

## Sensitization messages for Rohingya community Decrease GFA BASE Entitlement

### *All Camps*

- We regret to inform you that, despite all of WFP efforts we are still facing severe funding shortfalls and cannot provide you with the same entitlement for food assistance going forward.
- Around the world, many WFP's operations are also having funding challenges like us. Be assured that we will continue doing our best to raise funds and continue our support to you.
- But we have to reduce your entitlement of the food voucher again from BDT 1,050 to BDT 840, starting from June 2023, or we will have no funds left very soon.
- Only by reducing the food voucher value, we can continue to provide food for everyone, and for as long as possible. The reduced entitlement only affects the food voucher entitlement you get from WFP. It will be applied to everyone and not specific individuals or households. Other entitlements, for example nutrition, are not affected and will remain the same as before.
- The reduced entitlement may affect your food and nutrition security. Young children, pregnant and breastfeeding women, people with disabilities and the elderly are usually the most affected. To minimize the impact of the reduced entitlement, we encourage you to:
  - With BDT 840, you can still purchase a maximum of 13 kg of rice/per person/month and use the remainder on fresh food items, including vegetables, fruits, chicken and fish.
  - 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.
- If you have any concerns about your monthly entitlement (voucher amount), the food quality, and the quantity of the items you purchased from an outlet, it is best you inform the outlet staff immediately while inside the outlet.
- Please remember that all types of WFP assistance are free of charge. No financial, sexual, or other favors can be requested in exchange for WFP food assistance. If you suspect, experience, or witness any such abuse, please report it immediately, using the complaints and feedback channels listed below.
- Complaints and Feedback Channels  
You may use any of the following channels to let us know your concerns, complaints and feedback:
  - **WFP Hotline - 08 000 999 777.** It is toll-free and available 24 hours a day, 7 days a week
  - **Cooperating 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.
  - **Feedback Info Centers/Hubs** - The centers are operated by IOM, UNHCR and DRC. You can access these centers anytime during the week to provide feedback related to all agencies, including WFP.

All complaints will be handled with the highest degree of respect and confidentiality, and we have a strict policy to prevent reprisals. 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.