WFP/Sevda Yuzbasioglu

World Food Programme

SAVING LIVES
CHANGING LIVES

In-Camp Electronic Voucher Programme in Türkiye

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

Quarter 2
(April— June)
2024

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HIGHLIGHTS

Camp Programme Updates: The e-voucher programme serves 33,387 beneficiaries in 5 Syrian-populated refugee camps and 1 camp for Ukrainians. In Q2 2024, a new market, Bahtiyar Mini Market, was contracted in Yayladagi. The market requires some improvements and adjustments to meet the programme's expected standards.

Market Monitoring Activities: WFP field teams conducted a total of 53 market monitoring activities in Q2 2024. Data collection in Elazig camp were resumed in June after being interrupted due to delays in entry clearance. While high level of compliance with the programme requirements is observed, particularly the markets in Yayladagi could be more meticulous about having price tags in place at all times. A proper hygiene maintenance system should continue to be promoted in the newly contracted market.

National Food Price Trends: The inflation rate peaked in May 2024 at 75.5 percent before decreasing to 71.6 percent in June 2024. The food inflation rates also fluctuated through the quarter and decreased to 68.8 percent at the end of Q2 2024 compared to Q1 2024 (70.4%).

Syrian Food Basket Trends: The food basket cost in both the contracted and noncontracted markets was steadier in Q2 2024 than in earlier periods. Between Q1 and Q2 2024, the food basket cost in the contracted markets was increased from TRY 979 to TRY 1027, though still more affordable than the cost in the noncontracted markets. The adequacy ratio of the transfer amount dropped to 29 percent, without excluding the portion for the non-food items.

Ukrainian Food Basket Trends: After a sharp increase in Q1, the food basket cost in the contracted market decreased from TRY 1180 in March 2024 to TRY 1013 in June 2024 – less than the cost offered in the noncontracted markets.

Beneficiary Feedback: 40 beneficiary surveys were conducted. All beneficiaries stated that there is no availability issue in the markets, no price or scale fraud, and transaction time is acceptable. 95 percent expressed satisfaction with the quality of products in the markets, while two beneficiaries expressed that the quality is sometimes lower than their expectations. Two other beneficiaries mentioned the crowdedness in the first days of the upload, and one of them reported treatment with less respect during crowd management.

Retailer Feedback: No retailers reported programmatic issues, except for the Yayladağı BIM market which experienced an overload higher than their capacity in May 2024.

Communication Channels: Beneficiaries continue to rely on family and friends (57%) as their primary source of information. 98 percent of beneficiaries know the official contact channels. In Q2 2024, most people mentioned 168 Call Centre as the contact channel for issues, compared to previous periods where the TK desk was considered the primary channel.

AAP: The 168 Call Centre received 690 calls in Q2 2024. Most were from the beneficiaries whose assistance was not uploaded as they became ineligible for not meeting the vulnerability criteria of the Directorate of Migration Management.

Protection: In Q1 2024, no referral cases were observed.

Outreach: A total of 84,151 SMS messages were disseminated to beneficiaries, providing information on updating account information, addressing dormant account issues, and other relevant information. The new website (https://kizilaykart.org/) aiming to enhance communication – launched at the end of Q1 2024 – received 1,803 visits during Q2 2024.

	APRIL	MAY	JUNE
E-VOUCHER BENEFICIARIES/ REFUGEES	33,864	33,801	33,387
TOTAL VALUE OF ASSISTANCE (TRY)	10,159,200.00	10,140,300.00	10,016,100.00

Camps	E-voucher
Adana	Since 2016
Osmaniye	Since 2016
Kahramanmaraş	Since 2016
Yayladağı	June 2019
Altınözü	June 2019
Elazığ	September 2022

Q2 2024 CONTEXT

- The e-voucher programme continues to be implemented in five camps with Syrian refugees and one camp with Ukrainian refugees as of Q2 2024. Currently, a monthly assistance amount of 300 Turkish Lira (TRY) per person has been provided to target households, allowing them to meet their basic food and nutrition needs.
- The camp population continues its decreasing trend. In June, a total of 33,387 beneficiaries were reached with an assistance value of TRY 10,016,100.00.
- A new market in Yayladağı, Bahtiyar Mini market, has been contracted in Q2 2024, and included in monitoring visits as of May 2024.

MONITORING ACTIVITIES

Throughout Q2 2024, price market monitoring was conducted in all camps where the e-voucher programme has been implemented. The monitoring included both contracted and non-contracted markets to collect context-specific price data for updating the monthly food basket cost. In April and May, the teams were unable to collect data in the Elazığ camp due to the delays in issuing camp entry permissions, which was resolved in June 2024.

Ongoing on-site market monitoring and retailer feedback surveys were conducted throughout Q2 2024 to ensure the adequacy and diversity of food commodities available to the beneficiaries. The comprehensive market monitoring covered aspects such as hygiene, food safety, display, and storage conditions, labelling, and scale precision. Retailer assessments were also conducted to identify supply-related challenges impacting product availability, quality, and pricing.

Beneficiary surveys were conducted to capture their perspectives on market conditions, treatment, challenges faced, and views on the e-voucher programme mechanisms.

MONITORING ACTIVITIES—Q2 2024

Month	APRIL	MAY	JUNE
Price-Market Monitoring (PMM)	16	17	20
Market On-Site Monitoring Visits	8	9	10
E-voucher Retailer Feedback Surveys	8	9	10
E-voucher Beneficiary Feedback Surveys	10	14	16
TOTAL	**42**	**49**	**56**

OBJECTIVES

Objective: This report presents key findings from regular in-camp monitoring activities carried out by WFP from April through the end of June 2024. It includes an analysis of market commodity prices, monitoring highlights observed during on-site market visits, and feedback from retailers and beneficiaries.

The report also provides updates on key WFP cross-cutting themes, including Accountability to Affected Populations, Gender, Protection, and the Community Feedback Mechanism. These updates ensure that critical areas of concern are addressed, monitored, and corrective actions are taken to ensure an effective response.

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

This report aims to deliver up-to-date information to WFP and relevant stakeholders, facilitating informed, evidence-based decision-making and ensuring accountability for results. It provides management with evidence of the response's efficiency and effectiveness in achieving established objectives. The monitoring activities offer insights into the assistance provided, including potential shortcomings and recommendations to enhance effectiveness.

Market Price Monitoring: WFP and Türk Kızılay (TK) collect item prices from contracted shops once a month, as well as from non-contracted shops near the camps, to compare prices of key food items. This enables WFP and TK to monitor product pricing in camps, align it with local market trends, and make comparative analyses based on the value of the food basket provided.

On-Site Monitoring: On-site monitoring activities are conducted monthly during camp market visits to ensure compliance with contractual obligations by shops. The monitoring team closely observes the implementation process and promptly addresses any issues important to refugees that may impact the program. Key process elements critical for ease of access to food commodities by beneficiaries include market accessibility for people with disabilities and product diversity in shops.

Beneficiary Feedback: The beneficiary feedback survey aims to understand beneficiaries' perspectives on their experiences in the contracted markets and assesses the effectiveness of information channels regarding program implementation and communication channels used to report issues.

Retailer Feedback: The retailer feedback survey aims to understand the experiences of contracted market managers with the e-voucher program. It addresses problems related to the availability, quality, and prices of goods sold, as well as infrastructure or equipment issues affecting service quality.

Protection referrals: A protection referrals system is 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 management level of all camps. WFP refers identified cases to relevant agencies or persons for resolution.

Complaint and feedback mechanism: Three bilingual operators of Türk Kızılay's 168 Call Centre who speak Arabic and Turkish 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.

METHODOLOGY

Throughout the first quarter of 2024 (Q1 2024), WFP field teams conducted 60 market monitoring activities in the camps. These activities covered both contracted and non-contracted markets, allowing for a comprehensive comparison of market and price trends across various functional markets.

To ensure effective monitoring, camp visits were conducted monthly without prior notice. Typically, market visits were scheduled during the week of beneficiary payments. During these visits, WFP staff meticulously assessed several factors relevant to the market situation, as outlined below:

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

Additionally, efforts were made to assess the food basket costs in non-contracted markets and compare them to those in contracted markets. The number of monitored contracted and non-contracted shops during the reporting period is shown in the table below.

NUMBER OF SHOPS MONITORED—Q2 2024

Month	CONTRACTED SHOP	NON-CONTRACTED	TOTAL
April 2024	8	8	16
May 2024	9	8	17
June 2024	10	10	20
TOTAL	**27**	**26**	**53**

1. Market Price Monitoring

Price monitoring exercises play a crucial role in calculating the average food basket cost, which helps interpret the impact of monthly changes in food commodity prices in the refugee camps. The food basket is designed to provide 2,100 kcal per person/day, meeting Sphere requirements, and consists of specific commodities based on the refugees' food preferences. The methodology used for this calculation can be found in the In-Camp PMM and OSM Report Q1 2018.

WFP conducts monthly monitoring of the food basket cost in both contracted shops (represented by the blue line in Figure 2), where refugees use their e-vouchers to purchase food items, and non-contracted shops (represented by the orange line) located near the camps. The latter serves as a reference point for comparison with the contracted shops within the camps. These monitoring efforts cover six refugee camps housing Syrian and Iraqi refugees, with separate activities implemented in the Elazığ camp due to its Ukrainian refugee population, which has a different food basket. The calculations and costs for the Ukrainian food basket are provided in the following section.

MONTHLY FOOD BASKET (SYRIAN REFUGEES)*

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

FIGURE 1: FOOD BASKET PRICE (TRY) TRENDS BETWEEN APRIL 2023 – JUNE 2024

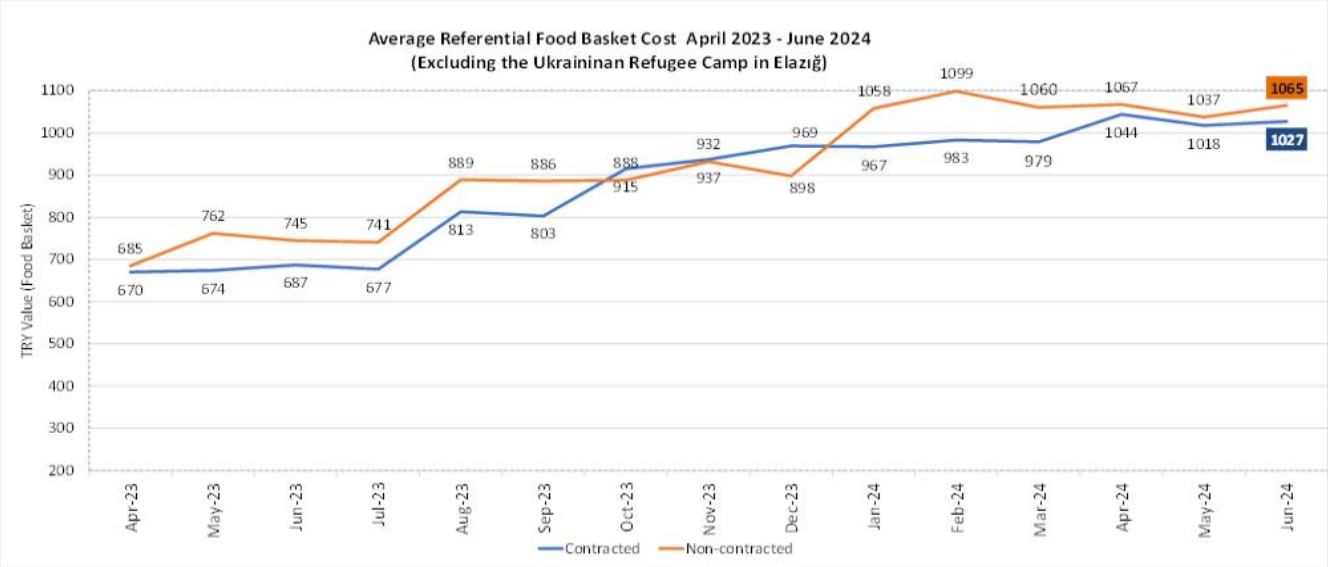


Figure 1 depicts the average reference food basket costs for Q2 2024, along with the trend since April 2023. Prices in both contracted and non-contracted markets have shown a more stable trend after some fluctuations over the past nine months. Between March and April, the food basket prices in contracted markets rose by TRY 65, from TRY 979 to TRY 1044, narrowing the gap between contracted and non-contracted markets in the second quarter.

In May, the food basket cost in contracted markets slightly decreased to TRY 1018 but increased again to TRY 1027 in June 2024. Similar trends were observed in non-contracted markets, where the food basket cost in April 2024 was TRY 1067 before dropping to TRY 1037 in May. However, this trend reversed in June 2024, with the cost rising to TRY 1065 by the end of Q2 2024.

The inflation rate peaked at 75.5 percent in May 2024, the highest in 19 months. The Ministry of Treasury and Finance announced the beginning of disinflation in June 2024, indicating a slowdown in the rate of price increases rather than an actual decrease in prices. As of June 2024, annual inflation stood at 71.6 percent, with food inflation at 68.8 percent. Considering that the ideal inflation rate for any economy is around 2 percent, the government's medium-term plan projects a year-end inflation rate of 33 percent, suggesting that disinflation will take time, and price increases will remain significant throughout the rest of 2024.

The current transfer value (TRY 300) only meets 29 percent of the food basket cost, with the 20 percent non-food restricted portion included. When it is excluded, the adequacy ratio drops to 24 percent.

FIGURE 2: SYRIAN FOOD BASKET PRICE (TRY) TRENDS IN CONTRACTED SHOPS IN SYRIAN POPULATED CAMPS, APRIL 2023 – JUNE 2024

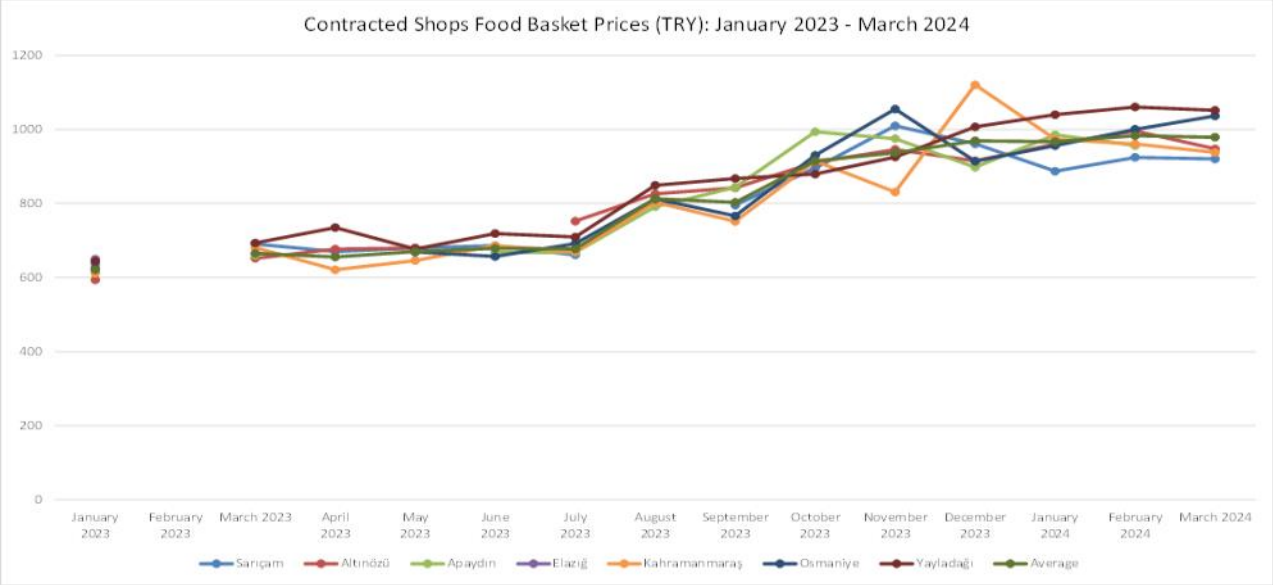


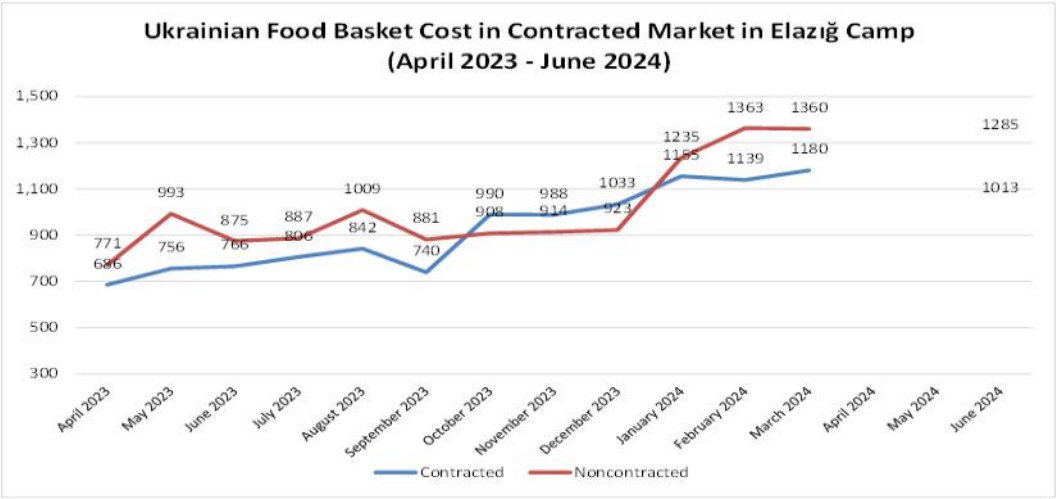
Figure 2 highlights the trends in food basket costs within contracted markets across Syrian-populated refugee camps where the e-voucher programme is implemented. The slight price volatility in Q2 2024 was evident across all camps. The Kahramanmaraş camp experienced the most significant increase, with prices rising by TRY 177 between March and June, making it the market with the highest cost at TRY 1115. Yayladağı (TRY 1059) and Altınözü (TRY 1042) camp markets also saw price increases during this period. In contrast, the Osmaniye (TRY 1008) and Adana Sarıçam (TRY 911) camp markets recorded lower food basket costs compared to Q1 2024.

UKRAINIAN REFUGEES IN THE ELAZIG CAMP

Since August 2022, WFP has been providing e-voucher assistance to approximately 2,500 Ukrainians residing in Elazig camp. A slight revision was made to the food basket for Ukrainians compared to the Syrian food basket, considering the different consumption habits between the two refugee groups. Notably, pasta was substituted for bulgur, and tea was replaced with coffee to meet Ukrainian consumption habits, with quantities meeting the minimum Sphere standards of 2,100 kcal.

Figure 3 shows the cost of the food basket for Ukrainians in the Elazig camp. Due to delays in obtaining camp entrance approvals, the WFP teams were unable to collect data in April and May, with data collection resuming in June 2024. The cost of the food basket in Elazig's contracted markets was calculated at TRY 1,013, compared to TRY 1,285 in non-contracted markets. The price volatility observed in recent months across all refugee camps in Türkiye likely narrowed the gap between the Elazig camp and Syrian-populated camps, despite the higher cost of coffee—a staple item in the Ukrainian basket—compared to tea, which is more commonly consumed by Syrian refugees.

FIGURE 3: UKRAINIAN FOOD BASKET PRICE (TRY) IN CONTRACTED AND NONCONTRACTED SHOPS, APRIL 2023 – JUNE 2024



2. On-Site Monitoring

A. Retailer Feedback

In Q2 2024, 27 retailer surveys were conducted with market management to gather insights regarding the program and the challenges they face regarding equipment and infrastructure, the supply side, and overall economic conditions. During the reporting period, no significant issues were reported, except for the Yayladağı BIM market management's mentioning that the e-voucher programme-related workload exceeded their capacity, and the Adana BIM market's experiencing chicken supply issues. Neither of the issues were reported in the following months.

B. On-site Market Monitoring

SHELF DISPLAY AND PRODUCT ROTATION

In Q2 2024, overall, contracted markets offered a wide range of products, except for the Ecem Pilic – which is excepted as it is a poultry butcher shop – and the newly contracted Bahtiyar Mini Market, which has less diversity of items than other markets. In terms of shelf arrangements, and grouping relevant products and item display to avoid potential contamination, all markets have met the expected standards, while Bahtiyar Mini Market was able to partially meet such standards only after the second visit of the teams. The mentioned market needs significant improvements for the rotation of the items sold in the market and displaying the items on promotion and discount.

In May some price tags were missing in Ecem and Bahtiyar markets, and in June the field teams detected missing price tags in Bahtiyar and Seç markets in Yayladagi, and the markets were requested to have proper labeling. In all markets, prices on the labels match with the prices paid by the customers, though, it is difficult to assess the price match in markets that price labels on items

PRODUCT QUALITY AND SHOP HYGIENE

Most of the markets were cleaned regularly and maintained high hygiene standards. In April, it was observed in the Altınözü BIM market that the market meets hygiene standards partially due to crowdedness, which confirms the above-mentioned challenge of the work overload experienced by the market staff in the same period. The issues were resolved in the following months. All markets, except for the Bahtiyar market, have a proper and functioning garbage disposal system, as well as an adequate pesticide management policy. These markets also have clean staff uniforms. In May and June, it was observed that the Bahtiyar Mini Market had not yet fully met the hygiene standards required by the e-voucher programme and necessitates close monitoring.

None of the markets had items directly touching the floor, which is important to abstain from potential dampness, dirt, and other tainting conditions. In all markets, the perishable food items that require refrigeration such as meat and dairy products were kept appropriately. While the field staff observed that fresh products were properly handled, and packaged food did not have damage, color change, or leakages in all markets except the Bahtiyar market, there is a substantial need for improvement in hygiene standards for this new market that was not able to do so between May and June observations. However, the market indicated improvement in clearly displaying the expiry date of the items in the given period. No markets had any expired items on the shelves during the monitoring visits

COMPLIANCE WITH CONTRACT REQUIREMENTS

Complying with the requirements, all staff members in every market were over the age of 18. All markets upheld a policy prohibiting cash exchanges and did not permit minors to use e-voucher cards. The field teams observed that customers received receipts after their purchases, and the shops kept copies for their records. POS machines operated in all markets without any issues. The Altınözü BIM market experienced a problem with the power supply in April 2024. The market management had already ordered a new power supply as reported by the monitoring teams. The teams did not observe any connectivity issues in Altınözü for the rest of Q2 2024. The Bahtiyar market, which had poor connectivity in May 2024 significantly improved its conditions in June 2024.

The waiting time for transactions was at acceptable levels in all markets. There is enough space in markets for customers to do their shopping easily. The monitoring teams also checked the accuracy of scales in all markets and found them working properly.

STORAGE CONDITIONS

All inspected stores had integrated pest management systems in their storages at the end of Q2 2024. Even though the Bahtiyar market did not have a proper storage due to its small size, it indicated an improvement in storing the items according to hygiene standards, and already integrated into a pest management system. There is also an improvement observed in Bahtiyar market regarding the arrangements of stocks. The rest of the markets continued to maintain their

well-arranged storages. In May 2024, Adana BIM Ensar branch had partially met the storage hygiene standards during the visit, though, it restored the high standards in June 2024. The Bahtiyar market in Yayladağı that did not have proper hygiene regulations for their stocks indicated some improvement between May and June 2024.

C. Beneficiary Feedback

During the reporting period, WFP field teams conducted 40 beneficiary surveys. Similar to previous visits, the majority (93%) of participants were female.

Beneficiary experiences with the market are depicted in Figure 5. All beneficiaries said that they could find the items they needed in the markets, the prices on the shelves matched those they paid at the cashier's desk, and the waiting time was acceptable. Beneficiaries also believe that the scales are reliable.

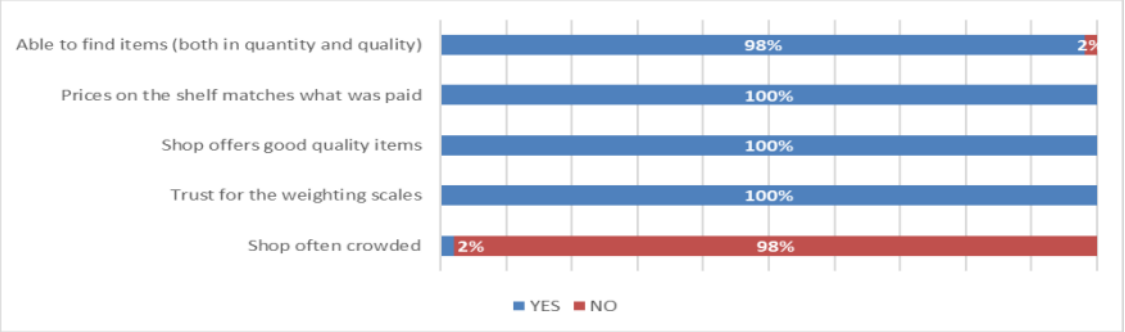
95 percent of the beneficiaries reported they are satisfied with the quality of the products sold in the market. Among the two beneficiaries who have problems with the quality of items, one beneficiary in Altınözü camp mentioned that bread in the market is stale time to time, and some vegetables and fruits get rotten on the shelves. The other beneficiary was located in Osmaniye camp and mentioned the poor quality of shampoos in the camp market.

95%

of the respondents expressed satisfaction with the quality of items offered in the contracted markets

The beneficiary in Altınözü and another beneficiary in Osmaniye camp noted that the store was often crowded during the first two days of the upload, increasing wait times at checkout. One beneficiary in the Adana BIM Ensar branch mentioned that the beneficiaries are treated with less respect sometimes, which is often associated with crowd management.

FIGURE 4: BENEFICIARY MARKET EXPERIENCE Q2 2024



E-CARD RELATED ISSUES

None of the surveyed beneficiaries experienced any issue related to their e-cards.

80%

of the respondents mentioned that they can reach the market or shops within 10 minutes by walking

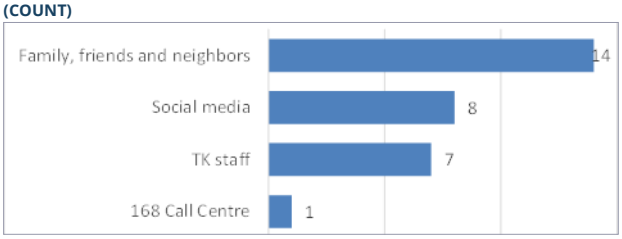
COMMUNICATION CHANNELS

Regarding difficulties in accessing assistance, 98 percent of respondents reported knowing who to contact if they have problems with cards or assistance. Of these, 62 percent stated that they would reach the 168 Call Centre (which was 31 percent in Q1 2024), whereas 36 percent would contact TRC staff or the information desk in the camp (compared to 65 percent in Q1 2024). While the beneficiaries used to prefer in-person contact to solve their problems, these findings indicate a shift in their preferences from face-to-face communication to phone calls when they need to reach the programme implementers. Among the beneficiaries, only 1 person said that they would reach Halkbank to resolve issues.

During the reporting period, two surveyed beneficiary experienced problems with their balances not being visible after the purchase, and one individual had his card broken. All three beneficiaries stated that they called the 168 Call Centre and their problems were addressed adequately.

As for the main communication channels, beneficiaries continue to receive information primarily from their family and friends (35%), followed by social media (20%) and TRC personnel in the camp (18%), and 1 individual mentioned 168 Call Centre.

FIGURE 6: MAIN CHANNEL TO RECEIVE INFORMATION (COUNT)



3. Protection and Referrals

As of Q2 2024, 201 cases with protection needs have been identified and referred to relevant protection actors in the camps. These cases are identified either by WFP monitoring teams during camp visits or are referred by TRC staff based in the camps and Camp Management.

During this reporting period, no new cases were identified in the camps.

Among all cases, 53 percent were reported by men and 47 percent by women.

Cumulatively, among all, Saricam camp has the most referrals, accounting for 79 percent of all the referrals. Following Saricam, the camps with the next highest number of referrals were Kahramanmaraş Elbeyli, Boynuyoğun, and Elazig respectively.

Among the 201 cases , 2 involved Iraqis residing in the Kahramanmaraş camp, and 3 involved Ukrainians from the Elazığ camp, while the remainder are Syrians in various camps.

Cases in need of medical equipment/medicine are still the main referral reason as the high-cost medical equipment and medicines are not covered by the Turkish government, and the medical equipment support and donations for the camp residents are rarely available.

FIGURE 7: REFERRALS BY CAMPS AS OF Q2 2024

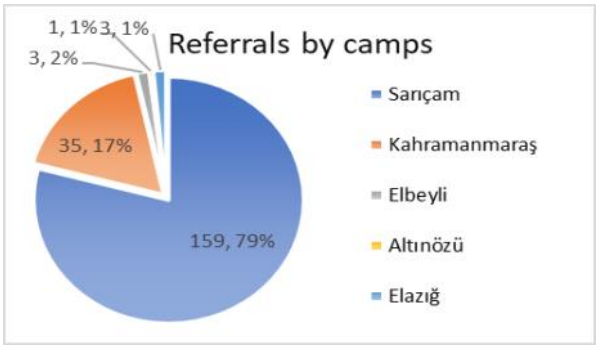
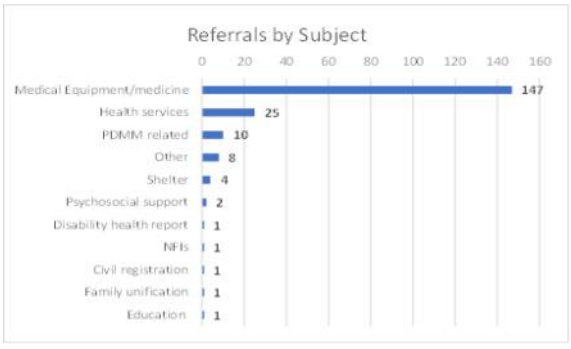


FIGURE 8: REFERRALS BY SUBJECTS AS OF Q2 2024



4. Accountability to the Affected Population

Three operators at the 168 Call Centre have been specifically assigned to support the in-camp program. Since August 2019, the Call Centre has been responsible for handling complaints and feedback from residents of Syrian in-camp programs and the Elazig Ukrainian camp, which was added to their responsibilities on September 19, 2022.

In the second quarter of 2024, the 168 Call Centre received a total of 690 calls. Among these, 64 percent were made by males, with the remaining 36 percent received from females.

The majority of calls, 98%, were received from Arabic-speaking beneficiaries residing in camps, while only 2% of the beneficiaries preferred to communicate in Turkish.

Contrary to the previous quarters, the highest number of calls during this reporting period were related to card issues, accounting for 63 percent (434 calls). Additionally, 29% of the calls were about updates, 6% were information requests, and 2% were complaints.

Approximately 94% of the calls regarding the card-related issues (408 calls) were from individuals inquiring about the reason behind not receiving their monthly entitlement. 168 Call Centre operators have informed 232 individuals have been excluded from Kızılaykart assistances due to the vulnerability criteria set by the law on foreigners and applied by Presidency of Migration Management, therefore, they were deemed non-vulnerable. Another 176 individuals who also called about why their card had not been uploaded were referred to camp management as their status was not accessible in the system.

Adana camp alone had the highest number of callers regarding card issues during the reporting period, with a total of 346 calls (84%). The remaining 62 calls (16%) regarding card issues were inquiries about when the upload would occur or why they had not yet received it. These individuals were informed that they would receive an SMS notification once the upload was completed.

As for the 'update calls' received during Q2 2024, similar to the previous periods, camp beneficiaries contacted the call centre to inquire about the registered household size for their Kızılaykart assistance. The call centre operators check the household size in the system, and if they encounter discrepancy, they direct the beneficiaries to visit the camp management to update the relevant details, given that the e

* Ukrainian refugees in the Elazig camp are included in the protection and AAP section as the referral mechanism works the same for all refugees.

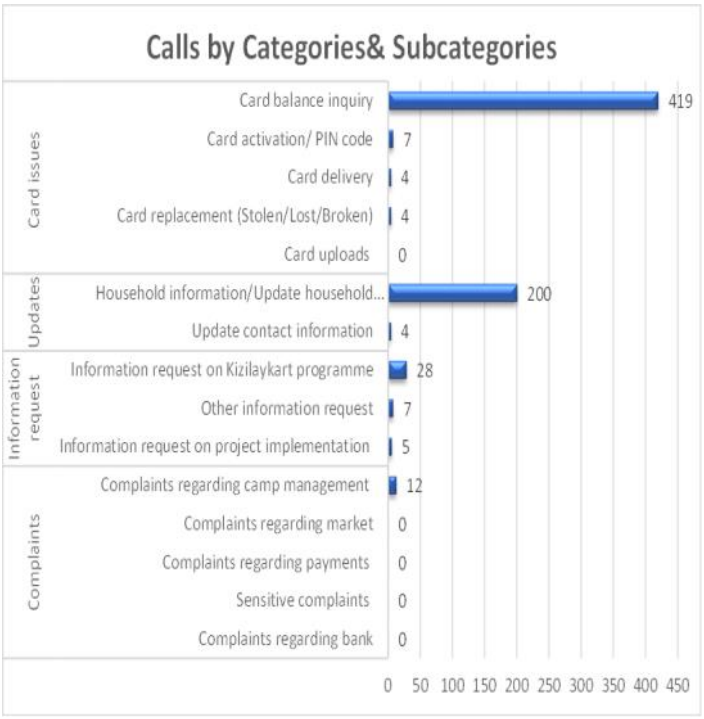
-voucher beneficiary lists are built on the camp resident information provided by the Directorate of Migration Management – the government entity responsible for the camp management.

High number of calls regarding uploads also confirms that beneficiaries are aware of the 168 Call Center as an official communication channel to obtain information when they face issues.

There were 12 complaint calls, all related to their registration by the camp management. The main issues included not being able to register family members into the camp management system, becoming ineligible for the programme despite having a medical report, and not receiving adequate information from the management regarding their ineligibility. For almost all complaints, the call centre staff referred the issues to the relevant TRC unit for advocacy. All complaints were resolved within an average of 5.5 days.

Notably, no fraudulent cases were observed during this period.

FIGURE 9: CALLS BY CATEGORIES



5. Outreach Activities

Throughout the reporting period, a total of 84,151 SMS messages were disseminated to beneficiaries residing in the camps. These messages served to educate and sensitize individuals on various topics, including updating account information, addressing dormant account issues, and other necessary information. This initiative by the WFP, in alignment with humanitarian standards, serves as a transparent means of providing information and awareness to the affected populations (AAP) in the camps. It ensures that beneficiaries are well-informed about their entitlements, among other critical matters.

Furthermore, a total of 29 SMS messages related to complaints were sent to camp beneficiaries, confirming the receipt and follow-up status of their complaints as well as to inform the beneficiaries that their issues were being addressed.

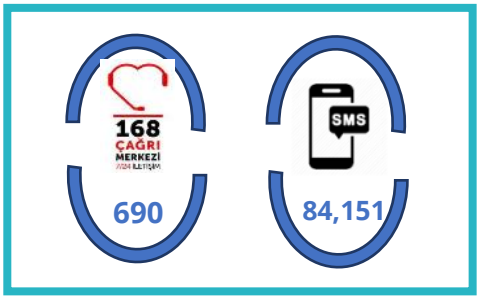
SMS Sent by Category – Q2 2024	
Category	**Number of SMS sent**
Dormant account - swept	19,725
Dormant account - warning	19,810
Upload	21,630
Eligibility - bank branch information	184
Discrepancy related	90
Complaint related	29
Communication Channels Information Provision SMSs	22,683
Total	**84,151**

Starting from the end of March 2024, a website, https://kizilaykart.org/, was developed as an additional information channel to enhance communication for people living in the camps. This website complements the existing call centre and TRC in-camp staff by hosting basic programmatic information, providing FAQs about the program, the TRC call centre number, and a section for complaints and feedback where individuals can submit written input. Additionally, indirect messaging is available on the website, which is promoted by the policy of the Prevention of Sexual Exploitation and Abuse.

The website is available in three languages: Turkish, English, and Arabic. During the reporting period, it received a total of 1,803 visitors. Of these, 1,602 visited the general program page and 102 of them visited the FAQ section. Although the CFM section had 99 visitors, only one beneficiary reached out for support, related to losing their card and being unable to withdraw money. This case was referred to the TRC call center for assistance.

To increase beneficiaries' awareness of the website, ongoing efforts are being made to share relevant information.

OUTREACH SNAPSHOT



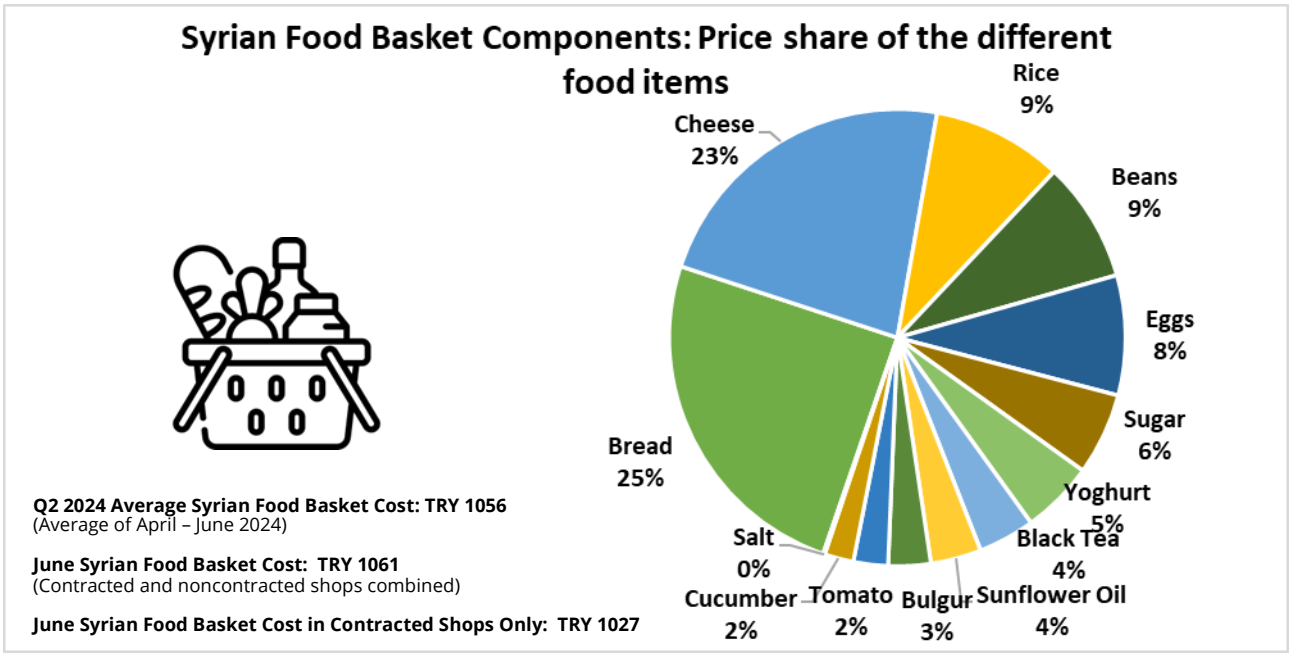
ANNEX 1

The food basket is designed to be nutritionally balanced, in line with the food consumption habits of the Syrian refugees in Türkiye, and at the lowest feasible cost. Table 5 indicates the end-of-quarter prices of food basket items and the quarterly price changes. Between Q1 and Q2 2024, vegetable prices saw some decrease with the increased availability with the summer season in both contracted and noncontracted markets. A negligible drop is observed at egg prices in contracted markets. The decrease in coffee prices in both market types is related to the availability of different brands as

Divergent price trends (TRY/Kg) for WFP Referential Food Basket items in contracted and non-contracted shops

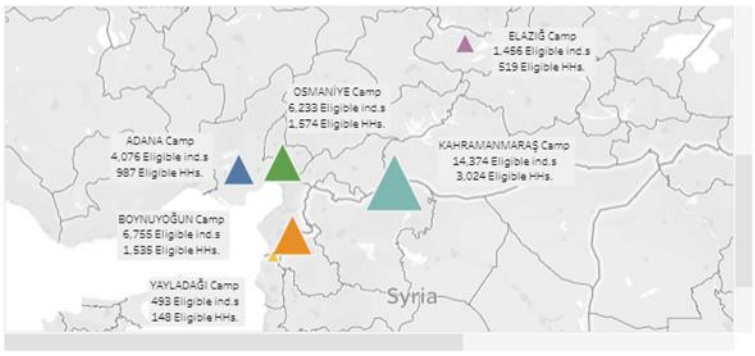
Commodities	Contracted Market			Non-Contracted Markets		
	March 2024	June 2024	Percentile Change	March 2024	June 2024	Percentile Change
Rice (1kg)	26.74	32.92	23.1%	31.02	46.59	50.2%
Bulgur(1kg)	17.32	20.33	17.4%	18.74	23.41	24.9%
Sunflower(1Lt)	40.18	49.70	23.7%	41.74	51.69	23.8%
Beans(1kg)	49.16	60.31	22.7%	49.32	63.18	28.1%
Iodized Salt(.75kg)	6.94	8.40	21.0%	9.49	15.28	61.0%
Sugar(1kg)	24.93	39.32	57.7%	29.84	37.78	26.6%
Eggs (30 pcs)	82.21	81.90	-0.4%	82.15	84.67	3.1%
Black Tea(1kg)	214.70	221.93	3.4%	164.93	168.63	2.2%
White Cheese (1kg)	111.58	161.60	44.8%	123.72	166.22	34.4%
Tomato(1kg)	27.70	24.10	-13.0%	25.98	25.28	-2.7%
Yoghurt(1kg)	29.11	37.05	27.3%	28.56	38.65	35.3%
Cucumber(1kg)	28.71	21.56	-24.9%	25.16	22.84	-9.2%
Bread(1kg)	25.45	34.05	33.8%	30.63	40.64	32.7%
Pasta (1kg)	21.90	23.90	9.1%	23.90	24.90	4.2%
Coffee (1kg)	1130.00	933.00	-17.4%	1344.75	1261.50	-6.2%

FIGURE 10: PERCENTAGES OF FOOD BASKET COMPONENTS AND TOTAL SYRIAN FOOD BASKET

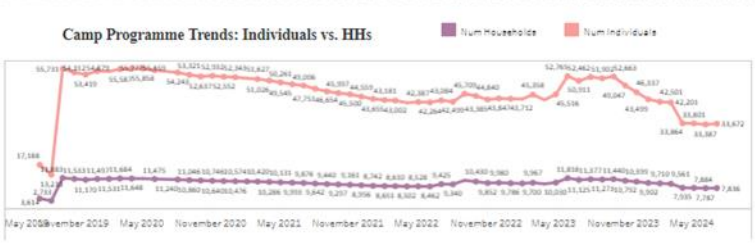


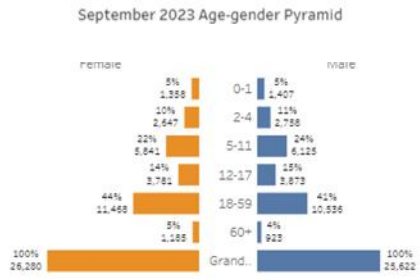
ANNEX 2

42,201 Eligible individuals, 9,561 Eligible households in March 2024



In June 30 households across all camps became ineligible as the heads of the household became absentees in the camp due to staying outside for a longer period than permitted. The payments proceeded once the household compositions were updated.





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