



SYSTEMATIZATION OF GOOD PRACTICES

**PROJECT:  
ELECTRONIC WALLETS,  
SPECIAL MONETARY ASSISTANCE**





SYSTEMATIZATION OF GOOD PRACTICES

**PROJECT:  
ELECTRONIC WALLETS,  
SPECIAL MONETARY ASSISTANCE**

## CREDITS

All rights reserved. No part of this document can be reproduced, be stored in a recovery system or transmitted by any electronic means, mechanical, photocopying, recording or otherwise, without the prior consent of the editor.

The limits and names shown, and the designation used in the maps of this document follow those used by the United Nations and do not imply official endorsement or acceptance by the International Organization for Migration (IOM).

**Head of Mission: Christopher Gascon**

**Project Coordination: Evelyn Bernal, Yolice Quero and Benita Hernández**

**International Organization for Migration**

**Office Address: Mexico City**

---

**Email: Evelyn Bernal [ebernal@iom.int](mailto:ebernal@iom.int)**

**Contact email: [kmhubregional@iom.int](mailto:kmhubregional@iom.int)**

## ABBREVIATIONS

<b>DTM</b>	DTM - Displacement Tracking Matrix
<b>NIM</b>	National Institute of Migration of Mexico
<b>EW</b>	Electronic Wallet
<b>IOM</b>	International Organization for Migration

# TABLE OF CONTENTS

- CREDITS** ..... 3
- ABBREVIATIONS** ..... 4
- CONTENTS** ..... 5
  - Introduction**.....6
  - Context**.....6
  - Description of Good Practices** .....7
  - Implementation of Good Practices**.....7
    - 1. Selection of Beneficiaries.....7
    - 2. Identification of suppliers .....8
    - 3. Delivery of Electronic Wallets (cards) .....8
    - 4. Use of Electronic Wallets .....8
- LESSONS LEARNED** ..... 9
- RECOMMENDATIONS**..... 10
- ANNEXES**..... 11

## INTRODUCTION

The good practices presented below is framed by the Regional Response Plan for Refugees and Migrants of Venezuela.

IOM Mexico is one of the offices that implemented this Plan, which aims to: strengthen the infrastructure of governments and cooperation with the international community to respond adequately to this Venezuelan migration flow, supporting the existing efforts of countries and civil society organizations.

The Plan has four components:

- a) Production and dissemination of data.
- b) Direct assistance and addressing vulnerabilities.
- c) Socio-economic integration.
- d) Capacity and coordination.

## CONTEXT

In recent years, the Bolivarian Republic of Venezuela has undergone changes in its migration processes. These new migration trends are a response to persistent structural problems which were not addressed with short term solutions, these issues are related to economic vulnerability, a failure to create jobs, deficiencies in public services, among others. Therefore, Venezuelan migration is a phenomenon that reflects the search for economic opportunities and a safe context that allows for an improved quality of life.

According to figures from the National Migration Institute of Mexico (NMI), the Venezuelan population in the country has increased substantially in recent years, as it went from an estimated 15,000 people in 2015 to 46,000 in July 2019. At the same time, the Mexican Refugee Assistance Commission showed an increase in the number of requests for refugee status from the Venezuelan population in Mexico, from 57 people in 2015 to 4882 applications in July 2019. The general conditions under which Venezuelan people migrate are diverse, but these growths in migration increase the risks human trafficking and migrant smuggling. The management of

This good practice was part of component b, focused on providing direct humanitarian aid through the delivery of electronic wallets (cards with exchangeable funds, henceforth Electronic Wallets) to Venezuelan migrants in situations of economic vulnerability.

The preloaded electronic wallets (EW) were delivered with the purpose of providing Venezuelan migrants in Mexico the ability to autonomously purchase food and essential products.

These EWs were framed as Cash-Based Interventions (CBI), which consists of providing support in kind (cash or coupons), with the goal of protecting refugees or migrants who, upon leaving their homes, lose their capacity for economic production and acquisition, and they may encounter situations of vulnerability or risk. These funds can be used as different forms of assistance such as access to food, water, medical care and health products; provided there is a safe and stable market.

immigration procedures in Mexico presents challenges due to the increased number of applications received.

Normally it should take approximately 6 months to issue immigration documents, but due to the change in context, delays of up to 2 years are now evident. Many of the Venezuelan migrants arrived in Mexico with enough capital to sustain themselves economically while their migration application was being processed. However, with the current economic collapse, this capital is no longer sufficient which has led to conditions of heightened vulnerability.

Faced with this situation, IOM provided direct humanitarian support with the intention of reducing the vulnerability of migrants, through a program that gave access to electronic wallets.

By collaborating closely with civil society actors linked to the Venezuelan diaspora, IOM was able to provide the direct delivery of assistance, guidance on immigration procedures and information on other social services.

<sup>1</sup> Para mayor información sobre el Plan de Acción Regional ingrese a la página <http://mexico.iom.int/plan-de-accion-regional>.

<sup>2</sup> Para más información ver [www.iom.int/type-infosheets/cash-based-interventions](http://www.iom.int/type-infosheets/cash-based-interventions)

If you want to access to complete document of this good practice  
you can contact the mail:  
[kmhubregional@iom.int](mailto:kmhubregional@iom.int)