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Programme

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In-Camp Electronic Voucher Programme in Türkiye

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

Quarter 2
(April— May)
2022

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HIGHLIGHTS

- The food basket cost has increased by **116 percent** from TRY 196 to TRY 423 between June 2021 and 2022.
- The **inflation rates have reached 24-year record levels**; the annual inflation rate in June 2022 is 79 percent and the food inflation is even higher at 94 percent.
- Fewer employment opportunities for beneficiaries are available in Q2 2022 compared to a year ago as high cost of agricultural inputs disrupts farming activities. Daily work in agriculture has been the only source for many to generate income and spend throughout the year.
- The contracted markets did not have sufficient sugar stocks in the previous months and the issue have been resolved by increasing brand variety.
- 4 protection cases, related to medical equipment needs, are reported and referred to IOM for resolution during Q2 2022.
- 83,926 SMSs have been sent to beneficiaries to inform them about the regular uploads and dormant accounts, as well as to sensitize them about the top-up payments.

Q2 2022 CONTEXT

- The Presidency of Migration Management is going through an address verification process and has placed unregistered refugees in the camps in specific neighborhoods until their registration is completed.
- WFP and Türk Kızılay are assisting the above-mentioned newcomers by providing them with BIM cards until they become eligible for e-card assistance.



	APRIL	MAY	JUNE
BENEFICIARIES	42,113	42,387	42,264
TOTAL VALUE OF ASSISTANCE (TRY)	6,316,950.00	6,358,050.00	6,339,600.00

MONITORING ACTIVITIES

The monitoring activities have been successfully implemented throughout the second quarter of 2022, thanks to the close collaboration between WFP and Turkish Red Crescent (TK) as well as the cooperation of the camp management and contracted market managers. Through the on-site monitoring visits, the field teams gather

information about recent developments in the camps and visit contracted markets to assess market conditions and food availability. In addition, WFP field teams conducted 278 surveys in the reporting period to identify camp residents' satisfaction with the 1300 TRY top-up payments and how they spend it.

MONITORING ACTIVITIES—Q2 2022

Month	APRIL	MAY	JUNE
Price-Market Monitoring (PMM)	20	20	20
Camp On-Site Monitoring	11	20	20
Top-up Satisfaction Survey	278	0	0
TOTAL	309	40	40

OBJECTIVES

Objective: This report presents the main findings of in-camp monitoring activities from April to June 2022. The market monitoring aims to:

- 1) Evaluate the partially* restricted e-voucher program's performance;
- 2) Provide information on important issues that were reported and addressed in stores throughout the reporting period;
- 3) Compare price changes in WFP-TK contracted and non-contracted shops over time.

The report also includes data on protection referrals, complaint and feedback channels, and outreach activities that took place during the reporting period.

Market Price Monitoring: WFP and TK (Türk Kızılay-Turkish Red Crescent) jointly collect item prices from the contracted shops once a month as well as from non-contracted shops located nearby the camps for comparison purposes. This enables WFP and TK to monitor the programme closely, ensuring that shops follow their

contractual obligations and that product pricing in camps is in line with local market trends.

On-Site Monitoring: On-site monitoring activities are conducted every month during camp visits to keep the programme informed about issues of importance relevant to refugees and could have an influence on the programme.

Protection referrals: Since 2017, a protection referrals system has been in place to help refugees with their protection needs. WFP field teams identify cases that require particular attention during camp visits, as well as TK staff based in the camps and/or Camp Managements. WFP refers identified cases to relevant agencies or persons for resolution.

Complaint and feedback mechanism: Three Arabic speaking operators of Türk Kızılay's 168 Call Centre are dedicated to the in-camp programme. The Call Centre has been receiving complaints and feedback from the in-camp residents since August 2019 and has been addressing them to ensure smooth and effective implementation.

* Since December 2019, 80 percent of the assistance provided is restricted for food and 20 % is non-restricted .

METHODOLOGY

WFP field teams visit the camps every month without prior notice. Visits are usually scheduled during the week in which payments are made. WFP staff consider the following factors during the 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 Q2 2022, 60 market monitoring activities have been conducted. WFP and Türk Kızılay (TK) continued to collect market prices at different times from the contracted markets while WFP staff also reached out to the non-contracted markets to compare the food basket costs.

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

NUMBER OF SHOPS MONITORED—Q2 2022

Month	CONTRACTED SHOP	NON-CONTRACTED MARKET	TOTAL
April 2022	10	10	20
May 2022	10	10	20
June 2022	10	10	20
TOTAL	30	30	60

1. Market Price Monitoring

Price monitoring exercises contribute to the calculation of the average food basket cost. The food basket delivers 2,100 kcal per person/day aligned with Sphere requirements and is composed of certain commodities selected based on the refugees' food consumption preferences (for more information on the methodology, please see 'In-Camp PMM and OSM Report Q1 2018').

WFP monitors the food baskets cost every month at four levels: (1) The Turkish national level (grey line in Figure 1) and (2) the Southeast regional level food basket (yellow line) data is retrieved from the Turkish Statistical Institute (TurkStat), whereas WFP and TK field monitors collect the data from (3) the contracted shops (blue line) where refugees redeem their e-vouchers; and (4) from non-contracted shops (orange line) near the camps, which serves as a reference point for comparison with the contracted shops in the camps.* However, the latest available data in this reporting period is from April 2022 since TurkStat is updating its methodology.

* TurkStat data is collected for higher quality products/brands, reflecting Turkish preferences: http://www.turkstat.gov.tr/PreTablo.do?alt_id=1014#.

MONTHLY FOOD BASKET

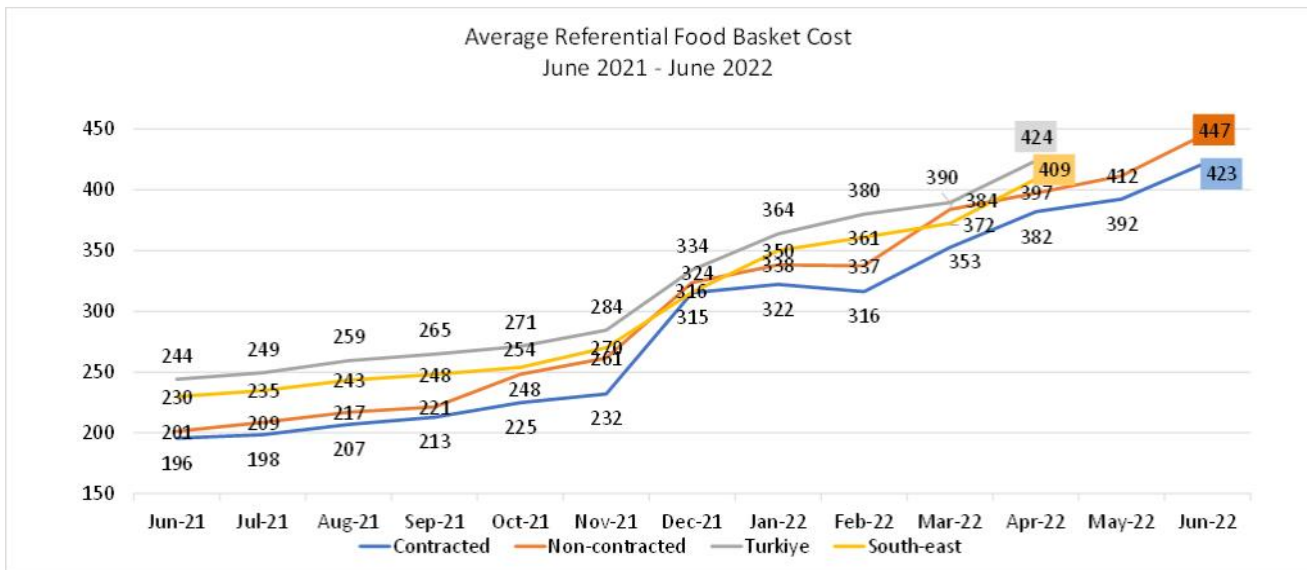
Items	Quantity	Unit
Bread	7.5	Kg
Rice	3	Kg
Bulgur	1.5	Kg
Beans	1.5	Kg
Eggs	30	Pieces
Yoghurt	1.5	Kg
White Cheese	1.5	Kg
Tomatoes	0.9	Kg
Cucumber	0.9	Kg
Sunflower Oil	0.75	Lt
Sugar	1.5	Kg
Salt	0.15	Kg
Tea	0.15	Kg

The inflation rate dramatically increased in Q2 2022 and reached 78.6 percent as of June 2022. The food prices increased at a higher rate of 93.9 percent in the same period and were effective on the food basket costs in the camps. Between June 2021 and June 2022, the food basket cost in contracted markets increased by 116 percent, from TRY 196 to TRY 423. However, they still offer the cheapest food prices. The yearly increase in non-contracted markets is 122 percent in June 2022 when the food basket cost reached TRY 447. Even though the national and southeast level data is not

available for May and June, the data from April 2022 reflects the trend of increasing prices, which are higher than the contracted markets.

Due to the increasing food basket costs, adequacy of the assistance decreased from 42 percent in March 2022 to 35 percent in June 2022. Despite the raise in transfer value from 120 TRY to 150 TRY at the beginning of 2022, the adequacy of the assistance which was 38 percent in December 2021 continues to diminish.

FIGURE 1: FOOD BASKET PRICE (TRY) TRENDS BETWEEN JUNE 2021 - JUNE 2022

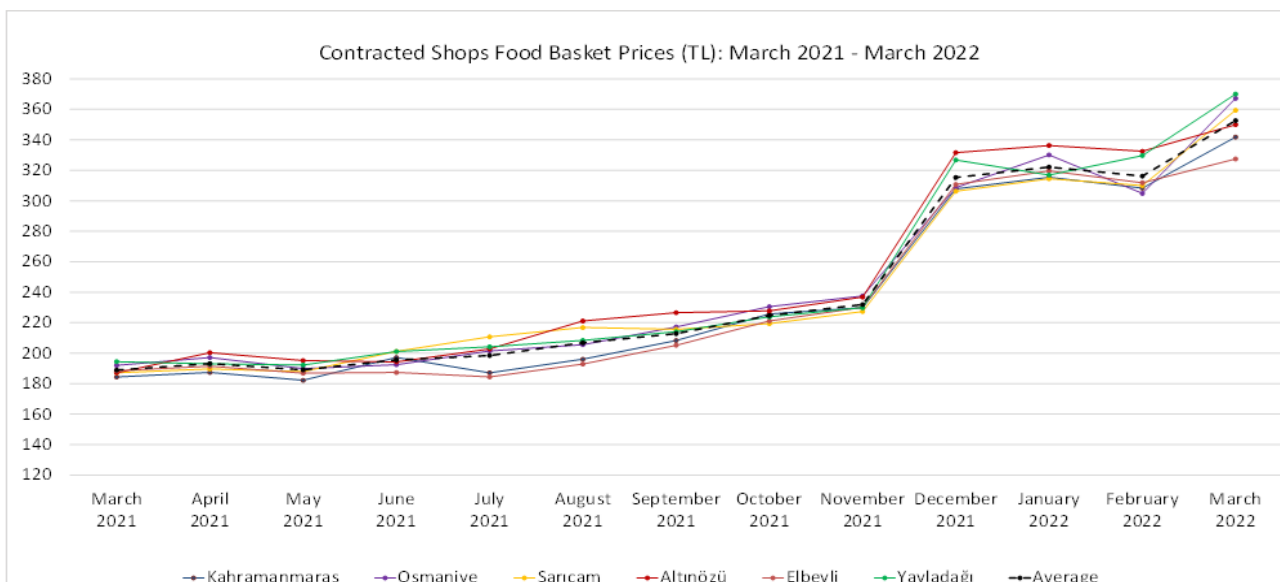


The food basket cost trends in the contracted markets by camp location are presented in Figure 2. The prices fluctuated across camps in April and May 2022. Unavailability of the cheapest items such as sugar due to limited stocks, markets applying the inflated prices of different items at different times, and grammage difference in bread packages are among the reasons for the variation

of prices across camps. The gap narrowed down in June 2022 as the high prices were in effect in all markets.

The food basket cost is the highest in Kahramanmaraş camp at TRY 438, where the quarterly increase is also the highest (28%). Kilis continues to offer the most affordable food basket compared to other camps, even though it also reached as high as TRY 406 in June 2022.

FIGURE 2: FOOD BASKET PRICE (TRY) TRENDS IN CONTRACTED SHOPS IN ALL CAMPS, JUNE 2021- JUNE 2022



2. On-Site Monitoring

A. Administrative/management issues

CAMP OVERVIEW

WFP field staff met with the camp managements and the Turk Kizilay during monitoring visits to exchange information. Newly appointed camp manager of the Kahramanmaraş camp is briefed about WFP operations. Camp managers are also updated about WFP's livelihood activities and recent adjustments across the country.

The GoT has announced an initiative to place unregistered refugees, most of whom are single males, in the camps and host them until the end of registration process which takes around 4 to 6 months. The newcomers are expected to weekly check in with the managements for counting purposes.

During the registration period, these refugees are located in designated neighbourhoods and assisted by the camp managements with three meals, except for Kilis camp where they are provided with food baskets. WFP, in collaboration with TRC, will provide them with BIM cards with TRY 150 credits uploaded per month starting from July 2022 until they become e-card beneficiaries upon registration.

WFP continued to receive support requests in the reporting period. These include providing food baskets to the newcomers (requested by Kahramanmaraş camp management), additional support for 462 disabled residents living in Sarıçam camp, and distribution of 1000 hygiene kits (requested by Adana camp management).

COVID-19 MEASURES

As of June 2022, no Covid-19 cases are reported in camps. Turk Kizilay continues to assist those who need HES codes. As the restrictions have been lifted nationwide, the camps no longer implement measures against Covid-19.

E-CARD RELATED ISSUES

In April, 190 households in Osmaniye camp could not receive their assistance as they failed to update their IDs and container numbers. However, the issue has been solved once WFP raised it with PMM, and Turk Kizilay.

In May, Halkbank canceled the POS devices assigned to the TK officers in all camps, which were used by the beneficiaries to change their passwords. WFP and TK field staff informed the managements regarding the complaints they received from beneficiaries. Thanks to the efforts of the TK as the contractor to Halkbank, the issue is resolved and TK personnel in the camps are regranted authority to use the devices, except for Kilis camp. Beneficiaries who need such banking activities have to go to the branches in the Kilis city centre, bearing an additional transportation cost of around TRY 30. Advocacy efforts to revoke the cancellation decision continue in Kilis.

IN-KIND ASSISTANCE

Ramadan took place between April 2nd – May 1st, 2022. Usually, it is a season with a high prevalence of charities, yet this year significantly less in-kind assistance is provided to the camp residents. Only in Kahramanmaraş camp, did one organization assist 100 Turkmen families with food baskets whereas Turk Kizilay assisted 50 single-headed families in the camp.

B. Shop regulations, conditions, and maintenance

Overall, the contracted markets in the camps are in good condition; markets are clean, tidy, and have adequate service for the beneficiaries. Overall, beneficiaries are happy with the treatment they receive in the camp markets.

C. Food Availability

All products were available on the shelves, except for the shortage in sugar stocks. This is mainly because sugar prices doubled between April and May 2022 nationwide, and they further increased by 37 percent in June 2022.* Thanks to the WFP field teams' efforts, the stock issue has been solved by increasing the sugar brand diversity in the markets. It is observed that a particular brand of sugar was swiftly sold out due to knock-out price. In May 2022, the Osmaniye camp market responded to the issue by limiting its sales during the day to ensure that all residents have access to the product. The markets were well equipped for holiday shopping to celebrate Eid-al-Fitr/Ramazan Bayramı, between May 2-4th 2022.

D. Purchasing Power

As The inflation rates hit a 24-year high in June 2022, reaching 79 percent and the food inflation is even higher at 94 percent, triggering a deterioration of beneficiaries' purchasing power. Most of the beneficiaries use the entire amount of e-card assistance on the day of upload. Stating that it is not sufficient to meet their needs, beneficiaries are expecting an increase in the transfer value.

Beneficiaries try to generate income to meet their needs through daily work. Field observation reveals that work opportunities in the agriculture sector are limited this year compared to the previous years. Farming activities are restrained due to the increase in energy and fertilizer costs – which are both imported and highly affected by the devaluation of TRY. This is also reflected in the number of daily entrances and exits. In Kahramanmaraş camp, those who leave the camp daily decreased from 3000 in Q2 2021 people to 2000 people in Q2 2022. Those who can find work in the agricultural fields receive a daily wage of TRY 200 in Kahramanmaraş, whereas it is 100 TRY in the lentil farming in Kilis.

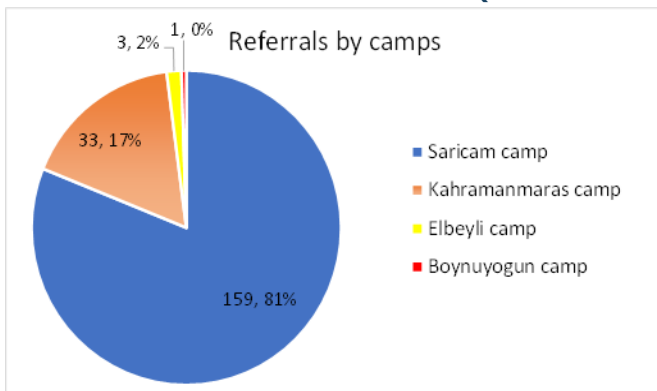
* <https://www.tgrthaber.com.tr/ekonomi/seker-fiyatlarina-yuzde-67ye-varan-zam-2834811>

3. Protection and Referrals

As of Q2 2022, 196 cases with protection requirements have been identified in the camps and referred to the relevant protection actors. The cases are identified either by WFP monitoring teams during camp visits or are referred by TK staff based in the camp and Camp Managements. Among all, 52 percent of the protection cases were raised by men and 48 percent of them were raised by women. Being the most populated camp, Saricam camp has the highest number of protection referrals (81%), followed by Kahramanmaraş (17%). Except for the two cases in Kahramanmaraş, which have Iraqi nationalities, all the protection cases were uttered by Syrians.

During this reporting period, 4 protection cases were identified and referred to IOM. All cases were related to

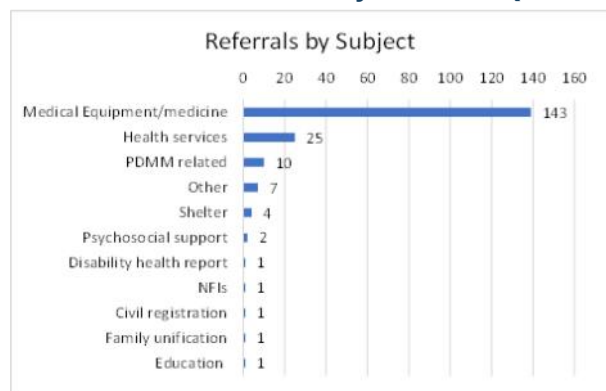
FIGURE 3: REFERRALS BY CAMPS AS OF Q2 2022



medical equipment/medicine needs. Three of them are already resolved; IOM supported the families with prescribed glasses, hearing aid devices, and a prosthetic leg. The remainder is to be solved upon the completion of the medical item purchase.

Medical equipment requests (143), and access to medicine and health services (25) are the most common referral reasons. Camp residents have difficulty accessing high-cost medical equipment which are not covered by governmental health care. The 10 cases that required the involvement of the PDMM were related to registration and obtaining Temporary Protection IDs (Figure 4).

FIGURE 4: REFERRALS BY SUBJECTS AS OF Q2 2022



4. Accountability to the Affected Population

A. Received calls by the 168 Call Center

During the reporting period, the 168 Call Center received and responded to 380 calls, representing a 28 percent increase from Q1 2022. The highest increase was observed on the calls regarding card balance checks and household information/update household members. Most of the calls were received in April and May 2022, possibly due to the top-up payments provided in February and March 2022. WFP did not take any sweep back actions until May and informed beneficiaries on this matter through SMSs and announcements. Even so, some beneficiaries continue to call to check their balance.

The majority of the calls were received from Saricam camp (38%), followed by Elbeyli (26%) and Osmaniye camps (25%) respectively. While Saricam (66%) and Elbeyli (81%) camp residents reached out the Call Center mainly for confirming or updating their household information, in the Osmaniye camp, the highest percentage of calls (50%) were about card balance checks, due to cancellation of the use of POS ma-

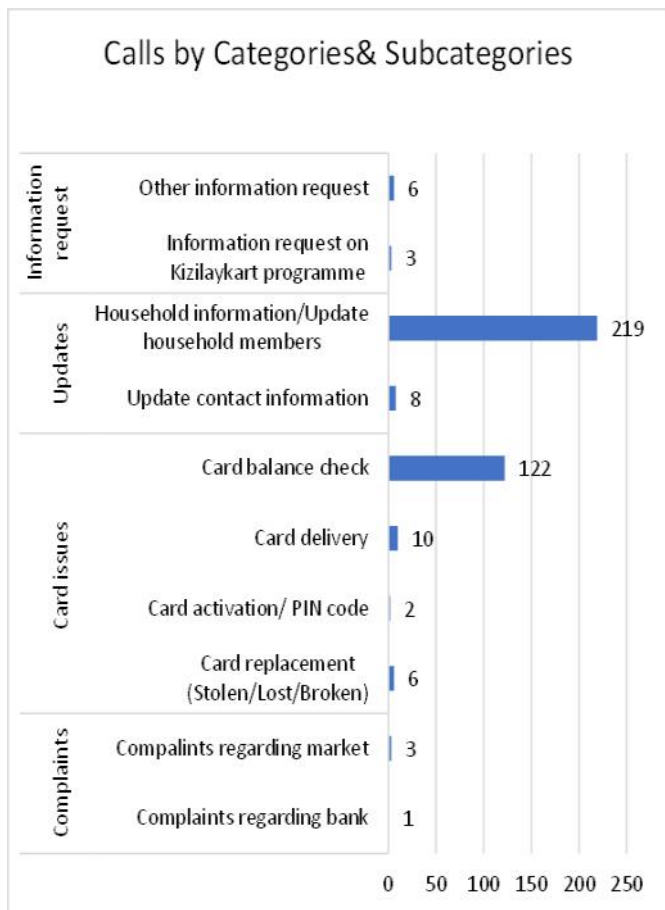
chines in the Turk Kizilay office. Similar to previous findings, men (67%) called the 168 Call Centre more than women (33%), which might be because most of the households are male-headed, and heads of households are more likely to use phones on behalf of their families.

The number of calls received are disaggregated by reasons and presented in Figure 5. ‘Other information request’, seen in the graph, includes questions around how to become a camp resident, availability of additional support for those who have disability health report etc. Additionally, the 3 calls regarding the Kizilaykart programme was about the application procedure of the newly formed households such as through marriage.

Three of the four complaint calls received during this reporting period were about market conditions such as unavailability of sugar and tea, selling low quality products, and increased prices on a daily basis. The other complaint was about a bank failing to provide a new card for an applicant household. All of these issues are solved or referred within two weeks after the calls.

No fraudulent cases have been observed.

FIGURE 5: CALLS BY CATEGORIES Q2 2022



B. Outreach Activities

During the reporting period, 83,926 SMSs have been sent to the camp residents. Being responsible for SMSs, TK resumed sending SMSs regarding sweepbacks in May after not taking any action in this regard for three months due to the top-up payments. While there have been multiple Coronavirus-related SMSs sent to the beneficiaries since the outbreak, WFP and TK teams decided to combine the contents of the SMSs in a single message due to the decreasing number of Coronavirus cases, which is resulted in a decreased number of SMSs sent in the reporting period as compared to the previous quarter.

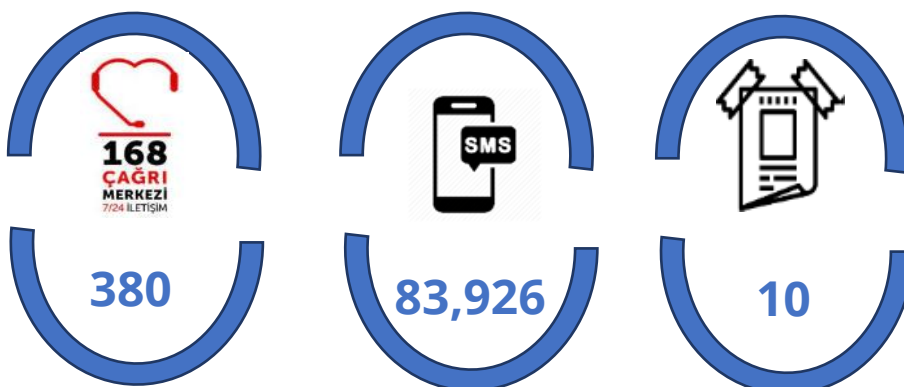
WFP has sent the Socioeconomic Empowerment and Sustainability (SES) livelihood programme application links and brochures to camp managements and Turk Kizilay to be shared with the camp residents, aiming to sensitize them about livelihood opportunities that WFP provides outside of the camps. In addition, 10 posters were delivered to the camp management to be posted in convenient locations.

FIGURE 6: SMS SENT BY CATEGORY IN Q2 2022

SMS Sent by Category - Q2 2022	
Category	Number of SMS sent
Dormant account - swept	14,881
Dormant account - warning	14,913
Upload	23,154
Coronavirus sensitization	23,154
Eligibility - bank branch information	107
Discrepancy related	45
Complaint related	4
ATM-Balance Check	7,668
Total	83,926



OUTREACH SNAPSHOT



ANNEX 1

The food basket is designed to be nutritionally balanced, in line with the food consumption habits of the refugees in Türkiye, and at the lowest feasible cost. The food basket components are shown in Figure 7. Bread has the highest share in the food basket (22%). Cheese remained the

second most expensive item but also had an increase in its share in the basket from 18 percent to 20 percent. The share of sugar increased from 5 percent to 8 percent with high price increases, which resulted in exceeding the share of yogurt, oil, and beans compared to the previous quarter.

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

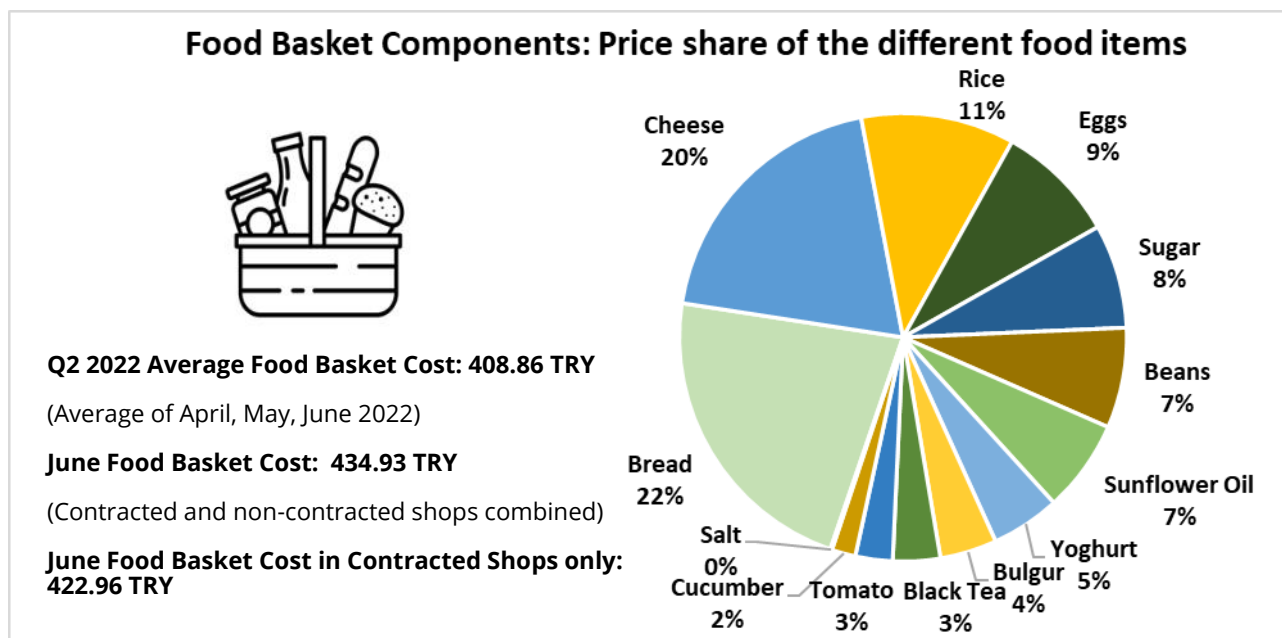
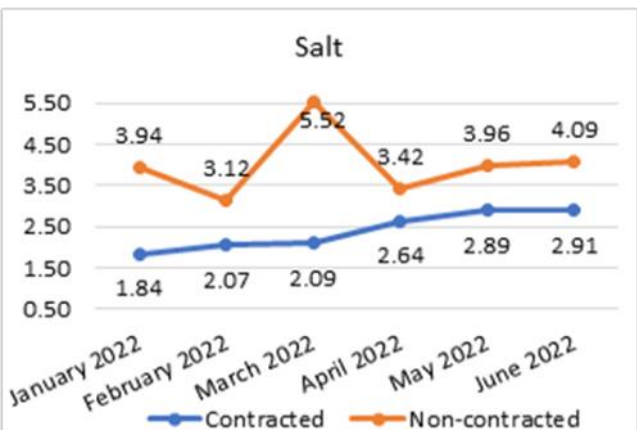
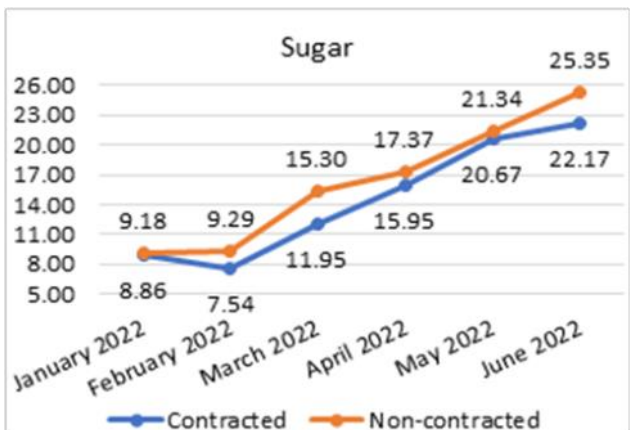
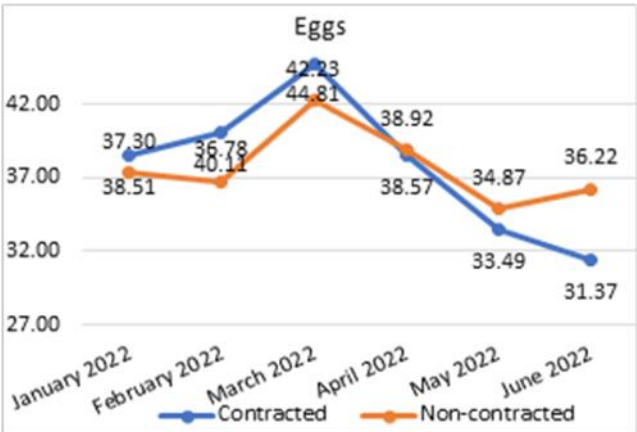
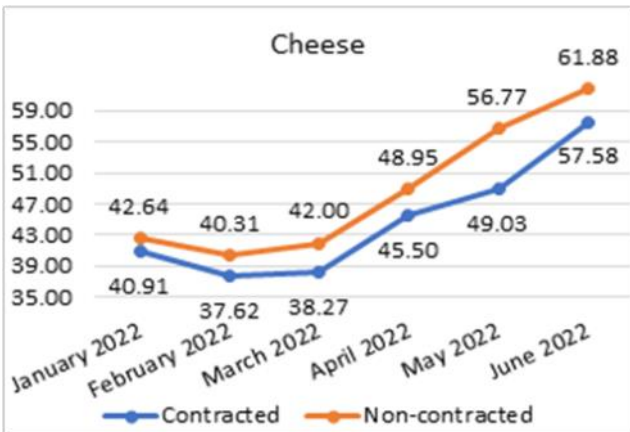
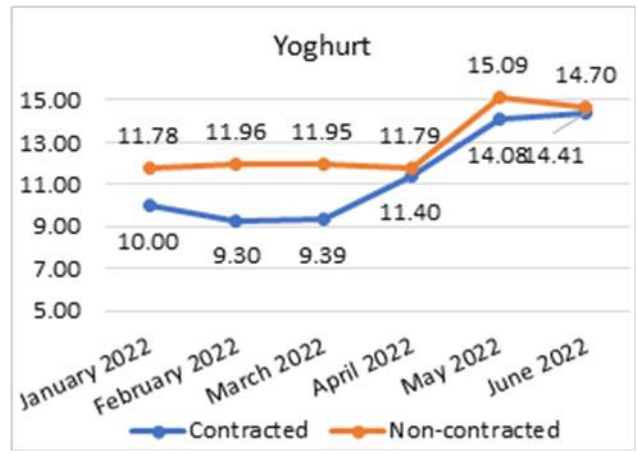
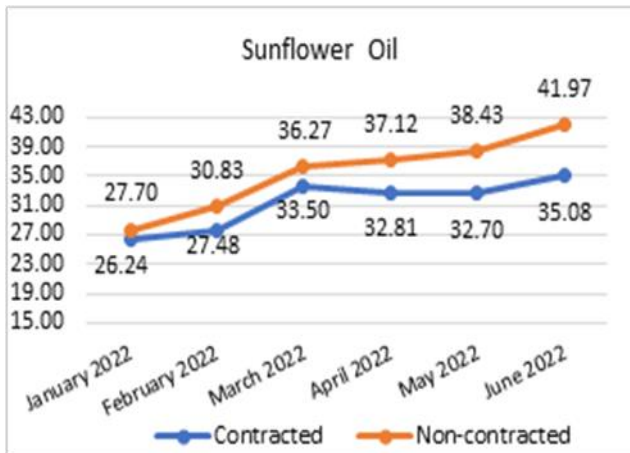
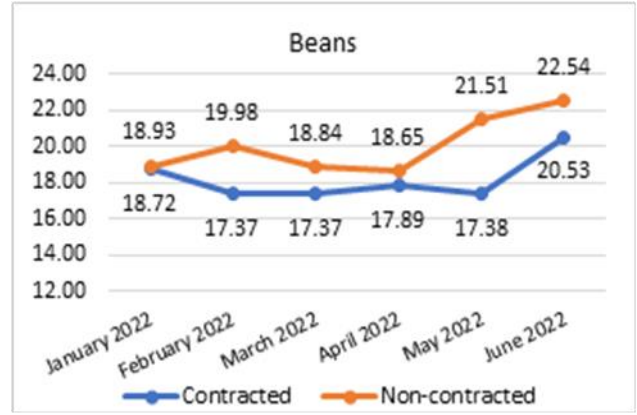
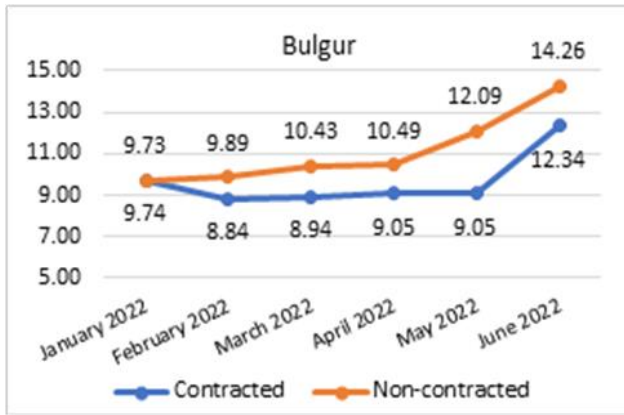


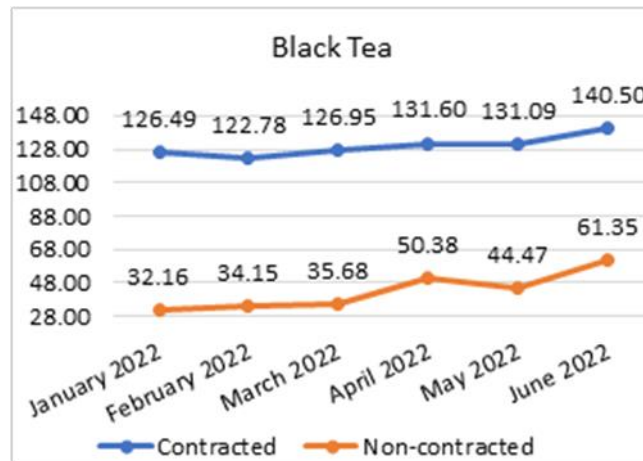
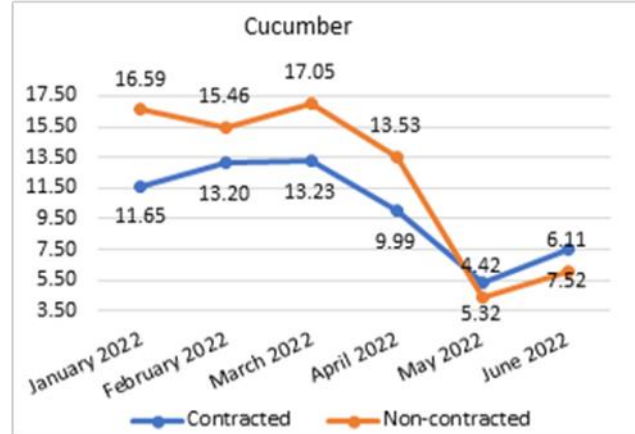
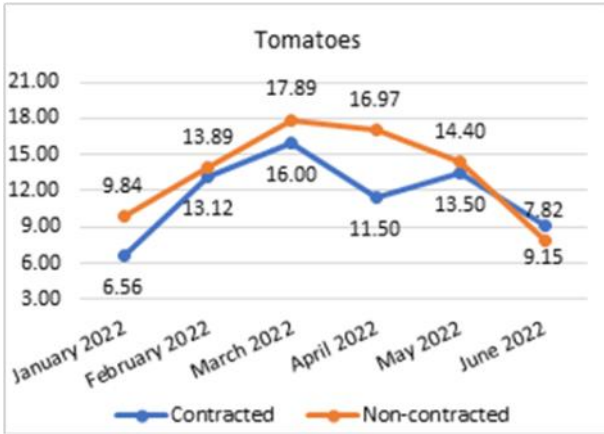
Figure 8 depicts the price trends for each food basket item for the first half of 2022. All items have significant price increases, except for green vegetables due to seasonality and eggs due to decrease after the VAT deduction in February 2022 when the egg prices had an exceptional increase. The kilogram price of bread – which has the largest portion in the food basket by 7.5 kg per month – increased by 22 percent quarterly and reached TRY 12.56 in the contracted markets. Due to a decrease in grammage,

the bread prices are slightly higher in the contracted markets for the first time. The kilogram price of sugar increased by 86 percent from TRY 12.0 to TRY 22.2 between March and June 2022. The quarterly increase in dairy products is more than 50 percent, where the kilogram price for cheese is TRY 57.6 and TRY 14.4 for yogurt as of June 2022. In the same period, while the bean prices increase is 44 percent, bulgur prices increased by 38 percent.

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



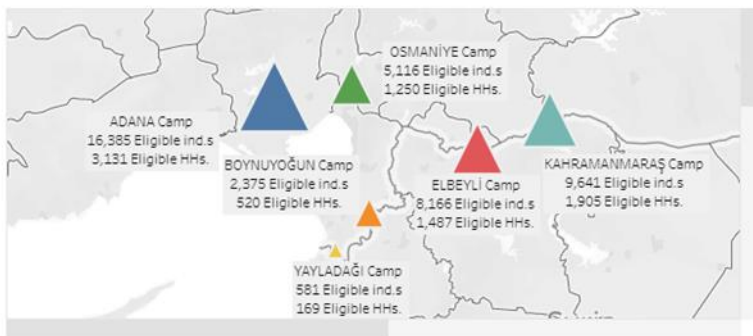




ANNEX 2



42,264 Eligible individuals 8,462 Eligible households



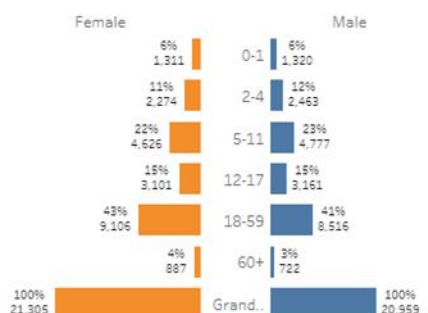
13 individuals in 13 households

became ineligible due to the death or absence of the head of household as they exceeded the permitted limit of stay outside of the camp. TK informed PMM of these HHs and take necessary actions.

Camp Programme Trends: Individuals vs. HHs



June 2022 Age-gender Pyramid



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