

Common messages for Rohingya Community on adjustments in assistance packages- food ration, soap and LPG cycle

The UN and its partners are continuing to appeal to the international community to support the Rohingya refugees and vulnerable host communities in Cox's Bazar. Despite all our efforts we are still facing severe funding shortfalls.

To cope with the situation, some adjustments are needed in the operations and assistance packages in the Rohingya Refugee response. These changes or reductions are being introduced only to make sure that we can continue to provide support. We will continue doing our best to raise funds and continue our support in the camps. This situation has no linkages with repatriation and solely responds to the lack of funding we are currently facing.

1. Reduced entitlement of the food voucher:

- WFP has to reduce the entitlement of the food voucher from USD 10 to USD 8, starting from June 2023.
- It is not specific to any individual or household, rather it will be applied to everyone equally.
- The reduced entitlement only affects the food voucher you receive from WFP. Other entitlements, for example, nutrition, are not affected and will remain the same as before.
- The reduced entitlement may have an effect on the nutritional status of you and your family. Young children, pregnant and breastfeeding women, people with disabilities and older persons are usually the most affected. To minimize the impact of the reduced entitlement, there are a few things you can do:
 - With the voucher, you can still purchase a maximum of 13 kg of rice/per person/month and use the remainder on fresh food items.
 - Eat all the food you purchase from the e-voucher outlet, this is especially important now that you are not receiving the same amount of food as before. Young children, pregnant and breastfeeding women need more nutrition so try to take care of them as much as possible.
- If you have any concerns about the food assistance you receive, whether they are about the voucher amount or food quality or quantity you purchased from an outlet, please feel free to inform the WFP outlet staff immediately while inside the outlet (before leaving).

2. Reduced entitlement of soap:

- Water, Sanitation and Hygiene (WASH) sector has to decrease the number of bathing soaps you receive each month. From June 2023, you will receive one bathing soap per person per month instead of two bathing soaps.
- Other entitlements from WASH assistance packages are not affected and will remain the same as before.

3. Adjusted LPG distribution cycle:

- UNHCR is distributing pressure cookers which save time and gas when cooking. Starting in June 2023, the LPG refill cycle will be adjusted for refugees who have received pressure cookers. The adjustment is based on a detailed survey and research to reflect actual LPG consumption.

Please remember that all types of humanitarian assistance are free of charge. No financial, sexual, or other favors can be requested in exchange for the assistance. If you suspect, experience, or witness any such abuse, please report it immediately, using the mentioned complaints and feedback channels.

You may use any of the following channels to let us know your concerns, complaints and feedback:

➤ Hotlines:

- **WFP- 08 000 999 777.** It is toll-free and available 24 hours a day, 7 days a week.
- **UNHCR- 16670.** It is toll-free and available everyday from 8am – 10pm.

- **WFP Partners/ Help desk** – you can approach the staff working in all outlets to share your concerns, complaints and feedback at the help desk in the outlets.
- **Nutrition centers** – you can approach staff on site or helpdesk to share your complaints and feedback.
- **Information hubs/Complaints and Feedback Centres** - The centers are operated by different humanitarian organizations and camp management agencies. You can access these centers anytime during the week to provide feedback related to any issues.

All complaints will be handled with the highest degree of respect and confidentiality. If you do not think a complaint has been properly resolved, you are encouraged to report the issue through the camp management structures, such as CiC offices.

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