Inter-Agency Coordination Türkiye

Municipal Support Mapping

Round 3

Inter-Agency Coordination Türkiye

This report has been prepared by Inter-Agency Coordination Unit (UNHCR), based on municipal support mapping contributed by 11 participating agencies; ASAM, GIZ, ILO, IOM, SARD, TRC, UNDP, UNFPA, UNHCR, UNICEF and WFP. The inter-agency mapping process was led by the Basic Needs Sector of 3RP Türkiye, and technical support was provided by Data and Identity Management and Analysis Unit (UNHCR).

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For Municipal Mapping Dashboard

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Executive Summary

Municipalities remain among the most important actors in supporting refugees in Türkiye. As providers of social services and public infrustructure, coordinators of local responses, and facilitators of community engagement, municipalities continue to play a critical role in addressing both humanitarian and longer-term development challenges.

The third round of the Municipal Support Mapping examines support provided to municipalities between 2022 and 2025 by 11 partner organisations. The exercise identified 97 projects and 265 activities implemented across 125 municipalities. Combined with the previous two rounds, the mapping has documented 515 municipal support projects implemented with 182 municipalities and representing approximately USD 162.5 million in reported project budgets.

The findings show that municipal partnerships increasingly extend beyond traditional infrastructure and equipment support. While these forms of assistance remain important, support models are progressively evolving towards strengthening social services, institutional capacities, governance systems, coordination mechanisms, and locally owned solutions. Support to municipal social service capacity emerged as the dominant area of engagement, highlighting municipalities' growing role as community-facing actors that facilitate protection, social assistance, livelihoods, social cohesion, and access to services.

The mapping period was heavily shaped by the February 2023 earthquakes. Nearly half of all mapped projects contributed to earthquake response and recovery efforts, demonstrating the ability of municipalities and partners to adapt rapidly to changing needs and operational realities.

The findings underline several strategic considerations for the future. As funding opportunities become more limited, municipalities continue to face significant service pressures while remaining essential partners in refugee

response, social inclusion, and local service delivery efforts. Maintaining an evidence base on municipal needs, continuing to assess and communicate emerging priorities, and documenting lessons learned from both refugee response and earthquake recovery interventions will remain important for future planning, advocacy, preparedness, and resource mobilisation efforts.

The findings also highlight the importance of investing in sustainable municipal capacities, strengthening coordination and complementarity among actors, and further documenting the longer-term impacts of municipal support interventions beyond project implementation periods. While municipal partnerships can generate significant returns, managing risks, and demonstrating measurable outcomes will become increasingly important in an environment of constrained resources and evolving operational priorities.

The Municipal Support Mapping aims to support these efforts by providing a shared evidence base, strengthening visibility of municipal partnerships, and informing more coordinated and strategic approaches across actors.

Photo: Melis Güner, IOM

01 Introduction

The Municipal Support Mapping is an inter-agency information collection and analytical exercise conducted with contributions from partner organisations across sectors. The exercise aims to identify how humanitarian and resilience actors support municipalities in Türkiye, where such support is provided, and through which modalities and thematic areas these interventions are implemented.

Beyond consolidating information on municipal support activities, the mapping seeks to analyse evolving trends, approaches, and strategic directions in municipal partnerships within the refugee response context.

The mapping exercise was first initiated under the 3RP framework to strengthen visibility, coordination, and evidence generation regarding support provided to municipalities. The first round of the mapping covered the period between 2014 and 2019 and captured over 200 municipal support projects implemented across sectors. The second round, covering the January 2019 and December 2021 period, expanded both the number of participating organizations and the analytical scope of the exercise, while also reflecting operational shifts linked to the COVID-19 pandemic and increasing emphasis on social assistance and protection-oriented municipal support.

The third round of the mapping covers support activities implemented between January 2022 and December 2025. The findings demonstrate that municipalities continue to play a central role in the refugee response and increasingly serve as operational, governance, coordination, and service-delivery actors across a wide range of sectors and thematic areas. Including the aftermath of the February 2023 earthquakes, this round captures a period during which the operational environment was transformed by heightened humanitarian needs.

The exercise aims to serve as a coordination and evidence generation tool to support joint analysis, identify gaps and opportunities, strengthen complementarity among actors, and contribute to more informed and strategic engagement with municipalities.

By consolidating a diverse portfolio of interventions, the mapping aims to provide a broader understanding of how municipal partnerships have evolved within the Türkiye refugee response and resilience context.

Further information on the findings presented in this report, as well as detailed information on individual projects and focal points, can be accessed through the accompanying **interactive municipal mapping dashboard.**

02 Problem Statement

Municipalities in Türkiye deliver a wide range of services while operating under increasing pressure driven by population movements, socio-economic challenges, and crises, including the impacts of the February 2023 earthquakes. At the same time, support provided to municipalities by humanitarian and resilience actors is implemented through a diverse and evolving landscape of projects, modalities, and partnerships.

Under the Municipality Law No. 5393, municipalities are mandated to deliver a broad range of local services, including social assistance, urban infrastructure, environmental services, social services, emergency response, cultural activities, and vocational support. Article 14 of the law defines municipalities' responsibilities in areas directly linked to social wellbeing, inclusion, and local service delivery. In practice, municipalities have also increasingly engaged in services targeting refugees and other vulnerable groups within the framework of the *hemşehrilik** principle defined under the legislation, which promotes equal access and participation in urban life.

However, despite their expanding operational responsibilities and growing service demand, municipal budget allocation in Türkiye is largely shaped by officially registered resident populations and do not reflect the additional service pressures associated with large refugee populations.

**Hemşehri* is a concept defined under the Turkish Municipality Law referring to all individuals living within the boundaries of a municipality, regardless of nationality or legal status, and emphasizing equal access to municipal services, participation in local decision-making, and a sense of belonging to urban life and the local community.

This creates structural pressure on municipalities hosting large refugee populations and responding to complex humanitarian and recovery needs. In this context, support provided by humanitarian and resilience actors plays an important complementary role not only through financial and material assistance, but also through technical support, institutional capacity strengthening, coordination support, and systems-oriented cooperation.

In this context, the Municipal Support Mapping was conducted to:

- Consolidate fragmented and dispersed support efforts,
- Increase visibility of existing support provided to municipalities,
- Conduct situational and trend analysis,
- Identify gaps, overlaps, and opportunities,
- Support joint learning and planning processes, and
- Strengthen evidence-based prioritization, coordination, and strategic engagement.

Photo: Burç Tuna, ASAM

03 Objective

Findings from the previous round of the mapping were shared and discussed with partner organisations, municipalities, the Union of Municipalities of Türkiye, and other relevant stakeholders through workshops, coordination meetings, bilateral consultations, and feedback processes. The exercise served as a common reference point for coordination, planning, and strategic discussions, while also creating opportunities for stakeholders to collectively review findings, provide feedback, and contribute to shaping follow-up priorities and inter-agency actions.

Inter-agency actions under the 3RP framework were informed by the findings of the second round, including efforts to expand engagement with less-supported municipalities, strengthen complementarity and coordination among actors, support evidence-based advocacy and resource mobilisation discussions, increase stakeholder participation in targeting processes, promote more inclusive approaches towards non-Syrian refugee groups, and strengthen the integration of accountability and Prevention from Sexual Exploitation and Abuse (PSEA) considerations into municipal support programming.

However, the February 2023 earthquakes significantly disrupted the operational context and many of the assumptions and follow-up priorities that had previously shaped municipal support discussions. Additionally, the shifting and evolving funding landscape further affected operational assumptions and projections, while narrowing opportunities for sustained collaboration and long-term engagement between partners and municipalities.

In the current context and evolving operational environment, the third round of the mapping aims to:

- Support more informed and evidence-based coordination and programming.
- Generate new analytical insights, and contribute to redefining follow-up priorities and strategic engagement with municipalities.

04 Methodology

Data Collection & Processing

The third round of the Municipal Support Mapping covered activities implemented between January 2022 and December 2025. Data collection process was conducted between December 2025 and March 2026, while data processing and analysis were carried out between April and May 2026. A total of 11 organisations contributed to the exercise, including 7 UN agencies, 2 NGOs, 1 Development Agency, and 1 Red Crescent/Red Cross Society.

Comparability during the data processing phase was ensured through alignment with previous rounds of the mapping exercise. Question sets and analytical components were updated based on lessons learned from the first and second rounds.

Inter-sectoral mapping process was led by Basic Needs Working Group, chaired by UNHCR. The data collection was conducted through an online ActivityInfo questionnaire form. Technical infrustructure and suport was provided by Data and Identity Management and Analysis Unit, UNHCR. Following the data entry by organisations, extensive data cleaning and analysis were carried out. Partners were consulted for clarifications, follow-up data provision, and review of records in order to improve coherency and consistency across submissions.

The mapping captured projects and activities that directly or indirectly supported municipalities through financial, technical, operational, coordination, infrastructure, service delivery, or capacity-strengthening interventions. In line with the nature of the 3RP framework, the exercise primarily focused on projects that directly or partially targeted refugees. No restrictions were applied regarding the type of refugee population targeted, including Syrians under Temporary Protection (SuTP), applicants and beneficiaries of international protection, or other refugee groups. Similarly,

no limitations were imposed regarding the type of municipal engagement or modality of support provided. Support provided to municipalities was analysed in terms of service area, geography, modality, targeting approaches, and thematic focus areas.

Limitations & Reflections

- The data presented in the mapping is based on partner self-reporting.
- The depth, scale, and impact of support provided to municipalities may not always be fully reflected through quantitative project and activity data alone.
- Data from organisations that have lost the operational or technical capacity to participate in the mapping may not have been captured within the exercise.
- Differences in operational context, funding environment, and organisational presence across periods should be considered when comparing findings between rounds.

Photo: UNDP

05 Macro Analysis

This section provides a macro-level analysis of the collected data and presents key findings related to the geographic distribution of municipal support, sectoral distribution and funding patterns, and evolving approaches in municipal partnerships. The analysis aims to identify broad operational trends, concentration patterns, thematic orientations, and emerging dynamics observed across the mapped projects and activities.

For the purpose of this analysis, a project refers to the broader programme or intervention reported by an organisation, while an activity refers to a specific support action, component, or output implemented under that project. Therefore, the number of activities is higher than the number of projects, as one project may include multiple forms of support, target multiple municipalities, or include several implementation components.

Programme Duration and Continuity

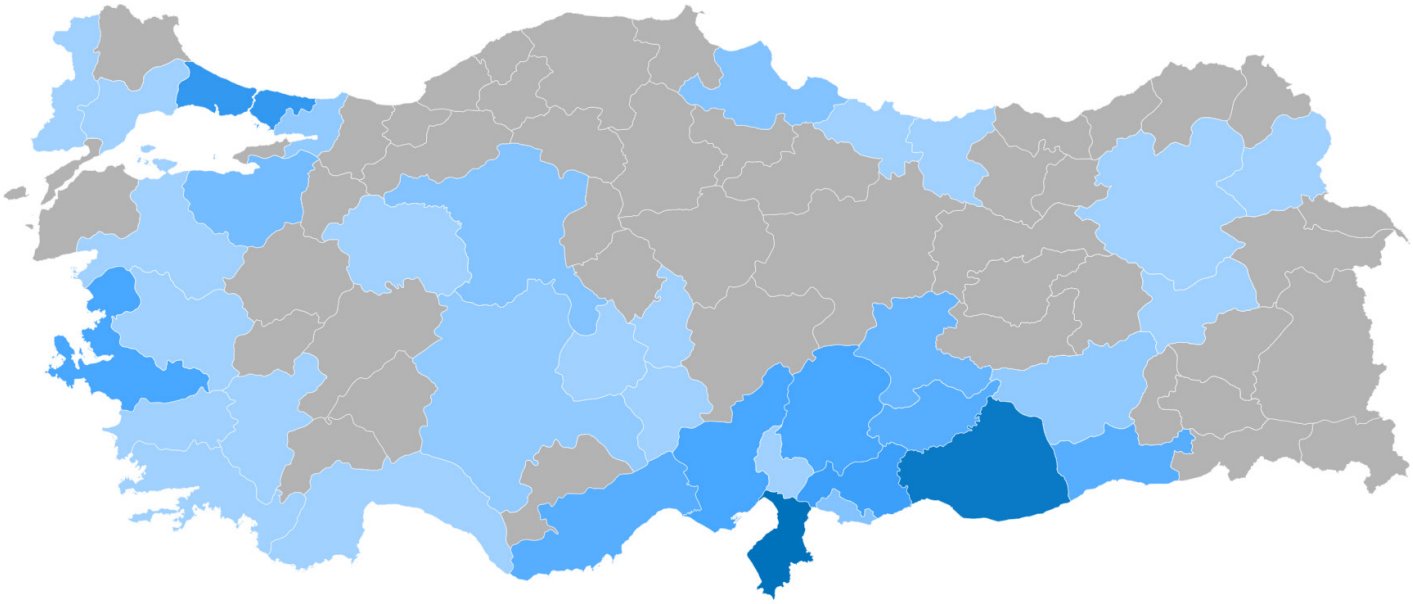
The third round of the Municipal Support Mapping captured 97 support projects and 265 activities implemented by 11 organisations across 125 municipalities during the 2022–2025 mapping period. Of the mapped projects, 77 were reported as completed, while 20 remained ongoing at the time of data collection.

The findings suggest that most municipal support interventions continue to operate within relatively short implementation cycles. Approximately 33 percent of mapped projects (32 out of 97) consisted of short-term interventions lasting six months or less, while approximately 26 percent (25 out of 97) had a duration of longer than six months and up to one year.

Despite an overall operational environment characterised by shorter project cycles, the data further suggests the continued presence of longer-term municipal engagement models. Closely following projects with a duration of one year or less, approximately 41 percent of mapped projects (40 out of 97) were identified as multi-year interventions extending beyond 21 months. Moreover, most ongoing programmes extend beyond 2025 and continue into the 2026–2028 period, indicating comparatively longer operational horizons and more sustained partnership structures in selected areas of municipal support programming.

Geographic Distribution of Municipal Support

The findings indicate that municipal support activities remain geographically dispersed across Türkiye, while a notable operational concentration continues in the southeast provinces. Provinces with the highest number of recorded support activities were Şanlıurfa (34), Hatay (29), Istanbul (23), Adana (22), İzmir (21) and Gaziantep (20).



Thematic Map: The darker the shade of blue, the higher the number of support projects implemented with municipalities in each province.

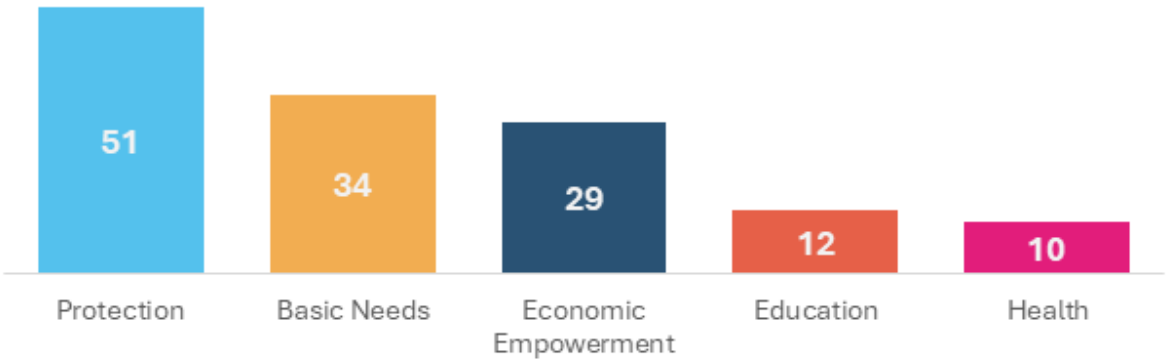
The geographic distribution of activities appears to reflect both historically high refugee-hosting areas and provinces affected by the February 2023 earthquakes. At the same time, the mapping suggests that municipal support is increasingly implemented across a wider national geography compared to earlier phases of the response. Nevertheless, the concentration of activities in southeastern provinces continues to indicate sustained operational focus in areas where humanitarian and service delivery pressures remain significant.

The findings also suggest differences in the geographical spread of organisations' municipal engagement models. While some organisations concentrated support within limited operational geographies, others implemented activities across a comparatively broader range of provinces, including areas with lower overall concentration of municipal support activities.

The findings further demonstrate that municipal engagement is not limited to one type of local authority. While 41 percent of projects were implemented with metropolitan municipalities and 8 percent with provincial municipalities, 52 percent targeted district municipalities. This suggests that municipal partnerships extend beyond major metropolitan centres and continue to involve a broad range of local administrative structures.

Sectoral Distribution

The findings demonstrate that most municipal support projects continue to focus on single-sector outcomes. Of the mapped projects, 74 targeted outputs under a single sector, while 23 projects were identified as multi-sectoral. Although multi-sectoral approaches exist, the overall trend remains protection-oriented.



Distribution of Projects by Sector: Some projects aim single sector outcomes while other have multiple sectoral outcomes, therefore the total is larger than the number of projects (97).

Protection projects accounted for the highest number of outputs (51), followed by Basic Needs (34), Economic Empowerment (29), Education (12), and Health (11). The findings suggest that protection programming continues to function as one of the primary convergence spaces for municipal partnerships, particularly in projects combining social cohesion, inclusion, community-based support, and access to services.

Funding Patterns and Donor Landscape

The mapping findings demonstrate a diverse donor and financing landscape supporting municipal partnerships in Türkiye. Reported funding sources include humanitarian donors, bilateral government funding, development financing institutions, pooled humanitarian funds, and faith-based or solidarity-oriented funding mechanisms.

Among the identified funding actors are the United States Bureau of Population, Refugees, and Migration (PRM), Germany KfW Development Bank, the European Union and related funding instruments, the Emergency Response Fund (ERF), the governments of Kuwait, Sweden, Switzerland, and the United Kingdom, as well as Swiss Solidarity and Caritas.

The total reported budget of mapped projects amounts to approximately USD **68.5 million.** Projects targeting Basic Needs outputs account for the highest share with approximately USD 27 million, followed by Economic Empowerment projects with approximately USD 21 million. Protection-oriented projects account for approximately USD 7 million, while Education and Health projects remain comparatively limited in financial scale.

The comparatively higher budgets observed in Basic Needs and Economic Empowerment projects may reflect the operational costs associated with direct assistance to indiviudals, livelihoods programming, infrastructure, and service oriented interventions implemented through municipalities.

It should be noted that reporting budget information was not compulsory within the mapping exercise for two main reasons. First, partners were given flexibility regarding disclosure of budget figures based on their institutional preferences and data-sharing considerations. Second, some interventions consisted of no-cost or low-cost activities implemented as part of regular operational engagement, where a distinct project budget could not be separately attributed. Therefore, the reported budget figures should not be interpreted as exact financial totals; however, they provide a sufficiently representative picture of the overall scale and relative distribution of municipal support interventions.

Relationship with the 3RP Framework

The findings demonstrate that municipal support projects are implemented both within and outside the 3RP framework. Approximately 51 percent of mapped projects were appealed under the 3RP, while 49 percent were not included in 3RP appeals. Similarly, 49 percent of projects were reported under the 3RP sectoral reporting framework, while 51 percent remained outside formal 3RP reporting mechanisms.

While the 3RP continues to function as an important coordination and strategic planning platform, the mapping demonstrates that significant municipal support activities are also implemented through complementary humanitarian, development, bilateral, and institutional funding streams.

These findings suggest that municipal engagement in Türkiye is supported through a broader operational and financing landscape that extends beyond, while remaining closely linked to, the 3RP framework.

Evolving Approaches in Municipal Partnerships

The mapping findings suggest that municipal partnerships in Türkiye are increasingly implemented through two broad yet interconnected operational approaches.

I. The first approach positions municipalities primarily as humanitarian actors that support delivery of assistance and services during periods of pressing and heightened needs. This includes interventions focused on basic needs assistance, distribution activities, emergency response, temporary service expansion, and community-level humanitarian support.

II. The second approach focuses on strengthening municipal systems, institutional capacities, governance functions, coordination mechanisms, and long-term service delivery structures. These interventions include support to municipal planning, coordination platforms, inclusion and participation oriented governance mechanisms, workforce and livelihoods systems, inclusive social service institutionalisation, and resilience-oriented programming.

Photo: Kıvanç Özvardar, ILO

The findings suggest that both approaches continue to coexist operationally, often within the same geographical and institutional contexts. At the same time, 43 percent of mapped projects were identified as directly responding to the impacts of the February 2023 Kahramanmaraş earthquakes, demonstrating the significant influence of the earthquake response on municipal support programming during the reporting period. The February 2023 earthquakes marked a major operational turning point, strongly influencing support flows towards humanitarian and emergency-oriented interventions.

At the same time, the mapping demonstrates that municipalities increasingly function beyond the role of symbolic local stakeholders or implementing counterparts. In many projects, municipalities directly host service and coordination mechanism, manage service delivery processes, and facilitate continuity of interventions. The findings therefore suggest that municipalities continue to remain one of the key pillars of the refugee response architecture in Türkiye.

Emerging Trends and Shifting Priorities

The mapping findings point to several emerging trends in municipal engagement models.

- Current support patterns indicate **continued investment** in municipal social service capacities, implementation of protection-oriented programmes with economic empowerment linkages, and provision of basic needs assistance during periods of heightened vulnerability and service demand, such as natural disasters.
- At the same time, the findings suggest growing interest in multi-sectoral programme design, governance and policy development support, and pilot models designed for eventual institutional ownership or handover to municipalities. These trends may indicate gradual movement towards more systems-oriented and sustainability-focused municipal engagement approaches. Programmes such as **GIZ**'s earthquake

recovery support illustrate this shift by combining municipal service recovery, civic engagement, socio-economic inclusion, and institutional strengthening within a single intervention framework.

- Conversely, the findings suggest a relative decline in large-scale infrastructure investments, multi-purpose service spaces and community centres. Most of the support projects in these categories were concluded within 2025, amid significant shifts in the funding environment and evolving operational priorities.
- Similarly, standalone equipment procurement, and facility rehabilitation interventions are expected to decline further in upcoming years along with the infrastructure and service centre supports, compared to earlier phases of the response. This trend may partly reflect changes in the operational environment, evolving funding priorities, and reduced availability of large-scale infrastructure-oriented funding streams.
- Overall, the mapping findings combined with partner feedback and observations point towards municipal partnerships in Türkiye continuing to evolve from predominantly service-delivery-oriented support models towards increasingly diversified and catalytic approaches that combine humanitarian response, institutional strengthening, coordination, resilience, and local governance dimensions.

Photo: UNICEF

05 Support

Analytical Framework of Municipal Support

Building on observations from the first round, the Inter-Agency Coordination Team of UNHCR developed an analytical categorisation framework during the second round of the Municipal Support Mapping in order to support comparative analysis of recurring municipal engagement models and operational approaches observed across projects. The same analytical structure was maintained and further refined during the third round to build on established good practices and support comparability across mapping periods.

Within this framework, municipal support interventions were analysed under four broad support pillars:

I. **Support to Municipal Social Service Capacity:** This pillar includes interventions that strengthen municipalities' ability to provide general and specialised protection services, social assistance, health, livelihoods, education, and social cohesion supports in collaboration with 3RP partners. The pillar primarily focuses on strengthening municipalities' direct interaction and service provision capacities for refugees and host community.

II. **Support to Municipal Facilities and Service Areas:** This pillar covers support provided to municipal facilities and physical service spaces used for community engagement, social support, livelihoods activities, and local service delivery. These interventions focus on supporting the physical infrastructure of spaces that play role in social service delivery and community engagement.

III. **Support to Municipal Basic Service Delivery:** This pillar focuses on support to municipalities' core infrastructure systems and public service delivery capacities. Common intervention areas include water supply systems, wastewater treatment facilities and solid waste management infrastructure. These interventions are generally characterised by comparatively higher technical complexity.

IV. **Support to Governance and Coordination:** This pillar includes interventions supporting governance systems, strategic planning, coordination mechanisms, policy development, participation processes, and disaster preparedness capacities within municipalities. These interventions generally focus on institutional strengthening and long-term governance-oriented approaches.

This framework composed of four pillars provides an analytical structure for understanding the dominant forms of support provided by partners to municipalities within the refugee response and resilience context in Türkiye. The findings suggest that these support pillars function in an interconnected manner rather than as isolated intervention areas. While some projects primarily focus on immediate humanitarian assistance and service delivery, others emphasise institutional capacity strengthening, governance systems, coordination mechanisms, infrastructure, or long-term resilience-oriented approaches.

Photo: Emrah Gürel, UNHCR

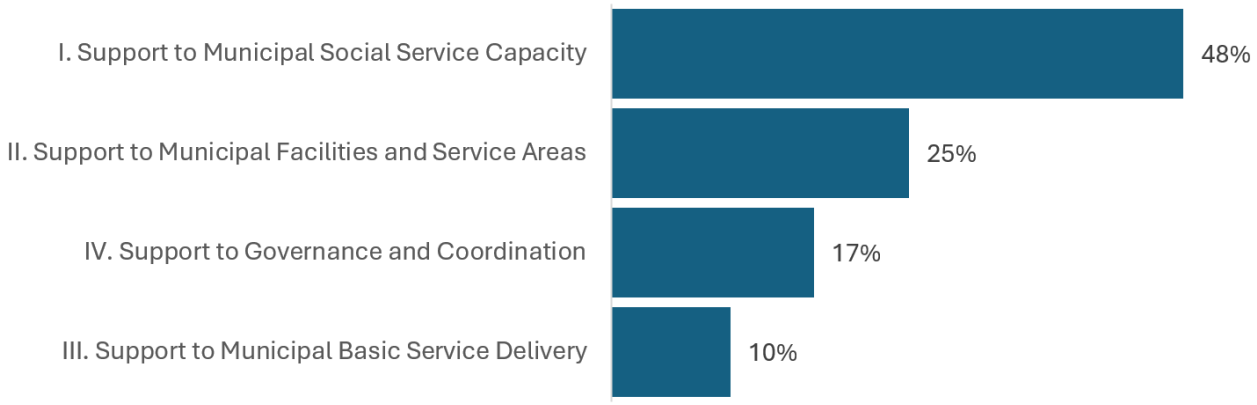
In-depth Review of Four Pillars of Support

The findings suggest that support to municipal social service capacity continues to represent the most prominent area of municipal engagement within the mapping.

In the third round, support to municipal social service capacity accounted for 48 percent of mapped interventions (214), compared to 43 percent (292) in the previous round. This demonstrates that despite significant shifts in the operational environment, municipalities continue to function primarily as community-facing service actors supporting protection, social assistance, livelihoods, social cohesion, referrals, and other social support activities.

Support to municipal facilities and service areas represented the second largest category in both rounds, accounting for 25 percent of interventions (116) in the third round compared to 28 percent (190) in the previous round. While the proportional share slightly decreased, the findings suggest that support to municipal facilities remained highly relevant during the current mapping period due to the impacts of the February 2023 earthquakes, emerging humanitarian needs, and damage or pressure affecting existing municipal service spaces and operational capacities.

In contrast, support to municipal basic service delivery and infrastructure-related interventions accounted for 10 percent of mapped interventions (18) in the third round compared to 6 percent (41) in the previous round. Despite the proportional increase, the overall number of infrastructure-oriented interventions remains comparatively limited.



The findings suggest that large-scale infrastructure investments and support to core municipal systems no longer constitute a primary area of engagement for most 3RP partners, particularly compared to earlier periods characterised by more extensive infrastructure-focused programming.

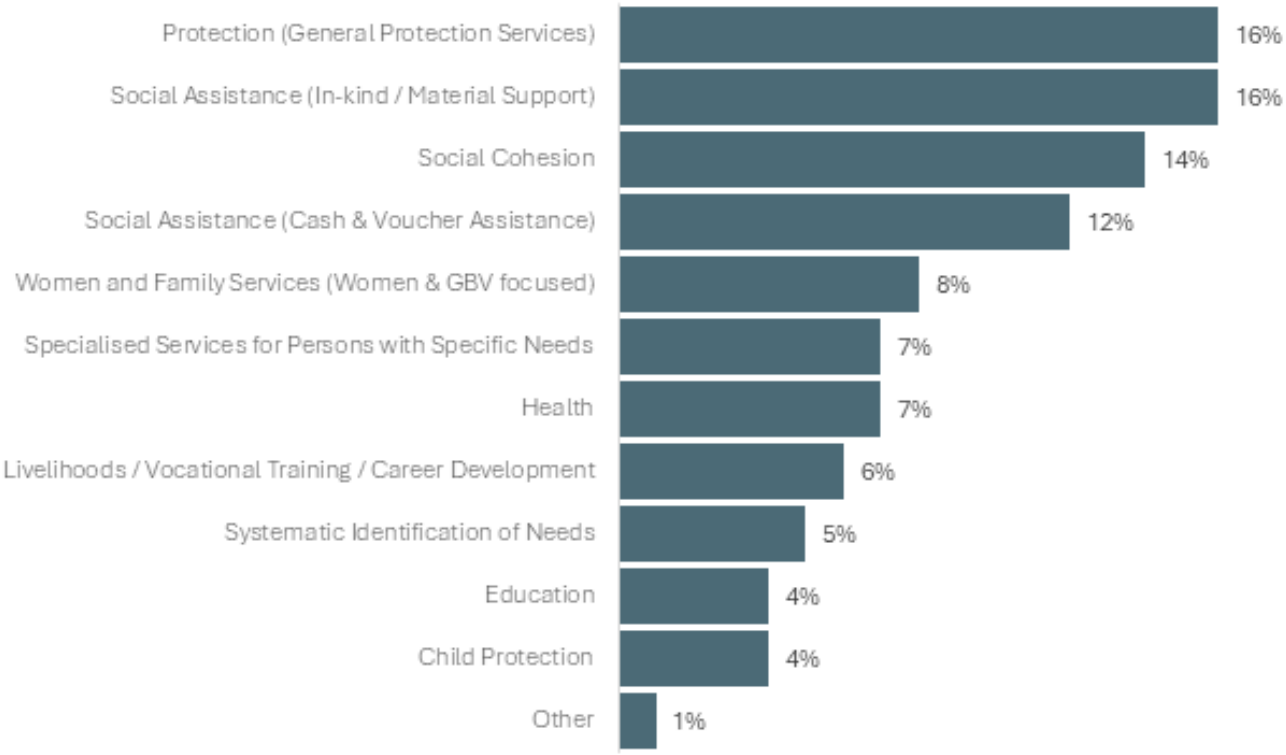
Support to governance and coordination accounted for 17 percent of mapped interventions (99) in the third round, demonstrating that governance systems, coordination mechanisms, strategic planning, and institutional strengthening continue to remain visible dimensions of municipal support programming within the refugee response context.

The findings demonstrate that while a significant proportion of interventions focus on a single support pillar, multi-dimensional intervention models remain more common across the mapped projects. Approximately 39 percent of mapped interventions targeted only one pillar, while the majority of interventions combined two or more areas of support within the same project. The most common pattern consisted of interventions combining two pillars, representing approximately 55 percent of mapped interventions.

Within these multi-dimensional intervention models, the most dominant combination consisted of support to municipal social service capacity together with support to municipal facilities and service areas. This was followed by interventions combining support to municipal social service capacity with governance and coordination-related support. These patterns further underline that support to municipal social services continues to represent the central area of engagement between partners and municipalities, while also demonstrating that service delivery interventions are frequently complemented by investments in physical service spaces, governance mechanisms, coordination systems, and institutional capacities.

I. Support to Municipal Social Service Capacity

Support to municipal social service capacity represents one of the broadest and most operationally diverse areas of municipal engagement captured under the mapping. This pillar includes interventions aimed at strengthening municipalities' capacity to deliver social, protection-oriented, and community-based services for vulnerable populations. Common intervention areas include general protection services, child protection, education, health, livelihoods



and vocational training, social assistance, social cohesion activities, women and family services, specialised services for persons with specific needs, and systems supporting identification of citizen and community needs.

The projects included in the mapping collectively suggest that municipalities provide protection-oriented services through interconnected functions including identifying vulnerable individuals and communities, providing accessible and inclusive entry points to services, disseminating information and building awareness, facilitating referrals and coordination with specialised actors, and creating trusted, community-based spaces that reduce exclusion and barriers to access.

General protection services were followed by social assistance in the forms of in-kind or material, and cash and voucher. The significant shift towards social assistance is rooted in the impact of February 2023 earthquakes, where self-reliance of households were severely interrupted, as well as impacts of challenging economic situation and increasing inflation in Türkiye which rendered socio-economically vulnerable households in need of assistance.

Social assistance interventions within the mapped projects primarily focused on provision of emergency relief items, food assistance, basic needs support, and cash-based assistance mechanisms delivered or facilitated through municipalities. The interventions frequently positioned municipalities as accessible local actors supporting outreach, identification of needs, referral pathways, distribution processes, and community-level access to humanitarian assistance.

Social cohesion is an area that is targeted by several projects. The mapped social cohesion interventions primarily focused on strengthening refugee-inclusive municipal services, reducing discrimination and hate speech, increasing participation in local processes, supporting shared community engagement spaces, and promoting more equitable access to services and opportunities for both refugee and host communities.

The findings suggest that this pillar positions municipalities as direct service providers and community-facing actors. Municipalities are supported not only to deliver assistance, but also to identify needs, provide information, facilitate referrals, strengthen outreach, and connect vulnerable individuals to available services. This makes social service capacity support particularly important in contexts where municipalities are among the first institutional points of contact for refugees, host community members, and other vulnerable groups.

I.a. Improving Access to Existing Services and Development of Specialised Services: Several interventions under this pillar focus on improving access to existing services while also supporting the development of more specialised municipal service models. The mapping findings suggest that partners continue to collaborate with municipalities to improve refugees' access to existing social services, while also establishing specialised services aimed at addressing the specific needs of refugees. In addition to improving access and developing specialised services, several programmes also brought forward an important focus on sustainability through transfer of systems, capacity, and service delivery models to municipalities.

As an example of efforts to improve access to existing services and develop specialised services models, the "Municipalities for Women Health Project", implemented under the leadership of **UNFPA** in cooperation with the Metropolitan Municipalities of İzmir and Şanlıurfa, aimed to support the sexual and reproductive health and rights (SRHR) of women and girls left behind due to poverty, displacement, and other vulnerabilities. While the project aimed to strengthen local governments' capacity to deliver SRHR services, its longer-term objective was to transform the model into a sustainable "Türkiye Model" with broader applicability across the country.

Similarly, **UNICEF**'s partnership with Kilis Municipality provides community-based and multi-sectoral support to children, adolescents, caregivers, and adults, including refugees. The programme includes community-based early childhood education, support for the school enrolment of out-of-school and at-risk children, life skills and empowerment activities, and access to quality child protection services for vulnerable children, young women, and families. The intervention also contributes to strengthening the municipality's institutional capacity to develop and implement child-friendly policies at the local level.

Photo: UNFPA

I.b. Information Provision, Training and Referrals: The mapping findings suggest that information provision, awareness raising, training, and referral support continue to represent important dimensions of municipal social service capacity. Even though institutions such as the Foreigners Communication Centre (YIMER) and Provincial Directorates of Migration Management (PDMMs) provide reliable information and service guidance, communities continue to report barriers in accessing essential services, including social services and those provided by PDMMs, partly due to limited awareness and information gaps. In this context, partnerships with municipalities play an important role in strengthening community outreach, improving accessibility of information, and supporting locally embedded referral pathways.

Several interventions under this pillar aimed to strengthen municipalities' capacity to function as accessible and trusted information actors for refugees. In addition to direct information dissemination, projects also focused on awareness raising, interpretation support, referral mechanisms, participation processes, and training of municipal personnel and community actors.

For example, in 2022, **UNHCR** carried out capacity-building trainings, awareness-raising activities, and information dissemination efforts through the "Guide for Working with Refugees" to strengthen the refugee outreach capacity of İzmir Metropolitan Municipality. English and Arabic interpretation support was provided to the Municipal Communication Centre, municipal service guides were prepared in six languages, and refugees' participation in consultation processes with decision-makers was supported.

Similarly, in 2024, **UNFPA** supported İzmir Metropolitan Municipality to strengthen its capacity to provide youth-friendly services for young people from both refugee and host communities. Through youth-friendly service points, comprehensive Sexual and Reproductive Health services, as well as Gender-Based Violence prevention and response support, were provided. Recognising that young people often first turn to their peers, peer educators

were trained and engaged. These youth leaders served as bridges between their communities and health services, helped address misinformation, and supported safe referral pathways for GBV survivors.

The findings suggest that, when adequately supported, municipalities can function as important actors that provide information on key services in multiple languages, improve communities' access to available services and support mechanisms, and thereby contribute to individuals' capacity to identify and access solutions independently.

I.c. Provision of Basic Needs Assistance: This area of intervention has emerged as one of the most visible one under support to municipal social service capacity during the third round of the mapping. The findings suggest that the scale of these interventions was strongly influenced by the February 2023 earthquakes, which significantly increased humanitarian needs and operational reliance on municipalities as local distribution and service support actors. Compared to the previous round, basic needs assistance represents one of the areas with the most significant increase in volume and operational visibility.

Photo: UNHCR

Also, the findings suggest that many interventions under this category were designed as short-term or emergency-oriented responses addressing urgent humanitarian needs during the earthquake response period. While these interventions played a critical operational role, many were time-bound in nature and have since been completed or gradually phased out. Therefore, despite the high visibility and scale of basic needs assistance within the current mapping period, the findings do not necessarily indicate a sustained long-term upward trend in this type of municipal support intervention.

Several interventions under this pillar demonstrate how municipalities functioned as operational partners for the delivery of emergency assistance and humanitarian support during periods of crisis. Following the February 2023 earthquakes, **WFP** launched a full-scale emergency response implemented through a broad partnership network consisting of public institutions and local and international NGOs. The response initially focused on food assistance and was later expanded to include cash support and early recovery activities. Under the food assistance component, WFP provided food supplies to the food banks of 60 municipalities located in earthquake-affected and surrounding provinces.

Similarly, following the earthquakes, **UNHCR** allocated a Rubb Hall to Adıyaman Municipality for use as an information desk in the city centre, while also providing equipment and furniture for the establishment of the facility. In addition, a total of 40,150 core relief items were delivered to provincial and district municipalities in Adıyaman.

The findings suggest that municipalities can play an important operational role in facilitating rapid delivery of humanitarian assistance during emergency contexts due to their local presence, outreach capacity, and direct engagement with affected communities. While many interventions under this category remain highly dependent on available funding and emergency operational contexts, the mapping also suggests that such partnerships may continue to leave behind operational experience, coordination mechanisms, and institutional capacities that retain value beyond the immediate response period.

I.d. Supporting Social Cohesion: Municipalities play an important role in social cohesion efforts due to their mandate and operational capacity to engage both refugee and host communities at local level. The mapped interventions demonstrate that social cohesion efforts extend beyond simply increasing contact between different groups. Instead, many interventions create shared environments where refugee and host communities participate in common activities, work towards similar goals, interact through municipal services and community spaces, and develop social bonds through joint experiences. While the impact of social cohesion interventions can be difficult to measure directly, the findings suggest that integrating social cohesion dimensions into municipal programming remains an important component of sustainable and inclusive local responses.

For example, under the Robotics Coding and Computer Laboratory Project implemented by **UNHCR** in partnership with İskenderun Municipality, computer skills and robotics coding knowledge of school-aged children from both refugee and host communities were strengthened together within a collaborative learning and development environment. The computer laboratory also supported access to remote education.

In addition, some interventions under focused on strengthening municipalities' own awareness, institutional capacities regarding inclusion and prevention of discrimination. The project implemented by **UNHCR** in partnership with İzmir Metropolitan Municipality aimed to strengthen refugee-inclusive municipal services, enhance participation in decision-making processes, and support social cohesion. Public-facing and internal training videos addressing discrimination and hate speech were developed and integrated into municipal systems as mandatory training material for municipal personnel. Hundreds of municipal staff members participated in the training sessions. The "Inclusive İzmir Roadmap Against Discrimination and Hate Speech" was developed as a strategic municipal document supporting more inclusive local governance approaches.

The findings suggest that municipalities can play an important role in addressing discrimination, tensions, exclusion, and barriers both at community level and within service provision structures.

I.e. Economic Empowerment and Self-Reliance: Several interventions under this pillar aimed to support municipalities' role in contributing to livelihoods opportunities, economic participation, and self-reliance of individuals from both refugee and host communities. The mapped projects demonstrate that municipalities can support economic empowerment through different approaches, including skills development and vocational training, provision of equipment and infrastructure, support to local production systems, and strengthening individuals' access to national employment mechanisms and counselling services.

Some interventions focused on strengthening local production chains and supporting sectoral resilience following the February 2023 earthquakes. For example, **WFP**, in cooperation with the Fırat Development Agency and Doğanşehir Municipality, established a machinery centre accessible to small-scale farmers in order to increase wheat production and improve post-harvest practices. The intervention also included rehabilitation of local mills damaged by the earthquake, provision of prefabricated structures, seed cleaning machines, improvements to electrical infrastructure, and warehouse repairs. In addition to supporting local agricultural production and supply chains, part of the flour produced was planned to be purchased through the Halk Ekmek programme for social protection purposes.

Other interventions focused more directly on supporting individuals' access to livelihoods opportunities and strengthening municipalities' role as facilitators of economic participation. In 2022, **UNHCR** identified the industrial presence in Kocaeli as an opportunity to support refugees' participation in the formal economy and enhance self-reliance. Within this framework, the municipality's technical and physical capacity was strengthened, vocational training centre instructors received conflict resolution training, and equipment support was provided to a robotic welding workshop. Participants were also registered with İŞKUR to facilitate referrals to employment opportunities within the industrial zone, contributing to individuals' access to national employment systems and formal labour market opportunities.

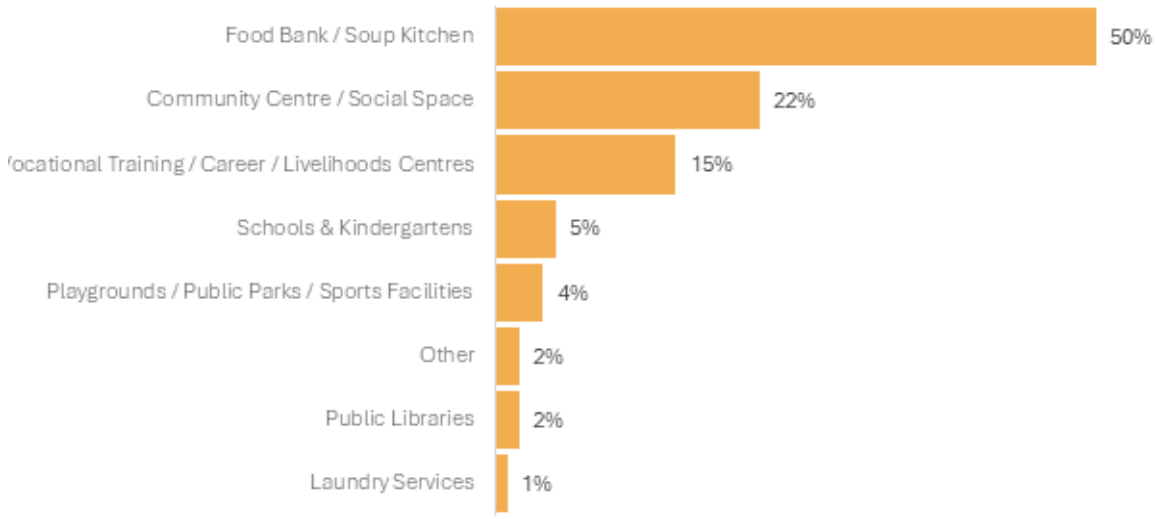
The mapping also demonstrates efforts to strengthen the quality and approach of employment-related services themselves. In this context, **ILO** aimed to integrate a rights-based approach into employment and vocational counselling services by strengthening the capacity of employment counsellors working within İŞKUR and collaborating municipalities in Ankara, Istanbul, and Bursa. The intervention recognised that job seekers possess not only economic, emotional, or psychological needs, but also fundamental rights that should be protected and upheld throughout counselling and employment support processes. The project therefore approached vocational counselling not solely as technical guidance, but also as a rights-based support mechanism grounded in protection principles.

The findings suggest that municipalities possess important comparative advantages in the area of economic empowerment due to their operational capacities, local presence, and ability to collaborate with relevant local and national actors. Well-designed municipal partnerships can therefore support not only livelihoods activities themselves, but also broader systems and pathways contributing to self-reliance, labour market participation, local production, and social protection outcomes.

Photo: Berke Araklı, ILO

II. Support to Municipal Facilities and Service Areas

Support to municipal facilities and service areas represents interventions aimed at strengthening or establishing physical municipal spaces that facilitate service delivery, community engagement, livelihoods support, and social assistance activities. The mapping findings suggest that these interventions often function as enabling platforms that support broader social, protection, education, livelihoods, and community-based programming implemented through municipalities.



Among the mapped interventions under this pillar, support to food banks and soup kitchens represented the largest category, accounting for approximately 50 percent of interventions. Community centres and social spaces for children, women, youth, and persons with disabilities followed with 22 percent, while vocational training, career, and livelihoods centres accounted for 15 percent. More limited interventions targeted schools and kindergartens, public parks and sports facilities, public libraries, and laundry services.

The findings suggest that many municipal facilities supported under this pillar functioned as either single-sector or multi-sectoral service spaces. In several examples, physical facilities were used to provide integrated services combining information provision, protection support, referrals, education, livelihoods activities, social cohesion programming, and

community engagement. Supports under this pillar mostly complement interventions of partners that support social services provided by municipalities.

For example, Municipal Migrant and Community Centres (MMCCs), implemented by **IOM** in partnership with district and metropolitan municipalities across Türkiye, aimed to strengthen access to services for refugees, migrants, and host community members, while also supporting protection outcomes and social cohesion. The centres operated across multiple provinces and provided integrated and multi-sectoral support tailored to local needs. The intervention demonstrates how municipal facilities can evolve beyond physical spaces and function as locally embedded service platforms facilitating access to different types of municipal and partner support.

The mapping also demonstrates that municipal facilities can contribute to livelihoods and food security simultaneously, as they establish or enhance physical aspect of service areas. In cooperation with the Eastern Mediterranean Development Agency (DOĞAKA) and Yayladağı Municipality, **WFP** established a cold storage facility with a capacity of 1,000 tons to support small-scale farmers in storing harvested produce. The intervention aimed to reduce post-harvest losses, extend the freshness of agricultural products, and improve farmers' access to more favourable market conditions.

Similarly, in 2023, **UNHCR** supported the establishment of a container-based Community and Family Support Services (CFSS) Centre in Adana for seasonal agricultural workers, the majority of whom are refugees. The centre provides protection activities, outreach services, and referral support, while Adana Metropolitan Municipality contributes land allocation and personnel support. The intervention demonstrates how municipal service spaces can facilitate continuous community-level service provision for vulnerable populations through partnerships between municipalities and humanitarian actors.

The findings suggest that support to municipal facilities represents not only physical infrastructure investment, but also support to functional service environments that facilitate access to services, livelihoods opportunities, social cohesion activities, and community-based support mechanisms. At the same time, the sustainability and long-term impact of such interventions depend on multiple factors, including continued operational capacity, institutional ownership, availability of resources, and municipalities' ability to maintain and utilise these facilities over time.

Photo: IOM

III. Support to Municipal Basic Service Delivery

Support to municipal basic service delivery primarily focused on strengthening municipalities' core infrastructure systems and operational service capacities. The mapped interventions under this pillar included support to water supply systems, wastewater treatment facilities, transportation vehicles, generators, solid waste management infrastructure, emergency preparedness equipment, and recycling systems. Among these interventions, water supply systems represented the largest category with 32 percent of mapped interventions, followed by wastewater treatment facilities with 24 percent and transportation vehicles with 20 percent.

Compared to other support pillars, infrastructure-related interventions were comparatively fewer in number but generally characterised by higher technical complexity, larger budgets, specialised expertise requirements, and longer implementation horizons. The findings suggest that such interventions are often implemented by a more limited number of actors capable of supporting large-scale municipal infrastructure and systems-strengthening projects.

Several mapped interventions demonstrate efforts to strengthen municipalities' operational infrastructure capacities while also contributing to environmental sustainability and service continuity. For example, **UNDP** supported a Mechanical Biological Treatment (MBT) facility with the

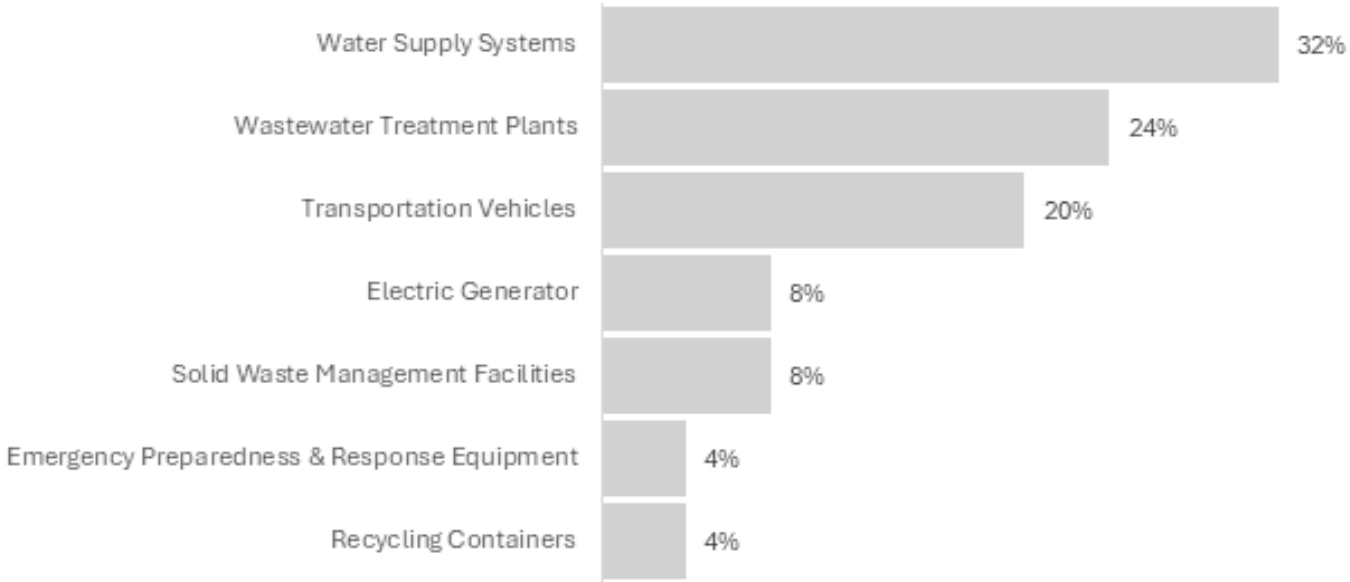


Photo: Levent Kulu, UNDP

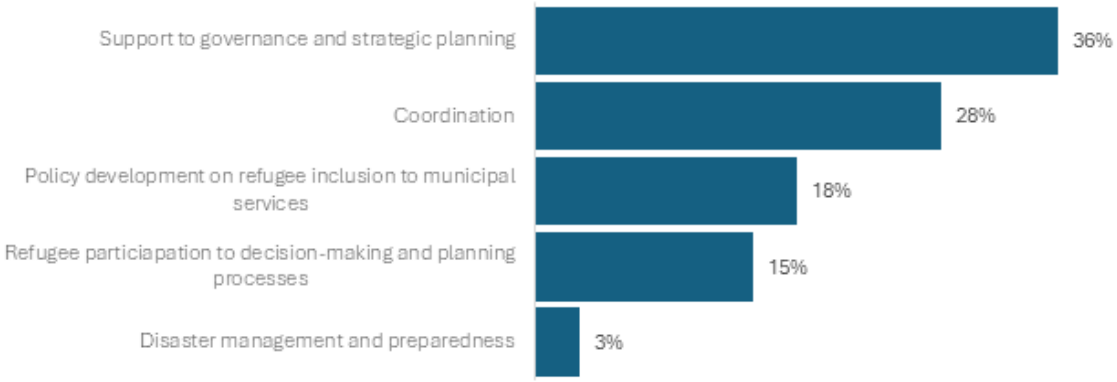
necessary vehicles and equipment was established and operationalised to process solid waste generated in Gaziantep and its affiliated districts. The facility aimed to support separation of solid waste and reduce the volume of waste sent to landfill sites before being handed over to Gaziantep Metropolitan Municipality in 2023.

Similarly, starting in 2023, **UNICEF** has worked with Water and Sewerage Administrations and municipalities in Hatay, Şanlıurfa, Kahramanmaraş, and Gaziantep to maintain and restore access to safe water and sanitation services. The project supported provision of clean water to earthquake affected populations through distribution networks, water trucking, and temporary fountains serving container cities, temporary settlements, and individual accommodation sites. As infrastructure was progressively repaired and demand evolved, the intervention expanded to support the rehabilitation of water supply and treatment systems, contributing to the continuity and scale-up of municipal WASH service delivery through a systems-strengthening approach.

The findings suggest that support to municipalities' core infrastructure and service systems can generate long-term and large-scale impacts directly benefiting broad population groups. However, such interventions require substantial financial resources, technical expertise, operational coordination, and long-term institutional commitment, which limits the number of actors able to engage in this area at scale.

IV. Support to Governance and Coordination

Support to governance and coordination focuses on strengthening municipalities' institutional capacities, strategic planning processes, policy frameworks, coordination mechanisms, and participatory governance approaches. Compared to more operational or infrastructure-oriented interventions, activities under this pillar primarily rely on institutional know-how, technical expertise, coordination support, and human resources to contribute to longer-term and more sustainable municipal transformation processes.



The findings suggest that governance-oriented support continues to represent an important direction of engagement between partners and municipalities across sectors. Unlike more conventional support modalities centred on provision of goods, equipment, or infrastructure investments, governance and coordination interventions aim to strengthen institutional systems, planning capacities, policy development processes, and inclusive local governance approaches that may continue generating impact beyond the duration of individual projects. Among the mapped interventions under this pillar, support to governance and strategic planning represented the largest category with 36 percent of interventions, followed by coordination-related support with 28 percent.

Several interventions demonstrate efforts to support municipalities in adopting more inclusive, participatory, and rights-based governance approaches. For example, a nationwide programme implemented by

UNICEF in partnership with the Union of Municipalities of Türkiye aimed to strengthen child-focused local governance practices within municipalities. The programme supported interventions related to early childhood development, parenting support, inclusive early childhood education, adolescent participation, alternative service models, teacher capacity development, WASH interventions, and youth participation platforms. In addition, the programme promoted child-friendly local governance approaches and monitored the inclusion of children in decision-making and planning processes through changes in child-focused budget allocations.

Similarly, the Women-Friendly Cities Programme implemented by **UNFPA** in cooperation with the Union of Municipalities of Türkiye aimed to strengthen gender-responsive, inclusive, and participatory local governance structures across municipalities. The programme focused on institutional integration of gender equality into municipal structures, policies, and decision-making processes through a systems-strengthening approach. The intervention contributed to strengthening institutional capacities, increasing participation of civil society actors in local equality mechanisms, and promoting integration of gender equality considerations across governance processes rather than addressing them as isolated thematic activities.

In addition to service-oriented projects, some interventions aimed to strengthen coordination among municipalities, facilitate peer learning, and promote the exchange of good practices. For example, **UNHCR** has convened Municipal Coordination Platform meetings in Istanbul for several years, providing a space for municipalities to share experiences and good practices related to refugee inclusion and access to municipal services. Similarly, **ASAM** worked directly with municipalities in Şanlıurfa, İzmir, Bursa, Samsun, and Ankara to strengthen their capacities to address refugee-related needs through targeted training activities and experience-sharing workshops.

The findings suggest that interventions under this pillar can support longer-term institutional transformation within municipalities by strengthening strategic planning, participation mechanisms, inclusive policy development, and rights-based local governance approaches. Interventions under this pillar have the potential to influence how municipalities design, coordinate, and deliver services for vulnerable populations over time.

07 Modalities

The mapping findings demonstrate that partners support municipalities through a wide range of operational, technical, financial, and institutional modalities. The overall trends suggest that municipal support models have gradually evolved towards approaches centred on capacity development, systems strengthening, governance, and partnerships.

Among the mapped interventions, capacity development and technical support for municipal personnel represented the most common modality with 20 percent of interventions. This was followed by provision of assistance in the form of in-kind support or cash assistance with 16 percent, and provision of materials and equipment, with 11 percent. Conducting information dissemination and awareness campaigns, as well as organisation of community events and social cohesion activities, each accounted for approximately 10 percent of mapped modalities. Other modalities included training and skills development activities targeting citizens, coverage of personnel costs, rehabilitation or construction of facilities and infrastructure, facilitation of coordination mechanisms, development of policy and framework documents, plan preparation, and lastly support to administrative costs.

The findings suggest a gradual evolution in the operational approaches across different mapping periods. The first round of the mapping showed that support was largely characterised by construction activities and provision of equipment and materials. In the second round, capacity development approaches became increasingly prominent alongside equipment-focused support. In the current mapping period, capacity development and technical support remain the dominant modalities, while provision of direct assistance gained increased visibility due to the humanitarian impacts and operational demands created by the February 2023 earthquakes.

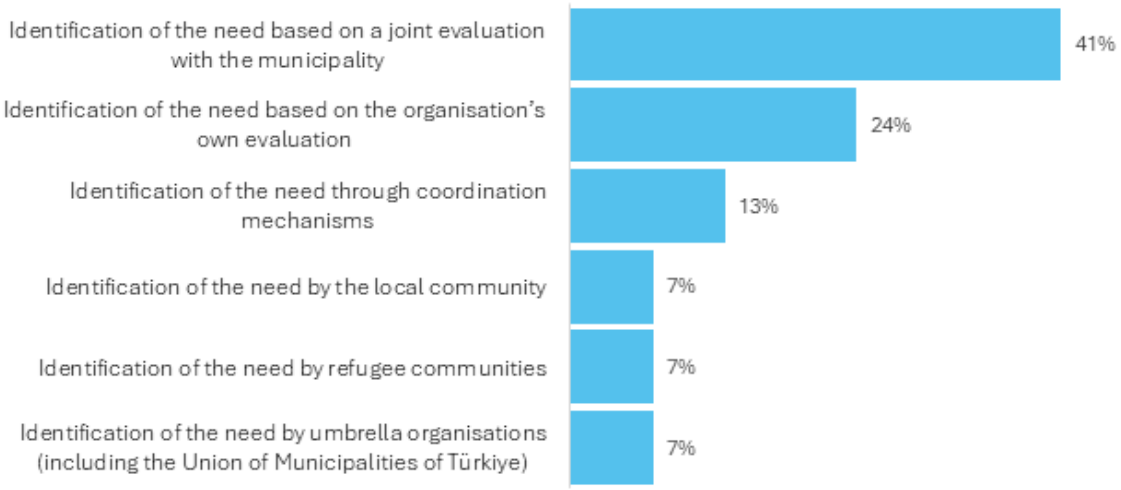
The mapping demonstrates that support modalities vary considerably depending on the objective and scope of the project, and the support pillar. For example, governance-oriented interventions rely more heavily on technical assistance, policy development, coordination support, and planning processes, while infrastructure-focused interventions are more likely to involve construction, equipment provision, and operational support.

More detailed breakdowns of modalities across support pillars are available through **the accompanying interactive municipal mapping dashboard.**

08 Targeting

The mapping findings provide insights into how partner organisations identify municipalities and areas of engagement for support and cooperation. Similar to previous rounds of the mapping, joint identification of needs together with municipalities remained the most common targeting approach during the current mapping period, accounting for approximately 41 percent of mapped interventions. This was followed by identification of needs through organisations' own assessments with 24 percent, and identification through coordination mechanisms with 13 percent.

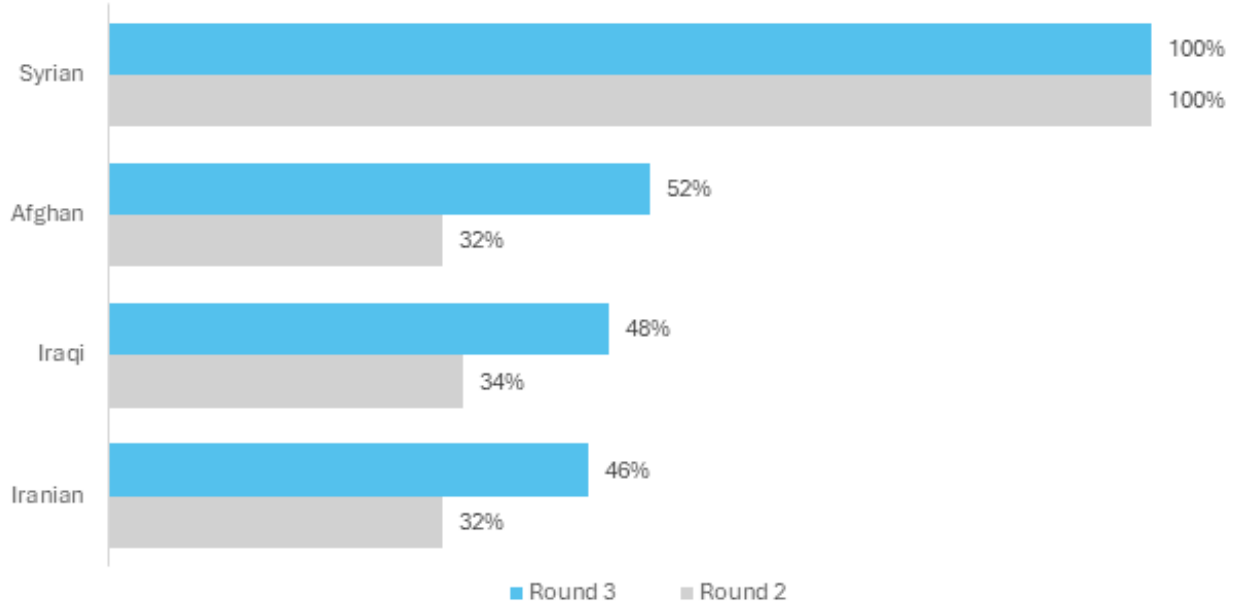
More limited proportions of interventions identified needs directly through local communities, refugee communities, or umbrella organisations, including the Union of Municipalities of Türkiye, each accounting for approximately 7 percent of mapped approaches.



The findings suggest that municipalities continue to play a central role in shaping and identifying support priorities together with partners. At the same time, the comparison with the previous round indicates some changes in consultation patterns. During the second round of the mapping, increasing consultation with refugee communities, local actors, and umbrella organisations had emerged as one of the identified areas for further development. However, the current findings suggest that direct

consultation approaches involving refugee communities, local actors, and umbrella organisations appear comparatively less prominent within the third mapping period.

for projects that aim to provide services directly to refugee populations. The findings therefore suggest that direct consultation with refugee communities remains an area with further potential for development.



Previous consultations with partners highlighted that, while refugees were not always directly consulted during project design and implementation processes, their perspectives were often captured indirectly through other mechanisms. These included prior consultations conducted by municipalities, community engagement activities, and needs assessments informing programme design. While such approaches may contribute to reflecting refugee perspectives in programming, direct consultation remains the most effective way of ensuring that refugee voices, priorities, and expectations are adequately reflected in interventions. This is particularly relevant

Another area identified during the previous round of the mapping was the need to increase the inclusion of nationalities other than Syrians within municipal support projects. While all mapped interventions in the second round targeted Syrians, other nationalities namely Iraqi, Afghan, and Iranian were included in slightly more than 30 percent of interventions. The findings from the third round marks a significant improvement in this area, with nearly 50 percent of interventions reporting inclusion of these three nationalities. This indicates a gradual broadening of municipal engagement approaches towards a more diverse refugee population.

Additionally, the third round of the mapping sought to understand the extent to which municipal support interventions were linked to the February 2023 earthquakes. The findings show that 43 percent of mapped projects aimed to support municipalities in responding to needs arising from the earthquakes and their aftermath. This high proportion further demonstrates the significant influence of the earthquake response on municipal programming during the mapping period. At the same time, it raises questions regarding the extent to which the current portfolio reflects an exceptional operational context characterised by earthquake-related needs and funding streams and how it will evolve since dedicated earthquake response activities and associated funding mechanisms have largely concluded.

Photo: UNICEF

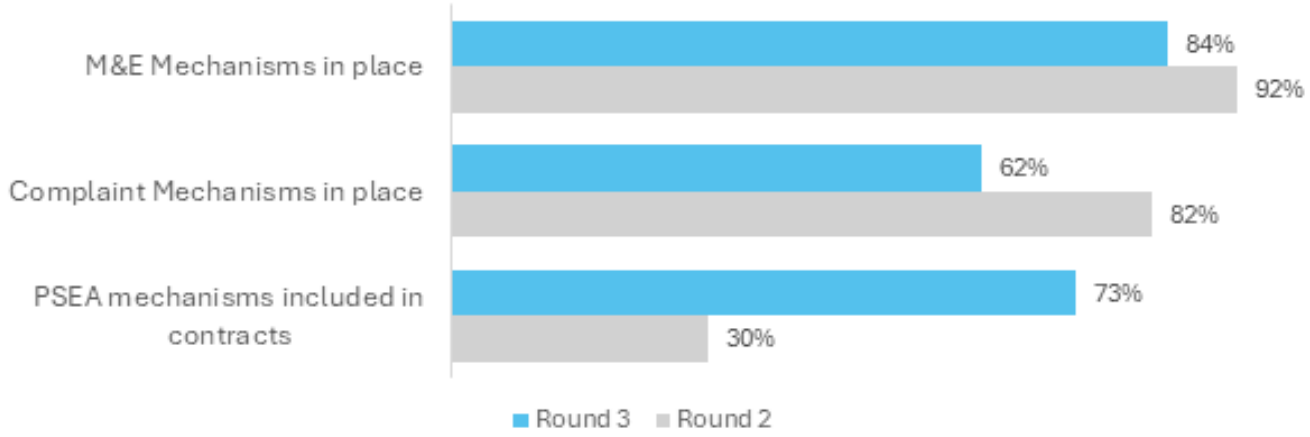
09 Accountability

The third round of the mapping included questions related to accountability mechanisms integrated into municipal support projects. The objective was to understand whether projects incorporated mechanisms that enable communities to provide feedback, raise concerns, or influence programme implementation.

The findings suggest that accountability considerations remain widely integrated into municipal support programming. Monitoring and evaluation mechanisms were in place in 84 percent of mapped projects, marking a decrease from 92 percent in the previous round. Similarly, 62 percent of projects reported having complaint mechanisms in place, compared to 76 percent in the previous round. These observed decreases are significant and raise questions regarding changes in project design and implementation approaches, and further data collection and aalysis would be needed to understand drivers behind this trend.

In receiving complaints and feedback, phone-based channels, call centres, and counselling lines, continue to represent the most frequently used mechanisms, while the use of social media platforms is increasing. Also, the findings indicate a notable decline in the use of community focal points and face-to-face counselling mechanisms for collecting complaints and grievances compared to the previous mapping period.

The findings also indicate continued progress in the integration of Protection from Sexual Exploitation and Abuse (PSEA) safeguards and mechanisms into contractual agreements associated with municipal support projects. This represents a significant increase to 73 percent, compared to the previous round, where only 30 percent of projects reported such safeguards and mechanisms.



10 Key Reflections and Considerations

While the mapping provides extensive insights into the nature, scope, and evolution of municipal support interventions, several overarching reflections and considerations also emerged throughout the analysis process. The findings presented in this report should therefore be interpreted not only as a descriptive overview of mapped activities, but also as an opportunity to reflect on broader operational approaches, emerging trends, sustainability considerations, and potential areas for future learning and strategic engagement.

I. Engagement with municipalities that host refugees remains critical, particularly in the area of social services. The findings consistently demonstrate the important role municipalities continue to play in supporting refugee inclusion, service access, and community engagement.

II. Despite diminishing programming opportunities associated with the evolving funding environment, maintaining an evidence base on municipal needs and continuing to assess, document, and communicate the needs of municipalities hosting large refugee populations remains important for future planning, advocacy, preparedness, and resource mobilization efforts.

III. While investments in municipalities can generate significant returns, they also entail various operational, financial, institutional, and sustainability-related risks that should be recognised and managed.

IV. Stronger safeguards and risk mitigation measures may help enhance the sustainability of investments and strengthen preparedness against changing operational and funding conditions.

V. In the area of social services, particularly livelihoods interventions, stronger efforts to measure outcomes and document impacts would provide important added value for future programming and resource allocation decisions.

VI. There is a growing perception that multi-sectoral interventions generate higher added value and stronger outcomes than single-sector approaches. However, this assumption should be supported by more systematic evidence and impact analysis.

VII. Ensuring that interventions reflect each organisation's comparative advantages and unique added value may contribute to clearer role definition, improved complementarity, and stronger strategic positioning.

VIII. The impact of municipal support interventions does not necessarily end when project implementation concludes. Many partners report that benefits, institutional capacities, and service improvements continue to generate positive outcomes years after formal project closure. Further documenting and evidencing these longer-term impacts could provide valuable insights into the sustainability of municipal support interventions and strengthen efforts to advocate for continued investment and funding in this area.

IX. The lessons learned from the February 2023 earthquake response represent an important source of knowledge and should be systematically documented to strengthen future preparedness and response planning in Türkiye.

X. Engagement with municipalities remains inherently multi-sectoral and therefore does not fall neatly under a single coordination structure. Given the scale, diversity, and demonstrated value of municipal support interventions from both humanitarian and development perspectives, continued efforts to align, harmonise, and coordinate municipal engagement approaches across partners remain important. Existing coordination mechanisms in Türkiye should continue exploring practical ways to address these coordination needs while avoiding duplication and maintaining complementarity among actors.

Lastly, the mapping exercise is a highly effective tool for generating categorical information, conducting macro-level analysis, and identifying overall trends. While the report focuses on aggregated findings and cross-cutting analysis, readers interested in gaining a deeper understanding of individual projects are encouraged to consult the interactive dashboard, which provides project-level information and focal point details for further follow-up.

Photo: Mustafa Gerger, FAO

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