.7%, out of which 3% had positive outcome. Due to the Ombudsman decisive interventions the rights of 6,097 people were secured when the RA Constitutional Court supported the motion on unconstitutionality of some provisions of the RA Law on State Pensions field by the Ombudsman.
- Increased effectiveness of national mechanisms for the implementation of country's obligations vis-à-vis international HR instruments and UN HR Treaties through enhanced capacity of civil servants and judges to deal with these issues.
- Harmonization of national legislation on human and drug trafficking with international norms, including of drug use.

Socio-Economic Governance:

- A data base on urban and rural communities of Armenia was prepared and adopted by the Ministry of Territorial Administration. It is an important policy and decision making tool, which will be used for identifying priorities and program responses to address regional disparities and socio-economic inequalities. The data base will be used for evidence based policy and targeted allocation of domestic and external funds to regional and local programs and projects.
- Rapid response to the crises and in particular to the rising unemployment was provided through the introduction of support services for SMEs.
- Establishment of a normative base for vocational and economic training (VET) which result in alignment of the quality, skills and capacity of workforce with the requirements of the domestic economy. 4 VET facilities were upgraded and 170 registered unemployed were trained and placed in jobs
- Enhanced quality of public services and increased households income in one urban and five rural municipalities through implementation of infrastructure projects in partnership with international donors and private companies

Environmental Governance:

- The benefits of centralized heating systems which provide for a higher quality of life and less GHG emissions were demonstrated and trend towards reverting back from individual heating systems to a centralized one was enforced.
- Enhanced capacity of the Ministry of Environment to report on global environmental convention, namely Biodiversity, Decertification and UNFC on Climate Change. The II National Communication under the UN Framework Convention on CC was developed and the development of the Third National Communication was initiated.
- An analysis of the Climate Change impact on the Economy was conducted targeting Water, Energy, Forest and Agricultural fields. This document is being used by the government for evidence based policy making and adoption of appropriate measures towards low carbon and climate resilient strategies.
- Regulatory and institutional frameworks pertinent to the protected areas were put in place which enabled the development of a Protected areas network.

- Enhanced national and local capacities and increase public awareness for disaster risk reduction. The legal and institutional system was reviewed and measures to improve its effectiveness and efficiency implemented. National risk reduction strategy was prepared.

Initiatives: The UNCT "Global Armenia" initiative aimed at facilitating and enhancing the Diaspora's engagement in the country's development projects entered into its implementation stage. The launching of UNDP/UNV programme "Transfer of Knowledge Through Expatriate Nationals (TOKTEN)" enabled 6 experts from the Armenian Diaspora to provide technical expertise and policy advice to the Ministry of Diaspora in a term of 3 to 6 months. This successful exercise substantially strengthened the overall capacity of the Ministry of Diaspora. The Diaspora's awareness on UN as an entry point for implementation of development projects in the country was enhanced.

In July, with UNFPA's support the Government adopted the Strategy of the Demographic Policy of the Republic of Armenia for 2009-2035, the first strategy of this kind aiming to address demographic challenges and to create preconditions for sustainable and positive development. UNFPA also developed the national capacity on social budgeting demographics for the newly formed demographic divisions.

UNFPA-conducted nationwide representative survey on gender-based violence served as a basis for further awareness raising and formulation of appropriate national policies and strategies to combat gender-based violence. UNFPA and UNHCR jointly addressed the needs and vulnerability for gender-based violence among the refugees. UNFPA developed capacities for the delivery of youth friendly sexual and reproductive health services and improved access to affordable contraception.

In November-December 2009, with the lead of UNFPA the campaign "16-days of activism against gender violence" was conducted with joint efforts of UNDP, UNDP, UNHCR as well as mass media and a number of foreign and local NGOs. The campaign gained broad recognition that the violence against women is a violation of human rights and requires changes in national legal frameworks and strengthening of civil society's and mass media's capacity to advocate and promote national awareness in the area.

With joint efforts of WHO as a lead agency and UNICEF, UNFPA and the Ministry of Health, the national working group of experts conducted revision of the current Basic Benefit Package, including the composition of the socially vulnerable and/or special population groups as an impact of crisis, and made respective proposals to the Government on improvement of social protection of the poor layers of the population within the framework of state guaranteed health care programmes.

WHO in conjunction with UNFPA and USAID/NOVA conducted a technical workshop on WHO tool "Beyond the Numbers" (BTN) for maternal mortality and morbidity audit in the framework of "Making Pregnancy Safer" initiative.

UNICEF and UNHCR jointly implemented a project to support the identification of legislative/procedural gaps causing non-registration of birth; the improvement of identification, referral and registration of unregistered children in selected provinces and selected communities of Yerevan; and parents' awareness raising on birth registration.

UNICEF partnered with WFP and USAID in initiating a programme on flour fortification to fight micronutrient deficiencies in Armenia.

UNAIDS jointly with WHO and UNDP conducted training for UN staff on HIV/AIDS.

The UNV in collaboration with the Ministries of Labour and Social Affairs and the Sports and Youth Affairs launched the National United Nations Volunteers scheme. An international UNV volunteer established UNIDO/ADA human resources performance system, while UNDP utilized expertise of another UNV volunteer in water waste management plants. In order to increase citizens' participation to policy, UNV supported the creation of a national VIOs' network, presently collaborating with the Ministry of Labour and Social Affairs in establishing the legislation on volunteerism.

Common Services and the UN House: Since 2008, on behalf of the UNCT and as delegated by the UN RC, the responsibility for the management of the UN House and the common services was delegated to UNICEF Common Services site within the UN Armenia intranet. It allowed on-line monitoring of the common services' status, providing access to all OMT members to contracts signed and provided a forum for other documents' sharing such as OMT minutes, attendance matrix etc. Common services numbers reached to 24. Considering that a good pool of common services became available at the UN House, the UNCT planned to work further towards additional common services that can help the agencies in prospect to become a joint UN office.

UNICEF was delegated by the Regional Director's Team (RDT) the responsibility to conduct a Regional Common Services assessment on behalf of all agencies. The assignment aimed to provide baseline analysis and assessment of progress and constraints to implementation of common services initiatives in the CEE/CIS region as an input into RDT consideration of the ways to support and steer further interagency cooperation in implementing common services initiatives throughout the region. The results of this assessment will be shared once cleared by the RDT.

UN House Security: Security of the UN House continued to be upgraded. The Security Management Team Armenia made a decision on construction of a new booth for the UN House Security Guards, installation of an X-ray metal detector for visitor's comprehensive screening i.e. PBIED (Personal Born Improvised Explosive Device), fire and edged arms etc, installation of a bollard system for protection of the UN House and premises from VBIED (Vehicle Born Improvised Explosive Device) forcible attack, and construction of an evacuation external stairway. The CCTV system for the UN House was improved. Trainings for the UN Agencies Security Focal Points and Wardens were regularly carried out. Fire Evacuation, Nuclear Disaster and UN House evacuation drills were conducted for the UN and Project staff on regular bases. The recommendations of the Compliance Evaluation and Monitoring Unit's MOSS compliance mission of June 2008 have been thoroughly followed up, with an estimated 95% of full compliance.

Support to the non-resident Agencies: Non-resident UN Agencies such as UNESCO, ITC, UNEP, IAEA and OHCHR were involved in the preparation of the new 2010-2015 UNDAF. They were invited to and were engaged in the work of the UNDAF theme groups and contributed to finalisation of the document.

HACT implementation: the HACT taskforce continued to implement the HACT Action Plan. The RC Unit facilitated the process. UNICEF and UNFPA went through the internal assessment of their implementing partners introduced the FACE form in the second quarter of the year. UNDP used the FACE form with three projects' implementing partners. The corresponding clause on HACT will be introduced in the new CPAPs.

Disaster Preparedness and Planning: Considering Armenia's vulnerability to both natural and man-made disasters, the UNCT embarked on a comprehensive strategy for disaster management and contingency planning. A strategy was developed with the UN Inter-Agency Standing Committee (IASC) and with the participation of UNICEF, UNDP, WHO and OCHA. Disaster preparedness and response capacities of the UN system were strengthened. The Disaster Risk Reduction Adviser, funded by UNDP, has worked with the UNCT on maintenance of the Disaster Management Team (DMT) and the inter-agency contingency planning.

After initial capacity building of the DMT, initiatives aimed at maintaining an adequate level of UNCT's preparedness and response capacities were accomplished. The DMT was expanded to external partners. Interested donor agencies and international and local NGOs were invited to join the Team. This initiative contributed to better information exchange and coordination in the area of disaster preparedness and response as well as overall disaster management.

The DMT participated in the large-scale earthquake simulation exercise that was organized under the INSARAG (International Search and Rescue Advisory Group) framework in Armenia and hosted by the State Rescue Service of the Ministry of Emergency Situations. The 'population movement' scenario of the inter-agency contingency plan was finalized. A smaller Task Force comprising of selected DMT member agencies (UNDP, UNHCR, WHO) and the Rescue Service was established to review and revise, as

necessary, the cooperation agreement, signed in 2007, between the DMT and Armenian State Rescue Service for preparedness as well as emergency response phases.

Pandemic Influenza: the Disaster Risk Reduction Adviser (DRRA) liaised with the UN System Influenza Coordinator's Office on behalf of the UNCT to provide regular updates on pandemic preparedness planning in Armenia, including national preparedness status. The DRRA has also liaised with the Office of the Pandemic Influenza Contingency (PIC) in Geneva through the Regional Officer for Europe and CIS. Since the emergence of Influenza A H1N1 virus and gradual increase of pandemic phases, the UN System Pandemic Preparedness Plan was revised and updated, including ensuring availability of sufficient quantities of necessary supplies. Regular situation reports were sent to the regional PIC office, and the online tracker (www.un-pic.org) was updated accordingly. WHO supported the Ministry of Health to finalise the National Influenza Preparedness Plan (with all supportive legislative acts, algorithms, guidelines, SOP-s etc.). Extended amount of antiviral medications was provided by the WHO to the country. The continuous support of the WHO to the Ministry of Health strengthened the national health system pandemic influenza preparedness and response capacities with the special focus on infection control, case management, rapid response and overall coordination. WHO supported the Ministry of Health to develop and finalize Pandemic Influenza Vaccination Plan, being the pre-requisite for the country to receive WHO-donated pandemic influenza vaccine. UNICEF took the main responsibility of developing communication material to raise public awareness as part of the national task force recommendations.

Rubella Supplementary Immunisation Activities: Rubella supplementary immunisation activities for Women of Childbearing Age aged 28-45 have been conducted. WHO and UNICEF supported the Ministry of Health in all preparatory activities, including procurement of vaccines, training of health professionals and social mobilisation activities during both immunisation activities.

UN Communications Group - Armenia: The UNCT supported the design and implementation of the UNCG workplan to increase visibility of the UN work in Armenia and highlight the "Delivering as One" message. The workplan was cost-shared by UN agencies and implemented jointly by agency information officers through a working group, comprised of the communications officers of UNDP, UNICEF, UNHCR, WFP and DPI. The UNCG was chaired by UNICEF until October, when the leadership was transferred to the newly appointed DPI Representative.

To foster closer relations with media, the UNCG introduced "media breakfast" format that allowed journalists both to get in-depth understanding of the UN's work in Armenia and helped them in identifying themes and stories for their reports and articles.

Celebration of the UN Day raised the profile of the UN. Media and general public improved their understanding of UN work and achievements in Armenia. More than 50 children learned about UN values - peace, tolerance, cultural diversity.

A publication in Armenian language of *Compilation of UN selected instruments on Human Rights* was produced by the UN jointly with the MFA and helped the authorities, scholars, journalists and human rights activists to improve their knowledge in the area of human rights. Publication about basic facts on UN was translated into the Armenian language and distributed.

Around 1000 students from all over the country improved their knowledge and understanding of UN work in Armenia and on UN values, history and structures through the outreach lectures conducted by UN staff in the UN house and in the field at four UN Corners.

More than fifteen thousand of UN publications and audio-visual materials were donated to two UN Depository libraries, to ensure that their readers have even more materials to improve their knowledge about UN.

Resource Mobilization: In order to fund the 2010-2015 UNDAF and finance joint work to alleviate the financial crisis effects, the RC requested the UNCT to consider accessing funding under the Expanded Delivering as One Window Funding Mechanism. The UNCT invited UNDP Bratislava Regional office Coordination Specialist to present the details of this new mechanism. Having discussed this mechanism and consulted with the Head Offices, majority of the UNCT members expressed concerns over the effect

this will have on agency fundraising, the transaction costs involved, and the availability of funding from this window for middle income countries such as Armenia.

UNDP mobilized 6 million USD resources in the reported period.

UNICEF partnered with the European Commission (EC) to conduct a comprehensive situation analysis in relation to the rights of children in Armenia. UNICEF contributed through provision of the technical expertise while the EC provided funding of 180,000 Euros, for implementation of the study.

The partnership between UNICEF and private sector was further expanded. UNICEF has received 15,000 USD from MGA Water Ltd to improve neonatal health services in Armenia for the procurement of essential newborn care equipment. In partnership with telecommunication company Beeline, UNICEF set up the Children's Chamber Orchestra of UNICEF under the aegis of the 20th anniversary of the Convention on the Rights of the Child. Beeline pledged to maintain the orchestra for at the least one year through provision of 3,000 USD on a monthly basis.

Under the leadership of UNHCR, joint UNDP, UNICEF, UNFPA and UNIDO programme for the sustainable livelihood and reintegration of refugees into communities was approved and funded by the Japanese Trust Fund, with a total budget of 2,417,130 USD.

The key aspects of the proposed 2010 workplan and linkages to ongoing issues of concern within the country

In 2010 the UNCT has agreed to focus its joint work on the following priorities, which were proposed in line with the country's development agenda needs. Amongst them are finalisation and launching of the second MDG national progress report; support to the Pilot Census and Demographic and Health Survey; strengthening capacity of the Ombudsman's Office to better protect child, labour and consumer rights; enhancing national capacities to provide high quality reproductive and Mother-to-Child healthcare services as well as Government policies to improve financial access and efficiency of health service delivery, to diminish regional disparities and create favourable environment for job creation and business activities.

Yours sincerely,

Dafina Gercheva
UN Resident Coordinator
UNDP Resident Representative