

## **Van Provincial Action Plan for Responding to IDP Needs**

### **Background: Measures taken with regard to Internally Displaced Persons in Eastern and Southeastern Anatolia**

The issue of Internally Displaced Persons (henceforth known as IDPs) in Eastern and Southeastern Anatolia has received extensive attention in recent years. The Government of Turkey (henceforth known as GoT) has taken numerous concrete steps to ensure voluntary return in safety, integration into new communities and compensation for losses to citizens displaced for various reasons, most significant among them, security concerns. The *Return to the Village and Rehabilitation Project* (henceforth known as the KDRP) and the Cabinet Decision of 17 August 2005 entitled *Measures on the Issue of Internally Displaced Persons and the Return to Village and Rehabilitation Project in Turkey* (henceforth known as the Strategy Document) are among the measures taken in this regard. With the enactment of *Law No. 5233 on Compensation of Losses Resulting from Terrorist Acts and Measures Taken Against Terrorism* (27 July 2004), the GoT has undertaken considerable efforts to guarantee access to financial and other forms of support to IDPs as well as other citizens affected by terrorism. In spite of this, the situation still requires considerable investment; therefore, the GoT proposes supporting a Plan of Action to amenablely resolve all outstanding issues pertaining to IDPs. However, activities that are carried out within limited budget means still need more resource allocation and investment.

#### ***I. Introduction and Purpose***

This Plan of Action has been drafted by the Governorate of Van with the technical assistance of the United Nations Development Program (UNDP) within the framework of the development of international cooperation. It succeeds the 2005 Action Plan developed by the Governorate of Van, within the framework of the KDRP, with regard to priority fields of investment in basic infrastructural concerns such as housing, transportation, water, education and health services as well as income-generation activities. This Plan of Action is in line with the GoT's Strategy Document, the *United Nations Guiding Principles on Internal Displacement* and counsel by the Representative of the Secretary-General on the Human Rights of IDPs. The content of the Plan is premised following extensive stakeholder dialogue and documentation review and based on the cumulative experience gained from completed and ongoing activities and the various initiatives such as UNDP-managed *Project for the Support and Development of IDPs* (managed by UNDP). Among the numerous stakeholders consulted with regard to development of the Plan are District Governorates and other local authorities, including municipalities and mukhtars, non-governmental organizations (NGOs), private sector representatives, business and professional chambers, employer organizations, labor unions, and – perhaps most importantly – IDPs themselves (Annex I).

The purpose of the Plan of Action is to highlight potential strategies that will improve the living conditions of IDPs in Van. Given the complexities of IDPs in Turkey, this document serves to provide an introduction to various methodologies (i.e., modes of integration) as well as strategic interventions and actions (i.e., provision of social services) that reflect international standards and the policies of the GoT. The aim is to

provide a menu of possible options and recommendations that can be adapted and deployed by the Governorate of Van contingent on dictating socio-economic circumstances and other institutional variables such as the availability of financial and human resources. Moreover, rather than replicate or replace ongoing efforts by both governmental and non-governmental organizations, the Plan of Action has been designed to complement these initiatives.

## ***II. Key Principles***

The Plan of Action is premised on equality, human rights, security and gender sensitivity within the framework of abiding norms and principles of national and international law. The ultimate objective of the Plan is to reinforce local ownership and strengthen state-citizen relations while ensuring transparency in implementation and sustainability of the proposed solutions. To this end, the Governorate of Van, in partnership with the international community and all local stakeholders, places emphasis on the following underlying generic principles in the development and implementation of the Plan of Action:

- a. *Freedom of Movement*: Citizens of Turkey have freedom of movement within the boundaries of the State as provided by the Constitution of Turkey.
- b. *Supporting voluntarism and choice*: IDPs have a choice of either i) integrating themselves into the general urban environment to which they have moved, ii) returning to the place from which they originally fled, or iii) moving to another part of the country. Voluntarism is basic to enjoying this freedom.
- c. *Ensuring security*: Comprehensive efforts will be taken to ensure the safety and security of all IDPs.
- d. *Valuing the voice and opinion of service users*: Wherever feasible, opportunities will be created for the recipients of services to express their opinions and participate in decision-making in order to increase functionality of the KDRP and ensure IDP ownership of the activities implemented. Involvement of service-users in all aspects of planning, from design to monitoring, will be solicited. Skills, assets and experiences of service recipients will be utilized according to the nature of the service supplied.
- e. *Encouraging participation and partnership*: Active support and participation of non-governmental organizations, the private sector and the international community in implementing the KDRP will be encouraged. Local stakeholder projects in the areas of education, health and income generation that are consistent with the KDRP, will be supported.

- f. *Adopting gender-sensitive approaches/policies and emphasizing youth involvement:* Increased attention will be given to strengthening the roles of women, youth and children in decisionmaking processes and other matters that may influence existing conditions.
- g. *Ensuring environmental sustainability:* In consideration of the fact that movements of populations such as resettlement can lead to natural resource degradation, particularly soil and water pollution, special attention will be paid to implementations and approaches that support environmental sustainability.
- h. *Respecting cultural heritage and tradition as well age differences (appreciating the heterogeneity of IDPs):* Empathy toward tradition and culture will be acknowledged. Further, appreciation will be given to the different interests and choices that may be expressed by age-brackets (i.e. – youth and elderly), as much as possible.
- i. *Distinguishing between urban and rural service delivery:* Due to their essential differences in character, urban and rural areas necessitate different service models and implementations; thus, service delivery will be shaped according to differences in needs.
- j. *Relying on a holistic approach:* Durable solutions can only be possible when measures taken are complementary and supportive; therefore, the Plan of Action will rely on a holistic approach that takes into account the causal relations and interactions between proposed measures.

Moreover, efficient implementation of comprehensive and durable solutions such as those proposed by the Plan of Action requires extensive investment as well as the active participation of all actors, including IDPs, local and national authorities, NGOs, the private sector and the international community. Moving from this fact, the Governorate of Van highlights the following issues:

- k. *Responding to needs with a process-oriented approach:* Given that the improvement of living standards and well being is a gradual process, expectations for immediate resolution to all grievances are unrealistic. However, despite the considerable challenges posed in attempting to address unlimited needs with finite resources, the Governorate of Van will, wherever feasible, expedite processes in order to attain durable solutions to IDP concerns within the limits of the resources available.
- l. *Contributions of IDPs as service-recipients:* The Governorate of Van aims to establish a pattern of service that enhances IDP self-confidence. Reducing an implicit ‘culture of dependency’ envisions the transformation of IDPs from passive recipients of assistance and services into active citizens involved in decisionmaking processes as well as service delivery mechanisms who demand roles of responsibility, especially with regard to determining the type, quality, quantity, place, and priorities of services.

- m. *Reduction of replication and waste:* Given the magnitude of services provided to IDPs, the importance of efficient use of available resources is clear. In order to eliminate replication and waste, thereby increasing value of the services provided, efficient coordination and planning among different service providers as well as full and transparent information disclosure from all actors, particularly IDPs and local NGOs, is a necessity.
- n. *Sustainability:* Sustainability should be approached from three axes: services whose continuum is possible; provision of resources in amounts sufficient to enable efficient, holistic service delivery; and sustainable living conditions of IDPs as service recipients. While partial or delayed provision of resources may act as a constraining factor on implementation, the sustainability of living conditions for IDPs is the priority objective behind the various services provided; thus, to the greatest extent possible, service delivery will be formulated to attain this objective.
- o. *Expansion of dynamic planning and implementation in service delivery:* Dynamic planning and implementation is characterized by the ability to reformulate service delivery based on assessments of impact, efficiency, local ownership and relevance. In the case of Van, this means a transition from the collectivized village model of Konalga, Catak, where all basic services (housing, education, transportation, etc.) are provided, to a participatory rural resettlement model in which returning citizens are more actively involved in both the planning and service delivery aspects of the resettlement process, as is the case with Özlüce village in Gürpınar and Aydemir village in Baskale. A similar change in approach to service delivery has taken place in urban areas, where the Yalim Erez Mahallesi settlement was constructed by the Governorate of Van, with contributions from the Turkish Commerce and Commodity Union, after IDPs from the Cukurca district of Hakkari indicated their desire to live in Van. Now, the Governorate of Van is working to establish the infrastructure necessary to facilitate a transition to alternative urban reconstruction models that allow IDPs greater participation in planning.
- p. *Consistency with the Compensation Law:* The current legal framework established to protect and support IDPs, including *Law No. 5233 on the Compensation of Losses Resulting from Terrorist Acts and Measures Taken Against Terrorism*, should be adhered to, and implementations should be subject to continuous monitoring in order to minimize exploitative claims and reduce duplication. Possible amendments, especially with respect to standardization of valuation, would improve service delivery by reducing the labor burden of local authorities and facilitate compromise.

Finally, the Governorate of Van stresses the continuation of necessary support not only to IDPs, but to all vulnerable constituents in the province. Care will be given not to create resentment between IDPs and other segments of the populations. This is a

reflection of government policies that place import on poverty reduction and problems of socio-economic inequality. For example, since 1986, the General Directorate of Social Assistance and Solidarity (SYDGM), the primary and most extensive social assistance provider in Turkey, has provided nearly one billion USD per annum in social assistance and services and is only one of a number of established institutional mechanisms providing support to the most vulnerable populations. Moreover, the notion of reducing poverty and inequality while simultaneously promoting social inclusion further reflects European Union accession talks and the preparation of a Joint Inclusion Memorandum (JIM).

### ***III. Plan of Action: Strategic Measures and Recommendations***

The Plan of Action comprises three parts: strategic measures undertaken at the provincial level; recommendations for national-level policies that support provincial-level initiatives; and a logical framework with indicators to measure progress.

#### ***III.A Strategic Measures***

The Plan of Action proposes an incremental set of strategic measures addressing the following five categories: a) prerequisites for integration and resettlement, b) provision of basic infrastructure and other forms of social assistance and services, c) promotion of social and economic development, d) awareness-raising and communication, e) support for cooperation and partnerships with other actors, including IDP participation.

##### ***a. Integration and Resettlement***

- Ensuring secure resettlement of IDPs

Required conditions for the IDPs those want to return on a voluntary basis to their former settlements in safety and without facing any negativity will be created.

- Expedition of land-registration activities that prioritize settlements to which IDPs return

Governorate, district-governorates and cadastre offices will expedite cadastre work in return destinations to minimize loopholes resulting from land-use rights (*zilliyet*). These practices will be applied consistently for all IDPs returning to rural settlements.

- Continuation of data collection activities and inventory studies regarding IDPs

Based on their belief in the necessity of a province-specific database constructed through the collection of additional data on IDPs, the Governorate of Van will establish partnerships with academics, local administrations, NGOs and the international community to undertake provincial-level, action-oriented research into the situation of IDPs.

- Creation of model villages within the scope of Return to the Village practices

The Governorate of Van prepared and has begun to implement South Van Rural Development Project as a concrete response to the KDRP, which is a framework. Implemented in four districts which are in the scope of KDRP, namely Başkale, Çatak, Gevaş, Gürpınar, by the South Van Rural Development Project the IDP problem is dealt with a holistic approach. It envisages the creation of model rural settlements in a process that comprises the renovation of existing housing, where possible, and/or the construction of new dwellings, infrastructure such as roads, water, electricity, communication and basic public services, including education and health facilities, parallel to efforts aimed at increasing productivity through traditional income-generating activities, such as agriculture and animal husbandry, and the creation of alternative income resources, along with the creation of women- and children-friendly social and recreational spaces. These villages are subject to site visits by interested members of the international community and NGOs. To the extent possible, exchanges will take place between these model villages as a means to illustrate knowledge sharing.

- Creation of model settlements within the framework of urban integration

The Governorate of Van, in cooperation with local administrations, will undertake studies on the creation of model settlements for IDPs and other vulnerable groups such as poor households within the framework of urban renewal projects. These model settlements will include services geared towards women, children and the disabled, such as community centers for women and youth, as well as parks that function as education and training centers for children.

*b. Infrastructure and Social Assistance*

- Provision of rural housing schemes tailored to preferences of returning IDPs

IDPs will benefit from housing schemes that allow for construction according to individual preferences. For example, whereas older generations may prefer external lavatory facilities, younger generations may prefer construction of indoor facilities within the dwelling. However, size and materials available for housing are delivered on a strict quota basis and thus extensions beyond Governorate-provided assistance are to be undertaken at the prerogative of the returning IDPs. Furthermore, the Van Provincial Directorate of Housing and Public Works will continue activities designed to raise awareness of sound construction processes as well as project development activities. Such activities were initially conducted with the involvement of District Governors, teachers, religious officials and mukthars, and later expanded to include participation by the Van branch of the Turkish Chamber of Architects and Engineers and other NGOs.

- Improvement of housing conditions of IDPs who chose to remain in the city

In cooperation with local administrations, urban renewal schemes developed to improve housing conditions of the urban poor will include within their scope those IDPs who chose to remain in the city. Areas redeveloped within this framework will include infrastructure and social spaces designed to cater to the needs of women,

children and the disabled. Due to the substantial amount of continuous and sustainable funding required to implement these activities, the Governorate of Van will attempt to establish relevant partnerships with both national and international implementing and funding institutions.

- Introduction and implementation of tools to measure service delivery

The Governorate of Van, in cooperation with District Governorates and mukhtars, will prepare various tools to measure the efficiency of service delivery in areas including education, health care, water supply, housing and income-generation activities. These tools will include easily prepared and periodically updated devices, such as progress dashboards, that the Van Governorate will make available to both rural and urban citizens, particularly IDPs. This will enable them to assess the role of public in provision of services. It will be publicly advertised at community places along with the public facilities. The ease with which these tools can be produced and disseminate will allow data to be collected rapidly and often, thus improving the Van Governorate's ability to measure progress and trends in service delivery. For a more qualified, rapid, efficient and productive service delivery standardization in public services will be worked on.

- Expansion of psychological support services

The Governorate of Van, in the scope of possibilities, will attempt to staff major health facilities with psychologists who can treat displacement-related psychological disorders of IDPs. Efforts will be made to ensure that at least one psychologist is employed per district.

- Facilitation of increases in the number of social workers in the province

In line with their understanding of the importance of staffing social workers to enable efficient service delivery to IDPs in both rural and urban areas, the Governorate of Van will work to expand educational opportunities for social workers in the province.

- Provision of mobile health units

Mobile health units will be purchased and equipped on a scale appropriate to the population intensity and field of service provision. These mobile health units will periodically visit remote villages that lack ready access to permanent health facilities.

- Expansion of existing initiatives: Food Bank, Green Network, microcredits, Child Research Rehabilitation and Training Center (CAREM)

IDPs have made extensive use of Governorate of Van initiatives realized with the aim of increasing household welfare, including a Food Bank, Green Network, micro-credit program and Child Research Rehabilitation and Training Center (CAREM).

Through broad use of information technologies, the Green Network allows poor populations to benefit from various social assistance services without having to wait in long queues.

Beyond providing merely for basic nutrition, the Food Bank comprises units that also provide clothing, cleaning supplies, stationery and other basic necessities in an effort to minimize access deprivation of IDPs and other poor populations. Through this practice, rather than depending on donations of food and clothing selected for them by others, households below the poverty line are able to exercise their own priorities and preferences in satisfying their needs.

While these services are directed towards poor households in general, other services address specific populations that, due to sex and age, occupy relatively disadvantaged positions within the household. For instance, women entrepreneurship is supported through a micro-credit program initiated with the contribution of both government agencies and NGOs active in Van. Another disadvantaged group, children working on the street, are provided with services by CAREM, a facility established to provide rehabilitation, socialization, training and health care that receives support within the framework of a joint project administered by the Ministry of Labor and Social Security and the ILO on the *Elimination of Worst Forms of Child Labour in Turkey*. Activities conducted jointly with the ILO have commenced parallel to the very recent start of cooperation between the Governorate of Van and ILO, which represents a partnership between the public sector in Turkey and the international community that will contribute to the efficiency of service provision.

Where necessary, options will be sought to replicate these best practices at the district level. In addition, best practices can be shared with other provinces through the preparation and dissemination of a report detailing service outputs, costs and public perceptions. If required, local officials from Van Province can visit other provinces to facilitate expansion of relevant activities.

### *c. Social and Economic Development*

- Promotion of the economic, natural and historical assets of Van through a public image campaign geared primarily towards tourism

Van contains numerous historical sites and places of natural beauty (i.e. Muradiye Waterfall, Van Lake, Van Castle, Hosap Castle and Akdamar Island) as well as economic assets. The Van Governorate will work to expand its public image campaign to advertise these special assets, not only to the tourism industry, but also to international and national entrepreneurs interested in expanding their industries.

- Initiation of reforestation and high-value agriculture and fruit production as alternative income-generating activities in rural areas

The Governorate of Van will support high-value alternative income resources in rural areas. Feasibility studies will be commenced with regard to the growth of medicinal and aromatic plants marketable in the medical and cosmetics industries. Activities will be initiated to attract the private sector to this area, and programs will be developed to raise environmental awareness, introduce alternative crops and increase



interest on the part of resettled citizens. Seedlings will be distributed to allow each resettled village to plant indigenous species, including fruit trees. Varietals will be selected based on availability and consultation with local communities, and distribution of seedlings will be implemented according to population levels.

- Expedition of microcredit and similar practices supporting establishment of businesses to promote productive roles for IDPs and minimize a hidden culture of dependency

Through the monitoring of service outcomes, the Governorate of Van has witnessed the positive impacts of increased productivity on IDPs and other vulnerable groups. In line with this observation, the Governorate of Van will increase its outreach by expediting practices that support micro-credit and “start-your-own-business” schemes

- Expansion of training or self-employment activities, including the promotion of business incubators modeled after ISGEM, for IDPs who chose to live in urban areas

In order to create employment opportunities for IDPs, support will be provided for business incubators, such as ISGEM, that support entrepreneurship. In consideration of the need to promote entrepreneurship among women, the Van Governorate is currently working on developing Women ISGEM to promote and support women entrepreneurship. ISGEM centers will continue to provide free monthly training to young entrepreneurs on a variety of topics, from computer literacy to financial modeling.

- Expansion of vocational training, skill- and capacity-building programs

Vocational training, skill- and capacity-building programs currently being implemented by various public agencies will be increased in line with the priorities and needs of service beneficiaries. Vocational training programs will mainly target youth and women and will concentrate on fields/sectors in need of intermediary staff, with the highest priority given to health services and technical fields delivering child-friendly services.

#### *d. Awareness Raising and Communication*

- Development of communication strategy comprising media and public information campaigns

The Governorate of Van will develop a comprehensive communication strategy in line with its aims of transparency and information-sharing. Materials prepared within the framework of this communication strategy will rely heavily on beneficiary involvement and feedback and will range from traditional public service announcements to outputs that take a more sophisticated approach in involving service beneficiaries. Among these various initiatives, the Governorate of Van will prepare comprehensive pamphlets detailing the types of services provided to IDPs that will be readily available at the provincial level.

- Reinforcement of practices and processes that improve communication between public officials and IDPs

Commenced under the administration of the Van Governorate, with the contribution of relevant public officials and NGOs, “A Cup of Coffee Project” is an initiative that facilitates periodic meetings between service providers and service beneficiaries. At these meetings, which are characterized by open debate on various issues including IDP-related issues, will be expanded to the district level.

*e. Cooperation and Partnership*

- Implementation of activities for the development of consultation and dialog

Moving from the abovementioned recommendations, the Governorate of Van, in cooperation with local stakeholders, will prepare a strategy for consultation and dialogue. This strategy will delineate the means and modes of soliciting information and feedback not only from IDPs, but from other vulnerable groups as well.

- Development of training opportunities and tools for NGOs

The Governorate of Van will host two one-day training workshops per year for local NGOs on issues of interest in working with IDPs. If necessary, the Governorate will solicit support from the international community in this regard. Training topics will be determined according to the preferences of NGOs, and participatory approaches, community mobilization techniques and development of partnerships with other actors, such as local authorities, will be stressed. Participation of public officials to these trainings will be also provided.

- Increasing the role of NGOs as service providers and partners with public officials

Support of the NGOs those prepare project in the fields of education, health and income generating activities which are relevant to social and economical development in the scope of KDRP. Increasing NGO capacity will lead to increased responsibilities in implementation, that will provide several benefits, namely, i) increased NGO activity that will alleviate the burden on the State as the sole provider of services, ii) strengthening of competencies of the non-state sector, and iii) more efficient and better targeted services. Trainings will prioritize areas designed to strengthen the institutional capacity of NGOs. The Governorate of Van will work to increase the number of projects grounded in State-NGO cooperation along the lines of such public sector-financed, NGO-administered projects as the Youth Training Center, Training Production Center, Support to Greenfarming Vegetable Production and Silver Processing Workshop.

- Establishment of participatory planning exercises and consultative mechanisms

In recognition of the importance of participatory methodologies and new models of analysis in the efficiency of service delivery, in addition to the above-mentioned public meetings, the Governorate of Van will utilize the following tools in monitoring

the delivery of services to IDPs: i) participatory poverty assessments, ii) social impact assessments, and iii) budget tracking and participatory public expenditure reviews. Following proper training, these tools may be implemented by public officials in cooperation with NGOs.

- Establishment of multi-stakeholder, district-level progress evaluation committees

Under the chair of the Governor of Van or an appointed Deputy Governor, multi-stakeholder meetings will be convened with representatives of damage assessment commissions, local NGOs, the private sector and organizations delivering services to IDPs and other vulnerable groups. These meetings will serve as forum for the issuing of recommendations on improving conditions and services for IDPs as well as for monitoring progress of the Plan of Action.

### ***III. B Recommendations***

National-level arrangements that can support more efficient, IDP-responsive service delivery at the provincial level may be summarized as follows:

- Reinforcement of education and health staffing

The rapid circulation of education and health personnel assigned to the region is a well known problem. Keeping in mind the difficulty of employing education and health staff on a long-term basis, additional region-specific incentives could be considered.

- Empowerment of human resources in service-delivery organizations

In order to increase service quality, efficiency and productivity, special attention should be paid to ensure public offices, as the main service providers, are equipped with qualified human resources. Similarly, it is important to support policies and implementations of other service delivering organizations for creation of human resource.

- Urban reconstruction programs

In cooperation with the local administrations and TOKİ, urban reconstruction programs comprising cheap or free house construction and social facilities for the IDPs and other vulnerable groups should be a priority field.

- Strengthening of the financial and technical capacities of local administrations in locations receiving high numbers of migrants

Supporting local administrations in locations receiving large numbers of migrants through measures such as allocating service-oriented resources and reinforcing technical staff is important in order to strengthen local administrations' ability to provide efficient delivery of services to IDPs.

- Establishment of employer incentive systems to increase IDP employment

In urban areas, IDP productivity and sustainable living conditions are directly related. Private-sector job creation for certified urban-based IDPs is an important factor in activating this skilled labor force. In this context, the private sector may fulfill two roles, firstly, establishing vocational training programs that respond to existing needs, and secondly, employing urban IDPs who attain the status of skilled labor force following completion of state- or NGO-sponsored vocational training programs.

Various incentives may be considered to support the private sector in this important role. For instance, small subsidies to cover monthly wages can be provided to employers who hire certified urban-based IDPs. Supporting the development of region-based arrangements promoting IDP employment is also regarded as crucial.

- Precautions strengthening public-private sector cooperation/partnership

Expediting measures to reinforce/strengthen cooperation and partnership between public and private sectors is considered an important step for increasing the efficiency of delivery and impact of services provided to IDPs and other vulnerable groups.

- Providing free, hot lunches for students in urban areas

Nutritionally-balanced food is provided to students at boarding primary schools and primary schools with pensons not only in Van, but throughout Turkey. A similar practice in IDP-intensive urban neighborhoods could be an incentive promoting the school enrolment and attendance of IDP children. Feasibility studies and required infrastructure should be prepared in this regard.

- Preparing Environmental Impact Assessments to mitigate any negative impact of resettlement

In large settlements (populations of 1,000 or above), arrangements supporting an Environmental Impact Assessment (EIA) by the Governorate, in cooperation with the District Governorate, Provincial Special Administration and Environment and Forestry Provincial Directorate can be considered to ensure that damage to fragile ecosystems is contained.

- Support for marketing and branding activities

In line with regional development priorities and approaches, mechanisms such as process-evaluation and branding can be considered to support marketing activities in rural areas. Within the scope of these activities, the following issues may be addressed: awareness-raising among producers with regard to process-evaluation marketing; investing in modernization of processing and evaluation; provision investment assistance to ensure modern and hygienic production; follow-up policies to expand ecological and sustainable agricultural production methods; investment in qualified facilities in East and Southeast Anatolia in order to increase market accessibility.

- Establishment of Rural Employment Development Centers

Regional and sub-regional Rural Employment Development Centers can be established in order to facilitate partnerships that can in turn secure efficient access to markets for both in-farm and off-farm activities, guide planning processes for joint initiatives, analyze market opportunities for small producers and formulate and advocate alternative employment possibilities by analyzing market linkages.

#### ***IV. Overall Management and Responsibility for the Plan of Action***

##### **a. Governorate of Van**

The Van Governorate will be responsible for the implementation of the Plan of Action. The Governorate will supervise and coordinate relevant district governorates and other concerned agencies, organizations and institutions.

##### **b. Other Governmental Institutions and Non-Governmental Organizations**

Involvement of other local governmental and non-governmental actors will contribute to the successful implementation of the Plan of Action. Local administrations such as municipalities, mukhtars and Provincial Special Administration are regarded as important stakeholders in the implementation of the Plan of Action. Non-governmental, not-for-profit organizations are, in particular, encouraged to support the Van Governorate in its aim of improving the livelihoods of IDPs. NGO assistance in service delivery, information collection and design, and implementation of interventions as well as the contribution of private-sector intellectual, physical, and financial resources are envisaged for the successful realization of the Plan of Action.

##### **c. International Community**

Not only is continuing involvement of the international community regarded as beneficiary, given the considerable financing required by such a scheme, mobilization of resources from multi-lateral and bi-lateral donors is a necessity.

## **V. *Monitoring and Evaluation (M &E)***

Regular monitoring and evaluation ( M & E) of resources allocated to IDP-responsive initiatives is crucial. Van Governorate established *KDRP Monitoring and Coordination Units* both at the provincial and district levels in charge of creating data base through following up and coordinating KDRP implementations. In order to empower these units, whose main function is to follow up on services provided within the scope of the KDRP, the Governorate of Van will establish an M&E system, including the provision of the requisite software, to examine the following information: i) *administrative data*, monitoring complaints, wage and employment levels, skills and experience of public officials working on displacement matters and ITC use; ii) *surveys of service users*, compiling user perceptions of quality of assistance and services, characteristics of service providers (i.e., courteousness, knowledge and skills); and, iii) *resource flow information*, that may include duration of processing, financial audits and assistance allocation on an annual basis.

The M&E system will be carefully coordinated with other data collection activities, including those compiling information on beneficiaries, demographic and health surveys, poverty assessments and household budget surveys.

The Plan of Action will be monitored through the achievement of the attached logframe.

**Annex I:** List of Local Actors Involved in Consultations

**Annex II:** List of State-NGO Joint Projects in Van

### Log-frame for Plan of Action

Strategic Measures	Activity	Output (s)	Output Indicator(s)	Role/Responsibility of Actors	Indicative Time-Frame	Assumptions/ Comments
<b>Integration and Resettlement</b>	Secure resettlement of the IDPs	Resettled IDPs' freedom of movement ensured	IDPs increased satisfaction in the first year of the resettlement	<ul style="list-style-type: none"> <li>Monitoring of the process by local and national actors with the international community</li> </ul>	Continuous	
	Land registry and cadastre activities for returned IDPS	In the first year following IDPs return cadastre activities commenced	Expedited cadastre studies by the Land Registry and Cadastre Directorate	<ul style="list-style-type: none"> <li>Governorate, District-Governorates, Land Registry and Cadastre Directorate</li> </ul>	November 2006	Inventories of existing land holdings Appropriate legal arrangements enabling land registry and cadastre activities
			Provided land registry following the completion of cadastre activities	<ul style="list-style-type: none"> <li>Governorate, District-Governorates, Land Registry and Cadastre Directorate</li> </ul>	Continuous	
	Data collection and inventories on IDPs	Governorate established partnerships with relevant parties by the Governorate to explore participatory data collection techniques	Two meetings per year between the Governorate and academics/NGOs interested in producing research on IDPs	<ul style="list-style-type: none"> <li>Governorate, academicians, NGOs, Turkish Statistical Organization</li> </ul>	Continuous	Resources and interest in participatory data collection is available
		Small-grant scheme facilitated to realize data collection and inventory	Small-grant scheme is provided to the Governorate	<ul style="list-style-type: none"> <li>Governorate, UNDP, other relevant international organizations, NGOs, IDPs, academicians</li> </ul>	Continuous	
	Villages as attraction centers	Consistent criteria for villages established	Created model villages with access to public visitors and other interested parties, including IDPs	Governorate, UNDP, other relevant international organizations, NGOs, IDPs, academicians	May, 2007	Care should be taken not to encourage resentment between model villages and their neighbors. Criteria for selecting will help alleviate the above. The process could, possibly, be competitive allowing
Appropriate locations for the creation of villages determined		Information exchange among model villages on periodic basis	Governorate	Continuous		
		Information exchange among residents of model villages commenced				



farms/villages to  
nominate  
themselves

	Model settlements in the scope of urban transformation	Governorate prepared urban transformation projects in cooperation with local administrations relevant units and local-national parties  Governorate finalized urban transformation projects in consultation with the IDPs and other poor communities  Urban transformation projects realized as a result of Governorate's established partnership with national and international donors	Created model urban settlements with access to public visitors and other interested parties, including IDPs  Expedited urban transformation projects in the face of increased demands	Governorate, Municipalities, Public Works and Settlement Provincial Directorate, TOKI, TMMOB, national and international donors	May 2006	IDPs have healthy housing services in the urban areas
<b>Infrastructure and Social Assistance and Services</b>	Appropriate rural housing schemes	Alternative two or three models developed responding to different expectations according to age and gender, along with factors like geographic structure and existing natural resources Strict quota basis determined for the constructed houses and provided materials for construction Awareness raising programs on healthy construction continued	Decrease in the amount of complaints about housing services Increased satisfaction of the IDPs resulting from living in the houses shaped by their preferences Improvement in the quality of the houses	Governorate, District-Governorate, IDPs, Public Works and Settlement Provincial Directorate, TMMOB	October 2007	
	Improvement of housing conditions of urban-based IDPs	Objectives in relation to improvement of housing conditions determined and urban transformation projects prepared Women, children and handicapped-friendly infrastructure completed Governorate established partnerships with national and international donors	Created quality settlements in urban areas for the IDPs Created socialization areas for women and children Increase in the number of community centers and education/training parks Demand of service users to created socialization areas Fund enabling continuous delivery of the service	Governorate, Municipalities, IDPs, TOKI, international fund organizations	June 2007	
	Tools measuring service delivery	Governorate, in cooperation with UNDP and NGOs prepared service delivery assessment tools	Increased satisfaction and strengthening dialog due to tools developed in consultation with service	Public officials, IDPs, NGOs, UNDP, other interested local authorities	November 2006	

<b>Infrastructure and Social Assistance and Services</b>		Training of trainers workshop conducted for the implementation of measurement tools Pilot implementations carried out in rural and urban areas Findings of pilot implementations assessed Services assessed through use of developed tools, i.e. dashboard, with local stakeholders and IDPs as service beneficiaries Dashboards collected and publicized at the provincial level	beneficiaries 15 trained trainers as resource persons for accurate implementation of developed tools Responsiveness of pilot implementations to gender and age differences Assessments showing appropriateness of developed tools IDPs involved in the service assessments Increased use of prepared dashboards in service delivery Service beneficiaries feedback	Public officials, IDPs, NGOs, UNDP, other interested local authorities  Public officials, IDPs, NGOs, UNDP, other interested local authorities  Governorate, District-Governorates, UNDP  Governorate, public officials, local administrations, professional chambers, NGOs	January 2007  February 2007  March 2007  April 2007	
	Psychological Support	Governorate expedited in psychological support services Psychologists employed at the city center in the scope of possibilities	Minimum one psychologist at the central health facilities Quantitative increase in provided psychological support	Governorate, Health Provincial Directorate	January 2007	
	Social workers	Governorate commenced research activities for the possibility of expansion of social workers field in cooperation with the Social Services Provincial Directorate and 100. Yil University	Relations of the Van Governorate with 100. Yil University to search for the possibility of increasing the number of social workers	Governorate, 100. Yil University, Social Services Provincial Directorate	December 2006	
	Mobile health units	Mobile health units purchased and equipped (number to be determined on population intensity) Periodic health controls commenced Sufficient number of female staff worked in the mobile health units	Functioning mobile health units Feedbacks from the service beneficiaries	Governorate, District Governorates, Provincial Special Administration, Health Provincial Directorate, Health District Directorate, relevant international organizations	May 2007	Mobile health units can be quite costly and contributions from bi-laterals should be explored
	Best practices	Needs and preferences analysis conducted for the replicability of Food Bank, CAREM, microcredit at the district level Brief report on best practices produced and disseminated	Situation and preferences analysis report	Governorate, District Governorates, NGOs, related units  Interested Governors	January 2007  January 2007	
Promote economic, natural and historical assets	Governorate's activities for productivity increase in tourism and economic activities expedited	Report on Van's economic and tourism potentials Brochures published related to Van's tourist places Increase in the number of news about Van in the media campaigns for tourism promotion	Governorate, Provincial Special Administration, tourism related public officials, private sector  Governorate, related bodies of Government of Turkey responsible for tourism etc, environmental NGOs,	December 2006  December 2006		

Social and Economic Development			tourism offices		
Alternative income generating activities in rural areas	<p>Mapping of high-value alternative income resources in consultation with a thematic group completed</p> <p>Relations with relevant private sector representatives relying on resource mapping commenced</p> <p>Awareness raising activities for the producers on high-value agriculture and environment completed</p> <p>Seedlings with economic value and preferred by the communities distributed to the resettled villages</p>	<p>Possible crops as alternative income resources</p> <p>Meetings with relevant private sector representatives in medical and cosmetics industry</p> <p>Awareness building activities on environmental sensitivity and high value crops</p> <p>Delivered seedlings to resettled villages</p>	<p>Governorate, district-governorates, thematic group, private sector, international community, environmental NGOs, Chamber of Agriculture, Agriculture Provincial Directorate</p>	April 2007	<p>Distribution of seedlings on timely seasonal basis</p> <p>High interest of the producers to alternative products</p>
Implementations and models promoting productivity	<p>Governorate, in cooperation with the NGOs, completed feasibility study that assesses potentials of and demands for microcredit</p> <p>Fund resource is created to meet the demands</p> <p>Entrepreneurship promoting implementations and number of beneficiaries increased</p>	<p>Completed and distributed study on the potential and demands for microcredit</p> <p>Local, national and international fund resources</p> <p>Fund pool for microcredit and entrepreneurship</p> <p>Increasing number of beneficiary IDPs setting up their business by using fund</p>	<p>Governorate, local NGOs, academicians, national and international fund resources, international community</p>	February 2007	
Entrepreneurship-promoting activities	<p>Governorate prepared short assessment reports on promotion of entrepreneurship in cooperation with relevant NGOs, representatives of private sector and academicians</p> <p>Governorate supported capacity enhancement of training center</p> <p>Training module for the young entrepreneurs prepared</p> <p>Women-specific training programs developed and implemented to promote women entrepreneurship</p>	<p>Prepared Assessment Report providing input for database</p> <p>Enhanced capacity of the existing training center</p> <p>Training module for young entrepreneurs</p> <p>Training courses provided free</p> <p>Increase in the number of trainees</p>	<p>Governorate, Public Training Directorate, ISKUR, relevant international organizations, NGOs, academicians, local private sector organizations and institutions, incubators like ISGEM</p>	<p>From December 2006 onwards continuous</p>	<p>Special care to the IDP women and youth</p>

Vocational trainings and skill building programs	<p>Joint assessment made on the real and potential situation of vocational trainings carried out by different public organizations</p> <p>Needs and preferences analysis of the IDPs as service beneficiaries completed</p> <p>Human resources planning for the sectors in need of intermediary staff completed</p> <p>Attention paid to have women and youth as program beneficiaries</p>	<p>Assessment Report</p> <p>Joint road map relying on report data</p> <p>Developed programs in consultation with the IDPs</p> <p>Programs put into implementation</p> <p>Activities aiming women and youth's benefit from programs</p>	Governorate, District-Governorates, ISKUR, NGOs, IDPs, academicians, international community	January 2007
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<b>Awareness Building and Communication</b>	Communication strategy	<p>Governorate prepared brochures comprising comprehensive information about service delivery for the IDPs and other vulnerable groups</p> <p>Governorate prepared a comprehensive communication strategy revealing its endeavors in support of IDPs</p>	<p>Brochures including addresses, phone numbers and other important information about the service delivering organizations</p> <p>Communication strategy soliciting information and feedback from various vulnerable groups, particularly IDPs</p>	Governorate, District-Governorate, Municipalities, Social Assistance and Solidarity Foundation, local NGOs	March 2007
	Implementations and processes strengthening communication	Governorate continued to have public meetings	Expedited implementation of "A Cup of Coffee Project" at provincial and district levels Public meetings similar to "A Cup of Coffee Project"	Governorate, local NGOs, IDPs	Continuous
	Consultation and	Governorate prepared a consultation and dialog	Consultation and dialog strategy delineating the	Governorate, District-Governorates,	March 2007

	dialog framework	strategy in cooperation with local stakeholders	means and modes of soliciting information and feedback from various vulnerable groups, particularly IDPs	university, relevant international organizations, local NGOs, private sector, IDPs and all relevant parties		
<b>Cooperation and Partnerships</b>	Training opportunities and tools for NGOs	Governorate determined needed training topics in consultation with the NGOs	Training workshops arranged twice a year	Governorate, relevant international organizations, local NGOs, IDPs and local authorities	Continuous	
		Training workshops to enhance NGOs capacity realized	Satisfaction of the NGOs participating to the training workshops			
	Increasing role of NGOs in service-delivery	Governorate undertook a feasibility study about arrangements to increase the role of NGOs	Feasibility study undertaken Implementations	Governorate, Social Assistance and Solidarity Fund, related international organizations	January 2008	Experiences of other countries can be benefited
	Consultation mechanisms	Activities for participatory planning and consultation mechanisms commenced	Manual for local public officials and NGOs on participatory implementations	Governorate, District-Governorates, relevant international organizations, NGOs, IDPs	March 2008	
			Participatory implementations at the district level on annual basis		Continuous	
Multi-stakeholder committees	Governorate established multi-stakeholder committees to assess progress of log frame	Committee comprising representatives of 10 to 12 different organizations Number of meetings, decisions taken and implemented	Governorate, municipalities, Damage Assessment Commissions, local NGOs, representatives of the organizations delivering service, private sector representatives, IDPs, etc	January 2007		

## Annex I: List of Local Stakeholders Contributing to the Action Plan

<b>Name</b>	<b>Organization Represented</b>
Governor Mehmet Niyazi Tanılır	Van Governorate
Mustafa Yavuz	Van Governorate
Süleyman Özçakıcı	Van Governorate
Mehmet Ali Özkan	Gürpınar District- Governorate
Arslan Yurt	Başkale District- Governorate
Vedat Yılmaz	Çatak District- Governorate
Şahin Arsal	Gevaş District- Governorate
Arif Ayçiçek	Yedibaşak Association
Hüsamettin Çelik	Union of Tradesmen and Craftsmen Chambers
Dr. Ahmet Hamdi Orhan	Union of Tradesmen and Craftsmen Chambers
Osman Tuncil	Chamber of Bakers
Dr. Yakup Akgün	100. Yıl University
Dr. Tuğrul Erbaydar	100. Yıl University
Fahrettin Ceylan	Gevaş Chamber of Tradesmen and Craftsmen
Kadir Parlak	Gevaş Chamber of Drivers
Ziya Türk	Union of Tradesmen and Craftsmen Chambers
Bedrettin Görmüş	Erciş Chambers of Tailors and Groceries
Faruk Alparslan	Chamber of Drivers
Mustafa Gürbüz	Erciş Chamber of Wood and Iron Works
Çetin Karaduman	Chamber of Tailors and Manufacturers
Seyfettin Konca	Chamber of Shoemakers
Niyazi Budak	Chamber of Coffeehouse Owners
Mehmet Ali Can	Union of Tradesmen and Craftsmen Chambers
Hasan Hüseyin Tekin	100. Yıl University
Cüneyt Caniş	Human Rights Association
Cengiz Polater	Federation of Amateur Sports Clubs
Hakan Güngörmez	MEKSA Foundation
Murat Keçecioglu	Chamber of Pharmists
Kadri Salaz	Van Young Businessmen Association
Tahir Abi	Van Association for Tourism
Feridun Irak	Van Commodity Exchange
Muhittin Başak	Van Platform for Tomorrow
Yakup Simeklioglu	Van SMMM Regional Chamber
Sema Bağış	Van Women Association
Fuat Arpa	Labor Union of Public Servants
Müjgan Güneri	Van Women Association
Gülmay Ertunç	Yaka Women Association
Ayşe Demir	Association for Supporting Women Entrepreneurship
Gülseren Erden	Women Hand-in-Hand Association
Burhan Borak	Van Association of Social Solidarity and Culture for Migrants (Van Göç-Der)
Idris Canbay	Van Association of Social Solidarity and Culture for Migrants (Van Göç-Der)
Veli Avcı	Van Association of Social Solidarity and Culture for Migrants (Van Göç-Der)
Cemal Işık	Community Volunteers Foundation
Asuman Levent	Mother and Child Education Foundation (AÇEV)
Mevhibe Demircioğlu	Mother and Child Education Foundation (AÇEV)
Halil Tandoğan	Van Union of Beekeepers
Fahrettin Kıyat	Çatak Education, Culture and Social Solidarity Association (Çatak-Der)
Malik Baransel	Çatak Education, Culture and Social Solidarity Association

	(Çatak-Der)
Namık Kemal Demiroğlu	Red Crescent
Şehabettin Öztürk	TMMOB Chamber of Architects
Osman Yeşilyurt	TMMOB Chamber of Architects
Ercan Çıplak	Yedibaşak Association
Yusuf Taşkın	Yedibaşak Association
Melik Albey	Çatak Education, Culture and Social Solidarity Association (Çatak-Der)
Lütfü Özgökçe	Van Chamber of Agriculture
Rezzan Bayram	Education Volunteers Foundation of Turkey
Hazan Caner	Turkish Association for Family Physicians
Nihat Özur	Van Villages Assistance and Solidarity Association
Izettin Terzioğlu	Van Villages Assistance and Solidarity Association
Cahit Yıldız	Gürpınar Chamber of Agriculture
Necdet Amir	Gürpınar Chamber of Agriculture
Celal Zar	Gürpınar Chamber of Agriculture
Hamdi Semiz	KDRP Monitoring and Coordination Unit
Fevzi Tunçdemir	Aydemir Village Mukhtar
Mehmet Akif Yıldız	National Education Provincial Directorate
Fesih Demirtaş	Health Provincial Directorate
Yusuf Sevmiş	Provincial Special Administration
Selahattin Günci	Provincial Special Administration Water Infrastructure Directorate
Mirhaç Kaya	Local Administration Directorate
Husret Aslantaş	Konalga Village Mukhtar
Musa Örek	Dalbastı Village Mukhtar
Muhyettin İnci	Public Training Center
Kemal Çelik	Provincial Social Works Directorate
Abdülkerim Arvaş	ISKUR Provincial Directorate
Abdulsamet Denli	Child Research and Rehabilitation Center (ÇAREM)
Meltem Deviren	Social Risk Mitigation Project Center
Deniz Baş	Van Municipality Family Consulting Center
Birol Duman	Van Municipality VASKİ Directorate
Ruşen Alpaslan	Van Municipality Local Agenda 21 Secretariat
Mahmut Ergüç	Van Municipality
Necmettin Bayman	Van Municipality Roads and Utilities Directorate
Sina Baylı	Van Municipality Culture Affairs Directorate
Metin Sürme	KDRP Monitoring and Coordination Unit
Mahmut Aras	Özlüce Village Mukhtar
Hakan Yalvaç	Public Works and Settlement Provincial Directorate
Engin Sarı	Sehrivan News
Ferhat Atacan	Prestij News
Meral Ayhan	Van Chamber of Commerce and Industry
Necdet Takva	Van Chamber of Commerce and Industry
Zahir Kandaşoğlu	Van Chamber of Commerce and Industry
Sinan Hakan	Van Industry Zone Producers and Manufacturers Association
Sertaç Kartal	Private Sector Representative
Selim Özgökçe	Private Sector Representative
Necmi Çakıröz	Private Sector Representative
Ali Çiçeksay	Private Sector Representative
Mustafa Sarı	Doğa Gözcüleri Association
Ayşegül Bitiktaş	Doğa Gözcüleri Association
Leviha Görentaş	Damage Assessment Commission
Mustafa Arslan	Damage Assessment Commission
Adil Bartu	Damage Assessment Commission
Dr. Birsen Gökce	National Expert/Bilkent University
Dr. Servet Mutlu	National Expert/Başkent University

Dr. Emin Yaşar Demirci	National Expert/ 100. Yıl University
Van Municipality Local Agenda 21 Women Assembly	
Labor Union of Education (Egitim-Sen) Van Branch	
Confederation of Turkish Public Employees and Trade Union Van Branch	
Confederation of Civil Servants and Trade Union Van Branch	
Hak-Is Trade Union Confederation Van Branch	