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In-Camp Electronic Voucher Programme in Turkey

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

Quarter 1
(January—March)
2022

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HIGHLIGHTS

- As of March 2022, the food basket cost in the contracted markets reached 353 TRY. The basket cost is 87 percent higher compared to March 2021 (189 TRY).
- The inflation rates reached record levels; the annual inflation rate in March 2022 is 61.1 percent and the food inflation is even higher at 70.3 percent.
- Insufficient employment opportunities in the winter season posed a challenge to the beneficiaries to generate additional income.
- The one-off payment of 1300 TRY is appreciated and prevented further deterioration of the purchasing power of the beneficiaries.
- The contracted markets were informed about the top-up payments in advance, therefore, were well prepared for stocks and staff size. No crowd is observed. Yet, there was a high demand for sugar, which caused stock unavailability for 3-4 days.
- During Q1 2022, there were no protection cases reported.
- 148,270 SMSs were sent to beneficiaries to inform them about the regular uploads and dormant accounts, as well as to sensitize about the top-up payments.

Q1 2022 CONTEXT

- The programme provided 1300 TRY top-up payment for each camp beneficiary household in two instalments in February and March 2022.
- The Value Added Tax (VAT) rates for staple food items decreased from 8 percent to 1 percent on February 13th, 2022.
- No Covid-19 cases were reported in the camps in Q1 2022.



	JANUARY	FEBRUARY	MARCH
BENEFICIARIES	43,655	43,181	43,002
TOTAL VALUE OF ASSISTANCE (TRY)	6,548,250.00	12,100,300.00	12,046,800.00

MONITORING ACTIVITIES

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

about recent developments in the camps and visited contracted markets to assess market conditions and food availability. During the reporting period, 380 surveys were conducted as part of the biannual Post-Distribution monitoring activity.

MONITORING ACTIVITIES—Q1 2022

Month	JANUARY	FEBRUARY	MARCH
Price-Market Monitoring (PMM)	14	12	12
Camp On-Site Monitoring	24	19	21
Post-Distribution Monitoring	35	126	219
TOTAL	73	157	252

OBJECTIVES

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

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

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

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

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

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

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

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

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

METHODOLOGY

WFP field teams visit the camps every month without prior notice. Visits are usually scheduled during the week in which payments are made. WFP staff consider the following factors during the shop visits:

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

In Q1 2022, 59 market monitoring activities have been conducted. Close collaboration with Türk Kızılay (TK) enables the continuous market price data collection from the contracted markets while WFP staff reach out to the non-contracted markets and some of the contracted market to collect data for certain missing item prices in the primary dataset. On-site monitoring data is collected through phone calls due to the pandemic in October and November, and the field staff visited the camps in person in December 2021.

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

NUMBER OF SHOPS MONITORED—Q1 2022

Month	CONTRACTED SHOP	NON-CONTRACTED MARKET	TOTAL
January 2022	10	12	22
February 2022	10	10	20
March 2022	10	10	20
TOTAL	30	32	62

1. Market Price Monitoring

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

WFP monitors the food baskets cost every month at four levels: (1) The Turkish national level (grey line in Figure 1) and (2) the Southeast regional level food basket (yellow line) data is retrieved from the Turkish Statistical Institute (TurkStat), whereas WFP and TK field monitors collect the data from (3)

the contracted shops (blue line) where refugees redeem their e-vouchers; and (4) from non-contracted shops (orange line) near the camps, which serves as a reference

point for comparison with the contracted shops in the camps.*

Increasing trend of the inflation rates is effective on the food basket costs at all four levels (Figure 1). As of March 2022, the national average food basket cost reached 390 TRY and the Southeast food basket cost reached 372 TRY, on average representing more than 60 percent increase compared to the previous year, and about 17 percent increase compared to the previous quarter. The inflationary pressures also affected prices in the contracted and non-contracted markets nearby the camps, leading to an increase of more than 85 percent in March 2022 compared to March 2021. Prices of some food items decreased due to the VAT reduction on staple food items, coming into force in February 2022. Even so, the food basket cost in the contracted markets increased to 353 TRY and to 384 TRY in the non-contracted markets by the end of Q1 2022, the

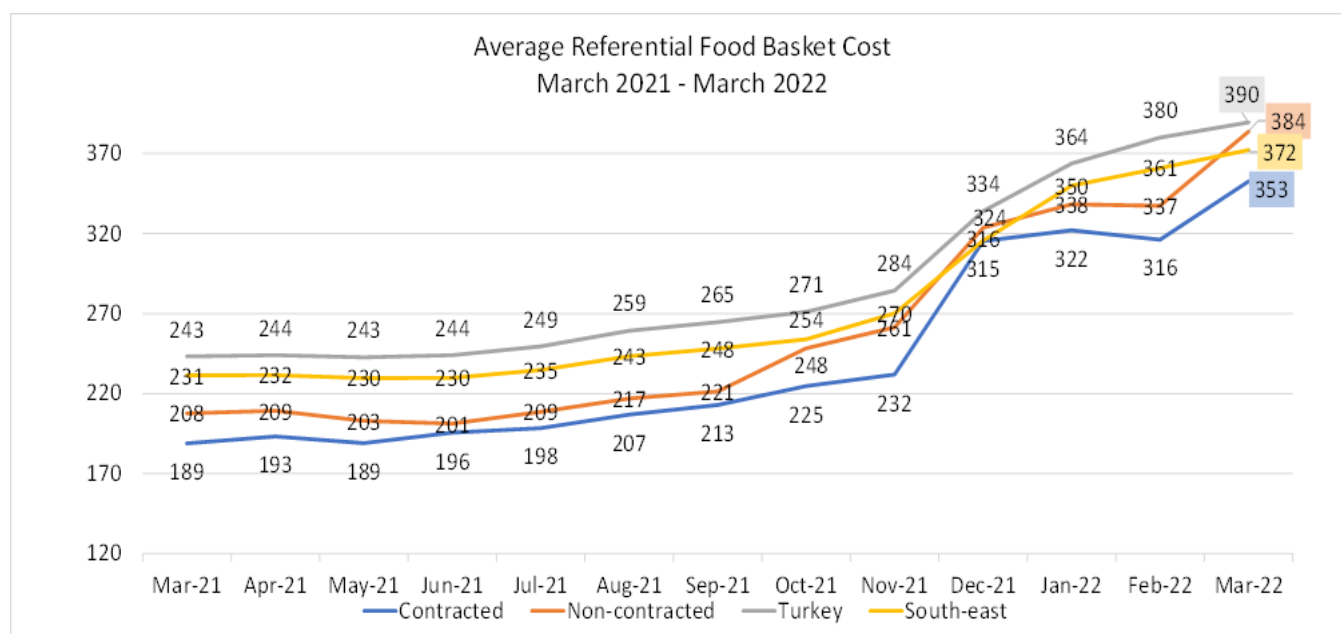
latter exceeding the average food basket cost in the South-east region. The food basket cost remained the lowest in the contracted markets thanks to the close monitoring activities of the programme. Furthermore, adequacy of the assistance decreased from 43 percent in January 2022 to 40 percent in March 2022 despite the transfer value increase (from 120 TRY per person to 150 TRY person) in January 2022.



MONTHLY FOOD BASKET

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

FIGURE 1: FOOD BASKET PRICE (TRY) TRENDS BETWEEN MARCH 2021 – MARCH 2022

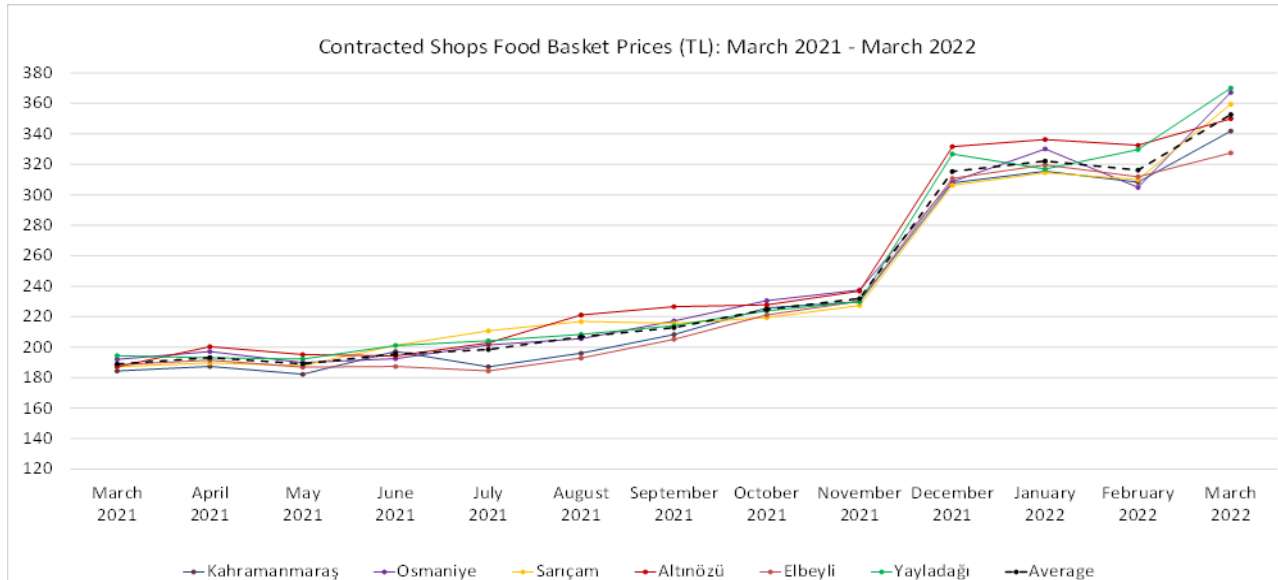


The food basket cost trends in the contracted markets by camp location are presented in Figure 2. Following the sharp increase in prices at the end of 2021, the VAT decrease resulted in fluctuation in food basket costs across camp markets. The food basket cost is the highest in Yayladagi camp at 370 TRY whereas the highest quarterly increase was in Osmaniye at 18 percent, from 306 TRY to

359 TRY. Kilis has the most affordable food basket compared to other camps, which costs 327 TRY at the end of March 2022. The gap between the most and least expensive camp markets also expanded and reached 43 TRY in March, which raises concerns about the equal contribution of the transfer amount across all camps.

* TurkStat data is collected for higher quality products/brands, reflecting Turkish preferences: http://www.turkstat.gov.tr/PreTablo.do?alt_id=1014#. WFP price data is collected for the commodities selected by refugees - usually the cheapest brands available.

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



2. On-Site Monitoring

A. Administrative/management issues

CAMP OVERVIEW

WFP has conducted in-person visits to the camps during Q1 2022, after the restriction on camp visit was lifted in December 2021. WFP met with the camp managements and the Turk Kizilay during the reporting period to exchange information. The camp managements were collaborative and actively made announcements on the increased transfer value and 1300 TRY additional top-up assistance with details such as the sweep back date.

Given the difficulty of moving in winter and increasing living costs due to the current economic conditions, the number of families leaving the camps decreased. Aside from the hardship to generate income, having many children and/or disabled members are the other reasons for preferring a life in the camp.

After the Ukrainian crisis in February, the camps are prepared for the possibility of hosting refugees, such as refurbishing containers.

In March 2022, a study was conducted in Kilis camp which will allow beneficiaries to obtain resident permits and to access their address information through e-Devlet (an online platform for government-related work).

18 refugees who were living in different parts of Türkiye without an ID are registered in the Kilis camp, where they also become entitled to e-voucher assistance.

In the Adana camp, the water shortage issue is raised by some beneficiaries. As the Sarıçam camp uses its water

well rather than city water, there are frequent water cuts. Although a permanent solution has not yet been identified, WFP regularly follows the issue with the camp management for resolution. The demand for more electricity usage also remains another issue in Adana camp, though such requests decreased in March due to better weather conditions.

COVID-19 MEASURES

The Covid-19 measures continued to be implemented in line with the national regulations. However, as the Ministry of Health lifted some of the restrictions in March, normalization is also effective in the camps. Camp residents can make appointments through e-Nabiz (the official website of the Ministry of Health to access services and has medical records) or by calling 182, the line for medical appointments. TK informs that most of the camp residents, predominantly males, received their third dose of vaccination as it affects their movements. In Q1 2022, authorities have not reported any Covid-19 cases in camps.

IN-CAMP LIVELIHOOD ACTIVITIES

The camp managers are willing to cooperate with WFP on the livelihood projects for camp residents, particularly for the youth, to participate. For instance, in Sarıçam, store attendant participants had their on-the-job training in the contracted BIM markets within the camp, and there were meetings held with the agricultural engineers of the greenhouse in the camp to arrange on-the-job training for the Food Packaging course attendants. The manager in Kahramanmaraş is willing to offer exemptions for the beneficiaries who would attend the livelihood training and therefore arrive in the camps later than 22:00. With the camp management's permission, posters and brochures

were distributed in the Kahramanmaraş and Adana camps for the Food Packaging course, and all the muhtars are informed. The management made announcements about the training, and the TK personnel also provided information to those who approached them about how to apply for the courses as well.

While the managements think that the livelihood training are suitable for the camp beneficiaries, yet, some stated that the beneficiaries would likely prefer staying in the camps and not moving for employment opportunities. Some others, however, sees the stipend given during the training as an opportunity for beneficiaries to save money to settle outside of the camp. Another suggestion was to have hair and skincare courses for women as they would be more interested and find job opportunities. On a positive note, the market chain in the camps, BIM, has started to employ Syrian refugees in the Saricam camp markets in the framework of ISKUR employment programmes, and the beneficiaries expressed that they are happy to have Syrian store attendants in the market with who they can communicate more easily.

E-CARD RELATED ISSUES

No e-card-related issues were recorded during Q1 2022.

IN-KIND ASSISTANCE

In February, Sultan Baba Foundation delivered 1,485 food packages to Kilis camp. The camp managements stated that, in general, support they received from various organizations and other individual donors which provides some relief in the camps has decreased over time perhaps because the refugee crisis is not seen as an emergency anymore.

Most beneficiaries wished for additional assistance to prepare for Ramadan (the month of fasting) as they received from various donors before, many stated that they expected WFP/TRC to have one-off assistance specific to Ramadan. Even though the winter top-up was delivered right before Ramadan started, perhaps because Ramadan is also closely associated with charity-giving, beneficiaries might have such holiday-specific expectations.

B. Shop regulations, conditions, and maintenance

Overall, the contracted markets in the camps are in good conditions; markets are clean, tidy, and have adequate service for the beneficiaries. The Covid-19 measures are also implemented as usual, and customers are also complying with the regulations.

There were top-up payments in February and March 2022 in two instalments (650 TRY per month) and the markets were well prepared in terms of staff capacity and stocks.

There were no crowding issues observed or reported during the reporting period.

From time to time, beneficiaries complain about cashiers trying to sell them gums and candies and they feel obliged to purchase them. On the other side, market managers claim that this happens only when there is negligible amount of money left in their account to be swept back if not spent. Having noted the issue, WFP will initiate a sensitization activity about how the e-cards are operationalized to avoid such resentments.

However, number of complaints received about high prices in the markets reduced noticeably as beneficiaries understand that price increases are not unique to the camp markets. In fact, as the PMM results show, the contracted markets offer the cheapest prices for most of the items.

C. Food Availability

The harsh winter conditions in the region negatively affected the supply chains and there were some stock issues from time to time. In January, Kahramanmaraş camp had a shortage of yogurt, fruits, and eggs and the Kilis camp market was lack of sugar for four days. In Kahramanmaraş camp fruits and vegetables were still not available in February. However, thanks to swift action taken by the camp management the issue was resolved by the next monitoring visit.

After the upload of the top-up payments, most beneficiaries stocked large quantities of pulses, sugar, and oil. On average, 10 tons of sugar were sold in Elbeyli camp, and 13 tons of sugar were sold in Kahramanmaraş camp during this period. In March 2022, in Kilis camp, because the cost of a package of Syrian bread increased from 3.5 TRY to 4.5 TRY, whereas it costs 5 TRY outside of the camps, beneficiaries rushed to buy more bread. While 3200 pieces of bread are sold on regular days, perhaps due to concerns over additional increase, the markets managed to meet the demand and sold 6200 pieces of bread on average on the days after the price increase.

D. Purchasing Power

As the inflation rate reached as high as 61.1 percent and the food inflation is 70.3 percent as of March 2022, the purchasing power of the beneficiaries decreased immensely. In January 2022, while in general beneficiaries were pleased with the increase in transfer value, they stressed that 30 TRY increase is not aligned with the inflation rate and is not enough to deal with the price surge. In February 2022, beneficiaries asked for 250 TRY assistance per person. Due to the frequent price increase, in March 2022, more people voiced the difficulty to meet their needs, and some said that the assistance amount should be 350 TRY to make the same contribution before the economic turmoil. Meanwhile, the top-up payment (1300 TRY) was greatly appreciated by beneficiaries especially in winter

times with scarce employment opportunities. Most of the beneficiaries found the assistance satisfying.

As the agriculture season has not started yet, few beneficiaries were able to generate income in industrial work such as automotive, textile, and construction sectors in the Osmaniye camp. In Kahramanmaraş camp where industrial work is also available 500 people exit and enter the camp daily for work, although number of people leaving the camp daily reaches around 1,500 when all other reasons are considered.

Savings from summer work remains a significant source for beneficiaries to meet their needs in winter.

WFP staff also observed that consumption of vegetables and fruits decreased significantly and consumption of meat and chicken almost eroded. This not only affects beneficiary diets but also poses a challenge for the markets. As experienced in previous years, unaffordability leads to food unavailability as unpurchased items go waste, and eventually markets no longer sell these items.

3. Protection and Referrals

As of Q1 2022, 192 cases with protection requirements have been identified in the camps and referred to the relevant protection actors. The cases are identified by WFP personnel during camp visits and monitoring activities, as well as by camp managements and TK personnel based in the camps. Among all, 54 percent of the protection cases were raised by men and 46 percent of them were raised by women. Being the most populated camp, Saricam camp has the highest number of protection referrals (82%), followed by Kahramanmaraş (16%). Except for the

two cases in Kahramanmaraş, which have Iraqi nationalities, all the protection cases were uttered by Syrians. During Q1 2022, there were no protection cases reported.

Medical equipment requests (139), and access to medicine and health services (25) are the most common referral reasons. 10 cases required involvement of the PDMM, as the issues were related to registration and obtaining Temporary Protection IDs (Figure 4).

FIGURE 3: REFERRALS BY CAMPS AS OF Q1 2022

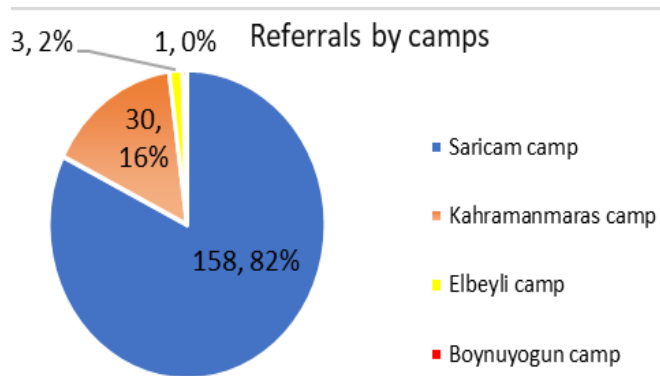
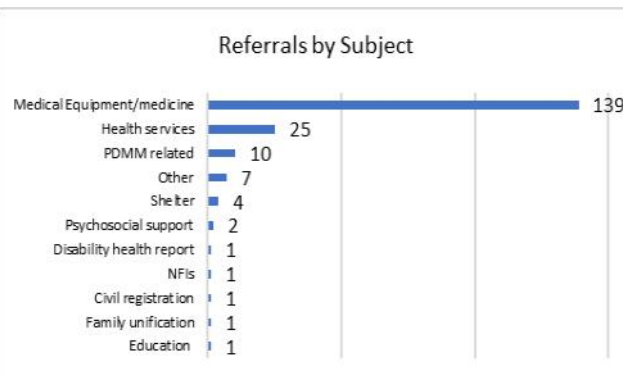


FIGURE 4: REFERRALS BY SUBJECTS AS OF Q1 2022



4. Accountability to the Affected Population

A. Received calls by the 168 Call Center

During the reporting period, the 168 Call Center received and responded to 236 calls. The majority of the calls were made by Saricam camp residents (119) which is more likely due to its large population. This was followed by the calls made by residents of Elbeyli (58) and Kahramanmaraş (33) camps. As usual, men (75%) called the 168 call center more than women (25%), which might be because most of the households are male-headed and heads of households are more likely to use phones on behalf of their families.

In Q1 2022, 62 percent of the calls were made to update information, mainly to check if the household information in the system is correct, such as the number of household

members – which determines the total assistance amount the household receives. Saricam camp had the highest number of update calls (76) followed by Elbeyli (35). WFP team is closely following up with these two camps to understand the need for updates and act accordingly.

One fifth (21%) of the calls were related to card issues i.e. asking for balance check. Another 16 percent were made to request information primarily because they did not clearly understand the SMSs sent regarding dormant accounts, account swept backs, and ATM-related issues. As an action, in addition to SMSs, it is decided to make announcements inside the camps regarding the issue. Another common information request was about the Kizilaykart programme and card delivery time received by those that have recently gotten married or have recently moved in the camps.

There were only two complaint calls received. One was about not being allowed to take photos of the product prices in the markets and the other one was about not being permitted to separate the household. The Call Center provided necessary explanations as much as possible.

No fraudulent cases were observed during the reporting period.

FIGURE 5: CALLS BY CATEGORIES Q1 2022

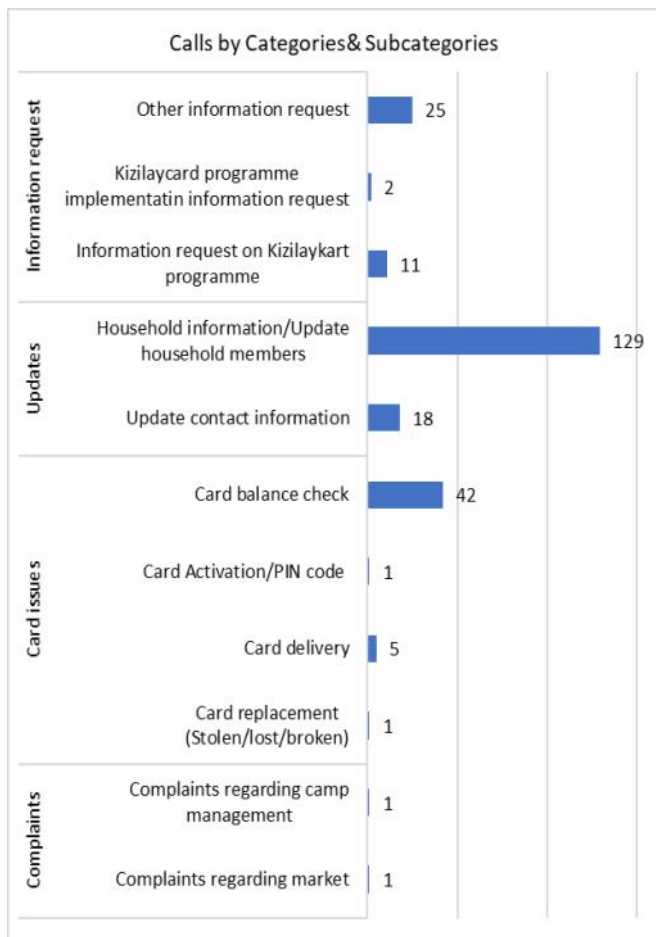


FIGURE 6: SMS SENT BY CATEGORY IN Q1 2022

SMS Sent by Category – Q1 2022	
Category	Number of SMS sent
Dormant account - swept	14,903
Dormant account - warning	14,965
Upload	23,716
Coronavirus market sensitization	23,716
Coronavirus sensitization	23,792
Eligibility - bank branch information	64
Discrepancy related	78
Complaint related	3
Top-up payment sensitization	7,948
Top-up payment upload	15,781
ATM-Balance check	7,832
Total	132,798

B. Outreach Activities

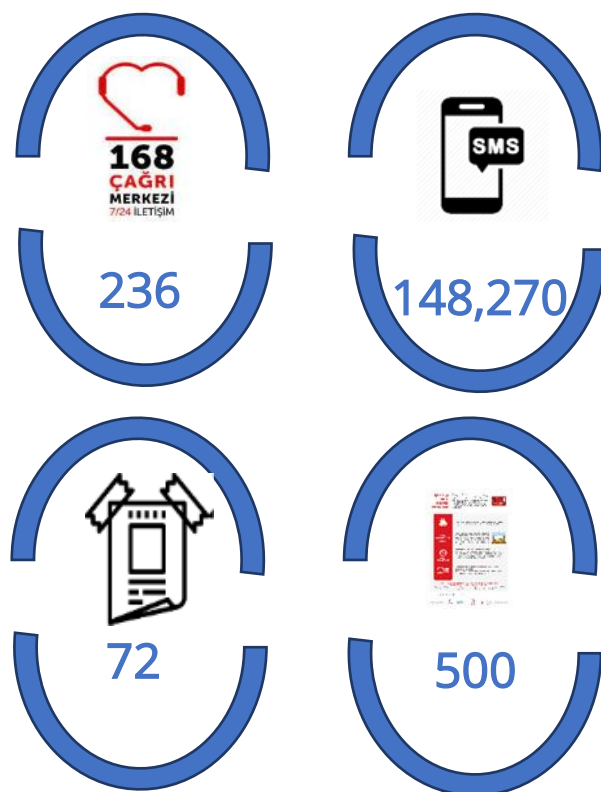
During the reporting period, 132,798 SMSs have been sent to camp residents. Before providing the top-up payment, two SMS templates were drafted and shared with beneficiaries – the former SMS was to sensitize about the top-up and the latter was to inform about the uploads. The messages also included information on postponed sweep back dates to prevent crowdedness in the markets right after the upload dates.

During Q1 2022, the FAQ document was updated and shared with field staff to improve their understanding of the programme and supporting the beneficiaries with better knowledge.

The programme leaflets were translated to English to facilitate potential high-level visits. In total, 500 leaflets including 190 in English were printed and sent to all camps for potential new camp residents and for those who have limited knowledge of the e-voucher programme. Additionally, 72 posters were printed and placed in markets, TK offices, and camp management offices to sensitize the beneficiaries about the programme adequately.

Furthermore, WFP conducted outreach activities to inform and sensitize camp residents about the Socioeconomic Empowerment and Sustainability (SES) livelihood programme. This includes sharing programme application links with camp managements and TK personnel as well as distributing brochures and posters to them to ensure wider outreach among camp residents through mukhtars and community leaders.

OUTREACH SNAPSHOT



ANNEX 1

The food basket is designed to be nutritionally balanced, in line with the food consumption habits of the refugees in Türkiye, and at the lowest feasible cost. The food basket components are shown in Figure 7. Bread has the highest share in the food basket (22%), though decreased from 24

percent in Q4 2021. Cheese remained the second most expensive item, followed by eggs, rice, beans, and oil. The share of oil increased from 6 percent to 7 percent due to the higher-than-average increase in oil prices.

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

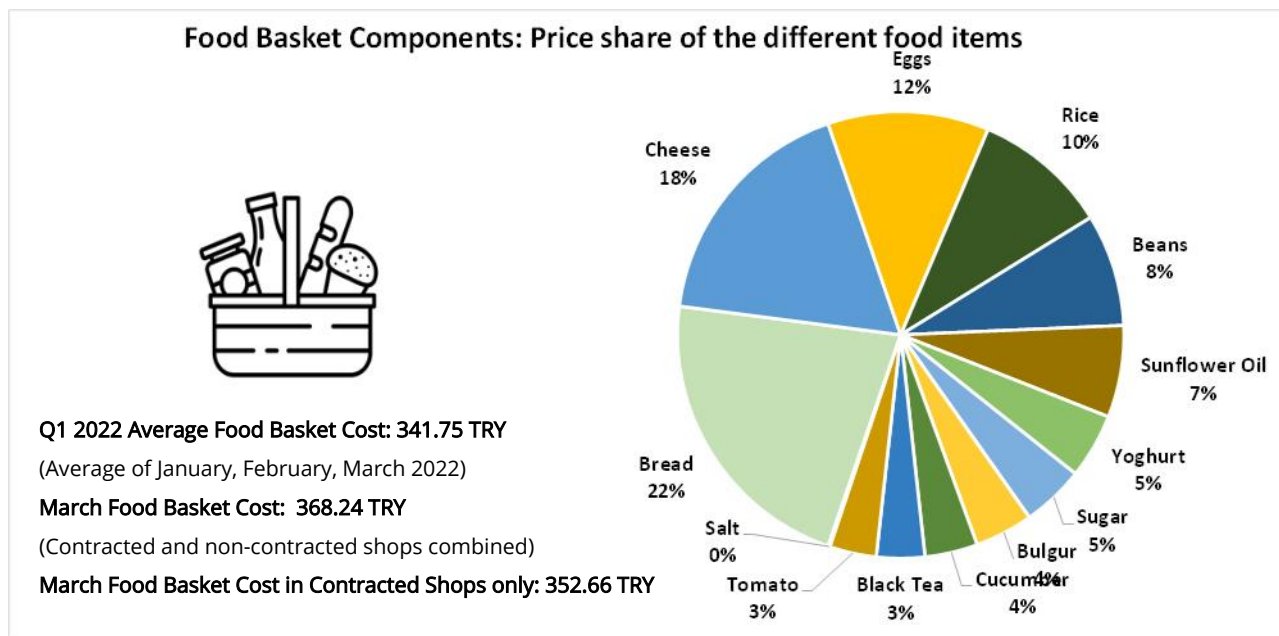
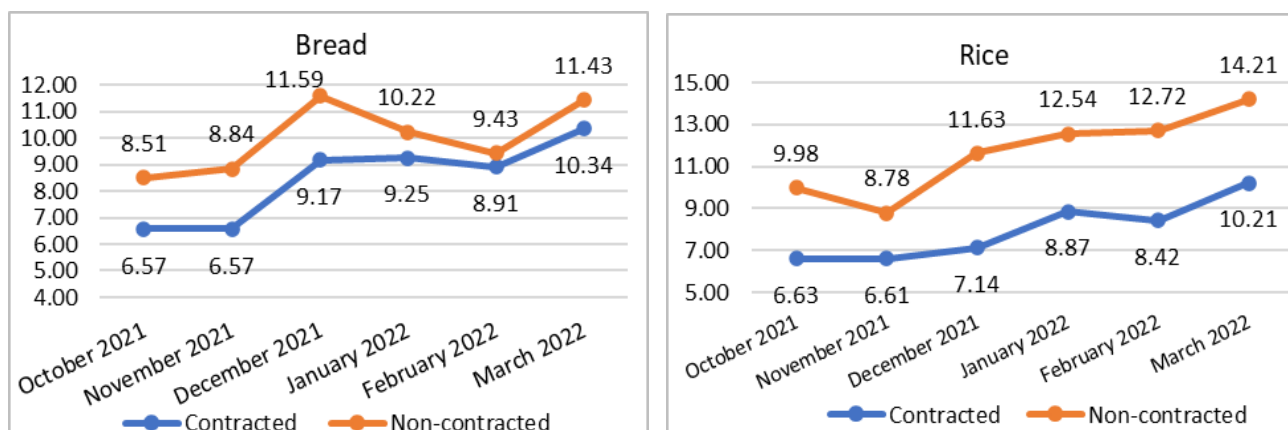
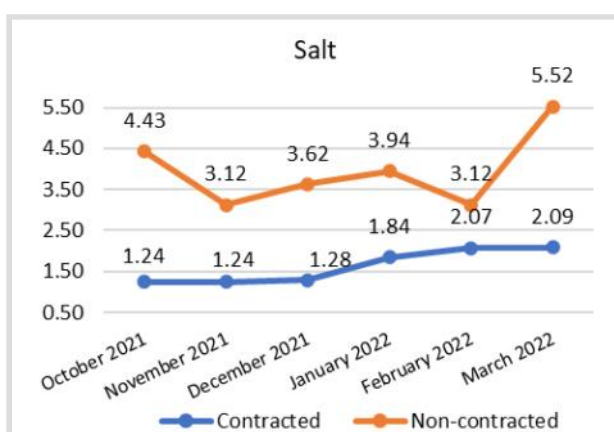
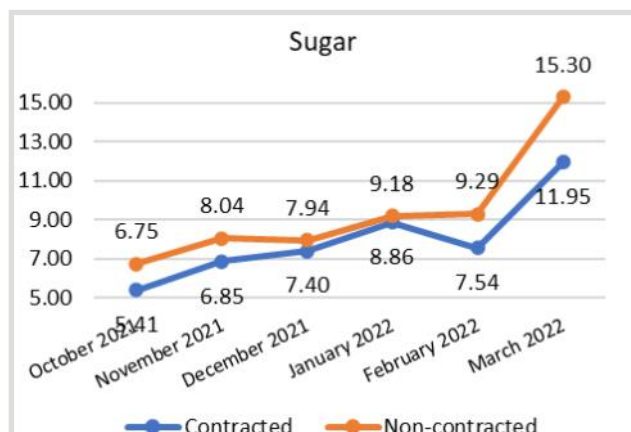
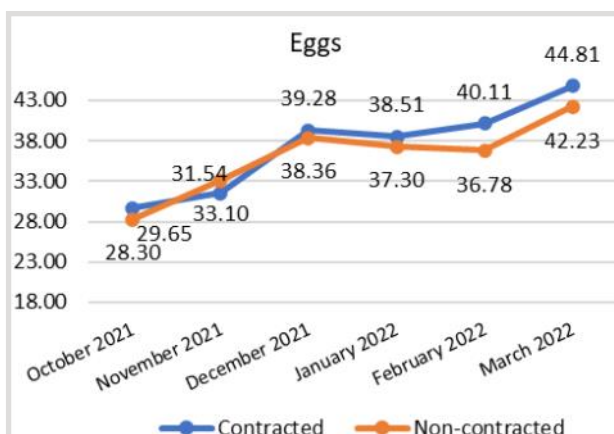
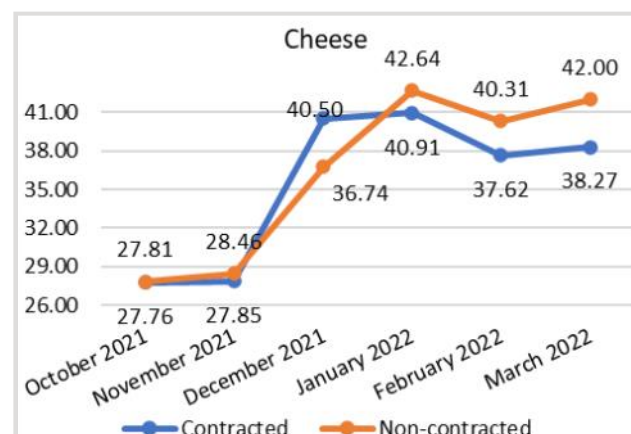
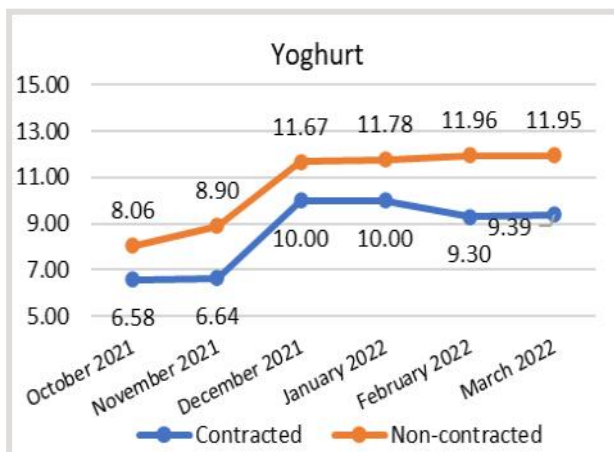
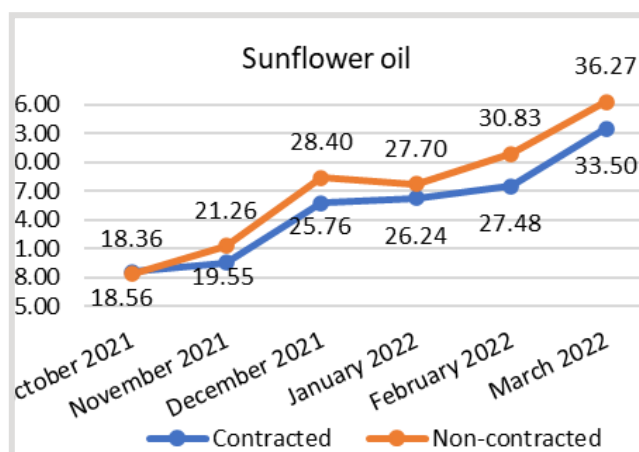
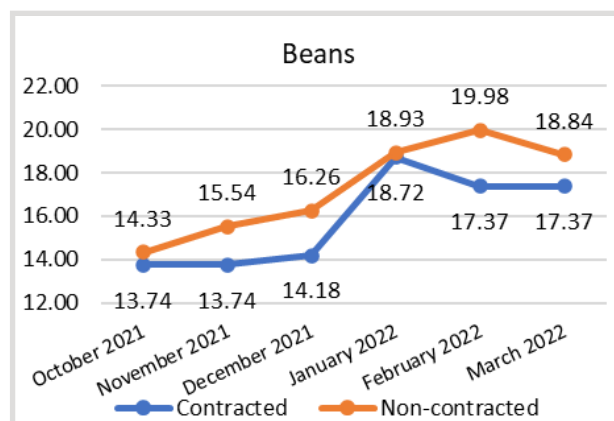
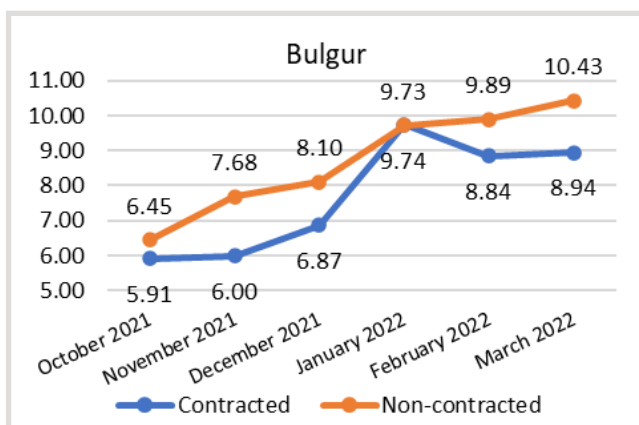


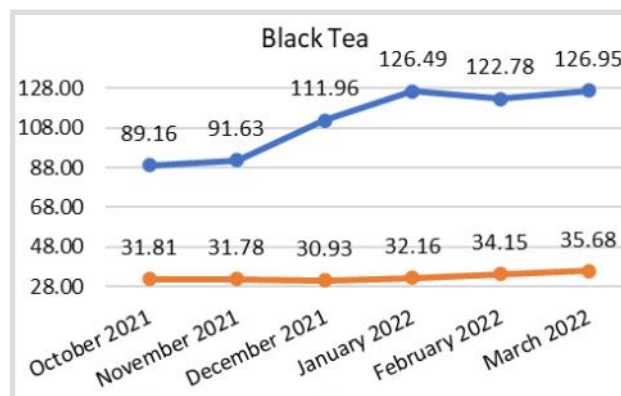
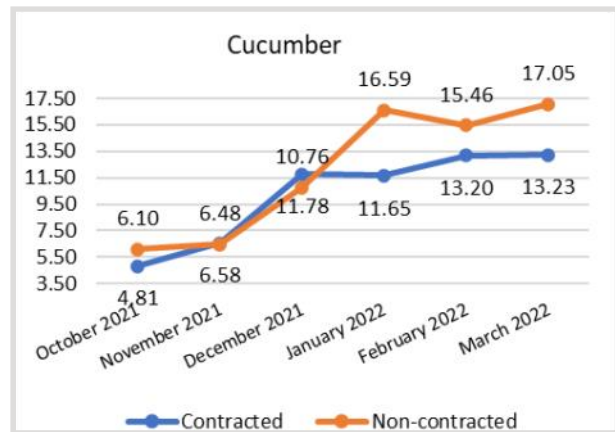
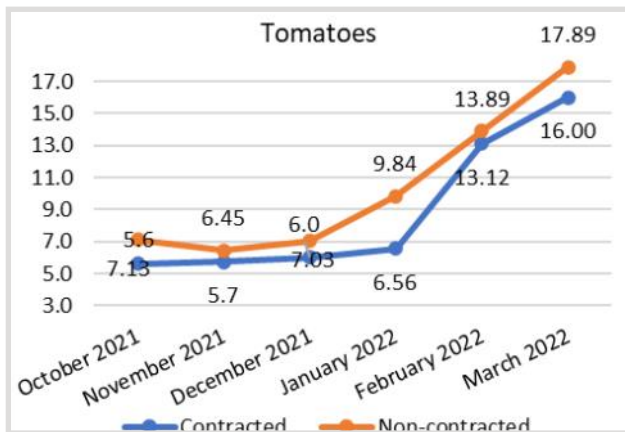
Figure 8 depicts the price trends for each food basket item over the last 6 months. All items had significant price increases: The kilogram price of bread in contracted markets increased from 9.2 TRY in December 2021 to 10.3 TRY in March 2022. As it makes up the largest portion of the monthly food basket (7.5 kg), even slight changes have a considerable impact on the overall food

basket cost. The liter price of oil increased by 8 TRY from 25.8 TRY to 33.5 TRY during the reporting period, and the kilogram price of sugar climbed from 7.4 TRY to 12.0 TRY. Similarly, the cost of rice was 7.1 TRY in December 2021 and reached 10.2 kg/TRY in March 2022. Yogurt and cheese were the only two items with relatively stable prices in Q1 2022.

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







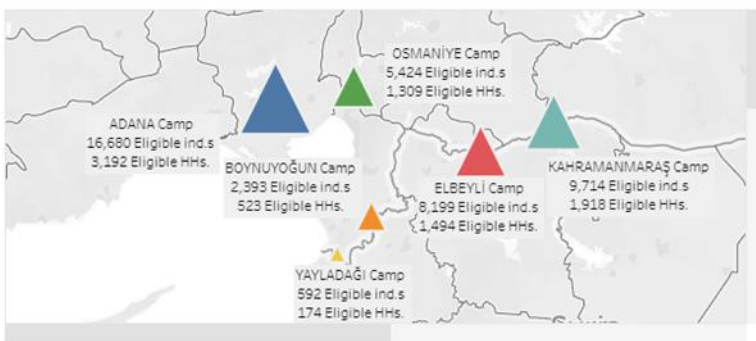
ANNEX 2



WFP TRCO Camp Programme

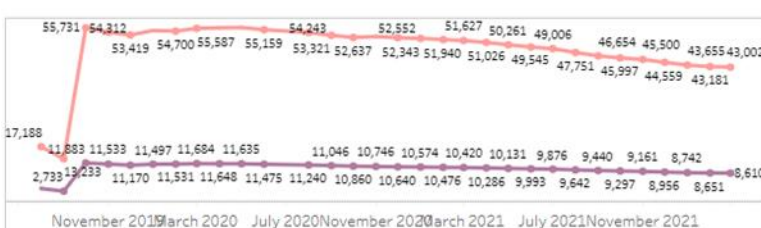


43,002 Eligible individuals 8,610 Eligible households

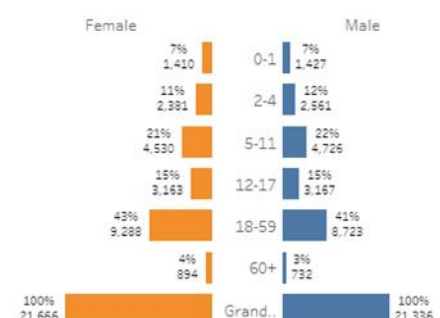


15 individuals in 11 households became ineligible due to the death or absentee of head of household as they exceeded the permitted limit of stay outside of the camp. TK informed PMM of these HHs and take necessary actions.

Camp Programme Trends: Individuals vs. HHs



March 2022 Age-gender Pyramid



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