



Iraq IDP Information Centre Report

Ninewa Monthly Summary

March 2017

During March 2017, Ninewa Governorate ranked the top caller location for the third consecutive month by the Iraq Internally Displaced Persons Information Centre (Iraq IIC). In this reporting period, 44% of the total number of calls handled by the Iraq IIC were from locations in Ninewa, both in-camp and out-of-camp.

Of the Ninewa calls, 24% were made from women and 2% were made from children under the age of 18. During this reporting period, 2% of all female callers who called the call centre were under the age of 18, and half of those calls came from Ninewa.

During this reporting period, operators referred 6% of callers from Ninewa to partner legal hotline numbers and directed 184 callers to camp clinics. A post-call survey conducted by the call centre

during this reporting period showed a 97% satisfaction rate with the call centre's operations.

Of the total calls made from Ninewa, 59% were made from out-of camp locations and 41% from camp locations. Top out-of-camp locations in Ninewa were Mosul City (59%), Telafar (14%), Akre (10%), Al-Shikhan (7%), Al-Hamdaniya (5%), and Tilkaif (3%). Priority needs in out-of-camp locations in Ninewa during this reporting period were food (29%), cash (19%), and information on Government services (18%), with requests for information on restitution for damaged assets and cash grants topping Government services enquiries. Of out-of-camp calls, 8% were requests for health assistance, with a marked increase in calls relating to psychosocial support, particularly in Mosul City, as compared to the previous month.

Top in-camp locations where calls were received from in Ninewa were Qayarah Airstrip (32%), Qayarah Jad'ah (19%), Hasansham U3 (15%), and Khazer M1 (13%). The priority need in camp locations in Ninewa was shelter/non-food items (NFIs) (19%), with people largely requesting information on kerosene assistance. Calls relating to camp management accounted for 14% of total camp calls in Ninewa. Of these calls, people gave feedback on camp management, as well as clean water, electricity supplies, and irregular distributions, all of which was shared with respective partners. Requests for health assistance accounted for 12% of camp calls in March. Of the calls from camps, 14% were requests for health assistance, mainly for a list of issues that ranged from cancer to asthma.

Calls from Ninewa accounted for 19% of food calls in March, with Mosul City (53%) ranking as the main out-of-camp location, followed by Telafar (14%). Of the callers from Mosul City, 40% requested information on how to register for assistance, while 32% said they were in urgent need of food. Top three in-camp locations for food calls in Ninewa were Qayarah Airstrip (32%), Qayarah Jad'ah (19%), and Hasansham U3 (15%).

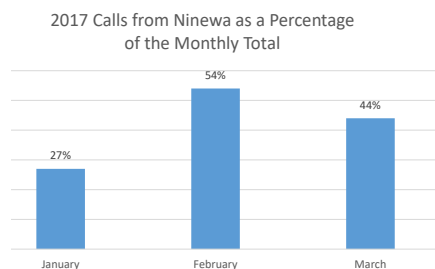
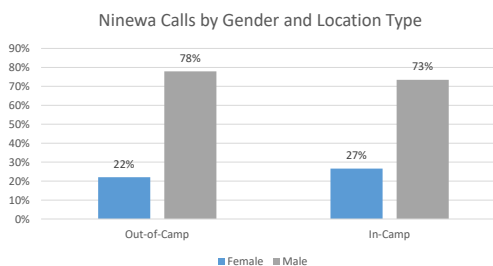
During March, calls for cash assistance accounted for 21% of all calls received by the call centre, with 14% of such calls being made from Ninewa, ranking it the third-highest location for cash requests in the country in March. Of those Ninewa-based cash calls, 72% were from out-of-camp locations, with callers from Mosul City (74%), Al-Shikhan (10%), Telafar (7%), Al-Hamdaniya (5%), and Tilkaif (4%)

citing cash for shelter/NFI (40%), food (33%), and health (28%) as top needs. Of Ninewa-based cash calls, 28% were from in-camp locations in Ninewa, with callers from Qayarah Airstrip (40%), Qayarah Jad'ah (26%), Hasansham U3 (11%), Khazer M2

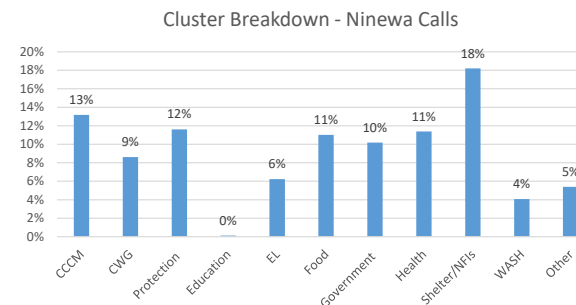
“Callers from in-camp locations made 60% more requests for information on how to leave Iraq than those from out-of-camp locations, with the majority of such calls being made from Hasansham U3.”

(11%) requesting cash to cover costs of health (58%), food (39%), clothes (14%), shelter/NFIs (7%), and debt (6%). Debt was an issue for 79% more callers in out-of-camp locations (Mosul City and Telafar) than in-camp callers, with callers saying rent and food pressures are reasons for debt.

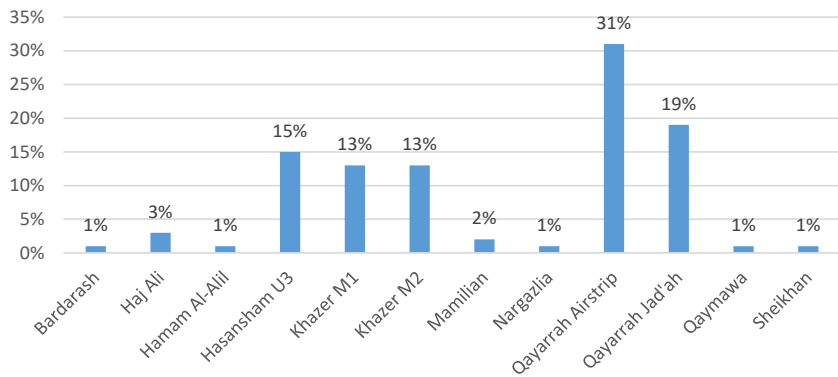
Calls relating to Government services accounted for 14% of total calls across the country in March; of these calls, 23% were made from Ninewa, ranking it as the top caller location for calls requesting information on Government services in the country in March. Of these calls, 86% were made from out-of-camp locations and 14% were made from in-camp locations. Callers from Ninewa



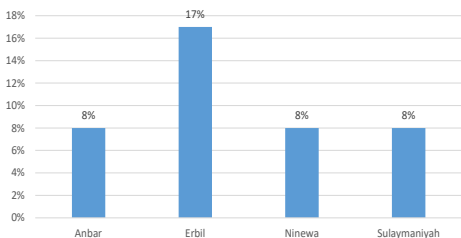
40% of food calls from Mosul City were requests for assistance while 43% of cash requests in Ninewa cited food as a priority



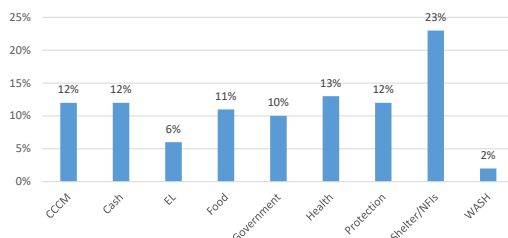
Top Caller Locations by IDP Camps in Ninewa



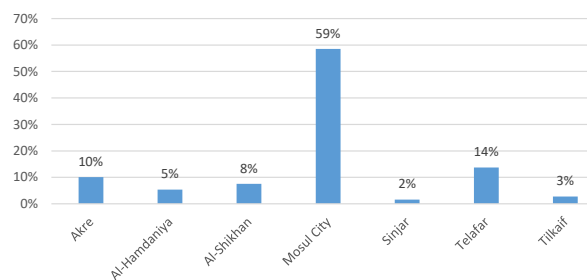
Asylum Requests



Female Caller Requests - Ninewa Governorate



Caller Out-of-Camp Locations - Ninewa Governorate

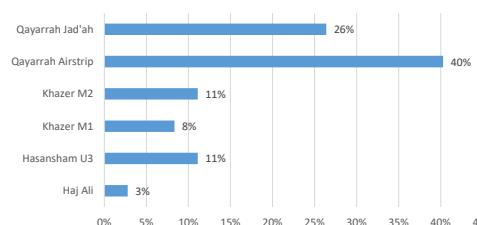


47% of Protection-related calls were requests for legal assistance to replace documentation, including marriage, birth, and death certificates. All requests for legal assistance were referred to partner legal hotline numbers.

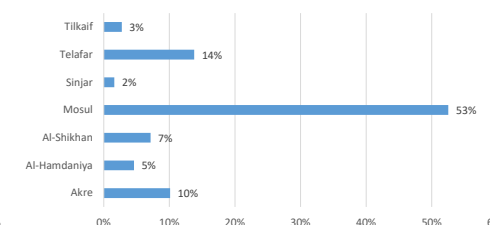
“The Iraq IIC flagged to partners that a rumour was circulating in the camp about recruitment procedures.”

The Iraq IIC contacted partners assisting a Ninewa camp on the spread of misinformation on the ground. Partners deployed community liaison officers to talk with community leaders. When the call centre called back the caller, they said they were satisfied with the response of the Iraq IIC as well as the partner.

Cash Requests - Ninewa IDP Camps



Requests Food Out-of-Camp - Ninewa Governorate



that asked about Government services requested information on Ministry of Displacement and Migration (MoDM) cash grants, restitution for

“Qayyarah Airstrip was the base of the largest number of camp-based job seekers in March”

damaged assets, requests for information on the security situation in areas of origin, and Government salaries.

In March, 9% of total calls handled by the call centre were related to the Protection Cluster. Of these calls, 49% of out-of-camp calls were from Ninewa and 79% of in-camp calls were from Ninewa. Across Ninewa,

the majority of Protection calls were requests for legal assistance to replace lost documentation and trace missing family members. Callers from in-camp locations made 60% more requests for information on how to leave Iraq than those from out-of-camp locations, with the majority of such calls being made from Hasansham U3. Requests for specialised support services were referred to partners. Reports of unexploded ordnance in Al-Hamdaniya, Mosul City and Sinjar were shared with the Mine Action partners. The only out-of-camp report of social tension in March came from Al-Shikhan.

In this reporting period, the call centre forwarded the contact details of job seekers in Ninewa to partners, including information on single female-headed households seeking job opportunities. Of the total calls from Ninewa, requests for information on employment prospects from camps were double the number of requests

from their counterparts in out-of-camp locations. Camp-based callers said that they are seeking employment to supplement assistance, which they say is not enough to cover needs. Qayyarah Airstrip was the base of the largest number of camp-based job seekers in March.

During March, WASH calls accounted for 2% of all out-of-camp calls in Ninewa, with 90% of calls being made from Mosul city, where access to clean water was cited as a priority. WASH calls also represented 5% of in-camp calls, with 28% of such calls being made from Qayyarah Airstrip, where 75% of WASH in-camp calls were related to access to clean water and 17% were related to sanitation issues.

Of calls made by returnees in Ninewa, 81% had returned to their area of origin in East Mosul, 8% in Al-Hamdaniya, 5% in Telafar, 4% in Tilkaif. Twenty seven percent of those calling from their

home area in East Mosul requested information on Government services, followed by information on cash assistance (23%), health services (16%), food assistance (14%), shelter/NFIs aid (8%), access to clean water (6%), how to retrieve their confiscated IDs (4%), and job opportunities (4%).

In March, the Iraq IIC welcomed the European Commission’s Humanitarian Aid and Civil Protection department (ECHO) as a key donor, continued to meet with multiple partners operating in Ninewa to strengthen collaborations and coordination, and presented data analysis at the Inter-Cluster Coordination Group (ICCG).

All Iraq IIC reports are available for download on the humanitarian response portal: humanitarianresponse.info. Iraq IIC data is visualized through IOM’s Community Response Map: iraq.communityresponse.org.