



Iraq IDP Information Centre Report

Ninewa Monthly Summary

February 2017

Of the 4,415 calls made to the Iraq Internally Displaced Persons Information Centre (Iraq IIC) during this reporting period of February 2017, 54% of calls were made from in-camp and out-of-camp locations in Ninewa, ranking Ninewa as the top caller location for the second consecutive month.

Of the Ninewa calls, 23% were made from women and 3% were made from children under the age of 18 years of age. During this reporting period, operators referred 9% of callers from Ninewa to partner hotline numbers and the Iraq IIC forwarded 100% of complaints and feedback to partners within 24 hours. A post-call satisfaction survey conducted by the Iraq IIC during this reporting period showed a 97% satisfaction rate with the call centre's operations.

Top concerns in Ninewa during February were food assistance (22%), Government-related services (17%), cash (15%) and shelter/non-food items (NFIs) (15%). In line with trends reported in 2016, top priorities for cash were health (37%), shelter/NFIs (28%), and food (26%). Requests for health assistance largely related to chronic diseases and tertiary healthcare needs.

Calls made from camps locations in Ninewa accounted for 42% of total calls from Ninewa. Accounting for 90% of total calls from camps in Ninewa, the top four in-camp caller locations during February were Qayarah Jad'ah (33%), Hasansham U3 (21%), Khazer M1 (19%), and Hasansham M2 (17%). Calls from out-of-camp locations in Ninewa accounted for 58% of calls from Ninewa in February. Of callers seeking

information on returning to Eastern Mosul, security situation updates were a main concern.

In February, priority issues for women calling from Ninewa were food (22%), cash assistance (20%), and Government-related services (16%), such as salaries, Ministry of Displacement and Migration (MoDM) cash grants, and compensation for damaged assets. Priority issues for children under the age of 18 in Ninewa were protection (22%), food (15%), Government (15%), shelter/NFIs (15%), CCCM (10%), and health (10%).

During this reporting period, the Iraq IIC continued to receive reports of irregularities during distributions and mistreatment of IDPs in camps. These reports were shared with partners for follow up.

Requests for United Nations (UN) and MoDM cash assistance for food, health and shelter continued to feature prominently among Iraq IIC callers from Ninewa. All callers requesting MoDM cash grants for food in Khazer M1 were females.

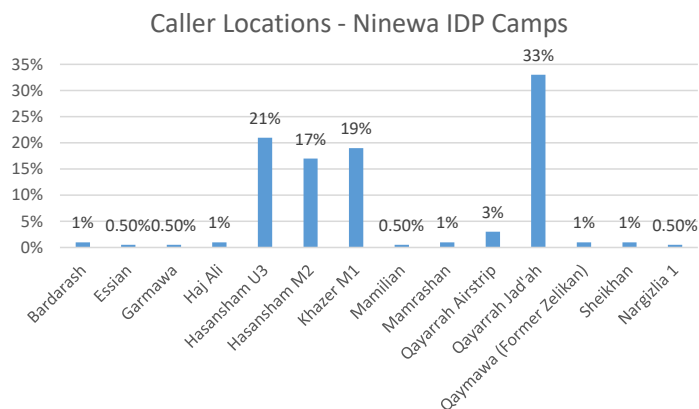
For a second consecutive month, requests for legal assistance continued to be a top priority for callers from Ninewa, a decrease of 0.24% percentage points as compared to January. Of these callers, 48% requested information on documentation, while others sought information on how to reunite with missing family members, update Public Distribution (PDS) cards, and replace lost civil

documentation. The retrieval of confiscated IDs by IDPs seeking to return to their places of origin was a consistent caller request from almost all of the Ninewa IDP camp locations during the reporting period. These callers were provided with legal hotline numbers and given shared messaging on how to retrieve their documents from their local

“All callers requesting MoDM cash grants for food in Khazer M1 were females”

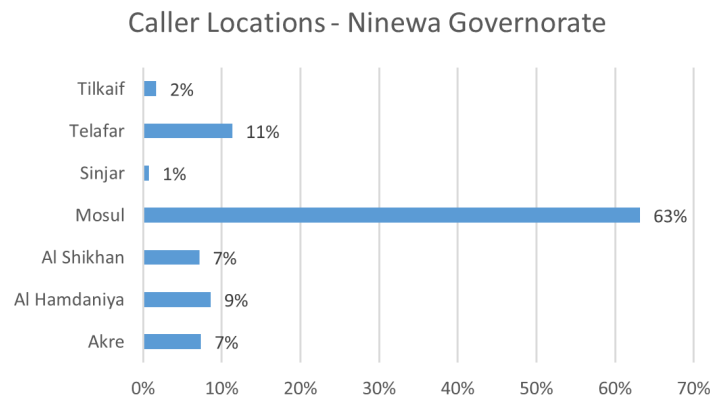
authority focal points in their place of origin. In tandem, many of these callers also sought information about the security situation in their area of origin.

One per cent (1%) of the total calls handled by the Iraq IIC for the month were caller requests from Ninewa IDP camps seeking information on paid and unpaid employment opportunities. Of these callers, 78% were male and 22% were female. All callers from Qayarah Airstrip requesting information on employment opportunities during the month under review were males between the ages of 18 and 45. For job seekers who agreed to share their information, the Iraq IIC forwarded their contact details to the Emergency Livelihoods cluster.



84%
of total calls from camps came from Ninewa
24
women in Ninewa camps sought paid work

During February, operators referred **9%** of Ninewa callers to partner hotline numbers and **100%** of complaints and feedback calls were shared with partners.



During the reporting period, the Iraq IIC continued to receive calls from Iraqis seeking legal advice on how to apply for asylum.

In February, 43% of total out-of-camp calls came from Ninewa Governorate. Of those calls, 63% were made from Mosul city (99.8% from Eastern Mosul and 0.2% from Western Mosul), 11% Telafar, and 9% from Al Hamdaniya.

Top concerns for callers from Mosul city sought information on how to access food, cash, clean water, and healthcare. Of the total reports of unclean water during February, 68% were made from callers in Eastern Mosul. Requests for information regarding confiscated IDs accounted for 57% of caller requests from Eastern Mosul. Of the calls made from Eastern Mosul, 12% reported the absence of healthcare facilities, in particular in Hai Al-Metheg, Gogjali, and Bahsheqa-Abo Jarboaa areas.

As compared to January, the Iraq IIC experienced a 12% increase in calls reporting mine contamination in Mosul and Al Hamdaniya in February. During February, the Iraq IIC received two calls from Westerns Mosul where callers reported on current, livelihood, food, health, and protection issues. These reports were shared with partners.

During this reporting period, callers from Telafar cited food (37%), Government (25%), and cash assistance (20%) as priority needs while

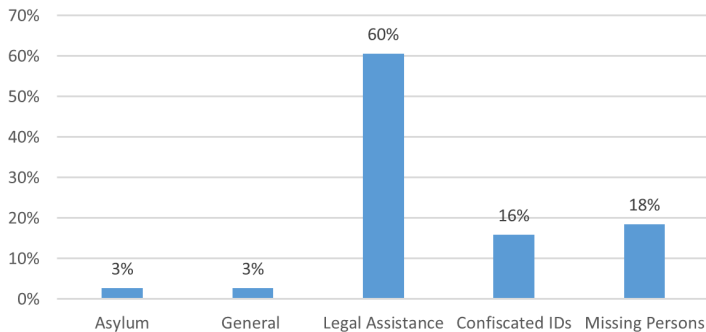
“Updates on the security situation in Eastern Mosul was a top concern for callers seeking to return”

approximately 1% of callers from Al Hamdaniya reported mine contamination. Reports of mine contamination were shared with mine action partners.

In February, the Iraq IIC met with multiple partners operating in Ninewa to strengthen collaborations and coordination. The Iraq IIC also presented data updates and trend analysis at the Inter-Cluster Coordination Group (ICCG).

A more detailed Mosul report is available upon request. All Iraq IIC reports are available for download on the humanitarian community portal: humanitarianresponse.info. Iraq IIC data is visualised through IOM’s Community Response Map: iraq.communityresponse.org.

Protection Related Caller Requests Hasansham U3

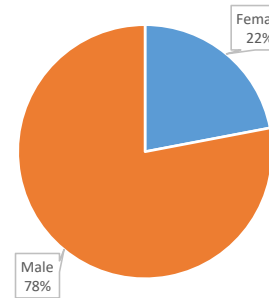


37% of calls from Telafar requested food assistance

46% of callers from Mosul city requested legal assistance

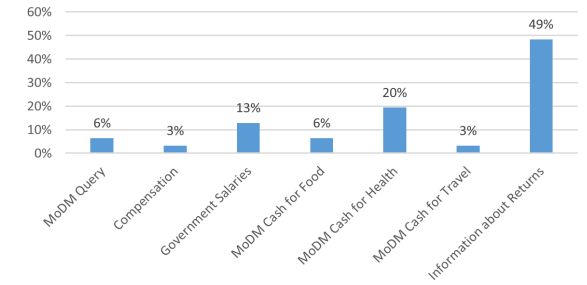
97% of people surveyed during February would recommend the call centre to friends and family

Gender Breakdown Ninewa Calls

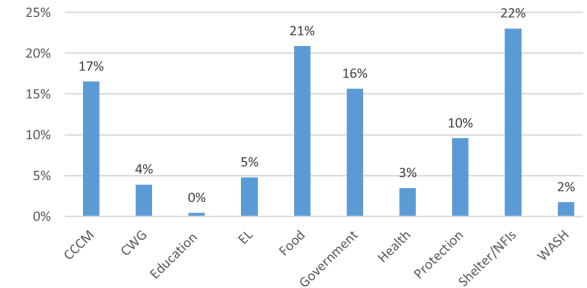


For the second consecutive month, requests for legal assistance continued to be a top priority for callers from Ninewa. Legal concerns included replacing lost civil documentation, updating PDS cards, and reuniting with missing family members.

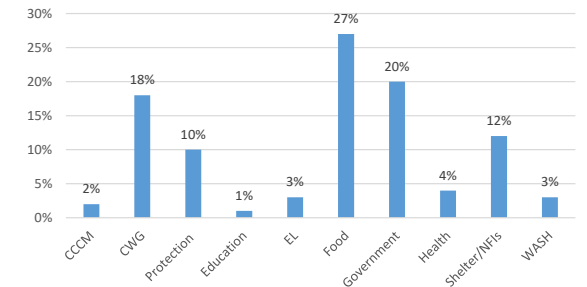
Government Caller Requests - Khazer M1



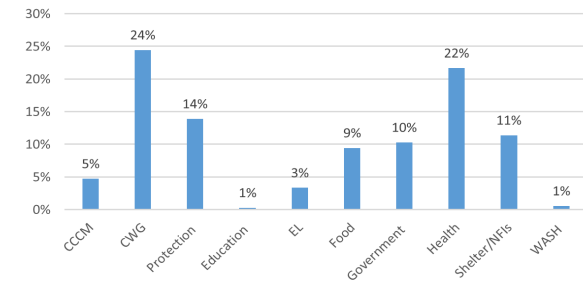
Caller Requests - Hasansham M2



Ninewa Call Breakdown by Cluster



Caller Requests - Qayarrah Jad'ah Calls



If you have any questions or comments about the content of this report, or if you would like to learn more about the Iraq IIC, please contact Charlotte Lancaster, UNOPS Iraq IIC Project Manager, at +964 751 135 2970 or iraqic@unops.org.