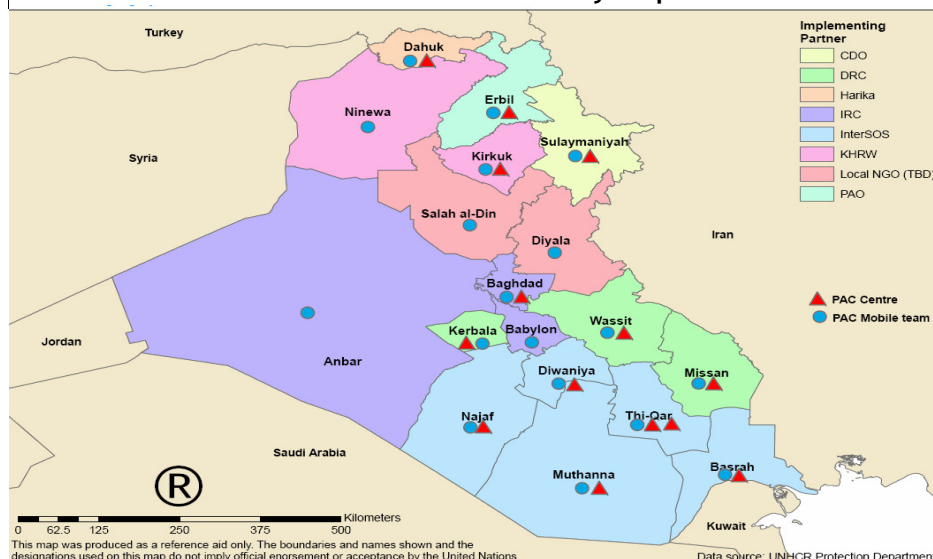


## Protection and Assistance Centres in Iraq January- September 2009



**Structure & Coverage**  
 14 Centres and 35 mobile teams throughout Iraq, consisting of 130 Iraqi staff (lawyers, social workers, monitors, public information and data base officers, managers/team leaders) 40% are women.

**Impact**  
 UNHCR, through the PAC network, positively contributes to the establishment of sustainable protection mechanisms by the Government, civil society and communities.

### ACHIEVEMENTS

#### **Protection Monitoring**

- 622 Protection Monitoring Assessments were conducted in 600 locations throughout Iraq. Since March 2008, 1,389 assessments were conducted in 850 locations to identify protection needs, gather information on the protection environment and identify opportune interventions.

#### **Legal assistance**

- **13,285** individuals (of which 39% were women): IDPs post-Samara (7,247), IDPs pre-Samara (1,049), refugee returnees (1,6453), refugee returnees into displacement (23) IDP returnees (1,870), refugees (194), asylum-seekers (33), and community members with specific needs (1,201), deportees (10), stateless (5).
- **8,786** received cases related to Civil ID (920), marriage (1,092), PDS card (677), inheritance (778), utilities (673), health care (583), employment (560), social welfare (470), housing (261), citizenship (241), birth (624), death (210), citizenship (1) and other personal status (118) certificates, immovable (203) and moveable (25) property, MoDM registration (97), passport (163), pension (126), divorce/separation (313), education (73), common criminal cases (26), other cases related to women (247) and children (87), government incentives for IDPs (75) and returnees (11), land allocations (11), detentions (3), driver licence (36), family reunifications (2), others.
- The **top legal needs** were IDPs (PDS cards, civil status documentations, social welfare), Refugee Returnees (documentations, inheritance, property recovery, government assistance and medical care), Refugee Returnees into displacement (PDS cards, housing and government assistance), IDP returnees (documentation, inheritance, medical care and social welfare), refugees and asylum-seekers (employment and documentation), and community members with specific needs (documentation, inheritance, social welfare), deportees (documentation and social welfare), stateless (documentation).
- **6,007** cases were solved. PAC staff mainly helped beneficiaries to access services (2,080), obtain documentation (3,057), re-possess property (21) and receive compensation (57).

#### **Provision of assistance and facilitation of access to services**

- Persons of concern were assisted with their protection needs through a **referral system**. 2,742 cases (2,691 clients) were referred to PACs and PAC staff referred 1,841 cases to other stakeholders, including authorities, NGOs, UNHCR, or another PAC to assist to register with competent authorities, obtain documents to enjoy a wider spectrum of rights, basic services, humanitarian/financial assistance, inheritance/property/land allocation, as well as advocate for rights, to stop evictions or to find alternative solutions for persons of concern, to follow up on detention cases, and prevent and respond to SGBV
- PAC teams responded to 3,294 requests to assist in enjoying rights and accessing services.
- PAC mobile teams conducted 1410 visits to reach beneficiaries, assess needs and provide required assistance.

#### **Strengthened local capacity to address identified needs**

- Workshop (11), awareness campaign (10), briefings (18), trainings (3) were means to raise awareness about protection of persons of concern and were aimed at local authorities (56), civil society members (33), host community members (53), IDPs post-Samara (287), IDPs pre-Samarra (24), refugees (17), returnees (5).