Key Messages for Transitioning GFA Beneficiaries to Mobile Money for WFP Cash Based Transfers.
October 2026

1. Introduction.

1.1. The purpose of this document is to outline key information regarding the transition of households currently receiving WFP general food assistance in-kind or through cash- in- hand to Mobile money.

1.2. It is intended for use during community sensitization and awareness creation activities by staff from WFP, CPs, financial service providers including agents and key district and settlement stakeholders, community leaders and representatives.

1.3. It is to be circulated widely among staff of WFP, UNHCR, and WFP cooperating partners, refugee leaders, representatives, and community members.

2. Background

2.1. WFP Uganda **currently provides General Food Assistance (GFA)** to approximately 780,000 refugees in 13 settlements in the Southwest, Northern and West Nile regions of Uganda.

2.2. This assistance is delivered in form of in-kind assistance and Cash Based Transfers (CBT).

2.3. WFP works with the following credible financial service providers to deliver cash-based transfers to refugees:

2.3.1. **Agency banking** through Centenary bank and Equity Bank

2.3.2. **Mobile money** through MTN Uganda Limited and Airtel Mobile Commerce Uganda Limited

2.4. WFP in 2024 scaled up implementation of digital cash-based transfers through agency banking and mobile money modalities across all refugee settlements.

2.5. However, unforeseen changes in donor contributions forced WFP to temporarily make modality changes and prioritize in-kind and cash in hand in Adjumani, Bidibidi, Imvepi, Rhino, Palorinya, and Palabek settlements.

3. Transition to mobile money.

3.1. Rationale

3.1.1. The severe funding gap that WFP faces **requires that any additional costs** of assistance transfer and delivery are minimized and that the available resources **are prioritized towards tangible assistance to households**.

3.1.2. This situation has caused a **necessary shift** from cash in hand and in-kind to mobile money.

3.1.3. The use of mobile money will ensure that the **limited funding** available is directed at providing high-quality assistance to those most in need, as it is the most cost-effective way for WFP to delivery assistance.

3.2. Scope

3.2.1. WFP will implement the **mandatory transition** of **all refugees receiving assistance through cash in hand and in-**kind to mobile money across all the 13 refugee settlements in Uganda.

3.2.2. A total of 104,463 households are targeted for the **mandatory shift by January 2027.**

3.2.3. Any eligible **household that has not transitioned** from cash in hand or in-kind to mobile money **will not receive assistance**.

Region	Refugee settlement	Target HHs
Southwest	Nakivale	10,395
	Oruchinga	38
	Kyangwali	7,380
	Kyaka II	5,741
	Rwamwanja	3,517
Southwest total		**27,071**
West Nile/Northern	Adjumani	12,787
	Kiryandongo	10,405
	Lobule	201
	Rhino	20,742
	Palabek	8,787
	Palorinya	8,647
	Bidibidi	6,987
	Imvepi	8,836
West Nile/ Northern total		**77,392**

3.3. Timelines

3.3.1. Airtel and MTN mobile **money enrollment will start immediately** to allow households sufficient time to register and be included for assistance.

3.3.2. This means that these households must register for mobile money services **before January 2027** to continue receiving assistance.

3.3.3. Households not registered for mobile **money by January 2027 shall** not be included for assistance in the subsequent cycles.

3.3.4. There will be **MTN and Airtel helpdesks stationed at FDPs** to support with issuance of SIM cards, mobile money enrollments and other mobile money support.

3.3.5. WFP starting from the January 2027 cycle will provide general food assistance primarily in form of mobile money via Airtel or MTN to households **currently receiving assistance in form of cash-in-hand and in-kind** in Nakivale, Oruchinga, Kyangwali, Kyaka II, Rwamwanja, Adjumani, Kiryandongo, Lobule, Palabek, Adjumani, Palorinya, Imvepi and Rhino Camp settlements.

3.3.6. We therefore urge all concerned category 1 and 2 households to report to their respective FDPs for **mobile money enrollment as soon as they receive this information**.

4. Feedback channels

4.1. Refugee households that are not sure of their assistance delivery modality are strongly **encouraged** to approach any of the WFP feedback channels listed below for support.

4.2. All community members **have the right to ask further questions, share suggestions** on how to improve assistance, **or make complaints** about their assistance, including allegations of misconduct, sexual exploitation, and abuse by humanitarian staff through the following channels:

- **Approach WFP and partner field staff** that are present at help desks, protection desks, food distribution points or during community visits for questions, feedback or complaints.
- Call the **WFP helpline for free on 0800 210 210**, from Monday to Thursday between 8:00am and 5:00pm, and on Friday between 8:00am and 1:00pm.
- Approach your **local refugee welfare committee members, representatives and outreach volunteers** who will share your questions, feedback, or complaints with us.
- If you prefer to **write to us**, you can get in **touch via email** (uganda.helpline@wfp.org).

4.3. We strongly encourage refugees to **report sensitive issues** such as fraud, corruption, staff misconduct including sexual exploitation and abuse directly to WFP by **calling the WFP helpline for free on 0800 210 210**.

4.4. We would like to remind and reassure all refugees that **WFP uses multiple feedback channe**ls, based on the needs and preferences of affected people.

4.5. In case one of the channels above is **not available**, refugees are strongly encouraged to **use any other alternative channel** from the list.