

Oxfam voucher

Syria Crisis_ Jordan Response

Host Community Jordan

29th April 2014



OXFAM

WHY VOUCHERS?

Initially kits were provided but decision was changed because:

1. Beneficiaries wanted some extra items in kit
2. Beneficiaries were requesting for different quantity of some items,
3. Some of the beneficiaries were not happy on quality of few products,
4. Procuring large number of kits was time consuming

The process approach aims at providing wider choices to the beneficiaries



WHERE

- Oxfam started using Hygiene Voucher in July 2013 and Water voucher in November 2013 In: Balqa and Zarqa
- Currently 11 Vendor shops to supply Hygiene vouchers and 8 Water vendor shops were identified and contracted by Oxfam



EMMA

Emergency Market Mapping Analysis was done in Balqa and Zarka (August/September 2013), Water Voucher were designed as per findings of EMMA and recommendations thereof

For EMMA recommendations Please refer to

UNHCR Website

OR below link

[http://data.unhcr.org/syrianrefugees/documents.php?page=1
&view=grid&Language%5B%5D=1&Country%5B%5D=107&
Type%5B%5D=4&Org%5B%5D=307](http://data.unhcr.org/syrianrefugees/documents.php?page=1&view=grid&Language%5B%5D=1&Country%5B%5D=107&Type%5B%5D=4&Org%5B%5D=307)



FEEDBACK FROM REFUGEES

(Voucher Video has feedback by beneficiaries),

General feedback:

- Beneficiaries found it useful as now they can buy diapers as well (it was difficult for Oxfam to arrange for diapers of different age/size)
- The Voucher system is less time consuming, it allows the targeted beneficiaries time and liberty to procure at their own pace and time



Advantage

1. Logistic requirements/Cost effectiveness
 - One off Provision
 - Storage / warehousing
 - Easy to Transport
2. Contributes positively to local economy ?
3. Good for accountability and follow-on purposes



CHALLENGES

- Vouchers could be sold (same goes for kits),
- Beneficiaries may buy other items which are not authorised Need proper monitoring to make sure items are selected from approved list (risk is involved),
- Findings shops near beneficiaries rented accommodations (To avoid extra transport cost to the beneficiaries)
- Potential Vendors may decline Oxfam's Payment arrangements/Mode of Payment.
- Fake vouchers, if vouchers are not coded properly.



HOW HYGIENE VOUCHERS WORKS

Methodology

- Selection of Vendors-Lets maintain standard terminologies
- Selection of Vendors
- Identified vendors are cross checked against WFP inventory of approved vendors.
- Each beneficiary is issued with key information leaflets.
- Each beneficiary received a leaflet with key information



HOW WATER VOUCHERS WORKS

- Arabic

<https://www.dropbox.com/s/tsk7h1wj233wa1j/Water.mov>

- English

- <https://www.dropbox.com/s/1v79isyggwtinqh/Water%20English.mov?n=269420968>



ADVANCED ACTIVITIES BEFORE SELECTION of VENDORS

- Identify areas where majority of the beneficiaries are living (from database)
- Map out which locations are near to each other (to find out how many shops are required and at how many locations),
- Allocation of beneficiaries is dependent on the stock capacity of the vendor shop



SELECTION PROCESS

- Conduct Vendors Assessment Questionnaire to the for the selected locations and list up:
 - General Characteristics
 - Storage facilities
 - Literacy, record keeping and public relations
 - Price estimation
 - Suppliers and restock possibility
 - Experience with voucher programs
- Use decision tree to take final decision
- Check willingness of shop owner to work with Oxfam (Mainly payment issue)



LETTER OF AGREEMENT

Rights of the beneficiaries while using the vouchers

- The vouchers are **valid for exchange for hygiene commodities (agreed with supplier)** available at the supplier's shop, within **the validity period** set forth by Oxfam based on the date stamped on the voucher.
- The type, quantity and quality of hygiene commodities purchased through the exchange of the vouchers (limited only to the accepted hygiene items) is **the choice of the beneficiary**
- Each Voucher must be exchanged for hygiene items equivalent to the voucher value
- Beneficiary can choose to use **his/her vouchers at a given time and in a given shop in the same locality.**
- The beneficiary is entitled to purchase the items at a **price not higher** than the market price at the time of purchase. The beneficiary should **enjoy the same conditions** as a regular customer



LETTER OF AGREEMENT

Redeeming of the vouchers by the supplier

- ⦿ The supplier collect authentic Oxfam voucher (stamped by Oxfam logo and has the expiration date) from the beneficiaries in payment for the commodities purchased, equivalent to the value of purchased commodities.
- ⦿ Suppliers has to refuse to give “**cash**” as change or as an exchange to the voucher.
- ⦿ The supplier **provide a receipt to the beneficiary** (detailing the quantity and price of items purchased)
- ⦿ The supplier **staple a copy of the** receipt to the vouchers used to buy the goods.
- ⦿ Oxfam GB Great pay **the full value of vouchers collected by the supplier (Weekly)**



LETTER OF AGREEMENT

Scope

- Oxfam Great Britain does not guarantee and is not liable for the volume of potential sales made through the project (in terms of the type, quantity or value of products)

Responsibilities

SUPPLIER

- To make a large range of hygiene commodities available
- To treat any voucher transaction in the same manner as a cash transaction

OXFAM

- Provide information/guidance/support/payment accordingly



MEAL MECHANISM

- Oxfam Internal Hot line
- PDM (After 3 weeks distribution)
- Price monitoring (Every 2 months)
- Satisfaction survey
- Visiting shops frequently



LIST OF ITEMS ALLOWED

1. ضمن قائمة المشتريات



• مناديل

• ضمادات

• مطهر من الجراثيم

• مزيل عرق



• فوط نسائية



• ليفة



• شامبو بأنواعه



• مكانس بأنواعها

• منظف ومعقم (ديتول)



• مبيد حشرات

• كريم حلاقة

• موس حلاقة



• مناديل صحية للأطفال

• صابون

• مسحوق غسيل



LIST OF ITEMS RESTRICTED

2. مستبعد من قائمة المشتريات



• كريم / مرطب



• معطر لغسل الارض



• عطور



• الحليب الجاف

• أكواب بلاستيكية



• قفاز للمطبخ

• ملمع - صبغ للأظافر



• مقص

• ملمع / صبغ للأحذية



• معطر جو



• جيل للشعر



LESSONS LEARNED

- Beneficiaries tried to buy unauthorized items.
- Complaints that hygiene voucher holders were excluded from special offers
- Kit content (baby diapers are more expensive and consume a large part of the voucher)

