



## In-Camp Electronic Voucher Programme in Turkey

Market Price Monitoring (PMM) and On-Site Monitoring (OSM), and Protection Report



World Food Programme

SAVING  
LIVES  
CHANGING  
LIVES

Quarter 3  
(July - September)  
2021

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## HIGHLIGHTS

- The food basket cost in the contracted markets peaked in September 2021 at 213 TRY.
- The food inflation that reached 29 percent in August and remained stable in September deteriorated purchasing power of beneficiaries significantly.
- Being in the agricultural season, some beneficiary households have had the opportunity to generate additional income through daily work in farms for around 75 TRY per day.
- The camp markets comply with the Covid-19 regulations; wearing mask is mandatory and only a limited number of customers permitted inside the markets at a time.
- A wide variety of food products have been available in the contracted markets and in good conditions. However, the size of the bread was reduced instead of increasing the prices.
- 4 protection cases, among which 2 being related to medical needs, one related to material needs and one related to education have been identified and referred to relevant authorities during the reporting period.
- 136,556 SMSs were sent to camp beneficiaries between July and September 2021 with various content including sweep backs and Covid-19 sensitization.

## Q3 2021 CONTEXT

- Eid-ul adha (Kurban Bayramı) was observed between 19 -23 July 2021. As Syrians under temporary protection were permitted to go to Syria (starting from the holiday season till the end of December 2021), some camp residents have left the camps to visit their relatives in Syria.
- The new school year has started, therefore families working as seasonal workers elsewhere have started to return to the camps.
- Ministry of Education and Turkish Red Crescent have coordinated Social Integration courses for the camp residents in Kahramanmaraş and Elbeyli camps.
- No Covid-19 cases was reported in Q3 2021. Vaccination process for the camp residents continue at the nearby hospitals.



	JULY	AUGUST	SEPTEMBER
<b>BENEFICIARIES</b>	<b>49,006</b>	<b>47,751</b>	<b>46,654</b>
<b>TOTAL VALUE OF ASSISTANCE (TRY)</b>	<b>5,880.720.00</b>	<b>5,730,120.00</b>	<b>5,598,480.00</b>

## MONITORING ACTIVITIES

Due to COVID-19 measures, monitoring activities are conducted remotely in the reporting period. As of Q3 2021, thanks to WFP field teams' close coordination with the M&E unit, Turkish Red Crescent (TK), contracted shop managers, camp management and PDMM staff, implementation of the in-camp programme is successfully ongoing.

WFP team has conducted three different types of activities shown in the table below. During the reporting period, WFP teams conducted 36 price monitoring activities to collect items' prices in the food basket.

On-site monitoring activities included remote contact with the stakeholders such as the camp managements, TK offices in order to obtain information about the recent developments in the camps, and visits to the markets to evaluate the market conditions and food availability.

WFP field teams also conducted 309 PDM surveys with the sampled beneficiaries.

### MONITORING ACTIVITIES—Q3 2021

Month	JULY	AUGUST	SEPTEMBER
Price-Market Monitoring (PMM)	12	12	12
Remote Camp Monitoring (On- Site Monitoring)	12	16	21
Post-distribution Monitoring (PDM)	0	122	187
<b>TOTAL</b>	<b>24</b>	<b>150</b>	<b>220</b>

## OBJECTIVES

**Objective:** This report presents the main findings of in-camp monitoring activities from July to September 2021. The market monitoring aims to:

- 1) Assess the performance of partially restricted e-voucher programme;
- 2) Report on key issues identified and resolved in shops during the reporting period;
- 3) Analyse price trends in WFP contracted and non-contracted shops comparing to previous periods.

It also provides information on protection referrals, complaint and feedback mechanisms, and outreach activities conducted in the reporting period.

**Market Price Monitoring:** Every month, WFP/TK (Turk Kizilay – Turkish Red Crescent) jointly collect item prices from shops that have been contracted for the e-voucher programme, and from a similar number of non-contracted shops for comparison purposes. This allows WFP and TK to monitor the programme closely, ensuring that shops are

honoring their contractual requirements, and that product prices in camps are aligned with local price trends.

**On-Site Monitoring:** On-site monitoring activities are conducted every month during camp visits to inform the programme about issues that are relevant to refugees and that might have a potential impact on the programme.

**Protection referrals:** Protection referrals system has been active since 2017 and aims to further address protection needs of refugees. The cases that require special attention are identified by WFP field teams during camp visits, and/or by TK staff based in the camp and/or by the Camp Managements. The cases are referred by WFP to the relevant organizations or actors to resolve.

**Complaint and feedback mechanism:** Türk Kızılay's 168 Call Centre has 3 operators dedicated to the in-camp programme. Since August 2019 the Call Centre has been receiving complaints and feedbacks from the in-camp residents and addressing them to ensure smooth and effective implementation.

<sup>1</sup> Since December 2019, 80 percent of the assistance provided is restricted for food and 20 % is non-restricted.

## METHODOLOGY

WFP monitoring teams visit the camps every month without notice. Visits often happen during the week of payment. WFP staff consider the followings in shop visits:

- overall shop condition;
- availability of food items;
- quality of food items;
- prices of food items;
- issuance of itemized receipts to beneficiaries;
- shop staff practices/behavior towards beneficiaries;
- visibility of programme information material/posters;
- compliance with programme rules;
- programme awareness of shop employees;
- beneficiary feedback.

In Q3 2021, a total of 66 market monitoring activities were conducted. Due to the COVID-19 outbreak, WFP suspended all field activities starting from March 2020 and adapted modalities to the pandemic conditions. Close collaboration with Turk Kizilay (TK) enabled market price data collection from the contracted markets. WFP staff reached out to the non-contracted markets through phone calls or benefited from websites of the non-contracted markets that continued to operate online. For the On-site monitoring the data was collected through phone calls.

The table below shows the number of contracted and noncontracted shops monitored during the reporting period.

NUMBER OF SHOPS MONITORED—Q3 2021

Month	CONTRACTED SHOP	NON-CONTRACTED SHOP	TOTAL
July 2021	12	10	22
August 2021	12	10	22
September 2021	12	10	22
<b>TOTAL</b>	<b>36</b>	<b>30</b>	<b>66</b>



# 1. Market Price Monitoring

Price monitoring activities help calculate the average food basket cost in camps. The standard food basket is comprised of specific commodities determined based on food consumption habits of refugees. The food basket provides 2,100 kcal per person/day, in line with Sphere standards (please visit 'In-Camp PMM and OSM Report Q1 2018' for more information on the methodology).

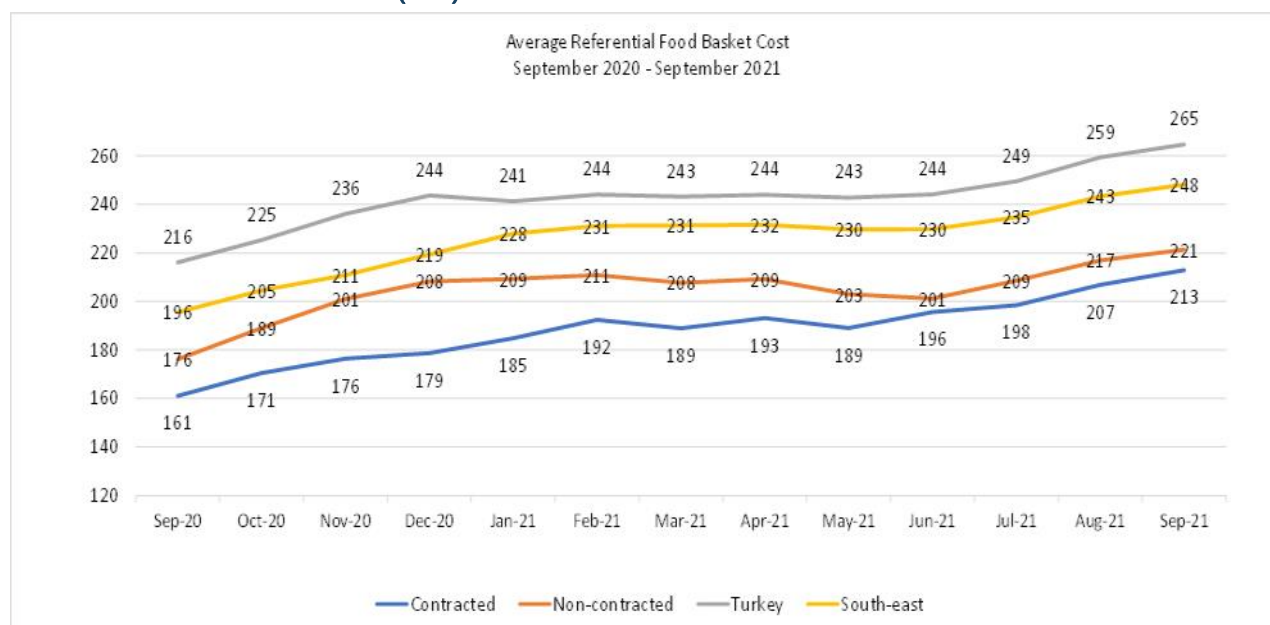
## MONTHLY FOOD BASKET

Item	Quantity	Unit
Bread	7.5	Kg
Rice	3	Kg
Bulgur	1.5	Kg
Beans	1.5	Kg
Eggs	30	Pieces
Yoghurt	1.5	Kg
White Cheese	1.5	Kg
Tomatoes	0.9	Kg
Cucumber	0.9	Kg
Sunflower Oil	0.75	Lt
Sugar	1.5	Kg
Salt	0.15	Kg
Tea	0.15	Kg

The food basket cost is monitored each month at four levels: The first is Turkish Statistical Institute (TurkStat) data at the national level (grey line in Figure 1); the second is TurkStat data only for the South-east region of Turkey (yellow line); the third relies on data collected by WFP and TK field monitors in the contracted shops (blue line) where refugees redeem their e-vouchers; and the fourth is calculated with data collected by WFP staff from non-contracted shops (orange line) nearby the camps, which serves as the point of reference for comparison with the in-camp contracted shops.<sup>2</sup>

Given that the food inflation rate reached 29 percent in August and remained stable in September 2021, the food basket cost increased at all levels. In the contracted markets, the food basket cost reached a record high of 213 TRY in September with 16 TRY (8%) increase between Q2 and Q3 2021 (Figure 1). Compared to September 2020, the yearly increase in the food basket cost was 32 percent in September 2021. Currently, the assistance provided through the e-voucher programme is able to cover 53 percent of the food basket cost alone, excluding the cost of the non-food items that the 20 percent of the assistance is expected to cover.

FIGURE 1: FOOD BASKET PRICE (TRY) TRENDS BETWEEN SEPTEMBER 2020 – SEPTEMBER 2021



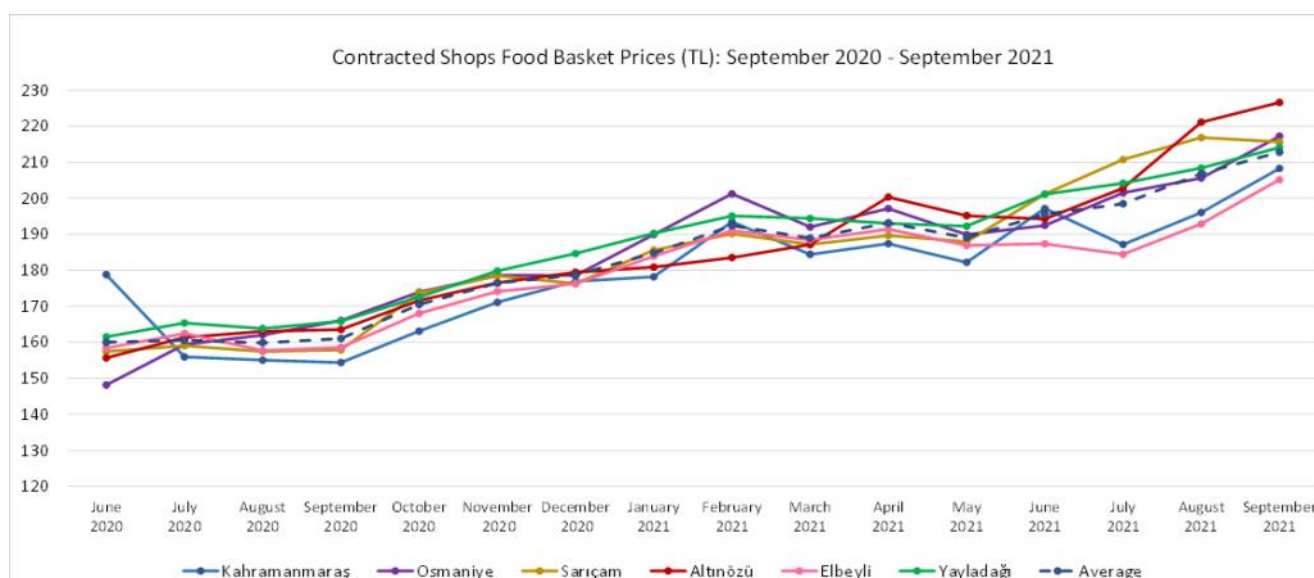
<sup>2</sup> TurkStat data is collected for higher quality products/brands, reflecting Turkish preferences: [http://www.turkstat.gov.tr/PreTablo.do?alt\\_id=1014#](http://www.turkstat.gov.tr/PreTablo.do?alt_id=1014#). WFP price data is collected for the commodities selected by refugees - usually the cheapest brands available.

Yet, the food basket cost is still the lowest when evaluating prices in the contracted markets. During the monitoring period, the food basket cost in the noncontracted markets increased by 20 TRY and reached 221 TRY – which is 8 TRY more expensive than the contracted markets on average. The Southeast level and national level food basket costs show the similar incremental trends; as of September 2021, the average food basket cost reached 248 TRY and 265 TRY at the regional and national level, respectively.

The food basket cost trends in the contracted markets by camp locations are shown in **Figure 2**. While the prices have increased in all the contracted markets, the markup was higher in some camps, leading to a fluctuation across

camp. The food basket costed 205.18 TRY in Elbeyli camp in September 2021 whereas in Altinozu camp it reached as high as 226.6 TRY. The high food basket cost in Altinozu camp was driven by i) bread, cheese, and bean prices higher than the average, and ii) the fact that these items constitute a large portion of the basket, therefore affecting the total cost significantly when changed. For instance, bread prices were considerably different: a bread costed 7.5 TRY in Altinozu, 4.9 TRY in Elbeyli, and 6.1 TRY on average. While the difference might be a matter of different visit dates, it might also be due to various bread suppliers in the camps.

**FIGURE 2: FOOD BASKET PRICE (TRY) TRENDS IN CONTRACTED SHOPS IN ALL CAMPS, SEPTEMBER 2020 – 2021**



## 2. On-site Monitoring

### A. Administrative/ management issues

#### CAMP OVERVIEW

Given that Eid-ul Adha was observed between 19 -23 July 2021, the Syrians under temporary protection were permitted to visit Syria for the holiday and the permits are valid until 31 December 2021.<sup>3</sup> Thus, some camp residents went to Syria to visit their families. While their e-voucher cards remain effectual, they are also subject to sweepback as dormant accounts.

Some other families left the camps to settle in the neighbouring provinces, stating that there are better opportunities and freedom of movement outside of the camp. In July, for instance, 26 families moved out of the Kahramanmaraş camp and settled in the city center except for one family that moved to Gaziantep. Among the 6 families that left Elbeyli camp, one family returned to Syria

whereas the rest settled in the neighbouring provinces such as Kahramanmaraş, Gaziantep, and Adiyaman.

In August in Kilis camp, the Ministry of Education collaborated with the TK Community center to deliver 2-months long Social Cohesion courses at the camp schools where 800 people attended. They were provided with hygiene kits. Soon after, the course took place in the Kahramanmaraş camp with the participation of 350 camp residents.

The new school year started face-to-face in September and families that had left the camps for seasonal work started to return to their residency. In the Altinozu camp, the manager requested notebook and stationary aid for 800 students, and WFP referred the request to Danish Refugee Council (DRC).

The working hours in the Kilis camp for the management and TK officers have changed from 8:30-17:30 to 8:00-

<sup>3</sup> <https://www.aa.com.tr/tr/gundem/suriyelilerin-kurban-bayrami-oncesi-cilvegozu-sinir-kapisindan-ulkelerine-gecisleri-suruyor/2301106>

## COVID-19 MEASURES

There has been no positive Covid-19 case reported in the monitoring period across all camps. The voluntary Covid-19 vaccinations are no longer carried out in the camp health centers as the majority of the camp residents are already vaccinated. Those who decided to receive vaccines are advised to visit the nearby hospitals by following the same appointment procedures.

## E-CARD RELATED ISSUES

Since the e-cards were updated as personalized bank accounts, the beneficiaries were not able to see their remaining account balances on their shopping receipt but could only learn by calling 168 Call Centre or Halkbank. In Q3 2021, the issue was solved, and the programme beneficiaries can now see their balance and change their PIN codes at the Halkbank ATMs in the city centres.

## IN-KIND ASSISTANCE

In September, in Kahramanmaraş camp, TK teams distributed 9000 wafers to the students. Additionally, 350 families were provided with wafers and pasta.

## B. Shop regulations, conditions and maintenance

As of Q3 2021, the camp markets continue to implement Covid-19 measures. Wearing a mask is mandatory inside the markets and only a limited number of customers at a

time can be present in the markets. The markets, in general, have been uncongested during the reporting period except for the Kilis camp where a crowd was reported for a few days following the transfer upload in August.

Overall, the markets are in good conditions and comply with the standards in the contracts. All the monitored food items have been available in all camps during the monitoring period.

## C. Availability of food items

Food items were available in all contracted markets in all camps throughout Q3 2021.

## D. Purchasing power

The summer season offers agricultural job opportunities to the beneficiaries. For instance, around 2500 residents leave the camp daily for work outside of the Kahramanmaraş camp. They mostly work in cucumber and pepper fields and earn around 70 –75 TRY daily wage. In Saricam camp, some beneficiaries can work at the 55 decaire area of the greenhouse located inside the camp.

However, purchasing power of the in-camp residents has decreased significantly during Q3 2021 due to the high inflation rates. In September, the bread supplier in Kahramanmaraş camp reduced the grammage of bread from 400 grams to 350 grams in order to keep the price stable. In Kilis, beneficiaries complained about the price increase of the dairy products.





### 3. Protection and Referrals

As of Q3 2021, 187 cases in total in the current camps with protection needs have been identified and referred to relevant protection actors. The cases are identified either by WFP monitoring teams during the monitoring activities or are referred by TK staff based in the camp and Camp Managements to WFP. Overall, 47 percent of the cases were raised by women and 53 percent were raised by men. Saricam camp has cumulatively the highest number of referrals (84%) followed by Kahramanmaras, Elbeyli, and Altinozu camps respectively (Figure 3). Only two out of 187 cases were raised by Iraqis, residing in Kahramanmaras camp, while the rest majority were raised by Syrians.

Medical equipment/medicine and health services are still the first and the second main referral reasons (134 and 25 respectively), followed by cases that require PDMM's involvement (Figure 4).

Access to the camps has been limited since the onset of the pandemic. However, WFP continues to detect protection cases and address the referrals in the best way possible. In Q3 2021, four protection cases were identified (two by WFP field staff and the other two by TK staff) and referred to protection actors. Among them, two were related to medical equipment/medicine needs (hearing devices), one case was about education needs and the other one was a request for material assistance (adult diapers).

In-kind assistances and other material support for the camps by other NGOs and donors have been decreasing for some time now. Therefore, some of the main needs of the most vulnerable people living in the camps such as adult diapers request in Q3 2021 are difficult to meet by the camp managements.

FIGURE 3: REFERRALS BY CAMPS AS OF Q3 2021

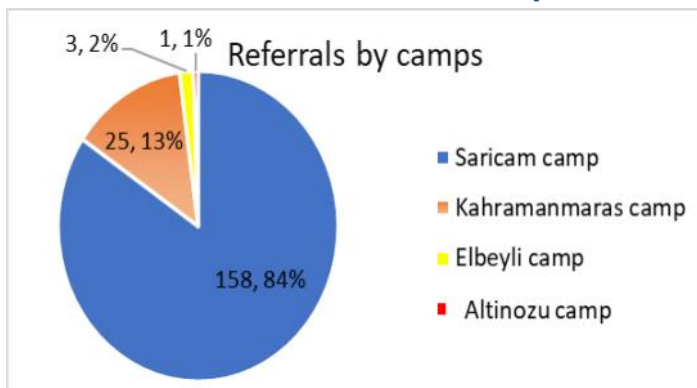
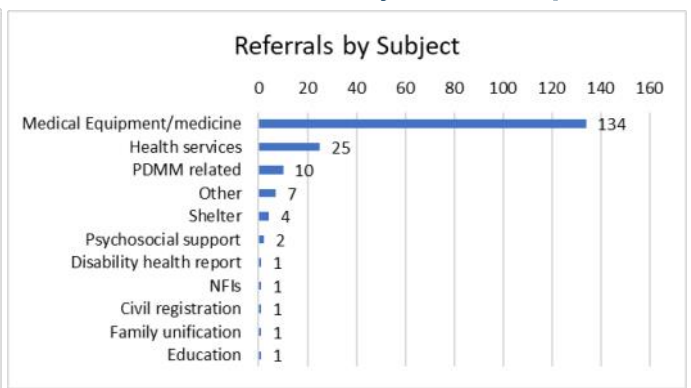


FIGURE 4: REFERRALS BY SUBJECTS AS OF Q3 2021



### 4. Accountability to the Affected Population (AAP)

#### A. Received calls by the 168 Call Center

During the reporting period, the 168 Call Centre has received 960 calls (Figure 5), representing an 83 percent increase compared to the previous quarter.

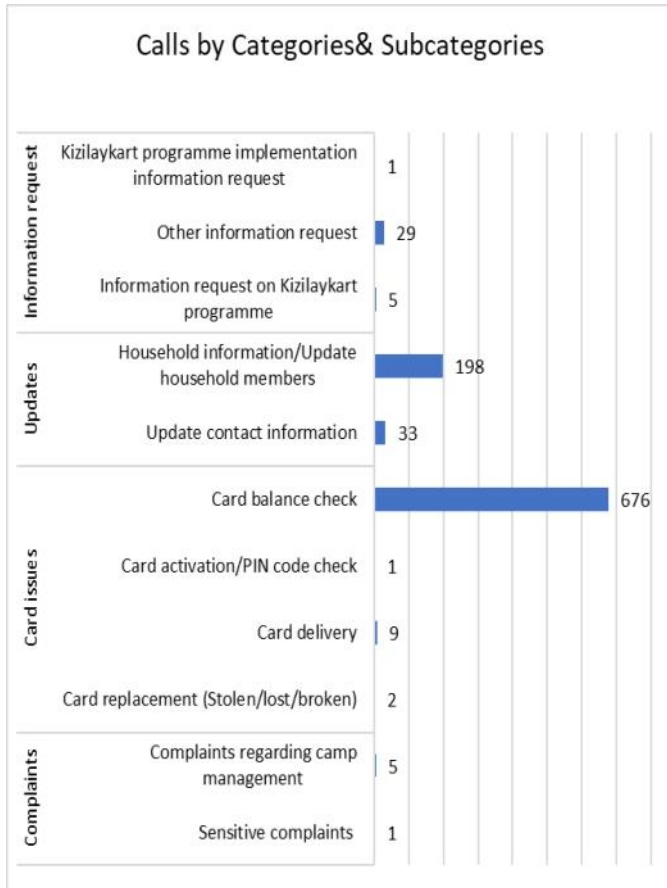
Most of the calls made by Saricam (466) camp residents, followed by the residents of Kahramanmaras (236) and Elbeyli (181). Men (67%) have made more calls than women (33%). It is also important to note that the number of calls made by women decreased by 40 percent in Q3 2021 compared to Q2 2021.

The highest number of calls received in September (708 calls), the majority (91%) of which were for card balance check. This is more likely due to the newly created SMS to

update beneficiaries about the use of ATMs for balance check and PIN Code change that might have required further clarification.

Additional 198 calls were made by the residents to update their household information. It is promising that the number of complaint calls decreased by 63 percent in Q3 2021 compared to the previous quarter. Among the total of six complaint calls made by Kahramanmaras and Saricam camps' residents, five were about issues to be addressed by the camp management such as deactivating camp residencies and not re-accepting camp applications. There were 8 households that had become ineligible due to becoming absentee for staying outside of the camp for longer than the permitted period. No fraudulent cases have been observed during the reporting period.

FIGURE 5: CALLS BY CATEGORIES Q3 2021



## B. Outreach Activities

In this reporting period, 136,556 SMSs have been sent to the camp residents including regular subjects such as transfer amount upload, dormant accounts, and Covid-19 sensitization. Moreover, a new SMS content was created and sent in Q3 2021 (8,586 SMSs sent) (Figure 6). In-camp beneficiaries have been informed about the new features of Halkbank ATMs for balance check and pin code change. The other SMSs include the automated responses about confirmation of complaints and informative messages about discrepancies such as deactivation of camp residency, therefore ineligibility, due to the reasons of exceeding the stays outside of the camps or loss of the head of households.

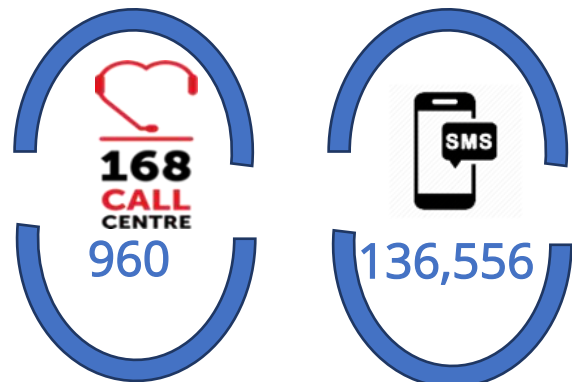
In Q3 2021, two announcements have been made by the Camp Managements; one is for sensitization on dormant account swept and the other one is to update the Yayladagi camp beneficiaries on the contracted markets.

FIGURE 6: SMS SENT BY CATEGORY IN Q3 2021

SMS Sent by Category - Q3 2021	
Category	Number of SMS sent
Dormant account - swept	25,293
Dormant account - warning	25,183
Upload	25,781
Coronavirus market sensitization	25,781
Coronavirus sensitization	25,804
Eligibility - bank branch information	90
ATM pin code change / balance check	8,586
Discrepancy related	24
Complaint related	14
<b>Total</b>	<b>136,556</b>



### OUTREACH SNAPSHOT



## ANNEX 1

The food basket is designed to be nutritionally balanced, corresponding with the consumption habits of the refugees in Turkey, and for the most affordable cost possible. In the food basket, bread has the highest share with 22 percent, followed by cheese (19%) (Figure 7). As a

result of the steep increase in egg prices, the share of eggs in the basket increased from 10 percent to 12 percent between Q2 and Q3 2021. The price share of rice is 11 percent, and beans make 10 percent of the food basket.

FIGURE 7: PERCENTAGE OF FOOD BASKET COMPONENTS AND TOTAL FOOD BASKET COST

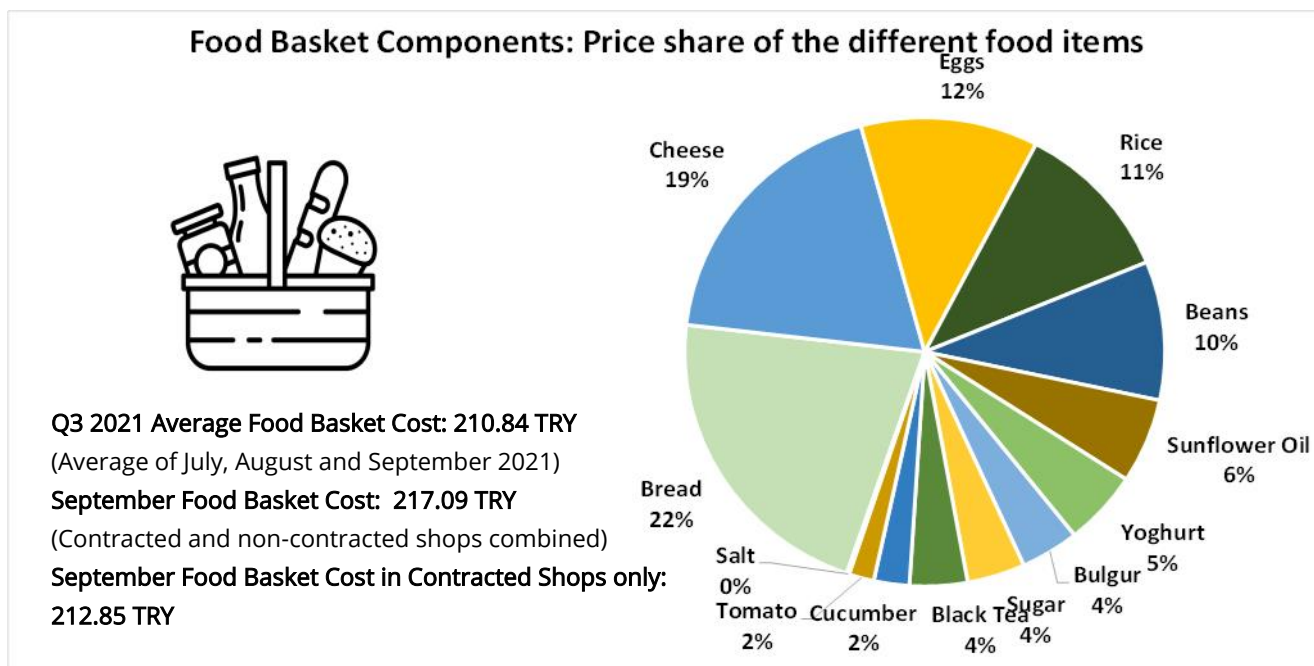
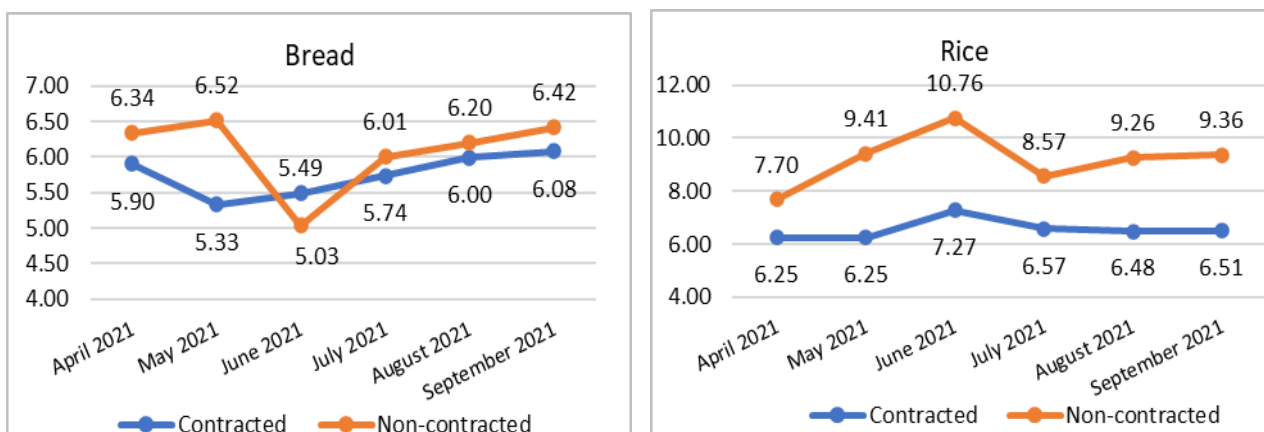
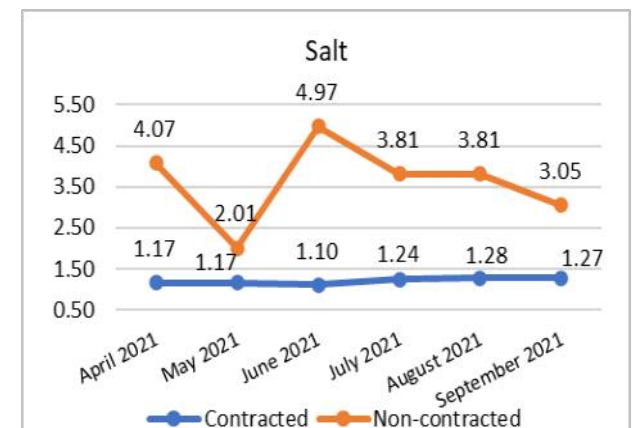
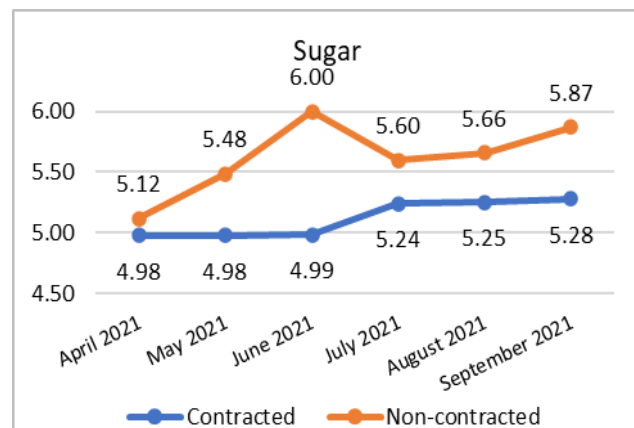
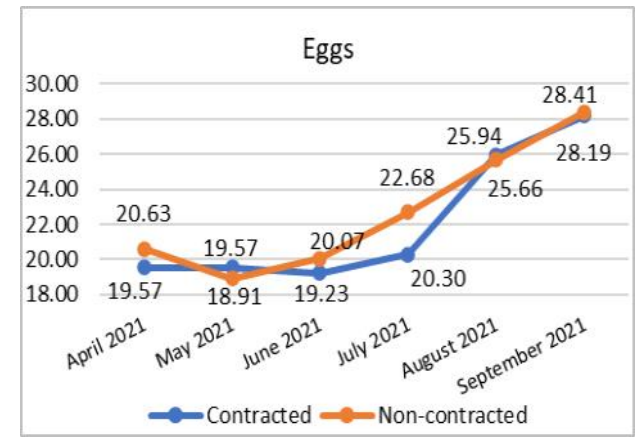
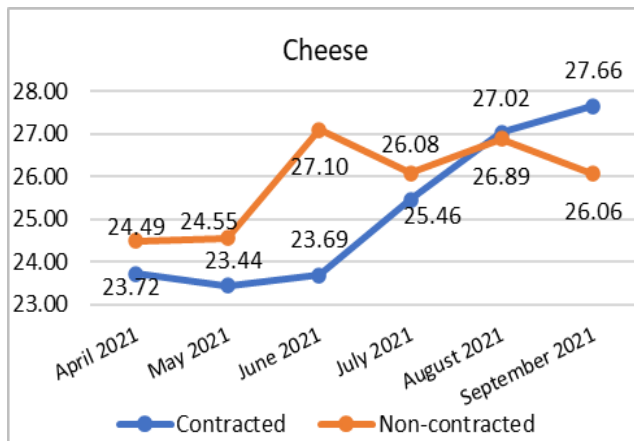
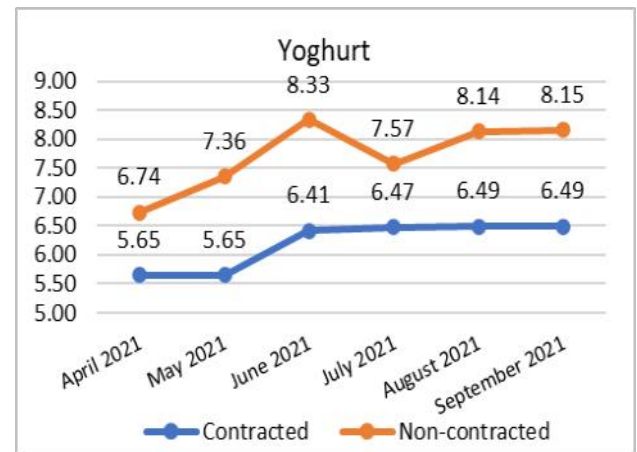
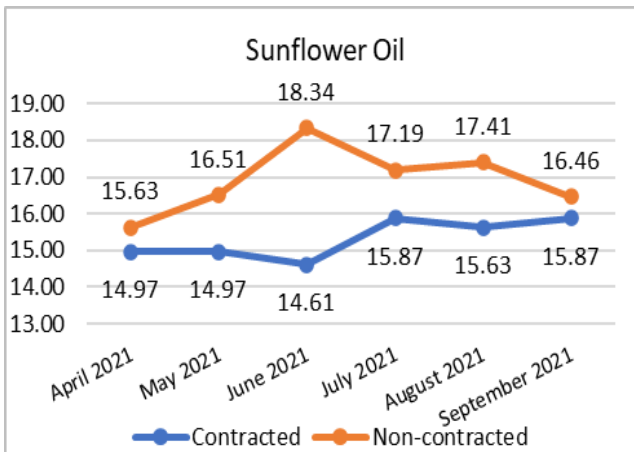
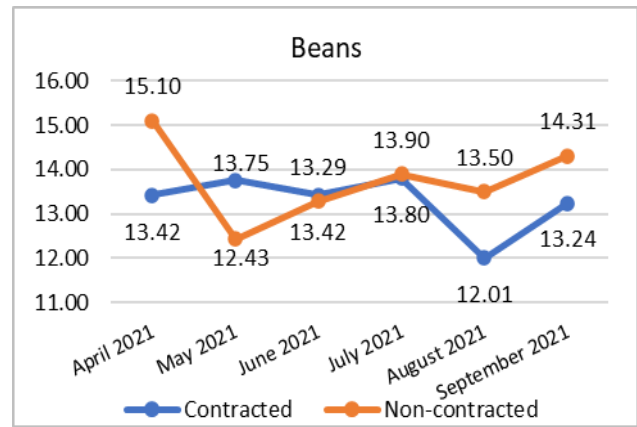
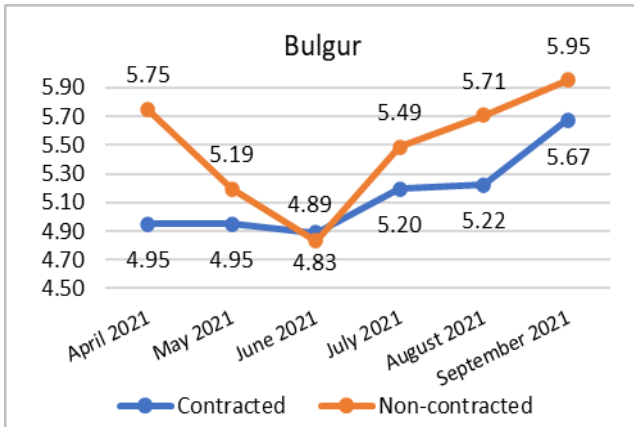


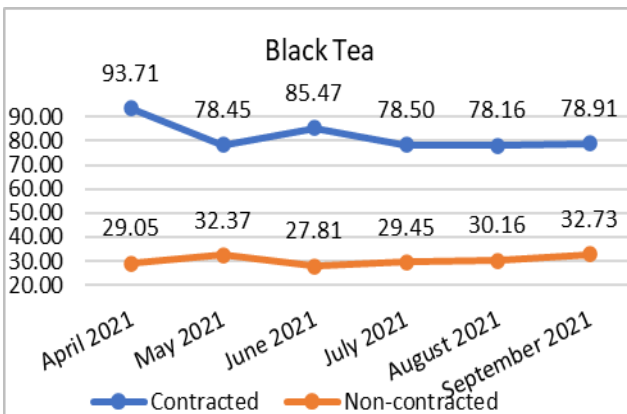
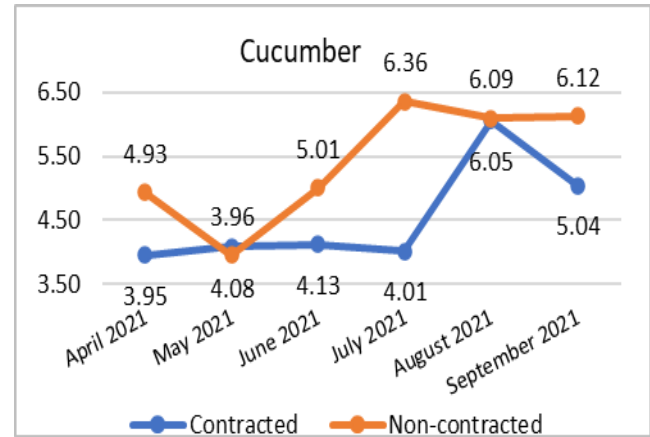
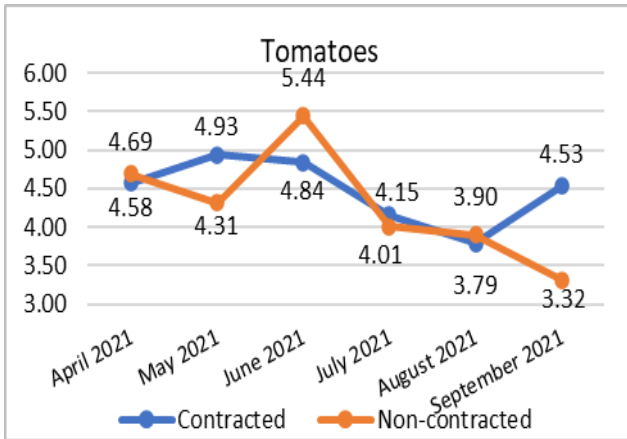
Figure 8 depicts the price trends for each item in the food basket in the last 6 months. The price increase was particularly steep for eggs; while 30 pieces of eggs cost were 19.23 TRY at the end of Q2 2021, it reached to 28.19 TRY at the end of Q3 2021. The kilogram price of cheese also increased from 23.69 TRY to 27.66 TRY in the three months period. While the price increase was 59 cent per

kilogram, given that its share is the highest (7.5 kg) in the monthly food basket, the change affected the overall food basket cost significantly. The tea prices have been traditionally higher due to type differences; refugees culturally consume Ceylon tea, which is more expensive than the Turkish tea available in the noncontracted markets as the cheapest alternative.

FIGURE 8: DIVERGENT PRICE TRENDS (TRY/KG) FOR WFP REFERENTIAL FOOD BASKET ITEMS IN CONTRACTED AND NON-CONTRACTED SHOPS







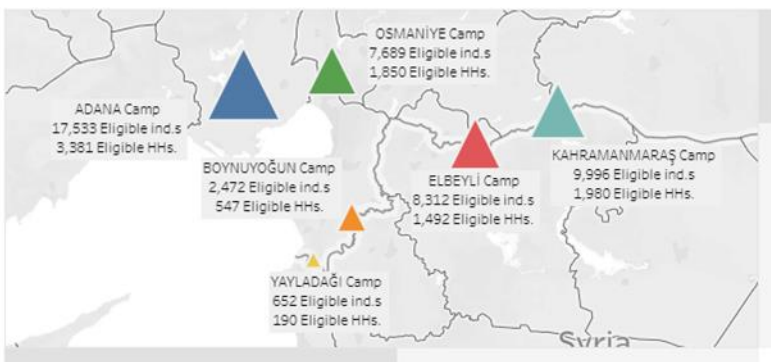
## ANNEX 2



## WFP TRCO Camp Programme



46,654 Eligible individuals 9,440 Eligible households

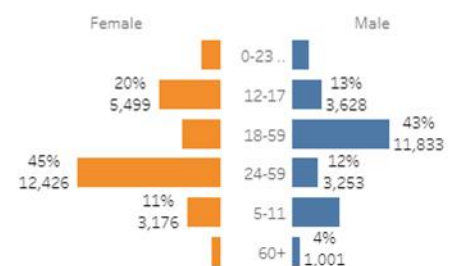


**8 households** became ineligible due to the head of households became absentee in the camps - exceeded the permitted length of stay outside of the camp (working in the farms etc.) and re-registered once they returned.

Camp Programme Trends: Individuals vs. HHs



Age-gender Pyramid



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