



# Iraq IDP Information Centre Report

## Ninewa Monthly Summary

April 2017

During April 2017 (“reporting period”), the Iraq Internally Displaced Persons Information Centre (Iraq IIC) handled 5,563 calls. Of these calls, 46% were made from Ninewa, retaining the Governorate’s place as the top caller location for the fourth consecutive month.

Of the Ninewa calls handled in April, 24% of calls were made by females and 1% of calls were made by children. During this reporting period, 9% of calls from Ninewa were referred to legal hotlines, with 57% of these referrals for people living in camps.

During this reporting period, 72% of calls were made from out-of-camp locations in Ninewa, with the most coming from Mosul City (68%), followed by Sinjar (13%), Telafar (8%), Al-Hamdaniya (6%), Tilkaif (3%), and Al Hadar (1%). Priority needs in out-of-camp settings were food (35%), cash (24%), and Government services (16%). For the second

consecutive month, Qayarrah Airstrip was the top in-camp caller location, accounting for 30% of calls from camps in Ninewa in April, followed by Qayarrah Jad’ah (26%), Khazer M1 (13%), and Hasansham U3 (12%). Accounting for 17% of total in-camp calls, requests for shelter and non-food items (NFIs) specified mattresses, blankets, and kerosene for cooking as key needs, followed by requests for food (15%), cash (13%), feedback on camp management (13%), health (12%), and protection (12%).

For the second consecutive month, food was cited as a priority need by displaced persons living outside of camp settings, with 35% of out-of-camp callers from Ninewa requesting food assistance. The majority of callers who said that assistance was not enough to cover needs called from Mosul, which was also the top location for people requesting information on how to register for food assistance (18%), followed

by Telafar (18%), and Al-Hamdaniya (11%). Of the cash requests from Telafar, 3% of callers said they are in debt for food reasons, with 23% of these callers requesting monetary assistance to cover food debt. Ten percent of callers requesting cash assistance in Tilkaif said that covering food needs has put them in debt. Fifteen percent of total in-camp callers requested additional food assistance to cover food needs, with 34% of food-related calls being made from Hasansham U3, 31% from Khazer M1, and 29% from Khazer M2. Of the calls requesting cash assistance to cover food needs in Ninewa camps, 50% of cash requests in Khazer M1 were for food, and the same was true for 47% of cash requests in Hasansham U3, and 20% in Hammam Al-Alil. Many callers said they are selling food assistance at a low price to pay for other food stuffs such as fresh vegetables. Feedback on food calls, including reports of damaged or missing items was shared with the World Food Programme.

Calls from Ninewa accounted for 26% of total cash calls in April, ranking the Governorate the top caller location for cash requests. Out-of-camp locations accounted for 24% of Ninewa cash requests while 13% of cash requests from Ninewa were made from camps. Of the total calls from each out-of-camp location, cash calls accounted for 60% of calls from Al-Hadar, 56% Al-Ba’aj, 50% Mosul City, 39% Sinjar, 35% Telafar, 32% Al-Hamdaniya, and 7% of calls were made from Al-Sheikhan. Out-of-camp calls relating to debt were made primarily from Mosul City (68%), Telafar (12%), Tilkaif (12%), and Sinjar (7%). The only calls relating to debt in camp locations were from Qayarrah Jad’ah, where people cited food and shelter pressures as reasons

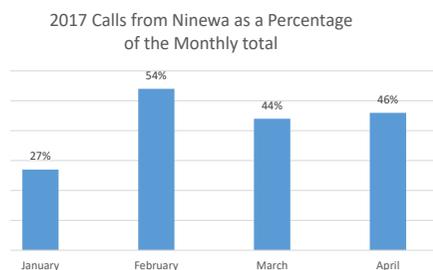
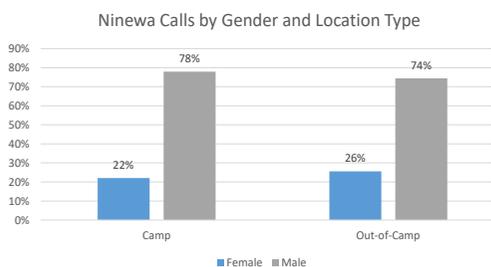
for debt. Of the total calls from each camp location, top locations for cash requests were Hammam Al-Alil (45%), Haj Ali (36%), Qayarrah Jad’ah (23%), Qayarrah Airstrip (21%), Hasansham U3 (19%), and Khazer M1 (12%).

Calls related to Government services accounted for 14% of total calls across the country in April; of these calls, 38% were made from Ninewa, ranking

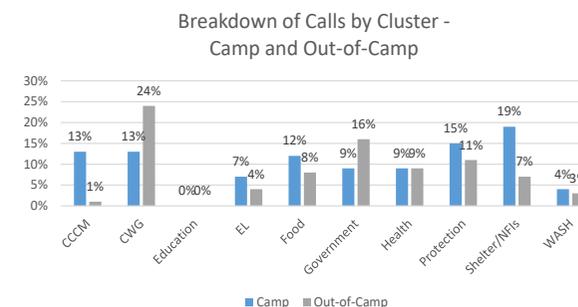
**“The number of health calls made from camps in Ninewa outstripped calls from out-of-camp locations by 28%”**

it as the top caller location for calls requesting information on Government services in the country in April. Of these calls, 69% were made from out-of-camp locations (a drop of 17 percentage points from March) and 31% were made from in-camp locations. Ninewa-based callers that asked about Government services requested information on restitution for damaged assets, the Ministry of Displacement and Migration (MoDM) cash grant, security situation in their home areas, government salaries, and social support.

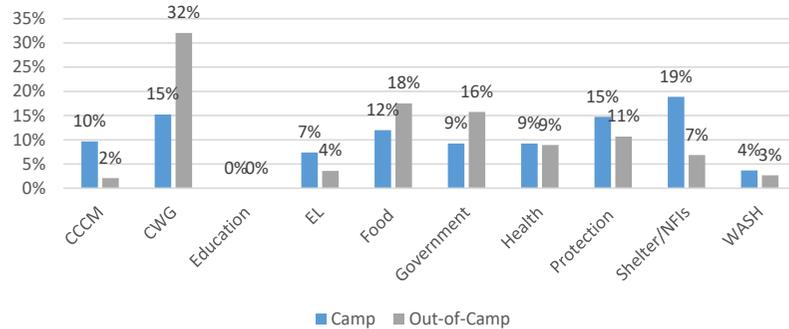
During April, Ninewa-based calls related to the Protection Cluster accounted for 12% of all Ninewa camp and 8% of all Ninewa out-of-camp calls. In line with trends documented in the past two reports, the majority of such calls were requests for legal assistance to replace lost documentation



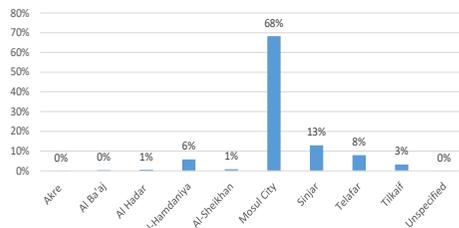
**35%** of Ninewa-based callers requested food assistance. For the second consecutive month food was cited as the top need.



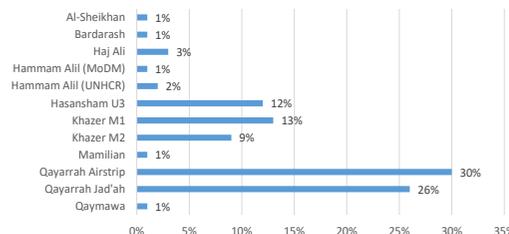
## Female Requests by Cluster - Camp and Out-of-Camp Locations



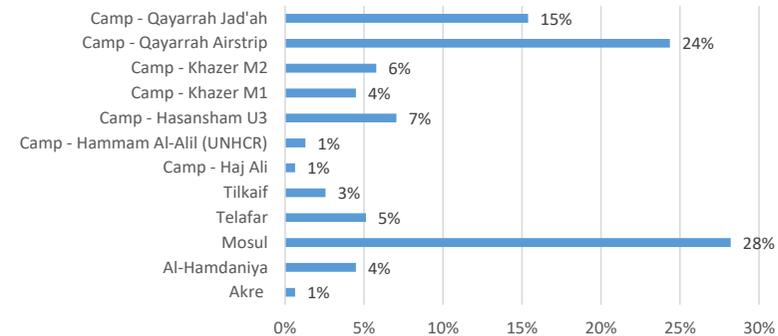
### Top Caller Locations - Out-of-Camp



### Top Caller Locations - Camps

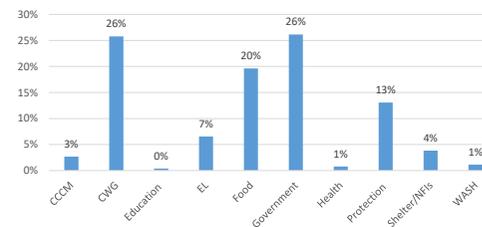


## Requests for Legal Assistance by Location

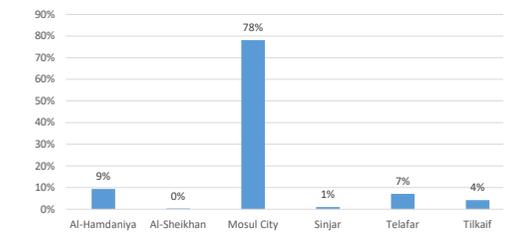


Callers from camp locations reported selling food assistance at a low price to pay for other food items such as fresh vegetables.

### Calls from Returnees by Cluster Breakdown



### Calls from Returnees by Location



and trace detained family members. Callers stated that due to a lack of documentation they face restrictions on movement and access to assistance, and consequently they feel vulnerable. In terms

**“Many job seekers enquired about unskilled labour opportunities”**

of requests for legal assistance, Qayarra Airstrip, Qayarra Jad'ah, and Hasansham U3 were where most in-camp calls came from, with legal assistance requests accounting for 24%, 15%, and 17% of total cash calls from their respective camps. As compared to March, there was a significant drop in the number of calls requesting information on how to leave the country; in April, the call centre only received three such calls and they were all made from men in Mosul City. Two calls relating to unexploded ordnance in

Ninewa were reported from Mosul. These reports were shared with mine-action partners.

Of the calls made from camps in Ninewa, 13% were related to Camp Coordination and Camp Management (CCCM). More specifically, 36% of calls from Haj Ali related to camp management, with 50% of these callers stating that camp management does not take their complaints seriously. Further, during April, the call centre received an increase in calls relating to water and electricity supply and quality issues in camps, in particular from Qayarra Airstrip, which accounted for 41% of complaints of water access in camps and from where 32% of CCCM calls were related to electricity.

During April, Water, Sanitation, and Hygiene (WASH) calls accounted for 2% of all out-of-camp calls, with 69% of these calls being made from Mosul. Of these calls from Mosul, 83% complained of a lack of access to potable water.

Of the total health calls handled by the call centre in April, 38% were made from Mosul. The number of health calls made from camps in Ninewa exceeded calls from out-of-camp locations by 28%, with Haj Ali and Qayarra Airstrip ranking the top two caller locations for health assistance. Operators referred 109 callers to health clinics in camps in this reporting period, and reports of chicken pox in Qayarra Airstrip were referred to health partners.

In this reporting period, the call centre forwarded the details of 90 Ninewa-based job seekers to the Emergency Livelihood cluster. Many job seekers enquired about unskilled labour opportunities. Of the calls regarding employment opportunities, 53% came from camps, with 52% of camp calls coming from Qayarra Airstrip. Camp-based callers said that they are seeking employment opportunities to supplement assistance, which they say does not cover needs. Reports of unfair hiring practices in camps were forwarded to partners.

During April, 7% of total callers in Ninewa requested shelter/NFI assistance. Of total camp-based calls for April, 17% of Ninewa callers requested shelter/NFI assistance while 6% of non-camp calls requested shelter/NFI assistance. Camp callers cited mattresses, kerosene for cooking, and blankets as main needs.

Of calls made by returnees in Ninewa, 78% had returned to their area of origin in East Mosul, 29% in Al-Hamdaniya, and 22% in Telafar. For returnees to East Mosul, 22% requested cash assistance, 19% information on Government services, 13% legal assistance – largely to replace lost documentation, and 5% called about job opportunities.

All Iraq IIC reports are available for download on the humanitarian community portal: [humanitarianresponse.info](http://humanitarianresponse.info). Iraq IIC data is visualized through IOM's Community Response Map: [Iraq.communityresponse.org](http://Iraq.communityresponse.org).