

Operation Overview

Updated June 2013

Electronic Food Card Programme

Assisting Syrian families hosted by the Turkish Government

A partnership between the Turkish Red Crescent Society & the
United Nations World Food Programme

About the Food e-Card



The Electronic Food Card Programme supports Syrian families living in camps to purchase sufficient nutritious food items to meet household needs. Families receive an e-Food Card that is loaded with 80TL (US\$45) per family member per month. The cards only work in the terminals of shops selected by WFP, the Turkish Red Crescent Society (known as Kizilay) and the Government; this allows for oversight and monitoring to ensure that sufficient quantities of nutritious food is available and purchased by households.

As of June 2013, WFP and Kizilay are assisting the Government of Turkey to provide food assistance to around 110,000 Syrians. The programme operates in 14 of 17 Government run camps, covering 60 per cent of the total camp population. WFP is providing assistance to the entire camp populations in Kilis, Hatay, Harran, Adana, Islahiye, Karkamis, Nizip 1, Nizip 2, Osmaniye-Cevdediye, Kahramanmaras and Adiyaman camps.

How much assistance is provided?

80 TL (US\$45) is provided per person per month. This value is sufficient to support a well balanced diet of sufficient calories (at least 2,100 kc per person per day). The cards can be redeemed in stores available in camps or in shops located in the nearby communities (Hatay only).

How is timeliness of assistance assured?

The total amount of assistance for the household is electronically loaded onto the cards through two separate instalments per month. At the end of the month any balance remaining on the card is cleared.

Who gets assisted and how is identity verified?

An updated list of family members staying in each container or tent is provided by the Government on a monthly basis and the amount uploaded to the card for the month is adjusted accordingly. To use the card the person undertaking the shopping must present their camp ID card and the container or tent number must match that printed on the e-Food Card.

How is it ensured that households purchase nutritious food?

Certain foods can-not be sold using the cards. This includes alcohol, cigarettes, chocolate/sweets/biscuits, ice-cream and soda. Regular monitoring of shops and households is undertaken to ensure these standards are maintained.

Why not just provide food?

The Food e-Card system is a cost effective and efficient way of providing food assistance, in addition it helps support the local economy. Most importantly, it allows Syrian families to shop and cook for themselves based on their own tastes and preferences.



Partnering for success



About the partnership

Kizilay has over 140 years of experience operating in Turkey as well as extensive experience responding to emergencies around the World. Kizilay has been supporting Syrians living in Turkey since early 2011.

The World Food Programme is the UN agency tasked with providing food assistance and is the largest humanitarian agency in the world. In mid 2012, the Government of Turkey officially requested WFP to support the provision of food assistance to Syrians living in Government managed camps.

The partnership between Kizilay and WFP is based on a common purpose and set of values. Both organisations aim to prevent and alleviate human suffering and to protect lives and livelihoods through respectful and dignified programmes of support. In relation to providing food assistance, both organisations place a high value on delivering timely assistance that is cost effective and meets the full nutritional needs of those who rely on it.

Through the partnership Kizilay provides expert experience in implementing emergency programmes in Turkey (as well as extensive international experience) and WFP provides technical expertise based on substantial global experience of implementing large-scale voucher programmes in emergency settings. The programme utilises the Kizilay Visa Card through an operational implementation strategy designed by both organisations.

This joint Kizilay/WFP partnership is being closely coordinated with Local Governors and the Disaster Preparedness and Response Presidency (AFAD), which leads the overall response effort for Syrians seeking temporary protection in Turkey.



Beneficiary shopping in the Kilis container city in Southern Turkey



Beneficiary in Kilis container city registering and receiving the Food E-Card for his family from Kizilay and WFP staff

Contact for more information



The Turkish Red Crescent Society

Ataç-1 Sokak No:32 Yenisehir, Ankara, Turkey

+90 312 430 23 00



UN World Food Programme

Emergency Coordinator
Jean-Yves Lequime

+ 90 543 213 36 34
Jean-yves.lequime@wfp.org