

## DISTRIBUTION OPERATIONAL GUIDANCE/TOOLKIT: 8. Notification of beneficiaries prior to distribution

### Overview

Prior to the distribution day, ensure that beneficiaries and other actors are properly notified of the date, time, and location of the distribution, the distribution procedures, and minimum requirements to receive assistance (ID card, token/enrollment card etc).

- Use local language and take into consideration the ability of these communities to receive these messages on the dissemination of the notification
- Make use of different communication channels and platforms such as posters, radios, phone messages, and community leaders/mobilizers. When the distribution is done in camp settings, to inform the Camp Management Agency
- Ensure everyone including older persons, persons with disabilities, women- and child- headed household and other at-risk groups are reached and informed
- Inform beneficiaries of what will be distributed and its approximate volume and weight. An NFI kit or even a tent may require several people to carry it. Wherever possible, package materials for easy transportation, but also inform people on what they will receive and whether they will need additional support to carry it home
- Depending on the security situation on the ground, this prior notification may create unmanageable crowds and conflicts. Therefore in these difficult settings, consult and coordinate well with security staff and other agencies to apply other methodologies

### Checklist for beneficiary notification

Notify beneficiaries with due and prior notice with the following information.

- Date and time
- Location of the distribution site
- Who is expected to come to the distribution to collect the items
- What to bring on the day (e.g. ID card, token/enrollment card)
- What items will be distributed – quantities, volume, weight
- Number and types of volunteers required from the community

Below messages should be clearly disseminated to beneficiaries before, during, and after the distribution.

- All assistance provided by humanitarian organizations is based on need and is **free of charge for everyone**, including women, men, girls, boys, the elderly, and persons with disabilities.
- If you feel you have been discriminated against or you have been asked by someone working in humanitarian response (distribution staff, volunteers, drivers, security staff, local authority staff, etc.) to do something inappropriate, demanded any kind of favor or sexual favor from you in return for assistance, **please report them to IOM staff, an authority you trust, or a hotline.**

### Token/Enrollment card

Token/enrollment cards should be prepared with a serial number, and to be distributed to the target beneficiaries prior to distribution once the head of household is properly registered in the beneficiary registration/receiving form.

Resources

File Format

Language

# ¡RECUERDA!

**1** **TODOS** los servicios que brindamos son gratuitos.

**2** **NUNCA** solicitamos contraseñas o códigos bancarios.

**3** Nuestra información solo es enviada a través de canales oficiales.

Ten cuidado con el fraude y si sospechas de cualquier mensaje, denúncialo en:

[oimecuadorfraude@iom.int](mailto:oimecuadorfraude@iom.int)



## References and Tools

- [Sample token for NFI distribution](#)

## Contacts

For more information, please contact the Shelter and Settlements Unit in Geneva: [ShelterSupport@iom.int](mailto:ShelterSupport@iom.int).

Please also find the contact information to the IOM Shelter Reference Group: [ShelterReferenceGroup@iom.int](mailto:ShelterReferenceGroup@iom.int).

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