



Iraq IDP Information Centre Report

March 2016

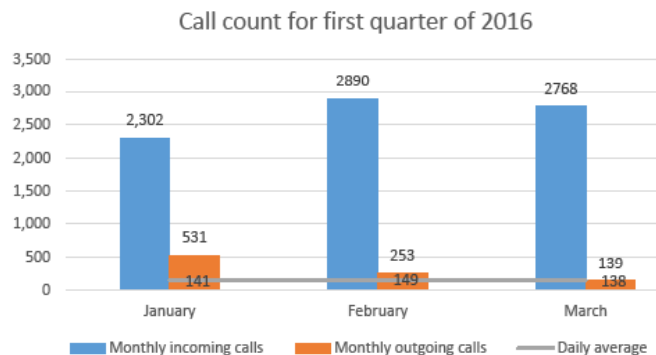
During March 2016, the Iraq Internally Displaced Persons Information Centre (Iraq IIC) handled 2,907 calls, pushing the total number of calls handled since the call centre's launch past 13,000. By the end of March 99.7% of cases were classified as closed.

In line with January and February, the majority of calls focused on requests for cash (17%), information on government cash grants (13%), food (11%) and shelter (6%). In March, operators began asking callers about their top priority needs for government cash grants. At 48%, the top reported need was for shelter, closely followed by food (44%) and health (8%). Shelter concerns included rising rent-related debt and looming evictions.

For the second month in a row, Kirkuk kept its top spot of caller locations, accounting for 32% of callers, followed by Sulaymaniyah (15%) and Baghdad (9%). Priority requests for Kirkuk callers included requests for information on government issues and shelter, health, and food assistance. Twelve people requested information about job opportunities.

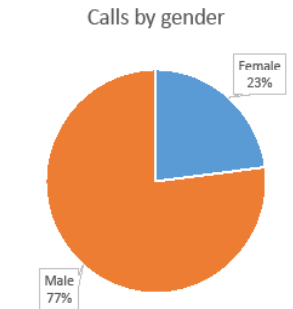
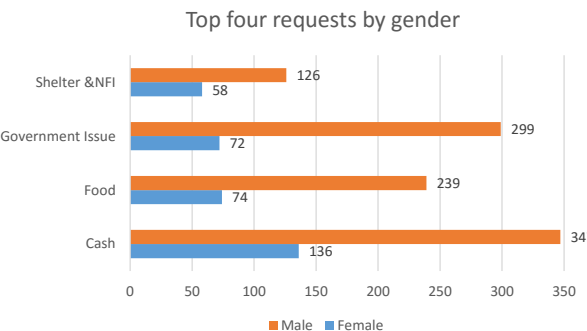
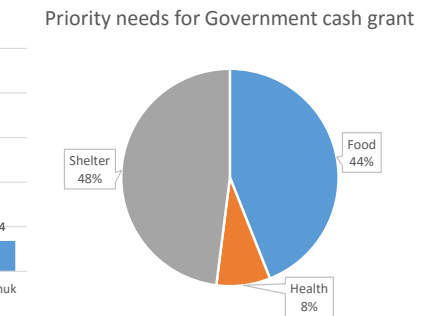
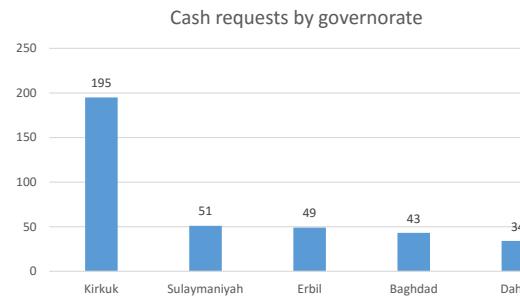
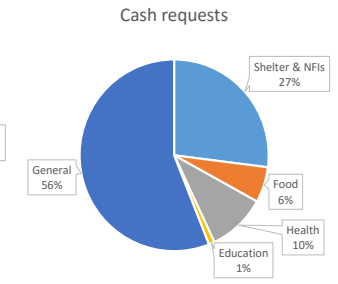
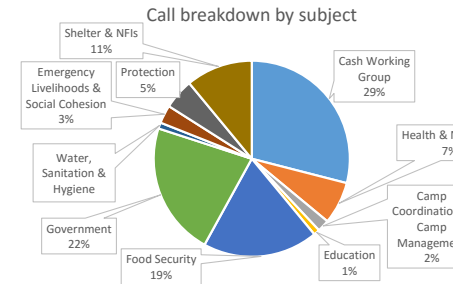
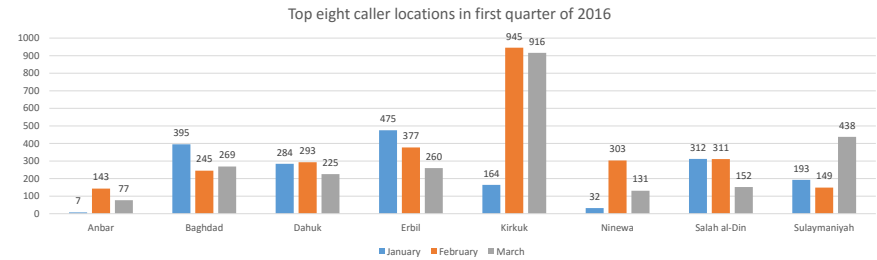
During this latest reporting cycle, the number of complaints of unfair distributions increased by 3% as compared to February. The largest number of complaints came from Kirkuk (36%), Sulaymaniyah (16%) and Ninewa (12%). In line with reports from February, callers complained that those with connections and/or money are more likely to receive assistance than poorer people with no "wasta", or connections. Additionally, there were complaints of disorganized distributions, especially in Kirkuk. In Salah al-Din, one person reported that Sunnis were being unfairly left out of distributions, while in Dahuk it was reported that those living in camps receive more assistance than those who live out of camps. The Iraq IIC explained the processes behind distribution to calm confusion, forwarding feedback to relevant parties, which are looking into the complaints.

As compared to February, in March the call centre experienced a 17% increase in the number of reports of ethnic, religious or social tension, with the majority of people calling from Dahuk (27%),

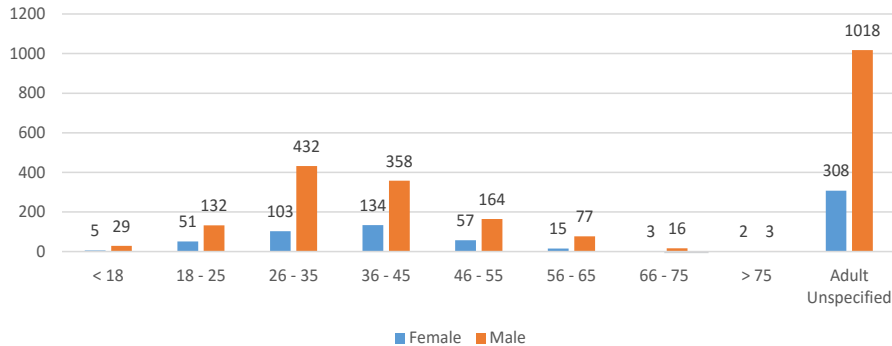


2,907 calls handled in March

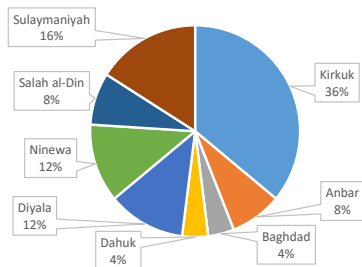
13,188 total number of calls handled by the Iraq IIC since its launch



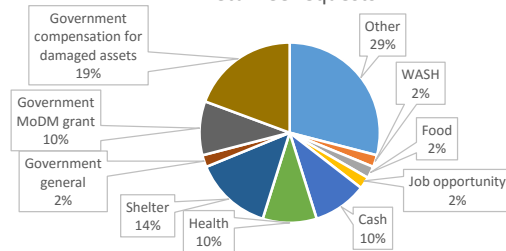
Breakdown of calls by age and gender



Reports of unfair distributions by governorates



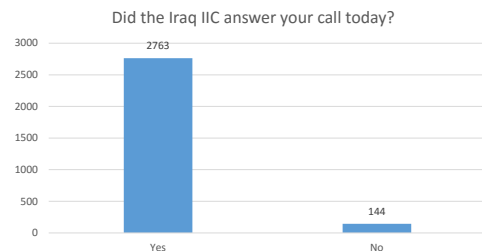
Returnee requests



Accountability in action

99.7% of incoming cases closed

139 number of outgoing calls made by operators



“Thank you for following up on my case”

A male caller from Dahuk expressed his thanks to an Iraq IIC operator who followed up on the caller's complaint that he hadn't received payment after completing work for an international NGO

1st mechanism to document a protection issue in Ninewa

92 the number of feedback calls and complaints the Iraq IIC handled

Kirkuk (24%), and Ninewa (15%). Of the 36 callers seeking employment opportunities, the majority came from Dahuk, Ninewa, and Sulaymaniyah.

The number of returnees calling in March dropped by 62% compared to February, but remained 20% higher than in January, reflecting an overall upward trend in calls from people wishing to return to their home areas. Returnee priorities included gathering information about government services (36% of calls), shelter (14%), cash (10%), and health (10%).

The Iraq IIC continued to track the spread of the fraud agency that it helped to identify in January. Callers said that Ain Zam Zam had re-opened in Dahuk and that a branch had now opened in Babylon. As reported in the Iraq IIC's January report, this unregistered agency mimics UNHCR and government protocols to issue International Smart Card (Qi Cards) in return for cash. The operators explained to the callers that the UN does not accept cash for registrations and encouraged them to spread the word about the scam. This feedback was forwarded to UNHCR.

The Iraq IIC also forwarded to UNHCR three calls from Iraqis displaced to Syria seeking to return to Iraq. One caller claimed to represent more than 400 families. UNHCR is looking into these calls.

During March, four callers offered to volunteer their time and / or money to help displaced Iraqis in Baghdad, Kirkuk, Ninewa and Sulaymaniyah. The Iraq IIC is trying to connect these people with relevant agencies, including the NGO Coordination Committee for Iraq (NCCI).

Of the 34 calls the Iraq IIC received from people younger than 18 years of age in March, one involved a protection issue in Ninewa that was forwarded to the Dahuk Protection group.

During March, the Iraq IIC received reports from hard-to-reach areas in Anbar and Ninewa. Callers reported food shortages and inflated food prices are leading to starvation and reported cases of suicides. “Please save us, otherwise we will die,” one caller said. Another caller from ISIS-controlled areas in Ninewa was seeking safe access routes out of Mosul. Feedback collected from these calls was forwarded to the relevant clusters.

In March, Kirkuk, Salah al-Din, and Diyala topped the list of governorates where people are seeking compensation for assets damaged through conflict.

The Iraq IIC also became the first mechanism to document a protection issue in Ninewa and continued to track protection concerns in Kirkuk. These calls were flagged to relevant parties, which are looking into them.

“The [call] centre is an important achievement for the Iraq operation and clearly path-breaking in terms of the accountability to affected populations agenda.”

Lise Grande, Deputy Special Representative of the Secretary-General, Resident and Humanitarian Coordinator in Iraq, UNDP Resident Representative

During March, the Iraq IIC Project Manager was invited to give a global seminar on lessons learned from the Iraq IIC as part of OCHA's Community Engagement Webinar series.

In another first for the Iraq IIC, Lise Grande, Deputy Special Representative of the Secretary-General, Resident and Humanitarian Coordinator in Iraq, UNDP Resident Representative, and Giovanni Bosco, Head of Office, OCHA Iraq, visited the Iraq IIC. During the visit, operators shared their experiences and insights, highlighting some of the call centre's achievements.

“The [call] centre is an important achievement for the Iraq operation and clearly path-breaking in terms of the accountability to affected populations agenda,” Grande said, commenting on the impact of the call centre.

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.communityresponsemap.org.

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 iraqiic@unops.org.