Frequently asked questions on CTP template

**Purpose:** In the course of the programme, staff and volunteers will receive many questions from stakeholders, community leaders and beneficiaries. They must be able to answer these questions in a clear way, so that the programme may be fully understood and accepted by the community. FAQs help to figure out all possible questions about the programme and provide a support for training staff and volunteers.

**How to complete the tool:** The programme team should first brainstorm on all possible questions people might have about the programme. Then design an answer for each question, being as simple and concise as possible. Below are some examples of common questions people have on cash transfer programmes.

|  |
| --- |
| **1. Why are people receiving cash grants?** |

|  |
| --- |
| **2. Who is providing the cash grants?** |

|  |
| --- |
| **3. Who is eligible to receive cash grants?** |

|  |
| --- |
| **4. How much is the cash grant?** |

|  |
| --- |
| **5. What are the cash grants for?** |

|  |
| --- |
| **6. How will the beneficiaries receive their cash grants?** |

|  |
| --- |
| **7. Where should the beneficiaries go to collect their cash grants?** |

|  |
| --- |
| **8. What kind of ID is needed to redeem the cash grants?** |

|  |
| --- |
| **9. Can anyone in the household collect the cash grant?** |

|  |
| --- |
| **10. When will the beneficiaries receive their cash grants?** |

|  |
| --- |
| **11. What should the beneficiaries do if they have any problems?** |

|  |
| --- |
| **12. What will happen if the voucher is lost or stolen?** |

|  |
| --- |
| **13. If somebody thinks he/she should be part of the programme and did not receive the cash grant, what should he/she do?** |

|  |
| --- |
| **14. What should be done if there is any security issue during programme implementation?** |

|  |
| --- |
| **15. Will there be any other cash grant distributions after this one?** |