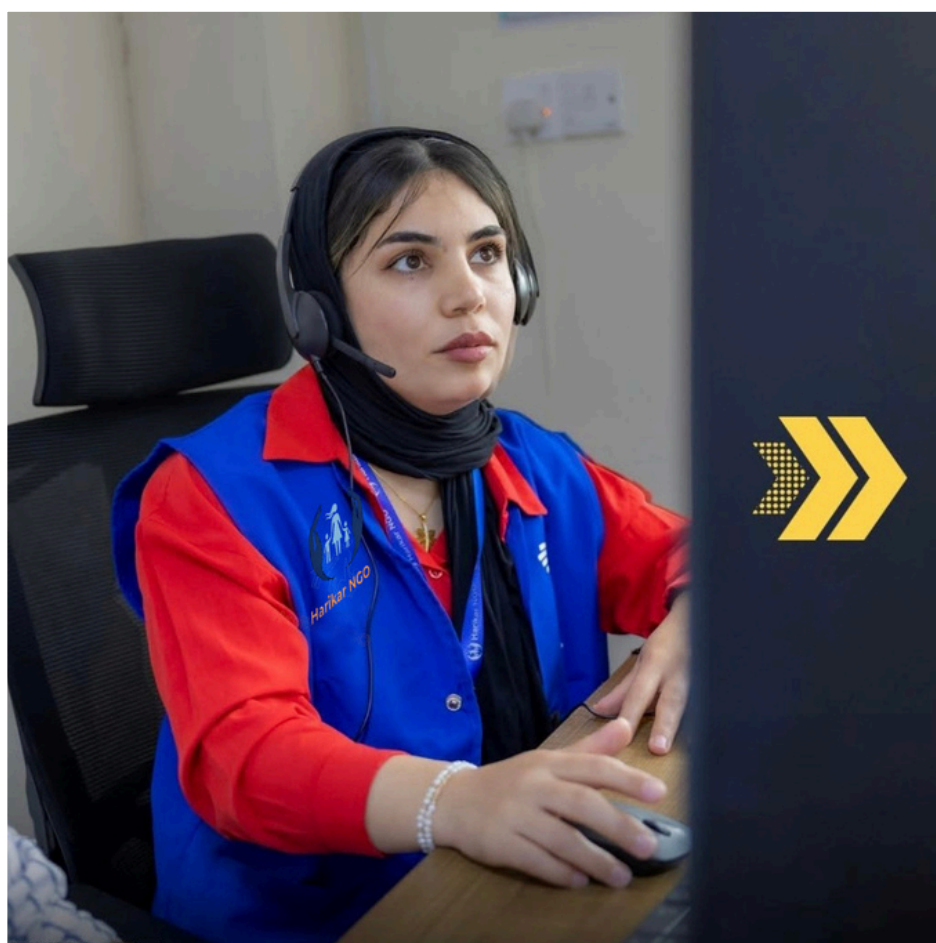




Harikar



Harikar NGO

MID-YEAR ACHEIVEMENT REPORT 2026

Protecting Rights • Strengthening Communities
Delivering Impact

January - June 2026



About This Report



The first half of 2026 was a period of continued engagement, adaptation, and response to protection needs. Throughout these six months, Harikar remained focused on ensuring that refugees and asylum-seekers could access essential protection services, while adapting its working approaches to the changing operational context and maintaining close coordination with UNHCR and other stakeholders.

As part of its long-standing strategic partnership with UNHCR, Harikar continued delivering key protection services across Duhok and Erbil Governorates, and Zakho Independent Administration-ZIA, including legal assistance, Protection Helpline, border monitoring at the Peshkhabour Border Crossing Point, and protection monitoring. The period also saw several developments aimed at strengthening service delivery, including the introduction of the Digital Gateway Contact Center and the launch of a

protection monitoring exercise in June to better understand the changing needs and experiences of refugees and asylum-seekers.

The regional security situation during the reporting period necessitated that Harikar adopt flexible working arrangements. The Contact Center in Baharka temporarily moved to remote operations, while legal assistance and border monitoring in Duhok continued with minimal disruption. These measures enabled Harikar to maintain essential services while taking appropriate steps to protect staff and ensure operational continuity.

This report offers a snapshot of Harikar's work, highlighting key achievements, people reached, developments, and lessons learned. The report reflects how Harikar continued to adapt its work in response to the needs of the communities it serves.



↓ **Our**
Focus

Our Focus



Providing legal counselling, representation, detention monitoring, referrals, and legal awareness to refugees and asylum-seekers.



Providing accessible information, counselling, referrals, and complaint management through a centralized helpline.



Monitoring protection concerns at the Peshkhabour Border Crossing Point and providing information and referrals to people crossing the border.



Listening to refugees and asylum-seekers and gathering information on their protection needs through household interviews, key informant interviews, and focus group discussions.



Six Months of Impact



Throughout the reporting period, Harikar maintained the delivery of protection services across Duhok and Erbil Governorates and ZIA, while adjusting its approaches in response to evolving needs and operational circumstances.

Main Achievements



2,256 people
interviewed
through border
monitoring



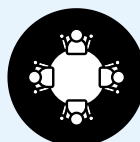
15,453
helpline
contacts



638 people
supported
through legal
assistance



248 people
reached through
household
assessments



4 focus group
discussions
(41 Individuals)



8 key
informant
interviews

Note: Protection Monitoring figures cover the period from January to July 2026.

Key Highlights

Adapting. Listening. Responding.

Across all programme areas, Harikar remained focused on maintaining access to protection services while adapting its approach to the needs and circumstances of the communities it serves.



Maintaining Services During a Changing Security Environment

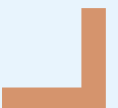
During periods of heightened regional security concerns, Harikar adapted its working arrangements to maintain continuity of services while prioritizing staff safety. Harikar Helpline in Baharka temporarily shifted to remote operations, while legal assistance and border monitoring activities in Duhok continued without major disruption.

Strengthening the General Protection Helpline

At the beginning of June 2026, Harikar successfully transitioned to the Digital Gateway Contact Center. The new system brought call handling, ticketing, and case documentation together in one platform, helping operators manage calls and follow-up more efficiently while maintaining accessible information and support for refugees and asylum seekers.

Responding to Emerging Legal Needs

Harikar's Legal Unit continued providing legal counselling, representation, detention monitoring, referrals, and legal awareness. During the reporting period, the team also responded to emerging needs related to Presidential Decree No. 13 on the Naturalization of Kurds in Syria, reaching individuals from the stateless (Maktoum) community through in-person awareness sessions and telephone calls.



Key Highlights

Launching Protection Monitoring

In mid-June 2026, Harikar launched a protection monitoring exercise for refugees and asylum-seekers in Duhok Governorate and ZIA. The exercise uses household interviews, focus group discussions, and key informant interviews to better understand changing protection needs and access to services, providing evidence to inform future programming.

Continuing Border Monitoring

Border monitoring continued regularly at the Peshkhabour Border Crossing Point. Despite changes affecting the movement of arrivals during the reporting period, the monitoring team continued engaging with people crossing the border, identifying protection concerns, providing information, and facilitating referrals where needed.



Lessons Learned



1

CLEAR GUIDANCE

Revised legal assistance criteria showed the importance of ensuring that staff have a shared and clear understanding of updated procedures.

Going forward: Regular refresher sessions and team coordination will support consistent application of guidance.

2

PREPARED TEAMS

The transition to the Digital Gateway showed that successful technology adoption depends on practical training, staff preparation, and close coordination.

Going forward: Staff capacity building will remain central to introducing new systems.

3

FLEXIBLE SERVICES

The increased use of the helpline highlighted the value of accessible remote services for people who may face barriers to in-person assistance.

Going forward: Harikar will continue strengthening accessible and multi-channel communication.

4

LISTENING & EVIDENCE

Protection monitoring demonstrated the value of gathering information directly from refugees and asylum-seekers to understand changing needs.

Going forward: Evidence from monitoring will support future planning and program decisions.

5

CONTINUITY & ADAPTATION

Operational challenges showed the importance of flexible arrangements and contingency measures in maintaining essential services.

Going forward: Harikar will continue strengthening business continuity and contingency planning.



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