



WFP Turkey

FAQ on e-food card assistance



What is the e-food card programme?

The WFP/Kizilay e-food card programme allows vulnerable Syrian families to purchase nutritious food of their choosing in certain supermarkets. The project is implemented cooperatively by WFP and the Turkish Red Crescent (TRC). Together, we deliver cost effective assistance that meets the full nutritional needs of those who need it most, in a dignified manner.

How much is the e-food card entitlement?

Outside of camps, each person receives 62 TL per month from WFP/TRC, in line with the WFP referential cost of a food-basket providing 2100 calories daily.

In camps, WFP operates under a cost sharing modality with the Turkish Government's Disaster and Emergency Management Presidency (AFAD), with each person receiving a total of 85 Turkish liras (TL) per month. Under this modality, WFP uploads 50 TL per person per month on the WFP/Kizilay e-food card, to be spent on a range of nutritious food items. AFAD provides 35 TL per person per month on a separate card for the purchase of supplementary food and non-food items.

How can the e-food cards be used?

Every family is issued an e-food card, associated to a unique family ID number. Newly-registered families are invited to card distribution centres by text message, and after proving their identity, are instructed on the use of the card by WFP/TRC field-staff. The cards are ready to use as soon as credit is loaded onto them. The entitlement can be redeemed in certain supermarkets, located in urban areas and some government operated refugee camps. All

participating supermarkets are under contract with TRC and jointly monitored by our teams to ensure compliance with programme standards and regulations. Stocks and prices are regularly checked to guarantee that a wide range of nutritious and fresh food products are available at competitive market prices. Families can shop as often as they like until credit on the card is exhausted.

When is credit uploaded?

The monthly entitlement provided to each household is electronically loaded onto the WFP/Kizilay cards in two installments, at the beginning and mid-point of each month. At the end of each month, any outstanding balance on the card is cleared and returned to the programme account. Monitoring indicates that in the vast majority of cases assisted people spend the entire balance.

What items do the e-food cards cover?

Non-food items and certain foods cannot be purchased using the cards. The list of forbidden items includes alcohol, cigarettes, chocolate, sweets, biscuits, ice-cream and soda. Regular monitoring of shops and households is undertaken to ensure compliance. Fresh vegetables, meat and dairy products are all readily available and popular, along with a particular favourite, Syrian bread, either bought in markets, or baked at home using raw ingredients purchased with the e-food card.



What happens if a card is lost or stolen?

In the event of a lost, stolen or non-functional card, participants can call TRC's helpline and then visit a designated centre to file a written request for a replacement. Any remaining money deposited on stolen or lost cards is not reimbursed. A replacement is issued within 10 working days following notification of an incident, with the cardholder notified by text message when it is ready for collection.

How do affected people cook in camps?

Each tent, partition or container has been provided with an electrical stove and utensils by UNHCR, TRC and AFAD. In certain camps, authorities have also begun to open well-equipped communal kitchens for the use of all camp residents.

How is WFP ensuring accountability to affected populations?

WFP and TRC monitor programme implementation, assessing the speed and quality of assistance, beneficiary satisfaction and the quality of shop's services, products and pricing. Each participating supermarket is evaluated at least once a month. WFP field teams keep in contact with registered card users to hear their experiences, as part of our commitment to engage meaningfully with even the most marginalized Affected People, so that their voices can be heard and their views help shape the direction of the programme.

Who do we help?

Families living outside the camps and wishing to be included in the programme are identified according to WFP and TRC's eligibility assessment for vulnerability, and then registered in the programme. The inclusion or removal of Syrians from the e-food programme is decided by WFP/TRC in line with agreed criteria, based on vulnerability monitoring, and targeting those deemed to be "most vulnerable".

In camps, an updated list of family members staying in each container or tent is provided by the government twice a month and the amount uploaded to the card in each installment is adjusted accordingly. In order to use the card, the person undertaking the shopping must present their camp ID, and the family number must match the family number printed on the e-food card.

Who is WFP's partner?

The Turkish Red Crescent (TRC), known in Turkey as Kizilay, has a long and distinguished 147-year history, and vast experience responding to emergencies around the world. The partnership between TRC and WFP is based on a common purpose and shared values: to prevent and alleviate human suffering, protecting lives and livelihoods through respectful and dignified support programmes.



Farhad, 25, from Tel Abyad, living in Sanliurfa now.

"Before, we might be given fresh meat once every three months, now we can get what we want, and we can afford to eat rice. Thank God the kids are eating well again."

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