



## Food/Cash Basket Monitoring Report

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## Executive summary

The WFP has provided the food and cash assistance to beneficiaries during the 9<sup>th</sup> distribution cycle from the 24<sup>th</sup> of October until the 3<sup>rd</sup> of November in South West and during the month of October in the Mid-West region. A total of 234 food and cash beneficiaries has been surveyed during the reporting period, across four settlements (Kiryandongo, Nakivale, Oruchinga and Rwamwanja).

- Main findings indicate that nearly all cash beneficiaries in Rwamwanja and Kiryandongo received the correct cash transfer value.
- The large proportions of respondents have received less than 90% of the ration, especially in Oruchinga and Kiryandongo settlements. In addition, 25%-ration categories frequently received higher rations of CSB than their entitlements in Nakivale and Oruchinga
- The EVI and 100%-ration category of beneficiaries received systematically lower quantities of different commodities across settlements.
- In Nakivale settlement, across all ration categories, bigger families seem to have received smaller quantities of oil compares to their household size.
- In Oruchinga settlement, a consistently lower quantity of oil was distributed across different ration groups. Beneficiaries have received 21% of the expected ration. Beneficiaries within the 25%, 50%-ration and EVI categories did not receive oil at all.
- In Kiryandongo settlement, beneficiaries within the 50%-ration category did not receive the appropriate quantity of CSB. Most of the EVI households have not received their ration of the salt.
- Beneficiaries reported that entitlements were not displayed at the FDP while distribution was taking place, especially in Nakivale (60%) and Oruchinga (44%). Further analysis showed that beneficiaries are 1.5 times more likely to be satisfied with the quantity received, when the entitlements were properly displayed. Around 37% of respondents were not satisfied with the quantities. All respondents were satisfied with the quality of the food. The small size of ration (small amount of cash transfers) was the most prevalent reason for cash (42%) and food (58%) beneficiaries' dissatisfaction. Delays in the delivery were often mentioned by cash beneficiaries (32%).
- A high percentage of respondents, who did not know where to address complaints, was recoded in Rwamwanja (75%).



# 1. Sampling characteristics

During the 9<sup>th</sup> distribution cycle, 19 FDPs were monitored across Kiryandongo, Rwamwanja, Nakivale and Oruchinga settlements. Overall, a total of 324 respondents were interviewed upon receiving their ration. In Kiryandongo, both cash and food recipients were interviewed, whereas only food beneficiaries were interviewed in Nakivale and Oruchinga, and only cash beneficiaries in Rwamwanja (Table 1). The biggest proportion of female respondents was recorded for food recipients in Oruchinga. Overall, female respondents formed a majority across all settlements, except for food recipients in Kiryandongo.

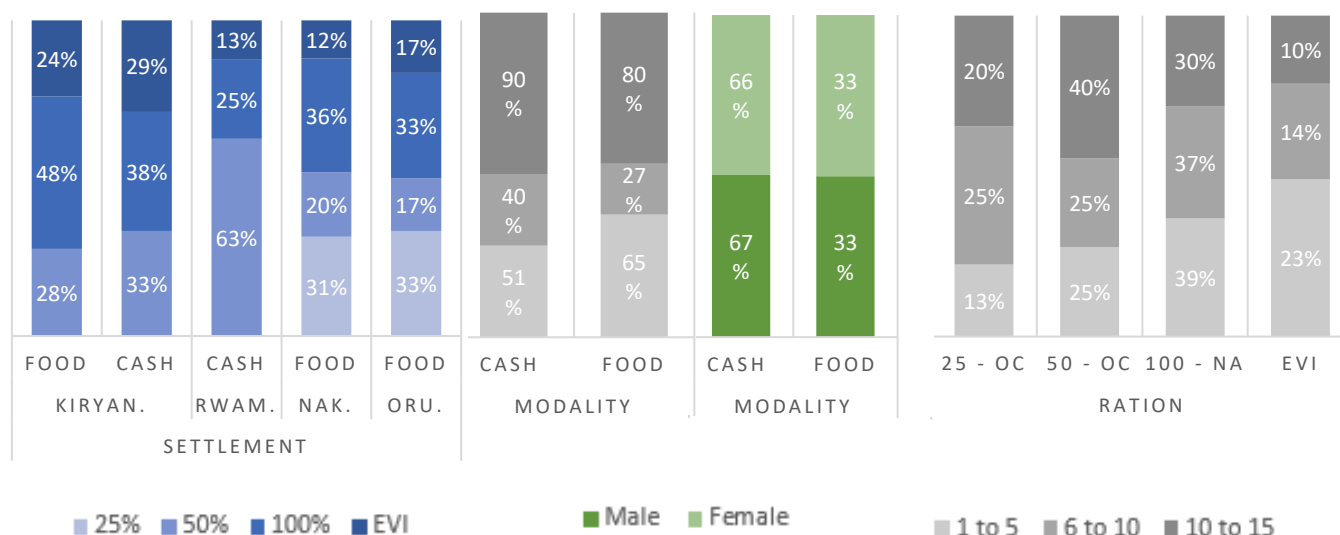
Table 1: Sample characteristics

Settlement	Modality		Gender		Total
	Food	Cash	Male	Female	
<b>Kiryandongo</b>	29	69	49%	51%	98
<b>Rwamwanja</b>	0	8	50%	50%	8
<b>Nakivale</b>	108	0	46%	54%	108
<b>Oruchinga</b>	18	0	39%	61%	18
<b>Total</b>	155	77	47%	53%	234

In Kiryandongo and Rwamwanja, no respondents, benefiting from 25% ration, were surveyed. In Kiryandongo, the highest proportion of respondents were on the 100% ration, whereas other dominant groups were 50% (Rwamwanja), 100% and 25% (both in Nakivale and Oruchinga).

On average, families were composed by five members. Households with 1-5 members represented the biggest proportion (141). Minimum household size was one (1) (34 respondents) and the maximum 15 members (3). Distribution of the household size was similar across different modalities (cash or food). 100%-ration and EVI households were smaller compared to bigger proportions of 6-10 and 11-15 members for 25% and 50%-ration groups. No differences were recorded in terms of gender across food and cash beneficiaries (Figure 1).

Figure 1: Summary of characteristics



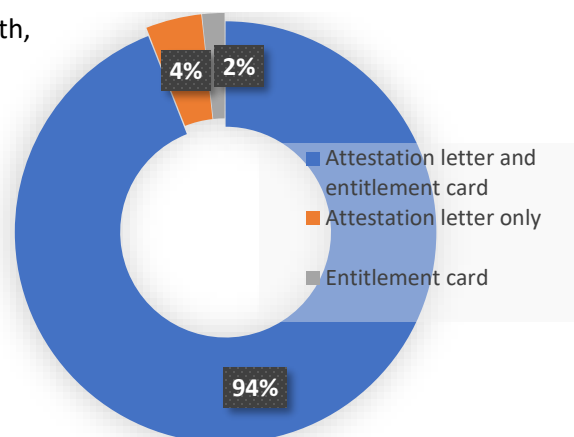
## 2. Distribution process

### 2.1. Identification

Most of the respondents (94%) across settlements had both, attestation letter and entitlement card. A slightly higher proportion (6%) of food beneficiaries had the entitlement card only, compared to cash beneficiaries. However, the sample size for cash beneficiaries is smaller (Figure 2).

A higher proportion of female respondents (70%) with only entitlement card was observed. Even though no significant differences were recorded across ration groups, a slightly bigger portion (7%) of new arrivals had the entitlement card only. A relatively bigger proportion of the EVIs (5%) with the attestation letter was recorded.

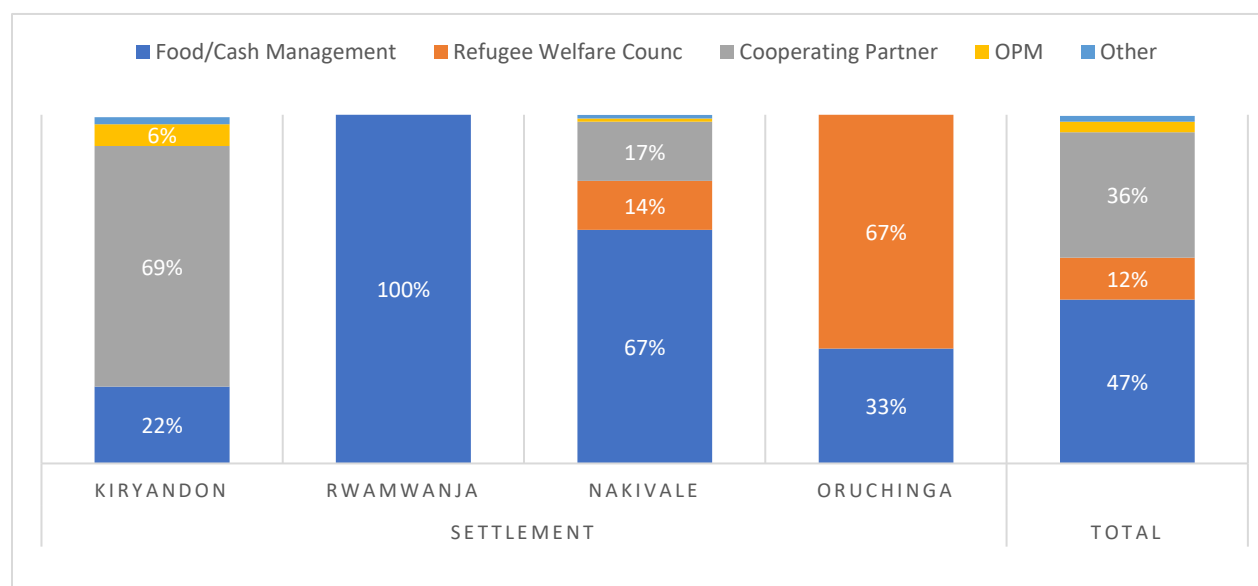
Figure 2: Beneficiary identification



### 2.2. Access to information

Only female 3 respondents in Kiryandongo (one food and two cash beneficiaries, belonging to 50%, 100% and EVI cohorts), were not informed about the distribution dates. The information sources greatly varied across settlements. Most of the respondents were informed by the Food/Cash Management committees, especially in Rwamwanja and Nakivale settlements. In Kiryandongo, nearly 70% were informed by the cooperating partner and a most of the respondents (67%) in Oruchinga were informed by the Refugee Welfare Council. Among the respondents who mentioned they were informed by other sources, neighbors and other acquaintances were the most commonly mentioned sources (Figure 3).

Figure 3: Sources of information



### 3. Beneficiary Food Basket and Cash transfers

Results are reported only based on the collected sample information. Thus, the small sample size for some settlements, such as Rwamwanja or Oruchinga must be kept in mind. Also, variations may be explained by non-updated beneficiary documentation after changes in the household composition, as well as missing commodities or reduced quantities of the distributed food. During the 9<sup>th</sup> distribution cycle, salt has been given as a part of the ration only to the EVI (100%) category.

The Table 2 summarizes the percentage of households, who received less than 90% of their food ration. Large proportions (going up to 100% of cases) of respondents have received less than 90% of the ration, especially in Oruchinga and Kiryandongo settlements. In the same sense, the EVI and 100%-ration category of beneficiaries received systematically lower quantities. Whereas quantities given to 25% and 50%-ration groups were relatively more frequently in line with the entitlements, higher proportions of cases when beneficiaries did not receive appropriate quantities were observed in Nakivale.

Large proportions of households, with less than 90% of their rations, were recorded in Oruchinga (84% of cases for CSB and 37% for pulses), Kiryandongo (72% of cases for cereals) and Nakivale (35% of cases for oil). While looking at the distribution of salt, across all settlements, between 70% to 100% of the EVI beneficiaries received less than 90% of the ration, across all settlements<sup>1</sup>.

Table 2: Percentage of beneficiaries given less than 90% of the ration

	received less than 90% (in %s)					
Settlement		Ration				Total
		25%	50%	100%	EVI	
Nakivale	Pulses	17.65	22.73	23.08	76.92	27.78
	Oil	26.47	45.45	33.33	46.15	35.19
	CSB	5.88	22.73	10.26	15.38	12.04
	Salt	100	100	100	100	100
Oruchinga	Pulses	50	0	42.86	33.33	36.84
	Oil	0	66.67	14.29	0	15.79
	CSB	100	100	57.14	100	84.21
	Salt	100	100	100	100	100
Kiryandongo	Cereals	0	0	100	100	72.41
	Pulses	0	0	7.14	100	27.59
	Oil	0	50	0	0	13.79
	Salt	0	100	100	71.43	93.1

While looking at the cash beneficiaries, only one case has been recorded when a beneficiary has received less than 90% of the transfer value (in Kiryandongo settlement).

<sup>1</sup> If no cases with households who received less than 90% of the ration, commodity was not included in the table. The value 0 means that within a given ration category, there were no cases with households receiving less than 90% of the ration.

### 3.1. Nakivale settlement

Table 3 summarized the quantities received by households and the expected quantity, based on the ration category, type of modality and the number of household members. Based on the input information, a percentage deviation is indicated, with scores equal or more than 10% marked in red.

**All beneficiaries have received the appropriate amount of cereals.** The % deviations were contained within a -10/+10% interval.

**Beneficiaries have received on average 99% of pulses.** The EVI beneficiaries have received between 9 to 17% percent less, compared to their entitlements. On the other hand, in some cases (100%-ration), households with one member received 72% and households with 5 members 155% in addition to their entitlements.

On average, **households have received 66% of the expected quantity of oil, with EVI households receiving only 57% of the ration.** Several cases across different ration groups were observed, when beneficiaries have not received oil at all (-100% deviation score). The occurrence was higher for bigger families within 50%, 100% and EVI cohorts.

**On average, households have received 130% of their CSB ration, suggesting that quantities distributed are systematically higher.** All households within the 25% ration group have received more than their entitlements, and in some cases with a doubled quantity (100% deviation score).

As only EVI households received salt as a part of their food basket, households have received between 10 to 57% of their entitlement. On average, 4-member households have received 90% less the quantity of salt, compared to their entitlements.

In addition, in some cases, households have received inadequate quantities in more than two commodities, such as 100%-ration 5-member household, 50%-ration 4-member household and 25%-ration 1 and 2-member households.



Table 3: Food Basket monitoring in Nakivale

Nakivale Settlement - Food Basket																				
Modality	Ration	HH size	Actually received (on average)						Expected						% deviation					
			Cereals	Pulses	Oil	CSB	Salt	Cereals	Pulses	Oil	Salt	CSB	Salt	Cereals	Pulses	Oil	CSB	Salt		
food	25%	1	3.0	0.5	0.2	0.7	0.0	2.9	0.6	0.2	0.1	0.4	0.1	2.56%	-16.67%	-11.11%	86.67%	-100.00%		
		2	6.0	1.1	0.3	1.5	0.0	5.9	1.2	0.5	0.1	0.8	0.1	2.56%	-8.33%	-40.00%	95.56%	-100.00%		
		3	8.6	1.6	0.6	2.1	0.0	8.8	1.8	0.7	0.2	1.1	0.2	-2.28%	-11.11%	-14.81%	87.78%	-100.00%		
		4	12.1	2.4	0.4	3.0	0.0	11.7	2.4	0.9	0.2	1.5	0.2	3.42%	0.00%	-55.56%	96.67%	-100.00%		
		5	15.1	3.0	0.8	3.1	0.0	14.6	3.0	1.1	0.3	1.9	0.3	3.25%	-1.11%	-31.56%	67.11%	-100.00%		
		6	18.0	3.5	1.2	4.3	0.0	17.6	3.6	1.4	0.3	2.3	0.3	2.56%	-1.85%	-9.14%	89.63%	-100.00%		
		7	21.1	4.1	1.0	4.6	0.0	20.5	4.2	1.6	0.4	2.6	0.4	2.91%	-2.72%	-37.05%	76.71%	-100.00%		
		8	24.1	4.8	1.6	6.0	0.0	23.4	4.8	1.8	0.4	3.0	0.4	2.78%	0.00%	-8.89%	100.00%	-100.00%		
		9	27.0	5.2	1.8	6.8	0.0	26.3	5.4	2.0	0.5	3.4	0.5	2.56%	-3.70%	-11.11%	100.00%	-100.00%		
		10	30.0	6.0	0.0	7.5	0.0	29.3	6.0	2.3	0.5	3.8	0.5	2.56%	0.00%	-100.00%	100.00%	-100.00%		
		11	33.1	6.1	2.3	8.2	0.0	32.2	6.6	2.5	0.6	4.1	0.6	2.87%	-7.58%	-7.07%	98.18%	-100.00%		
		12	36.0	7.2	2.5	9.0	0.0	35.1	7.2	2.7	0.6	4.5	0.6	2.56%	0.00%	-6.67%	100.00%	-100.00%		
	14	42.0	8.4	2.9	10.5	0.0	41.0	8.4	3.2	0.7	5.3	0.7	2.56%	0.00%	-6.67%	100.00%	-100.00%			
	50%	1	6.0	0.7	0.4	0.6	0.0	5.85	1.2	0.45	0.1	0.75	0.1	1.71%	-41.67%	-5.56%	-20.00%	-100.00%		
		2	12.1	2.3	0.9	1.5	0.0	11.7	2.4	0.9	0.2	1.5	0.2	3.42%	-4.17%	0.00%	0.00%	-100.00%		
		3	17.5	3.5	1.3	2.1	0.0	17.55	3.6	1.35	0.3	2.25	0.3	-0.28%	-2.78%	-3.70%	-8.89%	-100.00%		
		4	24.3	4.1	0.5	2.7	0.0	23.4	4.8	1.8	0.4	3	0.4	3.63%	-14.06%	-75.00%	-10.00%	-100.00%		
		5	29.6	5.6	1.7	3.8	0.0	29.25	6	2.25	0.5	3.75	0.5	1.20%	-6.33%	-24.44%	1.07%	-100.00%		
		6	36.0	7.1	1.4	4.5	0.0	35.1	7.2	2.7	0.6	4.5	0.6	2.64%	-1.04%	-50.00%	0.56%	-100.00%		
		7	42.0	8.2	3.1	5.5	0.0	40.95	8.4	3.15	0.7	5.25	0.7	2.56%	-2.38%	-1.59%	4.76%	-100.00%		
		8	48.0	8.9	3.6	3.6	0.0	46.8	9.6	3.6	0.8	6	0.8	2.56%	-7.29%	0.00%	-40.00%	-100.00%		
		12	72.0	14.4	0.0	9.0	0.0	70.2	14.4	5.4	1.2	9	1.2	2.56%	0.00%	-100.00%	0.00%	-100.00%		
	13	78.0	13.0	0.0	9.0	0.0	76.05	15.6	5.85	1.3	9.75	1.3	2.56%	-16.67%	-100.00%	-7.69%	-100.00%			
	100%	1	11.7	4.1	0.6	1.4	0.2	11.7	2.4	0.9	0.2	1.5	0.2	0.34%	72.08%	-30.00%	-6.00%	-25.00%		
		2	23.6	4.5	1.4	3.0	0.0	23.4	4.8	1.8	0.4	3	0.4	0.96%	-7.29%	-25.00%	0.83%	-90.63%		
		3	35.3	6.7	1.7	4.4	0.2	35.1	7.2	2.7	0.6	4.5	0.6	0.66%	-7.41%	-35.80%	-2.22%	-75.00%		
		4	47.8	9.3	3.0	6.0	0.1	46.8	9.6	3.6	0.8	6	0.8	2.03%	-3.65%	-17.59%	0.28%	-87.50%		
		5	55.1	30.7	2.2	6.8	0.0	58.5	12	4.5	1	7.5	1.0	-5.81%	155.50%	-50.67%	-9.33%	-100.00%		
		6	71.1	14.1	5.4	8.8	0.0	70.2	14.4	5.4	1.2	9	1.2	1.32%	-2.43%	-0.46%	-2.78%	-100.00%		
		7	82.0	16.0	5.9	9.5	0.0	81.9	16.8	6.3	1.4	10.5	1.4	0.12%	-4.76%	-6.35%	-9.52%	-100.00%		
		8	96.0	19.2	0.0	12.0	0.0	93.6	19.2	7.2	1.6	12	1.6	2.56%	0.00%	-100.00%	0.00%	-100.00%		
		15	180.0	30.0	0.0	22.5	0.0	175.5	36	13.5	3	22.5	3.0	2.56%	-16.67%	-100.00%	0.00%	-100.00%		
	EVI	1	11.6	2.1	0.8	1.5	0.1	11.7	2.4	0.9	0.2	1.5	0.2	-0.64%	-14.58%	-13.89%	0.00%	-43.75%		
		2	22.6	4.0	0.8	3.0	0.3	23.4	4.8	1.8	0.4	3	0.4	-3.42%	-16.67%	-58.33%	0.00%	-37.50%		
		4	46.5	8.7	3.6	4.5	0.1	46.8	9.6	3.6	0.8	6	0.8	-0.64%	-9.38%	-1.39%	-25.00%	-90.63%		
		8	94.0	16.8	0.0	12.0	1.2	93.6	19.2	7.2	1.6	12	1.6	0.43%	-12.50%	-100.00%	0.00%	-25.00%		

### 3.2. Oruchinga settlement

**Across all settlements, the amount of distributed cereals was close to the expected quantity to be distributed.** The % deviation has not exceeded 5% of the ration.

**On average, households have received 109% of the ration for pulses.** Whereas in several cases the amount received was below the entitlements, the mean went up due to the 193% deviation for the EVI 1-member household. Once the outlier is removed, households have received 94% of the ration. All EVI cases have received on average inadequate quantities.

**A consistently lower quantity of oil was distributed across different ration groups.** Beneficiaries have received 21% of the expected ration, with all beneficiaries in 25%, 50%-ration and EVI cohorts who did not receive any oil.

**Beneficiaries have received on average 123% of the CSB,** indicating that quantities distributed were systematically bigger than entitlements of beneficiaries. While the trend can be explained mostly by the 25% ration group, where all beneficiaries have received systematically higher quantities than their entitlements, 50%-ration beneficiaries received less than expected.

**The EVI beneficiaries have received 25% less quantity of the salt than their entitlements,** suggesting that small distributed quantities of salt to the EVI group is a frequently occurring error.

Table 4: Food basket monitoring in Oruchinga

Oruchinga Settlement - Food Basket																		
Modality	Ration	HH size	Actually received (on average)						Expected					% deviation				
			Cereals	Pulses	Oil	CSB	Salt	Cereals	Pulses	Oil	CSB	Salt	Cereals	Pulses	Oil	CSB	Salt	
Food	25%	4	12	2.6	0	3	0	11.7	2.4	0.9	1.5	0.2	2.56%	8.33%	-100.00%	100.00%	-100.00%	
		5	15	2.5	0	2.5	0	14.625	3	1.125	1.875	0.25	2.56%	-16.67%	-100.00%	33.33%	-100.00%	
		7	21	3.666667	0	5	0	20.475	4.2	1.575	2.625	0.35	2.56%	-12.70%	-100.00%	90.48%	-100.00%	
		8	24	4.5	0	6	0	23.4	4.8	1.8	3	0.4	2.56%	-6.25%	-100.00%	100.00%	-100.00%	
	50%	5	30	6.4	0	3.25	0	29.25	6	2.25	3.75	0.5	2.56%	6.67%	-100.00%	-13.33%	-100.00%	
		12	72	14	0	5.5	0	70.2	14.4	5.4	9	1.2	2.56%	-2.78%	-100.00%	-38.89%	-100.00%	
	100%	1	12	2.1	0	1.95	0	11.7	2.4	0.9	1.5	0.2	2.56%	-12.50%	-100.00%	30.00%	-100.00%	
		2	23.8	4.8	1.7	3.1	0	23.4	4.8	1.8	3	0.4	1.71%	0.00%	-5.56%	3.33%	-100.00%	
		3	35	7	2.5	4	0	35.1	7.2	2.7	4.5	0.6	-0.28%	-2.78%	-7.41%	-11.11%	-100.00%	
		4	48	8	0	6	0	46.8	9.6	3.6	6	0.8	2.56%	-16.67%	-100.00%	0.00%	-100.00%	
		6	72	14.4	5.4	9	0	70.2	14.4	5.4	9	1.2	2.56%	0.00%	0.00%	0.00%	-100.00%	
	EVI	8	96	18	0	14	0	93.6	19.2	7.2	12	1.6	2.56%	-6.25%	-100.00%	16.67%	-100.00%	
		1	11.85	7.05	0	1.65	0.15	11.7	2.4	0.9	1.5	0.2	1.28%	193.75%	-100.00%	10.00%	-25.00%	
		2	22.5	4.2	0	3	0.3	23.4	4.8	1.8	3	0.4	-3.85%	-12.50%	-100.00%	0.00%	-25.00%	

### 3.3. Kiryandongo settlement

Apart from one EVI case (received only 50% of the ration), **all beneficiaries have received a quantity of cereals close to their entitlements**. On average beneficiaries have received **106% of their entitlements for pulses**. 50%-ration beneficiaries received between 49% to 75% more pulses, in addition to their entitlements, whereas all EVI beneficiaries received 11-17% less. While **majority of beneficiaries received approximately** the right quantity of oil, in couple of cases a much higher quantity of oil was distributed, mostly occurring within a 50%-ration group. For **CSB**, **most of the beneficiaries received the right quantity of the commodity**, except for 50%-ration group, where consistently higher amounts were distributed. Thus, the quantity distributed to the 50%-ration category seems to systematically exceed the entitlements. **For the EVI beneficiaries, most of the households have not received their ration of the salt**, and a quantity of salt was given to the 2-member households that is largely above their entitlements.

Table 5: Food basket monitoring in Kiryandongo

Kiryandongo Settlement - Food Basket																	
Modality	Ration	HH size	Actually received					Expected to be received					% deviation				
			Cereals	Pulses	Oil	CSB	Salt	Cereals	Pulses	Oil	CSB	Salt	Cereals	Pulses	Oil	CSB	Salt
Food	50%-ration	3	18	5.5	1.4	4	0	17.55	3.6	1.35	2.25	0.3	3%	53%	4%	78%	-100%
		4	24	8.4	3.8	6	0	23.4	4.8	1.8	3	0.4	3%	75%	111%	100%	-100%
		5	30.5	9	1.375	7.5	0	29.25	6	2.25	3.75	0.5	4%	50%	-39%	100%	-100%
		6	36	10.7	3.85	9	0	35.1	7.2	2.7	4.5	0.6	3%	49%	43%	100%	-100%
		13	78	15.5	5.5	20	0	76.05	15.6	5.85	9.75	1.3	3%	-1%	-6%	105%	-100%
		14	84	16.5	4	21	0	81.9	16.8	6.3	10.5	1.4	3%	-2%	-37%	100%	-100%
	100%-ration	1	12	2.4	0.9	1.6	0.14	11.7	2.4	0.9	1.5	0.2	3%	0%	0%	7%	-30%
		2	24	4	15	3	0.2	23.4	4.8	1.8	3	0.4	3%	-17%	733%	0%	-50%
		3	36	7	2.8	4.5	0	35.1	7.2	2.7	4.5	0.6	3%	-3%	4%	0%	-100%
		4	49	9.5	3.7	6	0	46.8	9.6	3.6	6	0.8	5%	-1%	3%	0%	-100%
		5	60	12	4.5	8	0	58.5	12	4.5	7.5	1	3%	0%	0%	7%	-100%
		7	84	16	6	10	0	81.9	16.8	6.3	10.5	1.4	3%	-5%	-5%	-5%	-100%
		8	96	19	7	12	0	93.6	19.2	7.2	12	1.6	3%	-1%	-3%	0%	-100%
		9	108	21.75	8	13.25	0	105.3	21.6	8.1	13.5	1.8	3%	1%	-1%	-2%	-100%
		10	120	24	9.25	15	0	117	24	9	15	2	3%	0%	3%	0%	-100%
		12	144	28.8	18	18	0	140.4	28.8	10.8	18	2.4	3%	0%	67%	0%	-100%
		14	168	33.6	13.3	21	0	163.8	33.6	12.6	21	2.8	3%	0%	6%	0%	-100%
		15	180	36.5	13	23	0	175.5	36	13.5	22.5	3	3%	1%	-4%	2%	-100%
	100%-EVI	2	11.75	4	1.9	3	11.75	23.4	4.8	1.8	3	0.4	-50%	-17%	6%	0%	2838%
		3	35.1	6.3	2.85	4.5	0	35.1	7.2	2.7	4.5	0.6	0%	-13%	6%	0%	-100%
		4	46.8	8.5	3.7	6	0	46.8	9.6	3.6	6	0.8	0%	-11%	3%	0%	-100%
		5	58.5	10.5	4.625	7.25	0	58.5	12	4.5	7.5	1	0%	-13%	3%	-3%	-100%
		6	70	12.5	5	9	0	70.2	14.4	5.4	9	1.2	0%	-13%	-7%	0%	-100%

For the cash transfer value, nearly all beneficiaries have received the appropriate amount of the cash transfer. Only in one case (EVI) a 90% deviation has been reported, when a 4-member household has received only 10% of the transfer (Table 6).

Table 6: Cash transfer value in Kiryandongo

EVI	1	45000	45000	0.00%
	2	90000	90000	0.00%
	3	135000	135000	0.00%
	4	18000	180000	-90.00%
	5	225000	225000	0.00%
	6	270000	270000	0.00%
	7	315000	315000	0.00%
	8	360000	360000	0.00%
	9	405000	405000	0.00%
	10	450000	450000	0.00%
	11	495000	495000	0.00%
	12	540000	540000	0.00%

Kiryandongo				
Family size	Ration	Amount received	Amount planend	% deviation
50%-ration	1	17000	17000	0.00%
	2	34000	34000	0.00%
	3	51000	51000	0.00%
	4	68000	68000	0.00%
	5	85000	85000	0.00%
	7	120250	119000	1.05%
	8	136000	136000	0.00%
	9	153000	153000	0.00%
	10	170000	170000	0.00%
	11	178000	187000	-4.81%
	14	238000	238000	0.00%
	15	255000	255000	0.00%
100%-ration	1	31000	31000	0.00%
	3	85500	93000	-8.06%
	4	124000	124000	0.00%
	5	155000	155000	0.00%
	6	186000	186000	0.00%
	7	217000	217000	0.00%
	8	248000	248000	0.00%
	9	279000	279000	0.00%
	12	372000	372000	0.00%

### 3.4. Rwamwanja settlement

In Rwamwanja, all beneficiaries have received a bigger amount of cash than their entitlements. Apart from one case of the 100% 4-member household, all beneficiaries have received a double of the cash transfer value. However, the results reflect the cash transfer value received by 8 households only. During the CBM exercise a ensure bigger sample size shall be collected to further inspect a risk of systematically inadequate cash transfers given to beneficiaries.

Table 7: Cash transfer value in Rwamwanja

Rwamwanja				
Family size	Ration	Amount Actually received	Amount planend	% deviation
50%	3	102000	51000	100.00%
	5	170000	85000	100.00%
	6	204000	102000	100.00%
100%	4	136400	124000	10.00%
EVI	5	450000	225000	100.00%

## 4. Beneficiary satisfaction with the distribution process

### 4.1. Satisfaction with the quantity received

Overall, most of the respondents (60%) have been satisfied with the quantity of the in-kind food basket, whereas 3% could not tell and 37% of respondents were not satisfied (Figure 4).

Around 17% of respondents were not satisfied with the quantities in Kiryandongo, 38% in Nakivale and 67% in Oruchinga.

Figure 4: Satisfaction with the quantity received

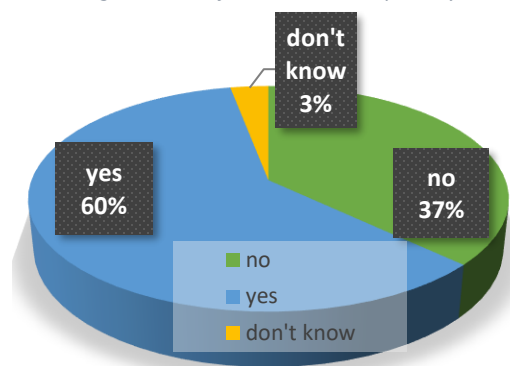
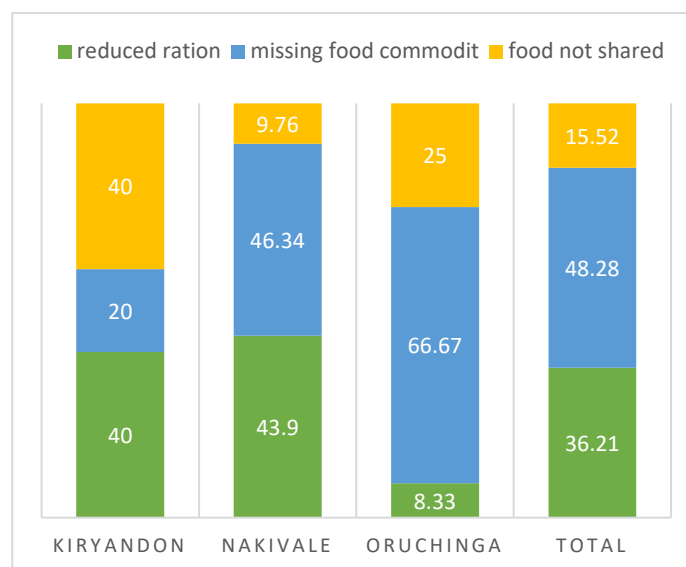


Figure 5: Reasons for the dissatisfaction with the quantity



Overall, most of the respondents indicated missing food commodities (48%) and reduced ration (36%), as the main reasons for dissatisfaction with the quantity received. Especially in Oruchinga, 67% of respondents indicated missing food commodities as a main reason for dissatisfaction (Figure 5). The food basket monitoring in Oruchinga provides an evidence, particularly for pulses and CSB, as large proportions of respondents received less than 90% of the ration.

Only 5% of respondents (8 cases) were not satisfied with the quality of the food they have received. The main reason for dissatisfaction in Oruchinga was that food contained weevils (2 respondents), whereas the rest of the non-satisfied respondents (6) indicated other reasons. In Kiryandongo, all respondents were satisfied with the quality of the food.



## 4.2. Satisfaction with the amount of cash transfers

Only one (1) respondent in Kiryandongo was not satisfied with the amount of cash received, whereas two respondents (2) could not say whether they were satisfied or not. The main reason for dissatisfaction was the change of the household's size resulting in the amount of cash being not sufficient for the beneficiary household.

## 4.3. Waiting time

Waiting time for food beneficiaries was 5 hours across all settlements. The maximum time was 11 hours in Oruchinga and Nakivale and 8 hours in Kiryandongo.

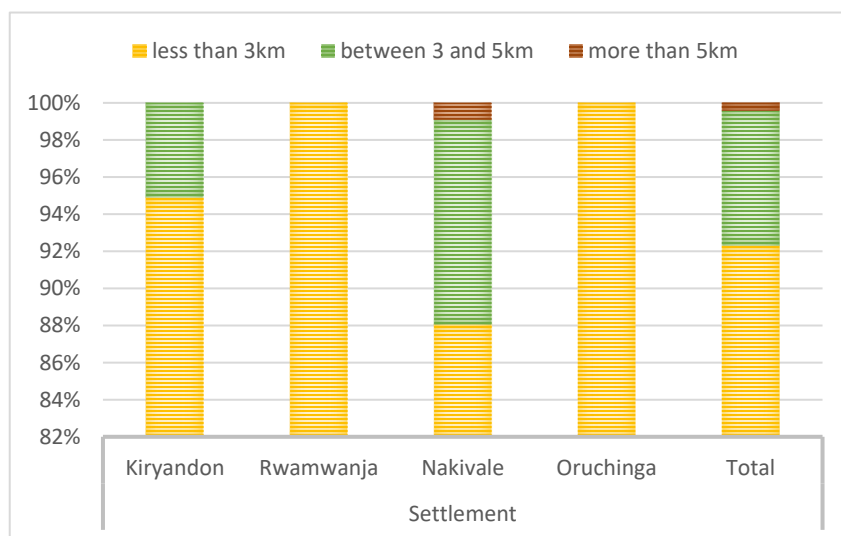
The average waiting time for cash beneficiaries was 4 hours in Kiryandongo and 3 hours in Rwamwanja. For Kiryandongo, maximum waiting time was 8 hours and 5 hours in Rwamwanja. The minimum waiting time was 45 minutes and 1 hour, respectively.

## 4.4. Distance to the FDP

Most of the respondents walked less than 3km to the FDP, except for Nakivale, where a higher proportion of respondents walked between 3 to 5km.

Only one female respondent in Nakivale has travelled more than 5km to reach the FDP (20km of distance travelled). The reason given for the long distance was that the respondent's home was located far from the FDP.

Figure 6: Distance to the FDP

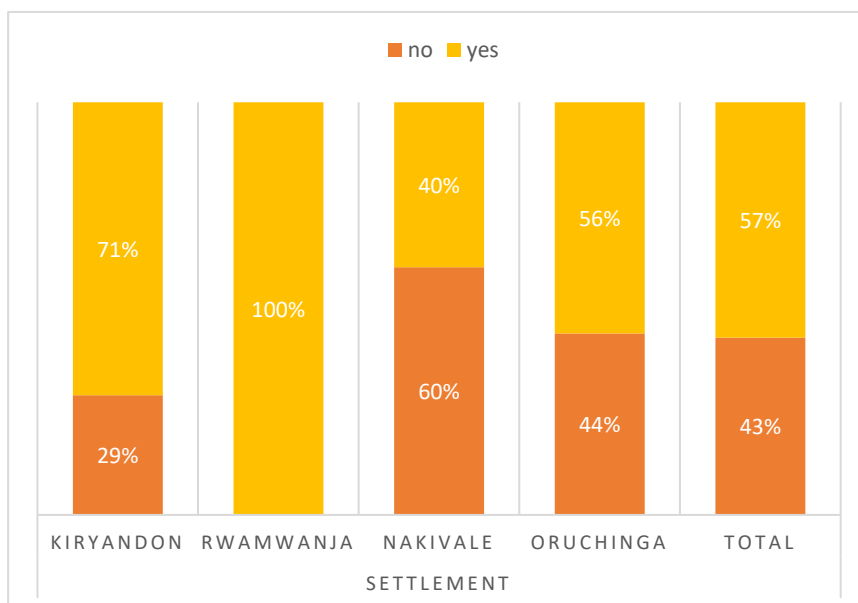


## 4.5. Display of information about entitlements

Figure 7: Were information about entitlements displayed at the FDP?

Only 57% of all respondents indicated that entitlements were properly marked at the FDP. Whereas in Rwamwanja, all respondents reported entitlements being properly displayed, much higher proportions indicated that entitlements were not displayed, especially in Nakivale (60%) and Oruchinga (44%).

Beneficiaries are 1.5 times more likely to be satisfied with the quantity received, when the entitlements were properly displayed.



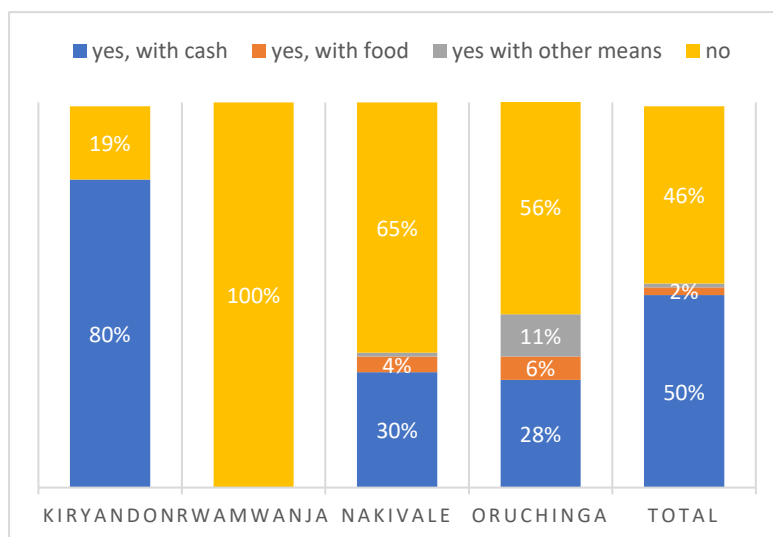
## 4.6 Transport payment

Figure 8: Transport payment

Most of the respondents (50%) who paid for the transport of food from the FDP, after the previous distribution, used cash as a modality.

Around 80% of respondents in Kiryandongo, 30% in Nakivale and 28% in Oruchinga paid with cash. On the other hand, all respondents in Rwamwanja did not pay for the transport at all.

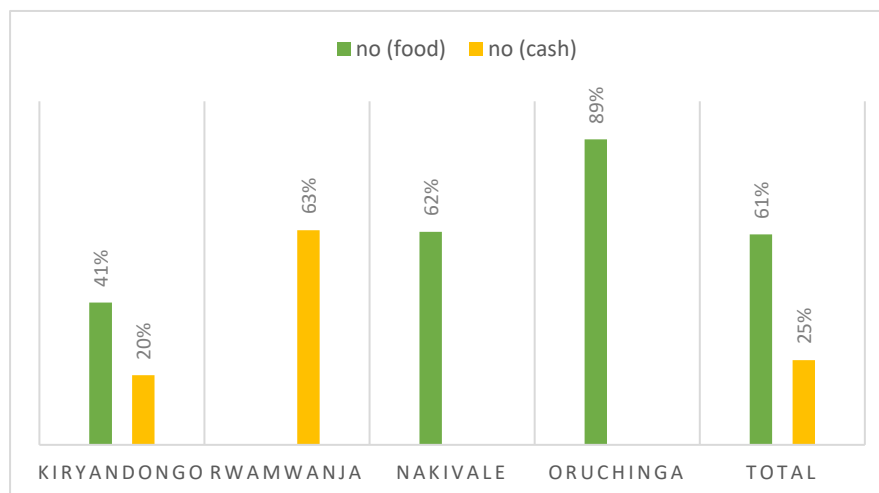
The average amount of cash spent on the transport was comparable across the settlements (3437 Ush. in Kiryandongo and 3696 Ush. in Nakivale). The maximum amount of cash paid was 10,000 (both, in Kiryandongo and Nakivale).



## 4.7 Satisfaction with the distribution process

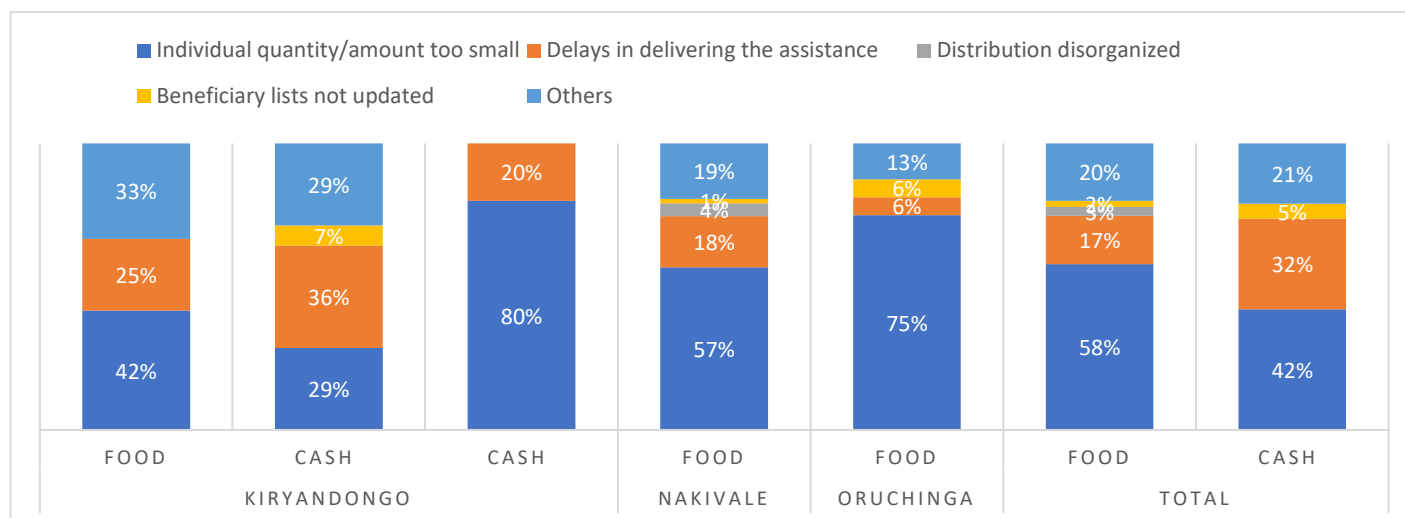
Figure 9: Satisfaction with the distribution process

The higher percentage of food beneficiaries (61%), compared to cash beneficiaries (25%) was not satisfied with the distribution process. The highest rates of dissatisfaction were observed in Oruchinga, reaching to almost 90% of food beneficiaries, followed by Nakivale (62%). In Rwamwanja, 63% of cash beneficiaries were not satisfied with the distribution process (Figure 9).



The small size of ration (small amount of cash transfers) was the most prevalent reason for cash (42%) and food (58%) beneficiaries' dissatisfaction. Delays in the delivery were often mentioned by cash beneficiaries (32%). The high levels of dissatisfaction in Oruchinga are mostly related to the small quantity of food (75%). The same reason is behind the high levels of dissatisfaction among cash beneficiaries in Rwamwanja (80%) (Figure 10). Results are suggesting that further efforts are needed to be invested in the distribution process and supervision, to ensure that beneficiaries receive on time the right quantity of the food.

Figure 10: Reasons for dissatisfaction with the distribution process



## 5. Complains feedback mechanism

Figure 11: Complaint feedback mechanism

A high percentage of respondents, who don't know where to address complaints, was recoded in Rwamwanja (75%), followed by Kiryandongo (33%) (Figure 11). Especially high rates in Rwamwanja suggest further efforts shall be invested in the sensitization, to ensure that beneficiaries know where to address their complaints and ask questions.

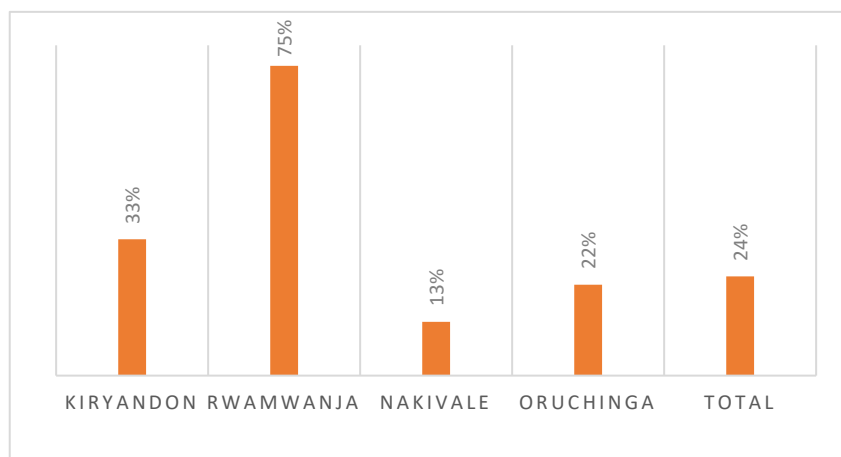
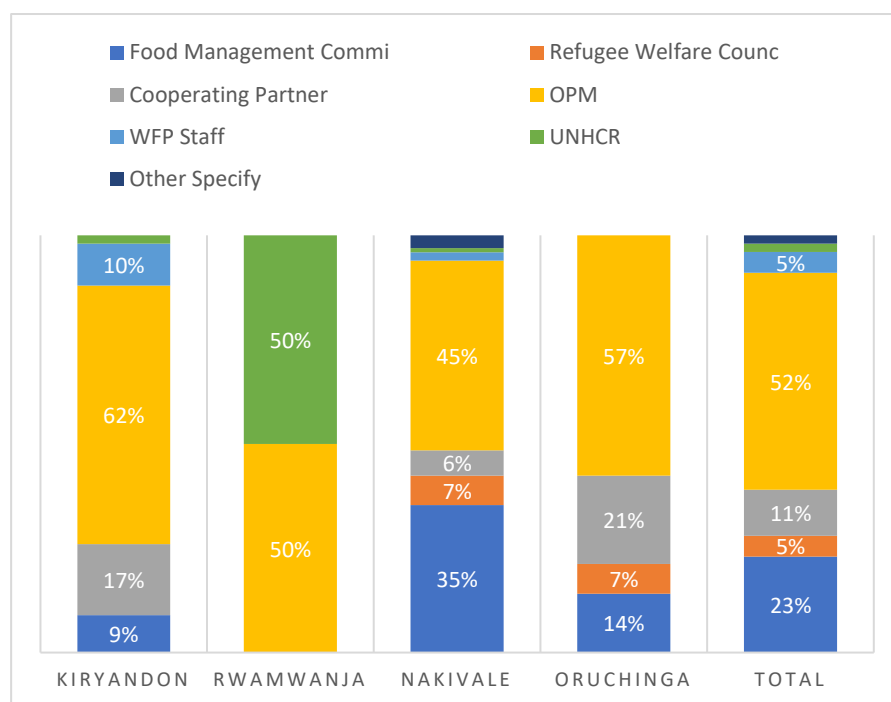


Figure 12: Where to complain

As the highest percentage of respondents, aware of where to address their complaints, was observed in Nakivale (87%) and Oruchinga (78%), the most solicited sources of the feedback mechanism is the OPM (45% in Nakivale and 57% in Oruchinga), the Food/Cash management committee (35% in Nakivale) and the cooperating partner (21% in Oruchinga). On the contrary, in Rwamwanja, where the share of respondents aware of where to complain is the lowest (25%), the most beneficiaries would contact either the UNHCR or the OPM (Figure 12).



## 6. Safety issues

Only one male cash beneficiary in Rwamwanja has reported having experienced safety problems. The incident happened at the FDP and beneficiary recommended to improve the security at the FDP.

## 7. Further recommendations

Beneficiaries were asked for suggestions how to improve the distribution process. The most frequently mentioned suggestions are listed below:

Kiryandongo	Rwamwanja	Nakivale	Oruchinga
<ul style="list-style-type: none"><li>- Additional manpower</li><li>- Improve verification process</li><li>- Group families according to their size</li><li>- Distribution cycle should be in the middle</li><li>- Use of the evidence (entitlement letters...)</li><li>- Provision of a shelter</li><li>- Pay cash beneficiaries if missed previous distributions</li></ul>	<ul style="list-style-type: none"><li>- Begin distribution before the end of a month</li><li>- Distribution should begin in the middle of a month</li><li>- Begin distribution on time</li><li>- Improve security at the FDP</li></ul>	<ul style="list-style-type: none"><li>- Provision of a shelter</li><li>- Improve/fasten card verification process</li><li>- Give other commodities instead of maize</li><li>- Distribute cash as well</li><li>- Begin distribution on time</li><li>- Use proper weighting scales, increase their quantity and check the correctness</li><li>- Serve first EVI</li><li>- Provide drinking water</li><li>- Improve security at the FDP</li></ul>	<ul style="list-style-type: none"><li>- Build more shelters</li><li>- Begin the distribution cycle on time</li><li>- Replace maize seeds by maize mill</li><li>- Provide cash transfers</li><li>- Use weighting scales</li></ul>