



**UNHCR**  
The UN Refugee Agency

## Project Proposal UNHCR Türkiye



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June 2022

|                                     |   |
|-------------------------------------|---|
| <b>Project title:</b>               | Support to the National Asylum System through Registration as the Gateway to Protection |
| <b>Donor Reference</b>              | 2022-7788   |
| <b>Executing Agency</b>             | UNHCR   |
| <b>Beneficiaries:</b>               | International protection applicants and Syrians seeking temporary protection            |
| <b>Project Site(s)/Location(s):</b> | Across Türkiye  |
| <b>Duration:</b>                    | July 2022 – June 2023 (12 months)   |
| <b>Proposed Budget:</b>             | DKK 20 million (Equivalent USD amount 2,889,338)  |

## 1. Introduction

The present project proposal outlines the context, strategic considerations, rationale, justification, objectives, activities, and proposed budget for the project entitled “Support to the National Asylum System through Registration as the Gateway for Protection” from July 2022 to June 2023 (implementation period of 12 months).

## 2. Parties

The Ministry of Foreign Affairs of Denmark and United Nations High Commissioner for Refugees (UNHCR).

## 3. Contributions

Denmark, represented by the Inter-ministerial Migration Task Force, commits to a contribution of DKK 20 million (twenty million Danish Kroner) for the period of 01 July 2022 to 30 June 2023.

The contribution will be transferred to UNHCR in two instalments as follows:

- The first instalment of DKK 10 million (50%) will be effectuated at the earliest opportunity upon the receipt of the written acceptance of Denmark’s contribution.
- The second instalment of DKK 10 million (50%) will be effectuated no later than the 31<sup>st</sup> of December 2022 and following the receipt of a disbursement request.

This proposal contributes to the overall cooperation of UNHCR Türkiye with PMM, supported also by UNHCR’s other donors including but not limited to the European Union Civil Protection and Humanitarian Aid Operations (ECHO), the Bureau for Population, Refugees and Migration of the United States of America, Germany, France and Norway. Specific activities and targets serving the overall objective are listed below and while targets and indicators are set in cooperation with PMM, may be altered during the implementation period.

## 4. Context, Strategic Considerations, Rationale, and Justification

**Türkiye hosts four million refugees.** Currently, there are some 3.7 million Syrians under temporary protection (TP) in Türkiye and more than 322,000 International Protection (IP) applicants and status holders, including those from Afghanistan, Iran, Iraq, and a wide range of other countries. Türkiye has been the largest refugee hosting country in the world for the past eight years.

**Türkiye has a comprehensive and inclusive legislation providing international protection to those who are in need, based on the Law on Foreigners and International Protection (LFIP).** Syrian nationals, stateless persons, and refugees who have arrived in Türkiye since April 2011 are granted temporary protection status. Other nationals go through individual refugee status determination procedures. Türkiye is party to the 1951 Refugee Convention and its 1967 Protocol and maintains the geographical limitation. The LFIP, dated 2013, established the Directorate General of Migration Management (DGMM) as the sole competent authority in charge of procedures for all foreigners in Türkiye. In October 2021, the institution was transformed into the “Presidency of Migration Management” (PMM) by a Presidential Decree. PMM is the asylum institution of Türkiye, entrusted with competencies for policy making and implementation. Through its provincial directorates (PDMMs) in Türkiye’s 81 provinces, PMM conducts registration; documentation; identification and referral of persons with specific needs; and refugee status determination. Registration with the PDMMs is paramount to refugees’ lawful stay in Türkiye, access to rights and services, and protection against refoulement. As the initial stage of the asylum procedure, registration subsequently leads to status determination, which is a requirement for durable solutions eligibility. Because of the critical importance of registration, and because PMM is a relatively young institution with an enormous responsibility and workload – with relatively limited operational capacity in comparison to the high demand on processing – UNHCR’s continued support remains crucial.

**Refugees benefit from access to national public services, including health, education, and social assistance and services.** This is the main pillar of refugee protection in Türkiye, for which registration is a prerequisite. Registration procedures require continuous support to meet increasing demands of refugee populations and to enhance PDMM’s operational capacities to cope with the new dynamics.

**Türkiye is in a pathway of mixed movements.** Among people intercepted, rescued, or apprehended upon irregular entry or presence, there are those who need to seek international protection in Türkiye, victims of human trafficking, unaccompanied children, and persons with special needs. Further to such movements, the major ongoing conflicts such as Afghanistan, Syria, and Ukraine have the potential to trigger new population movements. In 2021, for example, Afghans in Türkiye were increasingly approaching authorities for international protection, as the situation in Afghanistan and its neighbouring countries evolved. In early 2022, the Ukrainian conflict prompted arrivals of Ukrainians in Türkiye.

**The context of Türkiye offers opportunities to realize the sustainable development goals and pledges made during the 2019 Global Refugee Forum (GRF).** Türkiye took a very active role in drafting the Global Compact on Refugees (GCR) and was one of five co-conveners of the GRF in December 2019. Following the GRF, Türkiye has been advocating in various international fora for a full implementation of the GCR, underlining the importance of easing the burden on host countries through international responsibility-sharing. Türkiye has integrated the 2030 agenda into the National Development Plan and the Voluntary National Review, which explicitly reference the overarching “leave no one behind” principle.

**UNHCR has a longstanding presence in Türkiye,** having embarked on a cooperation with national authorities on asylum and refugee related matters over sixty years ago, in 1960. In 2016, Türkiye and UNHCR signed a Host Country Agreement to formalize and strengthen the existing partnership in view of the growing needs resulting from the Syria crisis. In 2022, UNHCR continues to operate out

of its country office in Ankara and field offices in Ankara, Gaziantep, Hatay, Istanbul, Izmir, Sanliurfa, and Van, with close to 400 staff members, 85 per cent of whom are national staff.

**UNHCR implements activities to support PMM in implementation of the LFIP.** UNHCR combines support to public institutions – for inclusion and quality service delivery for refugees and the host community – with a gap-filling and catalytic role in assisting refugees in need and promoting self-reliance and social cohesion.

In accordance with the **“one-refugee” policy**, UNHCR aims to implement a well-coordinated and holistic approach serving both persons under temporary protection and those under international protection. At the same time, UNHCR seeks to strengthen and further advance the capacities of key local actors, including public institutions and NGO partners, complementing other interventions, including those funded by other entities, without creating duplication.

**UNHCR, in 2022, works towards the intended impacts defined in the following five statements:**

- Persons in need of international protection have access to quality, fair and efficient procedures in line with international law and the national legal framework.
- Persons in need of international protection have inclusive access to improved essential and social services.
- Refugees and the host community further develop mutual understanding, respect, solidarity, and trust, building on self-reliance and active participation.
- Refugees are provided with opportunities for suitable and sustainable solutions based on their individual needs.
- Persons in need of international protection and the host community benefit from a greater and more coordinated support from a wide range of actors.

**In 2023, UNHCR will continue to work towards the same impact statements, as indicated in its operations plan covering 2023-2025.** The specifics of the plan will be finalized in the last quarter of 2022, following a detailed planning exercise involving many parties including but not limited to the authorities, implementing partners, international community and refugee communities.

**The first impact statement focusing on access to asylum remains a priority for UNHCR in 2022 and in the years to come.** For refugees and asylum-seekers to access fair asylum procedures in Türkiye, PMM must have a strengthened capacity to process cases and to apply consistently and coherently the procedures across provinces.

**Due to the ongoing heavy caseloads, insufficient operational capabilities in some provinces, and new responsibilities assumed by PDMMs (such as address registry), PDMMs’ capacities continue to be stretched,** requiring UNHCR’s sustained technical and operational support for the timely processing of new applications, data updates, identification and referral of persons with special needs, and processing of applications.

**In registration procedures, key progress has been made with UNHCR’s support over the years.** For example, UNHCR monitoring missions and PMM’s own data reveal an overall reduction of the registration waiting period for international protection applicants. Specifically, the average waiting time (between the application and the actual registration) for international protection applicants decreased from four months at the end of 2019 to around 2.5 months at the end of 2020; by the end of 2021, the waiting period was estimated to be around three months. The full lockdown announced by the Government of Türkiye from late April to 16 May 2020, suspending registration, data update, and refugee status determination (RSD) procedures, as well as reduced working hours and other



measures introduced to minimize the spread of COVID-19, had a negative impact on the overall performance, particularly in registration of new arrivals. Although the number of individuals pending international protection registration has slightly increased since January 2021, a 70 percent reduction has been recorded in the international protection backlog since the beginning of 2020, with no backlogs recorded for temporary protection applicants. Additionally, with UNHCR's support, the PDMMs have put in place dedicated protection desks to facilitate the prioritization of the most vulnerable individuals and help fast-track their registration. Also, thanks to the work of the protection desks, PDMMs enhanced their provision of referrals for persons with specific needs and for emergency cases and ensured relevant follow-up.

**Due to the high demand on the services of PDMMs and limitations in operational capacities, particularly for those PDMMs located in the provinces hosting large refugee populations, UNHCR's technical and operational support continues to be needed** for registration processes including data updates, address registry, ID renewal (for international protection applicants and status-holders), and protection desks for identification and referral of persons with specific needs. There are no signs that the current size of the refugee population will lessen in the coming period; rather, there may be a future increase in numbers, especially for international protection applicants, based on the developments in the region. This translates into additional workload for PDMMs in terms of new registrations and record updates.

**In light of this, PMM will continue to need support for fulfilling its responsibility vis-à-vis persons seeking temporary or international protection** to ensure their timely registration and documentation. Moreover, protection desks will continue to identify persons with specific needs, refer them to specialised services, and seek durable solutions as their legal status and individual circumstances require.

## 5. Project Objective and Activities

The overall objective of the project is to enhance efficiency of registration procedures through provision of technical and operational support to PDMMs in close cooperation with PMM. This will be accomplished through the provision of personnel, material, equipment, training, on-the-job coaching, and technical information.

UNHCR will continue to support PMM and its PDMMs in the following areas: advancing registration processes; enhancing efficiency of registration; enhancing registration data quality; managing and decreasing registration backlogs; and providing technical support for increased data safety and information management. UNHCR will continue to assist PDMMs' identification of persons with specific needs at the registration stage and their referral to protection mechanisms through the protection desks. Moreover, UNHCR will continue to support PMM for its technical capacity and its relevant systems. Building on this work and looking ahead, this support will take the form of maintenance and improvement of its systems.

**Provision of capacity development support to enhance PMM's registration efforts:** In view of the large scale of the refugee population and the continuous high needs, UNHCR will continue to provide operational and technical support to PMM to advance the efficiency of registration procedures.

In 2021, UNHCR provided 553 staff to PMM and the relevant PDMMs in 63 provinces. The personnel provided to PDMMs includes interviewers, project managers, protection desk interviewers, protection desk coordinators, social workers, receptionists, runners, and IT support staff. In addition to that, UNHCR also deployed 223 interpreters to PDMMs to support the staff with overall interpretation needs for service provision, including but not limited to processing, interviewing, and

counselling as well as document translation. As of June 2022, a total of 571 staff are provided to PMM, including interviewers, process managers, protection desk interviewers, protection desk coordinators, receptionists, runners, and IT support staff, in addition to 219 interpreters. Having set the targets for 2022 in registration, data update, address registry, and interviews with persons with special needs at the protection desks, an increased level of support in comparison to the previous years is foreseen by UNHCR. As mentioned, the number of staff to be deployed and the number of provinces to be supported may vary during the implementation period due to the changes in needs and personnel availability, all coordinated with PMM.

In light of this, UNHCR will continue to deploy personnel to selected PDMMs across Türkiye. The selection criteria for the provinces to be supported are a) the overall population figures of persons under temporary and international protection in the provinces; b) the registration backlogs reported by the PDMMs; c) the needs identified as per the monitoring conducted by UNHCR (through UNHCR's monitoring missions to the provinces, meetings with partners, reports from different sources, individual case interventions, and calls received by the UNHCR counselling line); and d) key performance indicators that measure the achievements and progress against targets as well as the reasons behind the compliance or noncompliance. The tasks and responsibilities of the UNHCR-supported project personnel include a wide spectrum of activities: updating data for individuals under temporary protection and international protection; address registry; identifying, prioritizing, and referring persons with specific needs; facilitating the processing of applicants' reporting obligation; checking necessary documents in the applicants' native language and facilitating their application process; preparing application letters for those who are unable to write; assisting PDMMs with the reporting and the development of statistics; and helping with interpretations as well as translations where needed. This support will increase the PDMMs' registration efficiency.

As per past practice, the personnel will engage with the beneficiaries in the languages most spoken by asylum-seekers and refugees, including Arabic, Farsi, Dari, Somali, Turkmen, English and Turkish, in addition to interpreters in Russian and Ukrainian languages. UNHCR will continue to retain the personnel who are already supporting the PDMMs to the extend possible, to avoid a high level of staff turnover and to increase institutional capacity-building.

As part of its capacity development support, UNHCR also provides material assistance to the PDMMs where needed, including support for infrastructure and equipment, specifically to be used by the personnel deployed in their service provision to refugees and asylum-seekers.

**Assistance for the identification and referral of persons with specific needs:** To support the identification, prioritization, and referral of persons with specific needs at the PDMMs, UNHCR will continue to provide protection desk personnel to PDMMs in 50 provinces and will establish the 51<sup>st</sup> protection desk per the need assessed.

In 2021, UNHCR's support to PMM included the provision of 106 protection desk personnel, including 98 protection desk interviewers and eight protection desk coordinators. The majority of the protection desk interviewers are Arabic speakers, with the remaining covering other languages spoken by refugees and asylum-seekers in Turkey, including Farsi, Dari, Turkmen, and Somali. In 2022, the protection desks will be supported by social workers with special expertise in the field, which will benefit the rest of personnel.

As the PDMMs constitute the first official port of contact for all asylum-seekers upon their arrival to Turkey, including for asylum-seekers with specific needs, and as registration represents the gateway to refugees' access to services, the protection desks remain vital to shape the path forward for persons with specific needs. The desks conduct interviews to make detailed protection assessments

to identify persons' vulnerabilities, prioritizing and fast-tracking applications, and referring individuals to the relevant public entities or other protection services for targeted follow-up assistance. Based on past trends, most protection desk referrals are expected to be provided for support from YİMER (PMM's hotline), Provincial Directorates of Family and Social services, municipalities, Social Assistance and Solidarity Foundation, Turkish Red Crescent, Bar Associations, and other entities.

**Provision of technical expertise, staff, and material support to strengthen registration and data management systems:** As part of its systems development support, UNHCR provides staff support and equipment assistance to the PDMMs where needed, including but not limited to ICT material, software, licenses, and servers. UNHCR also continues to provide technical expertise on a wide range of issues to enhance PMM's registration processes, such as establishment of a centralised appointment system, big data development, and business intelligence systems. Further, UNHCR is in the process of assisting PMM with their digitization plan that is also expected to enhance PMM's efficiency in the years to come.

PMM is in the process of developing a centralized online appointment system for all applicants and status holders, aimed at providing a more efficient and timely mechanism for data update procedures, including address registry. In light of this, the support will cover software and relevant services for PMM, licences and server and improvement services and ICT/systems. Within the scope of big data and business intelligence systems, UNHCR provides staffing, license, equipment, and consultancy support to PMM. The systems aim to improve PMM's data analysis and reporting capacity for the enhancement of service provision, planning, and decision-making processes.

Moreover, UNHCR supports PMM on the maintenance and integration of a mobile phone application for foreigners in Türkiye, by which beneficiaries will be able to access self-services such as booking appointments for record updates, information dissemination, and viewing personal information. The app could also be used by PMM to disseminate key information to beneficiaries, such as important announcements, appointment notifications, and other types of messages. An added value of the mobile app would be for refugees to still be reachable and receive information on their phones if they change their mobile numbers. The app would also minimize the need for persons to approach the PDMMs, therefore reducing crowds and increasing the overall efficiency of the PDMMs. PMM is seeking UNHCR's support with the maintenance and integration of the application once it is released.

In view of the rapid developments affecting data systems and digital transformation, UNHCR is in the process of providing support to PMM for the digitization transformation for increased data safety and information management

In light of the overall support explained above, the following will be covered under this proposal with Danish funds:

- **Registration processing**
  - A total of 93 interviewers for various PDMMs for registration and data update, including address registry.
  - A total of 68 interpreters for various PDMMs (Arabic, Farsi and other languages) for registration.
  - A total of 15 staff for various PDMMs for providing IT and operational support (setting up devices, systems setting, configuration as well as procedural and

administrative support).

- Material and equipment for various PDMMs including desktops, laptops, and relevant devices to be used by the newly recruited staff.
  
- **Identification of persons with specific needs**
  - A total of 49 social workers to be deployed at protection desks at various PDMMs for identification and referral of vulnerable cases.
  
- **Systems improvement**
  - A total of 13 technical personnel for PMM who are experts on business intelligence, information and communication technologies, geographic information systems development, software programming, big data development, mobile application development.
  - Material and equipment for PMM including software and relevant services (including licenses and system improvement services).

## 6. Results and Indicators

### Result: Registration efforts of PMM supported

**Indicator 1.1 - Number of data update interviews conducted** (disaggregated by persons of concern under temporary and international protection)

- Baseline (figures: nr or %): 0
- Target value (figures: nr or %): 2,112,206
- Source and method of data collection: PMM reports
- Comments: The target figure of 2,112,206 reflects the number of data update interviews, so not necessarily unique individuals.

**Indicator 1.2 - Number of persons who benefit from protection desk interviews** (disaggregated by persons of concern under temporary and international protection)

- Baseline (figures: nr or %): 0
- Target value (figures: nr or %): 125,000
- Source and method of data collection: PMM reports
- Comment: The indicator measures the number of protection desk interviews, so not necessarily unique individuals as there might be follow-up interviews or newly emerged specific needs.

**Indicator 1.3 - Number of PMM/PDMM personnel benefitting from UNHCR trainings**

- Baseline (figures: nr or %): 0
- Target value (figures: nr or %): 380
- Source and method of data collection: UNHCR reports
- Comment: The indicator measures the number of PMM and PDMM staff, including the project staff deployed, benefitting from UNHCR induction and thematic protection trainings. The number may include duplications as the same personnel might benefit from several different trainings during the reporting period.

## 7. Theory of Change



UNHCR’s theory of change regarding registration and related activities is as follows:

**People in need of international protection have access to quality, fair and efficient procedures in line with international law and the national legal framework.**

- If there is a centralised control and oversight mechanism, then consistent and quality practices will be realised, encouraging the officials to comply fully with the established procedures and thereby avoiding arbitrariness.
- If sufficient technical and operational support is provided to the PMM/PDMMs, then those who approach them can register and get processed speedily.
- If the protection desks at the PDMMs continue to function fully, the quality of registration will improve and the number of persons with specific needs identified, referred, and supported will increase.
- If provided with international expertise on data management, PMM will manage data quality and be encouraged to share data.
- If a central quality assurance mechanism is established, then the quality of asylum procedures will improve.

**8. Results framework**

For results-based management, learning and reporting purposes, Denmark will base the actual support on progress attained in the implementation of the project as described in the documentation. Progress will be measured through the monitoring framework and M&E framework of UNHCR, focusing on key outcomes and corresponding outputs and their associated indicators.

Result framework for “Support to the National Asylum System through Registration as the Gateway to Protection” project in Türkiye:

|                                    |   |
|------------------------------------|---|
| <b>Project/Programme</b>           | Support to the National Asylum System through Registration as the Gateway to Protection   |
| <b>Project/Programme Objective</b> | To enhance efficiency of registration procedures through provision of technical and operational support to PDMMs in close cooperation with PMM.   |
| <b>Impact Statement</b>            | Persons in need of international protection have access to quality asylum procedures in line with international law and the national legal framework.   |
| <b>Core Impact Indicator</b>       | Proportion of individuals seeking international protection who are able to access asylum procedures.  |
| <b>Outcome Statement</b>           | Persons seeking international protection are registered and documented in an efficient, timely and quality manner.  |
| <b>Output Statement</b>            | Technical capacity of PMM, PDMMs and civil registries is improved enabling registration and documentation.  |
| <b>Indicators</b>                  | Percentage of data update interviews conducted (Percentage of persons of concern whose registration data has been updated in PMM’s GöçNet, disaggregated for persons of concern under temporary and international protection) |
| <b>Baseline</b>                    | 0   |

|                     |   |
|---------------------|---|
| <b>Target value</b> | 32%   |
| <b>Comments</b>     | The target value should be considered in comparison to the total population. The baseline is set at 0, as cases updated in the past years may not be considered “up-to-date” anymore and should therefore not be included here. |
| <b>Indicator 1</b>  | Number of data update interviews conducted  |
| <b>Baseline</b>     | 0   |
| <b>Target value</b> | 2,112,206   |
| <b>Comments</b>     | The target figure of 2,112,206 reflects the number of data update interviews, so not necessarily unique individuals.  |
| <b>Indicator 2</b>  | Number of persons who benefit from protection desk interviews   |
| <b>Baseline</b>     | 0   |
| <b>Target value</b> | 125,000   |
| <b>Comments</b>     | The indicator measures the number of protection desk interviews, so not necessarily unique individuals as there might be follow-up interviews or newly emerged specific needs.  |
| <b>Indicator 3</b>  | Number of PMM/PDMM personnel benefitting from UNHCR trainings   |
| <b>Baseline</b>     | 0   |
| <b>Target value</b> | 380   |
| <b>Comments</b>     | The indicator measures the number of PMM and PDMM staff, including the project staff deployed, benefitting from UNHCR induction and thematic protection trainings.  |

## 9. Risk Management

### Assumptions and risks:

| Assumptions and Risks  | Likelihood | Impact      | Mitigation Measures  |
|--|------------|-------------|--|
| The Law on Foreigners and International Protection and Temporary Protection Regulation is not implemented in its entirety and consistently among the different PDMs. | Unlikely   | Significant | UNHCR engages with national authorities to ensure that the legal framework for the protection of asylum-seekers and refugees is maintained and upheld. |
| The political and operational environment is no longer favourable to UNHCR's and partners' work.   | Unlikely   | Major       | UNHCR engages with national authorities and advocates for the operational environment to remain favourable for implementation.                         |
| Persons of concern may lack access to information on registration procedures.  | Likely     | Significant | UNHCR continues to implement its communication with communities efforts along with its partners and enhance its two-way communication channels.        |
| The technical capacity to comprehensively identify the challenges is not sufficient.   | Likely     | Significant | UNHCR continues to build on its strong partnership with PMM.   |
| The staff rotates between different entities and continuity of staff is disrupted.   | Unlikely   | Moderate    | UNHCR promotes PMM for the continuation of staff in their existing professional areas.   |
| Future COVID-19 developments disrupting the work and possible shift to online modalities, which will impact the capacity of PDMs causing reduction in capacity.      | Unlikely   | Moderate    | UNHCR and PMM implements a business continuity plan in case of any security risks, including those linked to the COVID-19 pandemic.                    |
| Exchange rate fluctuations continue disrupting the expenditure levels.   | Likely     | Significant | UNHCR closely monitors its expenditure through monthly and mid-year reviews, also with close monitoring of partnership agreements.                     |
| A major and/or abrupt influx or outflux of refugees and asylum-seekers.  | Unlikely   | Major       | UNHCR monitors the situation closely and adapts to the newly arising challenges.   |

## 10. Inputs/Budget

| Description  | Estimated budget |                   |
|--|------------------|-------------------|
|  | USD              | DKK*              |
| <b>Processing</b>  |                  |                   |
| Interviewers, interpreters, operational staff and material/equipment | 1,633,739        | 11,308,743        |
| <b>Identification of persons with specific needs</b>                 |                  |                   |
| Social workers   | 543,688          | 3,763,407         |
| <b>Systems improvement</b>   |                  |                   |
| Experts, equipment and software                                      | 535,567          | 3,707,193         |
| <b>Subtotal</b>  | <b>2,712,994</b> | <b>18,779,343</b> |
| <b>Indirect support cost</b>   | <b>176,345</b>   | <b>1,220,657</b>  |
| <b>Total</b>   | <b>2,889,338</b> | <b>20,000,000</b> |

\* June 2022 UN exchange rate: 6.922

## 11. Financial management, monitoring and reporting

The grant will be managed in accordance with the **Humanitarian Partnership Framework Agreement** between UNHCR and Denmark. It is the responsibility of UNHCR to ensure that the financial management follows the principles set forth in the Framework Agreement and the practice outlined in the Financial Rules of Voluntary Funds Administered by the High Commissioner for Refugees referenced therein.

**Monitoring of the activities** are based on the reports and observations made by UNHCR through its Field Offices, missions, partners, and beneficiaries, as well as the performance monitoring based on the monthly indicators shared by PMM.

UNHCR also offers a variety of confidential and accessible **feedback and complaints mechanisms to its beneficiaries**. For example, beneficiaries can make use of a dedicated line as part of the UNHCR Counselling Line to provide complaints to UNHCR. Also, to facilitate beneficiaries' feedback regarding their satisfaction on the support received through the counselling line, Customer Satisfaction Metrics have been in place since late November 2021. Moreover, a complaint box is made available at UNHCR's case management office in Ankara, where protection and resettlement interviews are organized. Additionally, persons of concern can contact UNHCR by sending an email to UNHCR Türkiye's general email account [turan@unhcr.org](mailto:turan@unhcr.org), which is monitored regularly by the organization.

Finally, **regular monitoring missions** will be organized to a select number of PDMMs during 2022, in order to observe and assess registration practices, identify persisting gaps, evaluate needs for further support, and identify challenges. The missions will be carried out both jointly with PMM and separately by UNHCR.

Under this grant, UNHCR will submit a **final narrative and financial report** no later than 6 (six) months following the end of the implementation period.

Date 28 June 2022  
Signature



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Peter Eilchow Olesen  
Chief Advisor  
Ministry of Foreign Affairs  
Denmark

Date 29/06/2022  
Signature



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For  
Paul Stromberg  
Head, Donor Relations & Resource  
Mobilization Service, UNHCR  
Geneva