Inter-Agency Coordination Türkiye

Cash-Based Interventions Technical Working Group

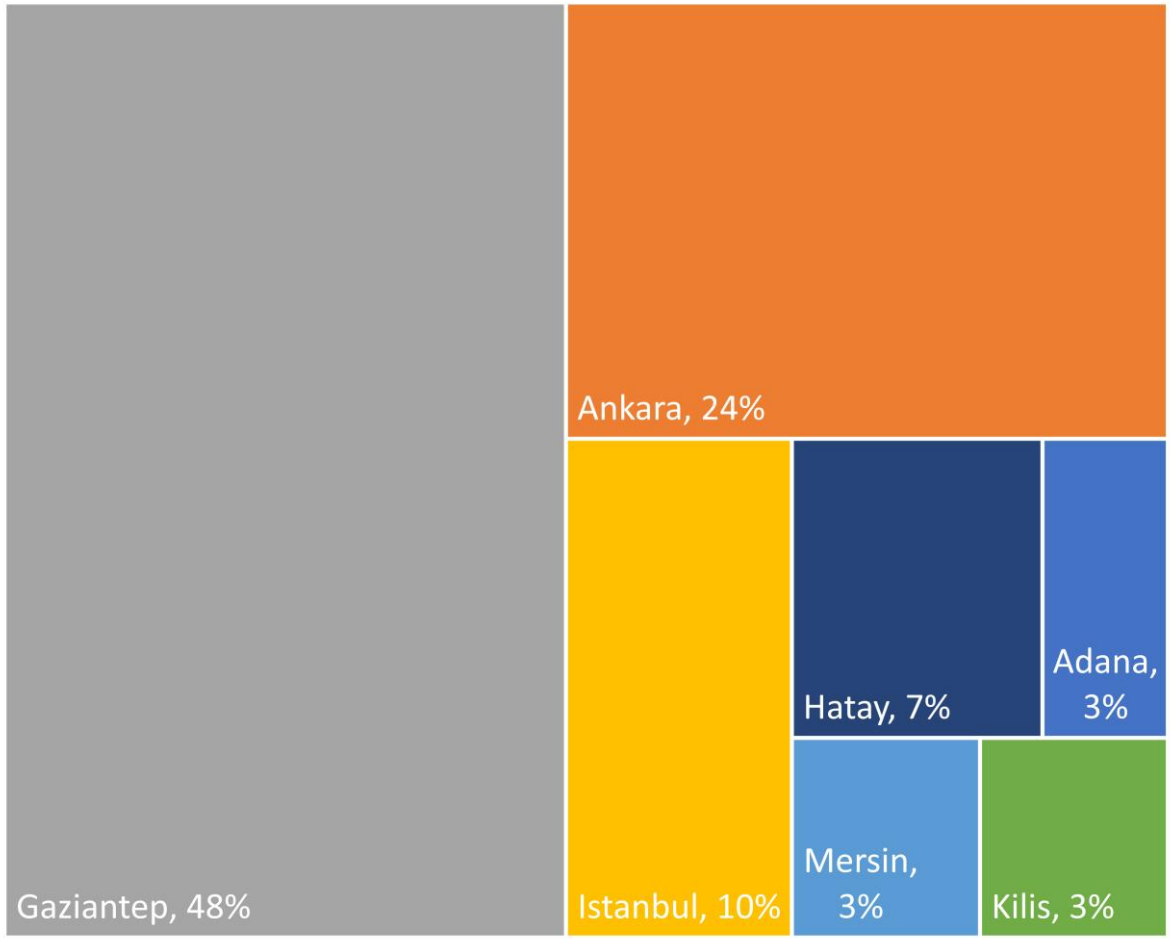
Gaziantep

April 5, 2023

Agenda

Agenda Items	Time	Responsible	Details
1. Welcome & Introductions	13.30 – 13.35	All partners	• Welcome & Introduction
2. Review: Action Points & Announcements	13.35 – 13.45	UNHCR/TRC	• Action Points • Announcements
3. IM Review	13.45 – 13.55	UNHCR/TRC	• Presentation of mapping (3W) • Progress in reporting
4. Sectoral Use of CVA	13.55 – 14.00	UNHCR	• Introduction to FSPs in Türkiye
	14.00 – 14.15	RedRose	• Presentation of Solutions + Q&A
	14.15 – 14.30	Nagis Informatics	• Presentation of Solutions + Q&A
	14.30 – 14.45	GeniusTags	• Presentation of Solutions + Q&A
5. CVA Updates	14.45 – 15.10	All partners	• TRC-IFRC-WFP update • UNHCR-IOM update • Other partners

Welcome & Introductions



ACTED	**SENED**
Bonyan	**SEVKAR**
CARE	**SGDD-ASAM**
DRC	**Space of Peace**
FAO	**TRC**
FCDO	**UNFPA**
IFRC	**UNICEF**
IOM	**Violet Organization**
MUDEM	**WHH**
MWL	**WVI**
OCHA	
People in Need	**GeniusTags**
SARD	**RedRose**
Save the Children	**Nagis**

Review Action Points

Action Points	Progress
Co-chairs to share Cash for Work Workshop invitation	Done
UNHCR to disseminate Donor Advocacy Note	Done
Members to complete their data entry to 3W	In Progress
Members to complete their data entry to Reporting Activity	In Progress

Announcements

- **Stipend Guidance Document**

- **Protection mainstreaming focus: Next week**
- **Protection mainstreaming workshop: April 27**

TÜRKIYE EARTHQUAKE RESPONSE

3W - Cash Based Interventions (Flash Appeal)

OCHA

Inter-Agency Coordination Türkiye

as of 01 Apr 2023

People targeted

87 Tsd.

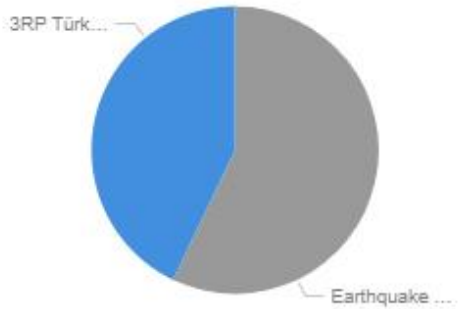
Total Amount (TRY)

91 Mio.

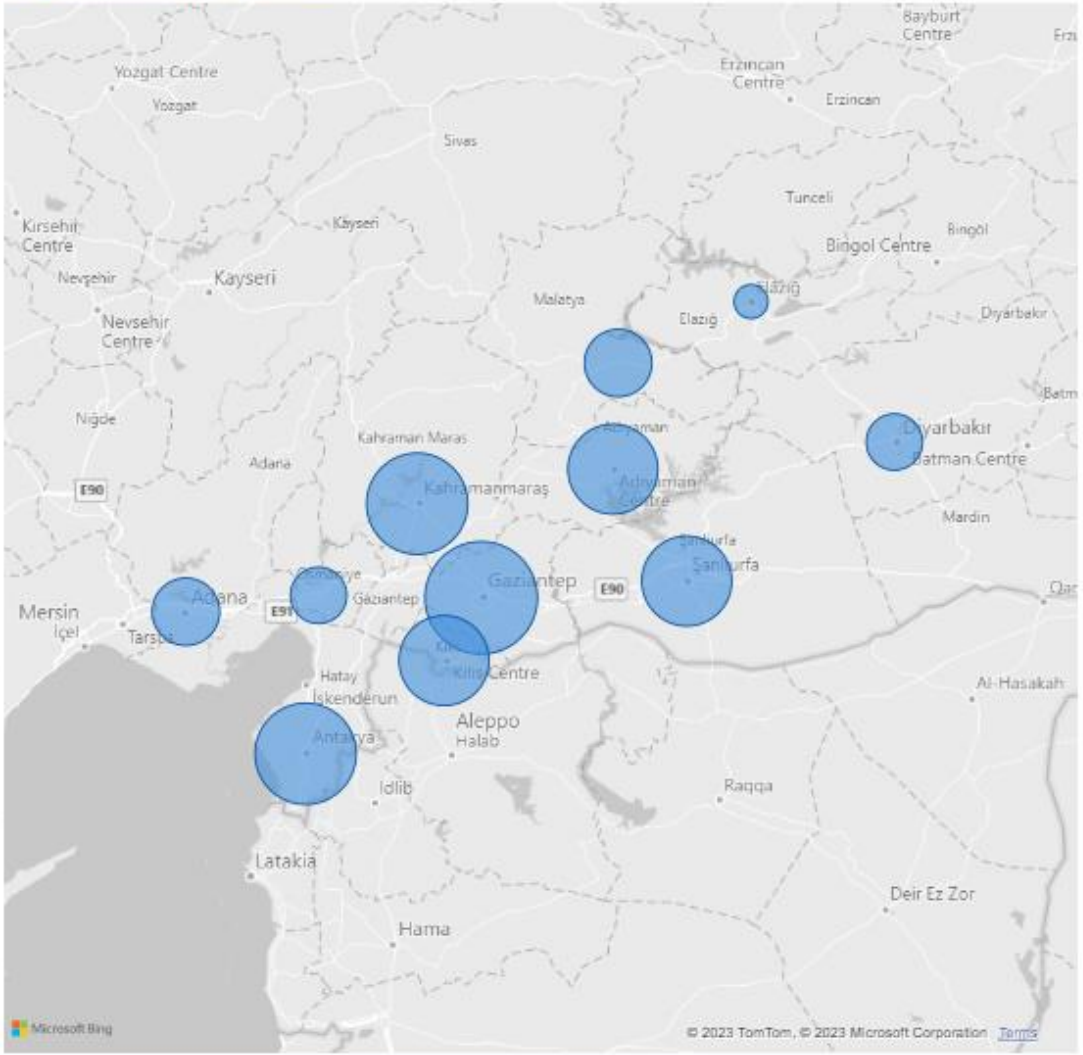
Organizations

13

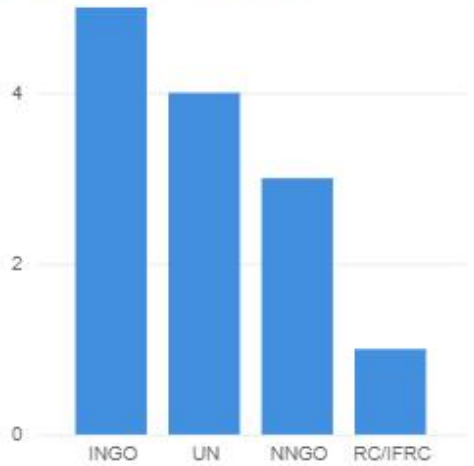
Anzahl von Partner nach Appeal



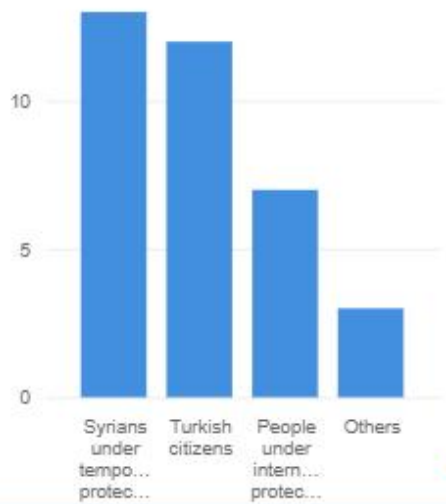
Organizational Presence



Type of Organizations



Nationalities adressed



The boundaries and names shown and the designations used on this map do not imply official endorsement or acceptance by the United Nations.

Creation date: 01 Apr 2023 **Sources**: 3W Mapping of CBI TWG **Feedback**: ocha-turkiyeeq@un.org www.unocha.org www.reliefweb.int

TÜRKIYE EARTHQUAKE RESPONSE

Reporting of Achievements - MPCA

OCHA

Inter-Agency Coordination Türkiye

as of 01 Apr 2023

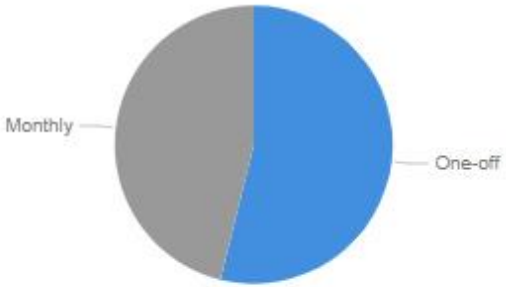
9234
People reached

1.7 Mio.
Amount transferred (TRY)

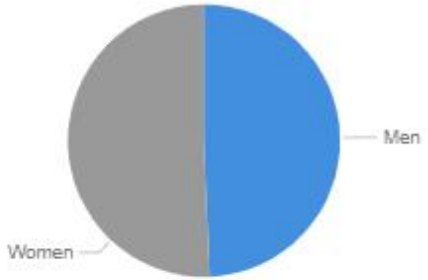
97
People with disability reached

6
Organizations

Transfer Frequency

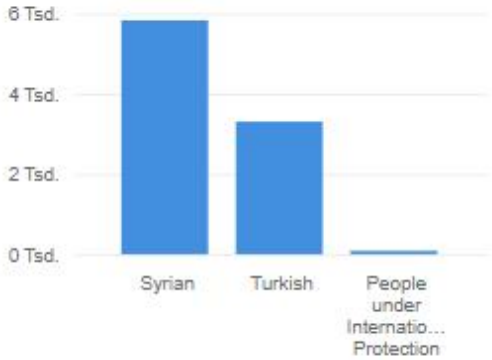


Gender repartition

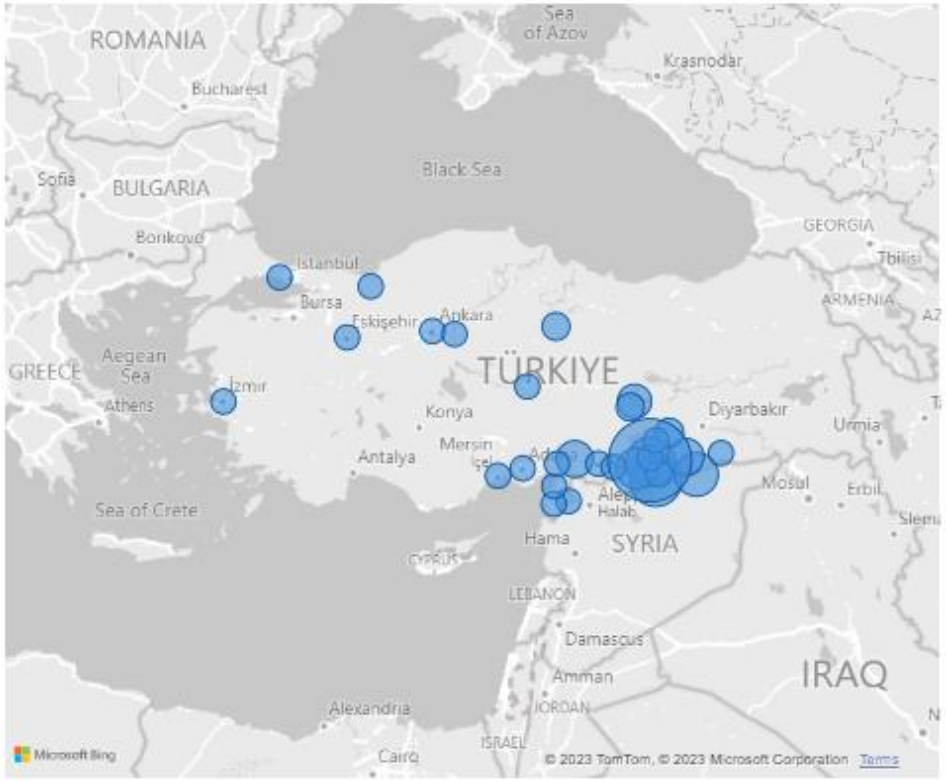


Delivery Mechanism

of individuals benefiting from m...



People reached



Bonyan	Concern Worldwide	DRC	Malatya Ya Sam	Pozitif Yasam Dernegi	UNFPA

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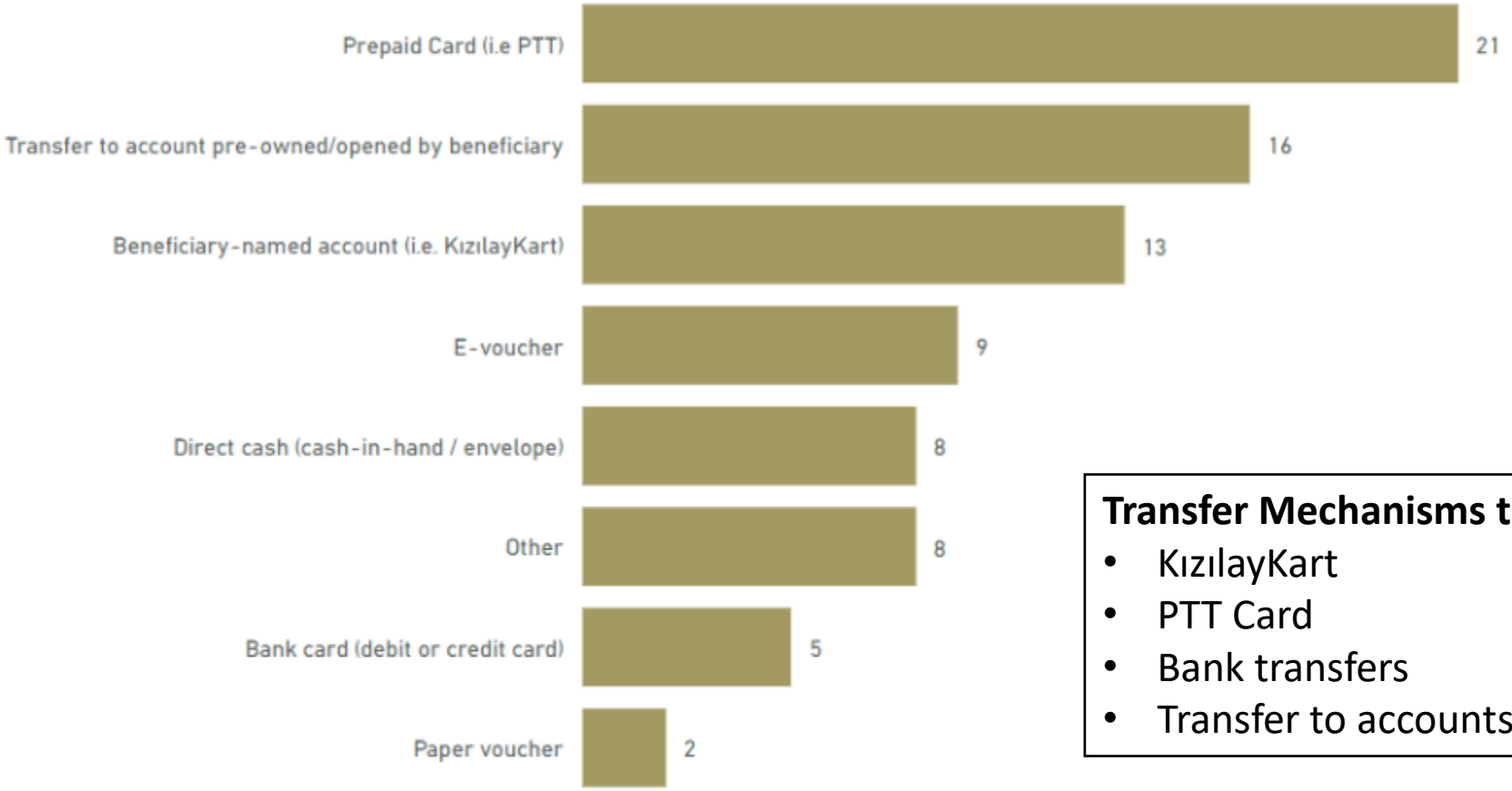
Creation date: 01 Apr 2023 **Sources**: Activity Reporting **Feedback:** ocha-turkiyeeq@un.org www.unocha.org www.reliefweb.int

Part of Flash appeal

No	Yes

Introduction to FSPs in Türkiye

Rapora geri dön



Transfer Mechanisms that we will not cover today.

- KızılayKart
- PTT Card
- Bank transfers
- Transfer to accounts

02.04.2023

RedRose's Türkiye Earthquake Response

Presentation for Türkiye Cash Working Group
Meeting on April 5th, 2023

RedRose

Global Framework Contracted Partners

A Single Zero-Commitment Framework Agreement With Headquarters
Allows Access to All RedRose Services On-Demand Globally

Why RedRose?

Integrated, End-to-End Program Management

Recipient Management

- Register Recipient
- Verify and Target
- Communicate updates

Assistance Delivery

- Manage Multiple Funds from Multiple Donors
- Multiple distribution modalities simultaneously

Surveys & Feedback

- Post Distribution Monitoring
- Market Surveys
- Complaints & Feedback

M&E

Real-Time Monitoring, Dashboard and Data Analytics

Overview of RedRose's solutions in Türkiye

I- Available service

Financial Transfers via MoneyGram

RedRose is partnered with MoneyGram (MG) for remittance payments in Türkiye. This fully integrated solution means payments are achieved quickly and status monitored in near real-time.

RedRose + MoneyGram.

II- Prospective service

A101 Market – Digital Voucher Codes for Supermarket

RedRose is in the process of partnering with A101 to provide an integrated solution for delivering assistance via A101 digital vouchers.

RedRose + A101 HARCA HARCA BİTMEZ

RedRose & MoneyGram Finance Overview

RedRose + MoneyGram

Create Recipient List	Send Funds	Approve Distribution	Monitor Receipt
Recipients will be created and managed in the RedRose system	As soon as RedRose receives distribution funds the distribution becomes available for sending in the system	The sending is approved according to organization's required approval flows. Within minutes the funds can be available to the recipient	The RedRose platform provides near-real time monitoring of each transaction

RedRose & MoneyGram in Türkiye

What recipient data is required to receive the money through MoneyGram?

1) Cash pickup: recipient name including second name (if on the ID) and surname written exactly as it is on the ID (in Latin characters). A phone number is optional and used for notifications.

2) IBAN: recipient first name and surname, phone number, IBAN number, bank name.

How does a recipient receive his / her cash?

1) Cash pickup: Each transaction has a unique reference number which is provided to the recipient via SMS*. The recipient presents their ID at a MoneyGram agent and provides the reference number.

2) IBAN: The money is automatically deposited into the receiver's bank account. No action from the receiver is required.

**If not available, reference numbers can be found in the system and provided to the recipient by the organization.*

What is MoneyGram's coverage in Türkiye?

1) **Cash pickup**: More than 5000 MG agencies. The largest coverage is at the PTT. Please check to see MG agents in Türkiye as in the following link: MoneyGram Locations .

2) **IBAN:** All banks are in the coverage.

**PTT has almost 1100 branches in areas where banks do not.*

What distribution currencies are available with MoneyGram?

1) **Cash pickup**: This is available in Turkish Lira, US Dollar, or Euro.

2) IBAN: This is available in Turkish Lira.

.

What if some recipients do not claim their money?

1) Cash pickup: Money is available for claim for a maximum of 90 days*. An unclaimed transaction can be canceled. The distributed funds are returned.

2) IBAN: If funds are rejected by the receiving bank, the distributed funds are returned.

**Cash pickup funds can be set to automatically expire at a shorter time interval, for example 30 days.*

RedRose + A101 supermarket in Türkiye

What is A101's coverage in Türkiye?

It has more than 12,000 supermarkets in 81 cities. A101 has the largest supermarket coverage in Türkiye. Currently, there are 1205 open A101 supermarkets in the most affected 11 cities.

What values are available for the vouchers?

This is to be determined.

What data is required for the recipient to get vouchers?

There is no specific required information for a recipient to receive a digital voucher code. To send digital voucher codes details by SMS a phone number is required. Digital voucher code and pin can be used by anyone who has the information.

What is the voucher order process?

A standard purchase order should be mutually signed A debit note will be returned and partners will send the funds to the RedRose account in advance. RedRose will load voucher digital codes into the system for use.

How does the recipient receive the code?

The digital codes are provided to the recipient via SMS* **. Once it has been distributed to recipients, recipients can start using the digital codes.

**Messaging services are paid separately from the voucher service fees.*

*** If messaging capability is not available, reference numbers can be found in the system and provided to the recipient by the organization.*

What if the vouchers are not spent?

Vouchers are like cash. Once they are distributed, they are considered as used. Any person with the information can redeem the voucher.

Please refer to the A101 FAQ for more information

How to use A101 Digital Voucher Code?

How to use A101 Digital Code?

You will get a **16-digit digital code** and a **4-digit pass code** via SMS.
Keep it safe.

Where to use it?
In all A101 markets in Türkiye.

How to use it: Steps to follow

1) Go to any A101 market.

2) Complete purchase at the cashier.

3) For payment, show 16 digit digital code plus 4 digit pass code to the cashier*.

4) Cashier will give a receipt with the purchased items just for your information.

5) If you want to learn remaining balance, please ask to the cashier directly.

Should the amount be spent in only one time?
You can spend the amount in your code at one time or the amount can be spent in multiple times within the validity period.

Is there any purchase restrictions?
Money transfers, tobacco and tobacco products, mobile phone credit, games, subscriptions and gift cards etc., bill payment services, TV, mobile phone, tablet, computer, electronics etc., domestic appliances and furniture
CANNOT BE PURCHASED.

Any fees to be paid by recipients?
No transfer fees, no deductions.

Deployment and Support

Rapid Deployment

On Site or Virtual Training

Training and Support in 5 Languages (English French Spanish Arabic Turkish)

7 Days a week Remote Support

Security Assurance - GDPR Compliance

Ernst and Young evaluates the RedRose platform and operations against GDPR and SOC Compliance

Questions

NAGİS

Touching Human Lifes
Through Technology

www.nagis.com.tr

NAGIS in a Nutshell

I keep six honest serving men,
And they taught me all I knew.

Rudyard Kipling

- **Who is Nagis?**
- **Where does Nagis operate?**
- **What does Nagis do?**
- **How does Nagis do things?**
- **Why does Nagis do things this way?**
- **When is Nagis Team reachable?**

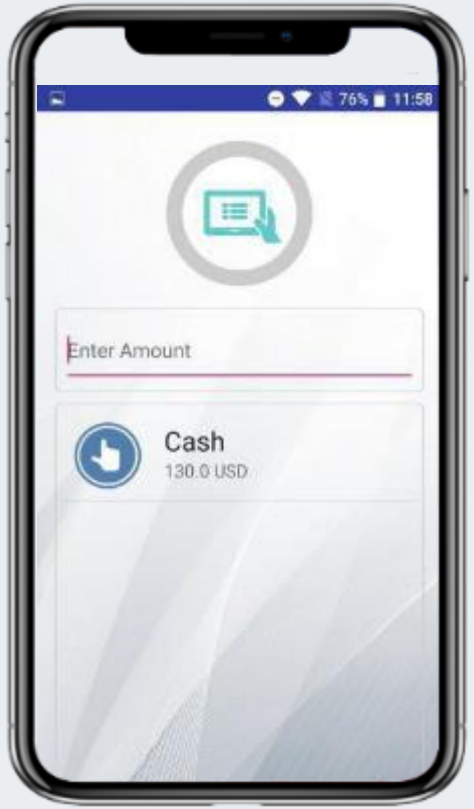
WHO IS NAGIS

- 2004 Nagis was established as a Consultancy Company
- 2004 – 2009 Several Consultancy Services provided for Development Projects
- 2010 – Nagis Informatics Department was established
- 2010 – First Aid Project was implemented through POS devices for local municipality
- 2011 – Nagis became partner of VeriFone
- 2010 – 2014 Nagis provided Consultancy and Informatics support to many governmental and private sector projects in whole Turkey
- 2014 – Nagis first met with International NGOs and provide e-voucher service to humanitarian sector
- 2016 – Nagis started to implement first international project in Syria
- 2017 – Nagis was established branch that is call NGS Bulgaria EOOD in Sofia for managing international operations
- 2018 – Nagis started to implement first project in Africa
- 2018 – Nagis System integrated with biometric systems and ODK platforms
- 2019 – NGS Bulgaria Ltd Co registered in Nigeria
- 2020 – NGS Bulgaria Ltd. Co. began to operations in Asia region by implementing program in Myanmar
- 2021 – Nagis System integrated with First Bank and Paga Tech in Nigeria and Nagis start to provide direct cash solution

Where **Nagis operates?**

What do we do?

1. Web Applications and/or Mobile Applications
2. Cash Based Response or Goods Based Response
3. Offline Workflow or Online Workflow



İşlem No	1162806
Kart Numarası	2023018246010493
İşlem Tarihi	02/04/2023 16:29:12
Kasiyer	kasiyer3@bizim.market
8681353038600 - IBRAHIM BERK ERKEK PATIK CORAP	9.50
8681338070631 - ARKI DESENLI PATIK ERKEK CORAP	10.50
8697713827768 - PEROS 4 KG SIVI BUL.DET.LIMON	58.95
8681338070631 - ARKI DESENLI PATIK ERKEK CORAP	10.50
8681353038600 - IBRAHIM BERK ERKEK PATIK CORAP	9.50
8681353038600 - IBRAHIM BERK ERKEK PATIK CORAP	9.50
8681353038600 - IBRAHIM BERK ERKEK PATIK CORAP	9.50
Karttan Çekilen	118.95
Fiş No	726816
İşlem Aracı	viaQRCode

How do we do things?

•Multiple Operation tools (Smart Card, QR Coded
Paper Voucher
- Online – Offline Operation
- Peer to peer Encryption
- No Personal Data on the Field Devices

•API Integration (Power BI, Simprints, Onservices, Kobo, Commcare, Ona, etc.
•Offline biometric registration and verification
- Remote and In-person technical support
- Operation in Multiple Language
- Raw and Customized Reports

•Static and Interactive Dahsboard for different level of user
•Multiple language on platfrom and mobile application level.

•Detailed log record for all level of users
- User Authorization
- Multiple Operation with single card.

•Log records for field and platfrom operation
- Software Development Support
- 7/24 Technical Support
- Data Protection

•Duplication Analyse via selected flexible criteria
- Remote and/or Offline PIN change

•Electronic Approval for any type of Money transfer
- Duplication Analyse
- Report Storage
- Device Blockage

Distribution Modalities

In-Kind Distribution via Voucher

- Provision of Voucher
- Provision of Vendor Network
- Provision of Platform
- Provision of Technical Support
- Barcode based price monitoring
- Provision of SMS Mechanism
- Provision of Beneficiary App.
- Provision of Cutomized Dashboard and Reports
- Provision of Mobile App to vendor
- Provision of Vendor Payment Service
- Provision of Market Analyse
- Refunding Mechanism
- All services related with Voucher distribution are provided as Free of Charge to NGOs and Beneficiaries

Direct Cash Transfer

- Provision of Platform
- Provision of Money Transfer Service
- Provision of Customized Dashboard and Reports
- Provision of Direct Cash Transfer to Beneficiaries Accounts
- Provision of Pre-Paid Card solution
- Provision of Card Customization Service
- Refunding Mechanism

Voucher Distribution

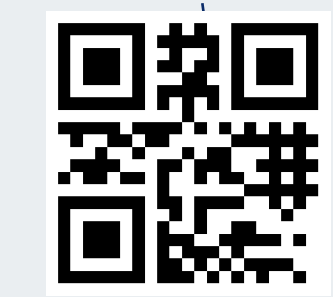
CVA actors may select distributing vocuhers as physical cards

Authorized system users can create Digital cards and disseminate vouchers within SMS via participants' mobile phones

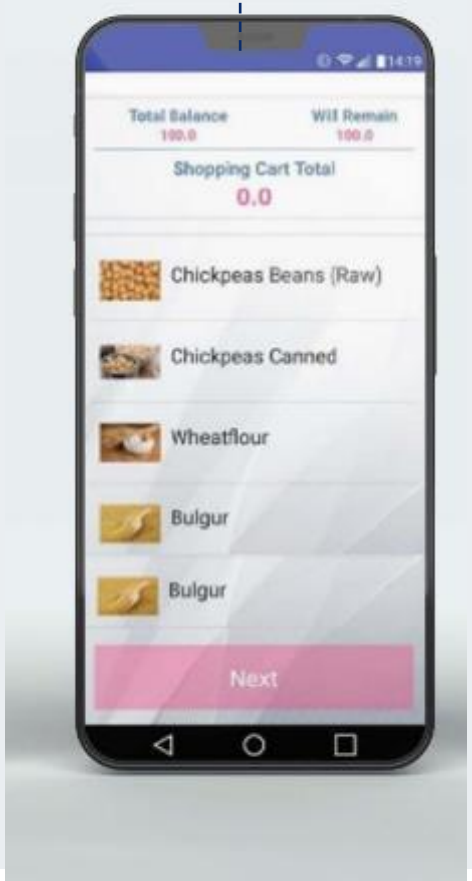
Program participants may login to their Beneficiary App and generate their own digital cards based on granted Access by program implementer.

Voucher Utilization Tools

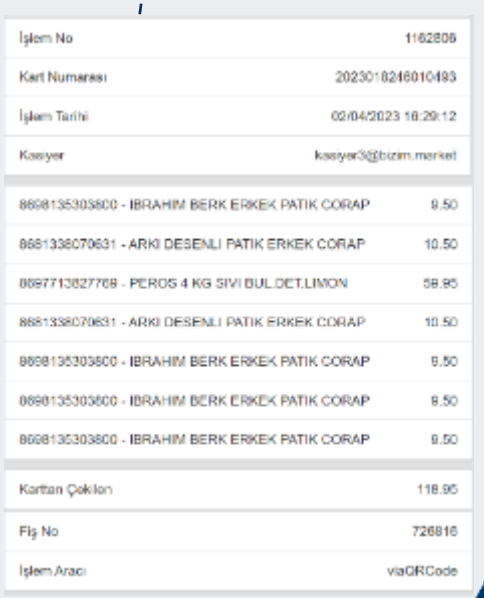
The commodities may be registered on Nagis platform with their barcode and price details . Once the barcode scanned system shall automatically detect, display the item and commence calculating the basket.



For small scale retailers, the commodities can be linked with their images and incorporated into Nagis Platform accordingly to facilitate voucher utilization



Each transaction will be finalised by submitting an itemised receipt to participants. The receipt also will be available on Beneficiary App as well as on Nagis platform for beneficiary and the implementer access



Cash Delivery Mechanisms

Nagis can facilitate inter/intra bank transfers via Ziraat Bank infrastructure

Nagis can provide prepaid card transfer mechanism with one of the prominent e-Money institutions, Param Card

Why does Nagis do things this way?

- The key to Turkish market: Barcode based online system is unique in its qualities.
- A vendor network with wide product range has been developed based on market analysis, business culture and beneficiary profile of Turkey.
- It is also important to note that Ziraat Bank, in terms of number of branches, is the biggest bank of Turkey.
- For prepaid cards, refunding mechanism is available for the amount unused by beneficiaries.

When is Nagis Team reachable?

Establishing effective contact, feedback & complaint mechanism, ensuring the aid organisation receives **technical support in timely manner.**

Swift action in case of **having lost, missing or damaged cards.**

Dedicated team provides **troubleshoot instructions online**

All Nagis System rights are belong to Nagis Ltd. Co.

Türkiye : Mustafa Kemal Mah. 2159 Sok. No:8/3 Çankaya Ankara
Bulgaria: 9 Sveti Sedmochislenitsi Str. Bl.3 floor.2 ap.11,Sofia, Bulgaria
Nigeria : 51 Road, House 6 Festac Town, Lagos, Nigeria

Phone Numbers: +90 312 390 9195 - +90 532 465 1651

Web: http://www.nagis.com.tr
E-Mail: info@nagis.com.tr

GeniusTags

Who we are

“The Technology Helps to Make Life Better”

At **GeniusTags** We believe we can change the way of implementing humanitarian programs and add a great amount of value and quality by providing innovative technology solutions.

GeniusTags is an automation and software solutions company that was founded by entrepreneurs with a long experience in the IT and humanitarian sectors.

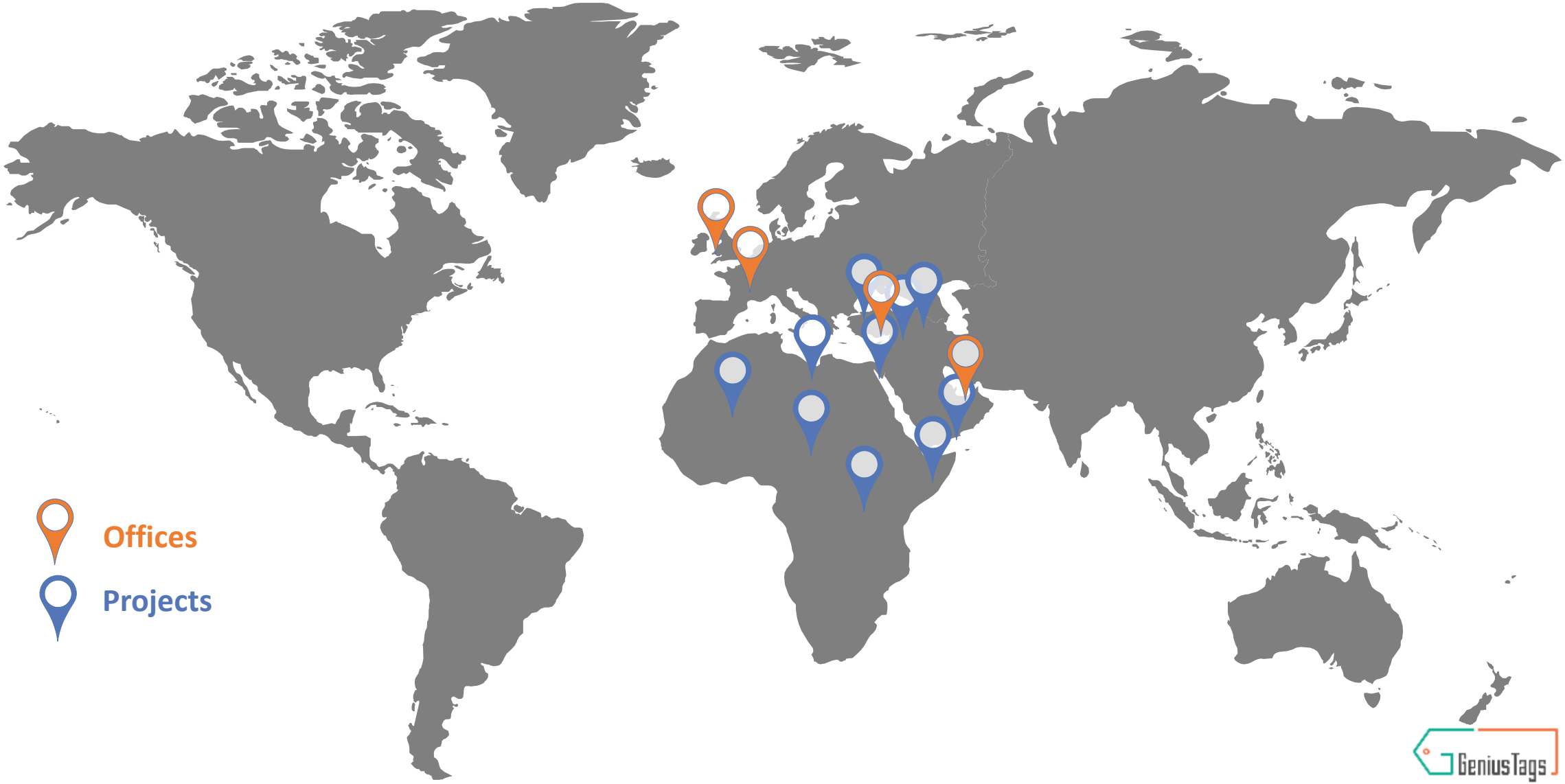
We aim to increase the effectiveness and efficiency of the public sector by providing innovative technologies and software solutions.

GeniusTags

Partners and Clients

Microsoft Partner

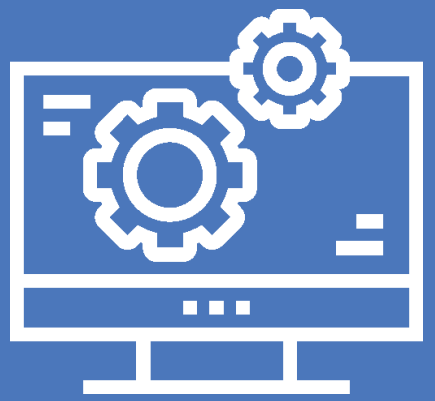
Active Locations and Offices



What We Do

Services

Software Development



Digital Transformation

Products

GeniusVoucher

GeniusDistribution

GeniusChain

GeniusFeedback

GeniusTags

What We Do

Genius Voucher

Optimize & Streamline Voucher-based Projects

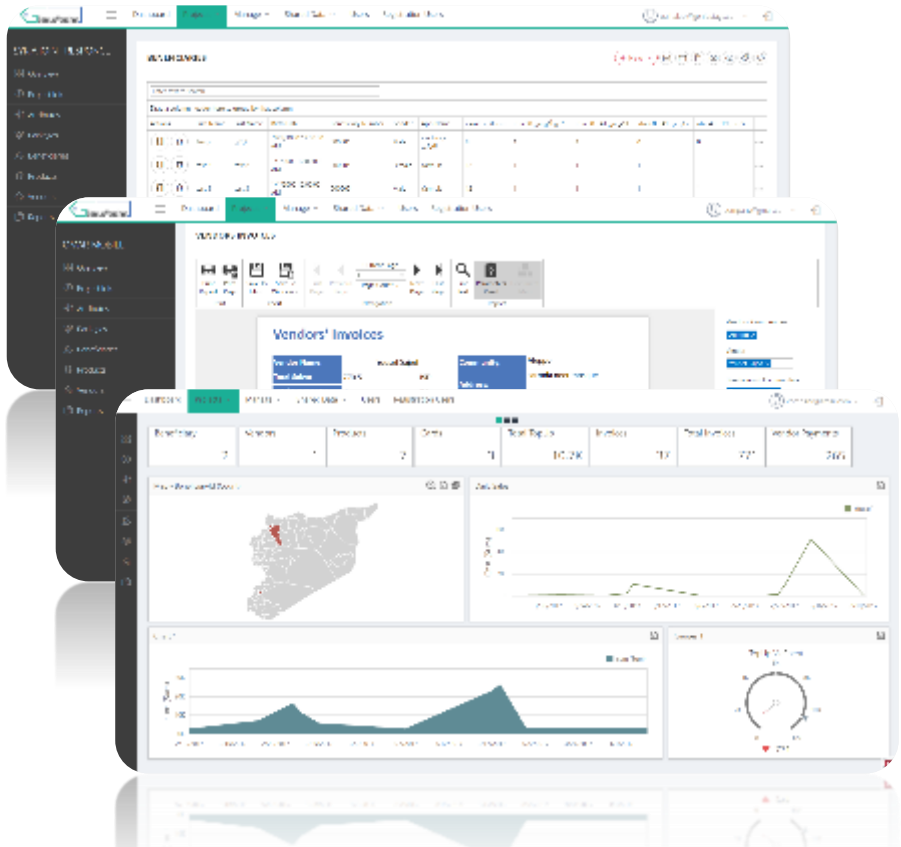
GeniusVoucher is **a multi-wallet** secure electronic voucher system designed to operate in **remote areas**. This versatile platform is a comprehensive solution that helps NGOs control and monitor their **CVA** projects 'activities in **Real-time** in addition to on-time **verification and auditing** during the project Implementation.

- ✓ **Fraud and theft Prevention**
- ✓ **Flexibility and Centralization**
- ✓ **Security and Data protection**
- ✓ **Multiple modalities**
- ✓ **User-friendly**
- ✓ **Offline capability**

GeniusTags

System Components

Portal



Terminal

Cards

GeniusTags

What We Do

Genius Distribution

Contact-less & Controlled Aid Distribution

GeniusDistribution is a one-stop solution for managing various humanitarian distribution activities, enabling offline distribution, **real-time monitoring** , and on-the-spot management flexibility. It helps NGOs to **overcome challenges** such as the burden of paperwork, data entry errors, and real-time monitoring and decision making. In addition to warehouse management and **commodity tracking** add-ons.

- ✓ **No cards, no paper aid delivery**
- ✓ **Flexibility and Centralization**
- ✓ **Fraud and theft Prevention**
- ✓ **Instant implementation**
- ✓ **Inventory tracking**

GeniusTags

What We Do

GeniusFeedback

Smooth & Automated Community members' Engagement

GeniusFeedback is a one-stop solution that enables NGOs to establish a **direct**, real-time and **secure** tow-ways communication channel with community members. It enhance the community members' **awareness** through **publication** feature, it also offers **E-learning** and assessment tool.

- ✓ **Effective engagement and participants empowerment**
- ✓ **Automating the feedback handling procedures**
- ✓ **Improving Accountability**
- ✓ **Privacy and data protection**
- ✓ **Centralization and Collaboration**
- ✓ **Accessibility and Reach**
- ✓ **Early warning**

GeniusTags

What We Do

Genius Chain

For Transparent & Reliable Humanitarian Response

GeniusChain is an initiative for creating **a blockchain-based** platform for the humanitarian sector. it brings increased privacy, **transparency**, and efficiency by utilizing the blockchain's concepts of a Public Ledger, Accounts, Transactions, Consensus, and Decentralization.
It also offers a platform with a wide range of applications developed by GeniusTags.

- ✓ **Transparency and Reliability**
- ✓ **Anonymity and Privacy**
- ✓ **Decentralization and Neutrality**
- ✓ **Efficiency**
- ✓ **Beneficiaries' duplication**
- ✓ **Project collaboration**
- ✓ **Beneficiary access to blockchain**
- ✓ **Beneficiary Wallet**

GeniusTags

Keep in touch

info@GeniusTags.com

+90 554 195 18 83

www.geniustags.com

CVA Updates

- **TRC-IFRC-WFP update**
- **UNHCR-IOM update**
- **Other partners**

EARTHQUAKE RESPONSE
Joint Cash Project
TRC, WFP and IFRC

5 April 2023

Data

In Total

5,2M
Data Rows Sent by MoFSS

1,5M
Unique HHs
(2,3M Individuals)

1,4M
HHs Eligible for Any Assistance
(Those above 18 and living based on AFAD data)

1,2M
HHs Benefiting from 15 Types of Assistance

151,000 HHs
(Building Damages Based on AFAD Data)

31,000
HHs are Prioritised Group
(Women, children and disabled)

120,000
HHs are Prioritised Group

Number of Assistance Types by Province

PROVINCE	COUNT
Hatay	50.763
Kahramanmaraş	24.028
Adıyaman	20.466
Malatya	17.394
Gaziantep	11.192
Diyarbakır	10.345
Şanlıurfa	5.656
Osmaniye	4.648
Adana	2.795
Elazığ	2.599
Kilis	1.033
Sivas	27
TOTAL	**150.946**

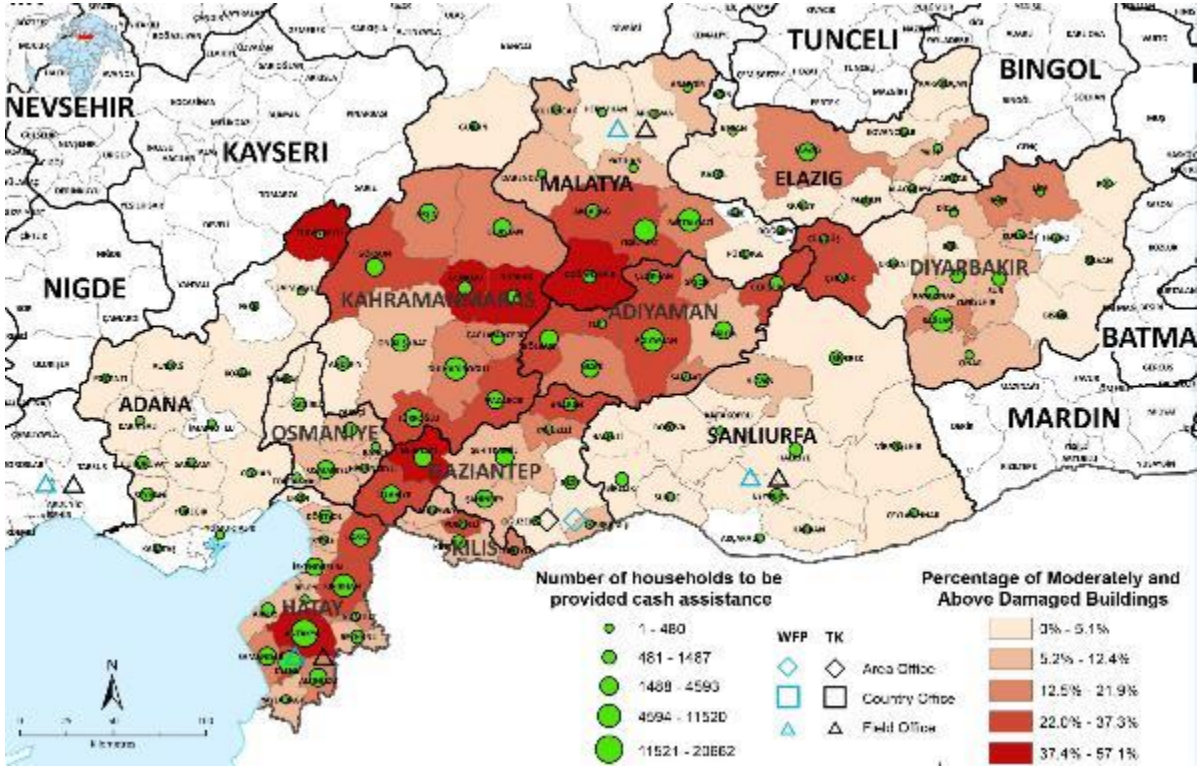
All affected provinces are covered.

Internal

Targeting

AFAD Data

- Building damage
- Mortality (himself/herself and family member)
- Residence in disaster zone



Ministry Data

Vulnerability Based (Socio Economic+ Demographic Criteria)

Türkiye Family Support Programme
Conditional Education Assistance
Elderly Assistance
Conditional Health Assistance
One-off Payment for Disaster
Disability Assistance
Other EQ Assistance
Food Assistance
Assistance Program for Women Whose Husbands Have Died
Conditional Pregnancy Assistance
Orphan Assistance
Disabled Relatives Assistance
Other Disaster Assistance
Chronic Illnes Assistance
Silicosis Assistance

MEB Calculation – February 2023

	Per person share (TRY)
Food	644
Non-food	123
Rent	429
Utilities (with water)	197
Health	56
Education	22
Transportation	45
Communication	23
TOTAL MEB	**1539**

Transfer Value calculation through food and NFI: 750 TRY per person – 3000 TRY per HH

Internal

Programme Plan Overview

Transfer Value: 3000 TRY per HH (with assumption of average HH size 4)

Target Group: Affected population (Turkish nationals & registered Refugees)

Eligibility Criteria: Earthquake affected people from 12 provinces. Targeting criteria determined based on vulnerabilities identified according to the existing social assistance programmes of MoFSS with socio-economic and demographic criteria and data on building damage by AFAD.

Total caseload: 600,000 individuals *(151,000 HHs)* for 2 months.

Internal

Programme Plan Overview

Payment Method: Digital transfer through Halkbank with SMS codes. Recipients can cash the money from ATM or if needed, from a Halkbank branch desks.

Timeline: First group of 31000 households: The first installment is planned for the beginning of April. The same group will receive the second installment after one month, at the beginning of May.

Second group of 120000 households: first installment end of April, second installment end of May.

Internal

Thank You

THANK YOU