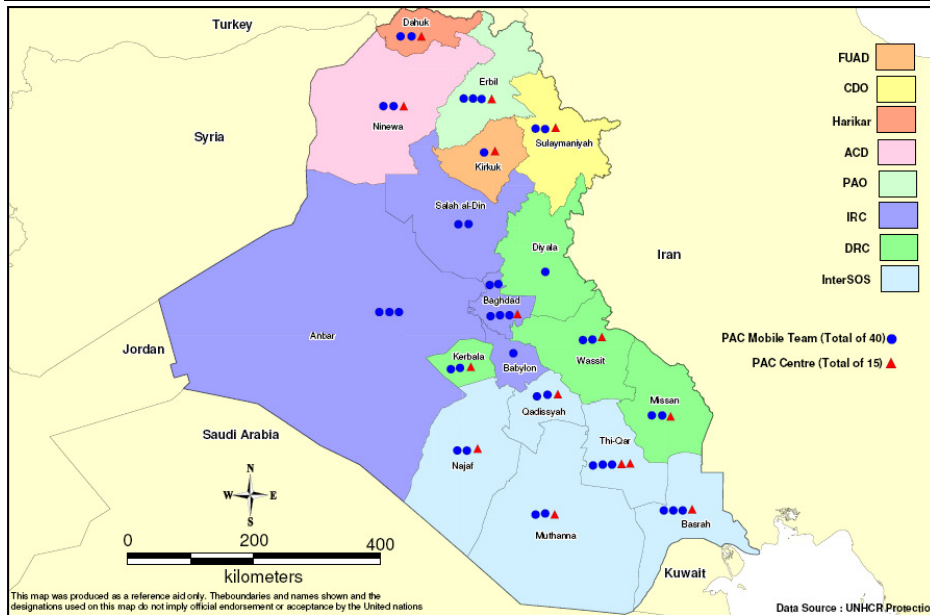


Protection and Assistance Centres in Iraq January- March 2010



Structure & Coverage

Throughout Iraq, the UNHCR PAC network consists of 15 centers and 40 mobile teams.

A total of 125 staff (40% women): lawyers, social workers, monitor, public information and data base officers.

Impact

Positive contribution for the individuals to access their rights and entitlements and for the establishment of sustainable protection mechanisms by the Government, civil society and communities.

ACHIEVEMENTS

Protection Monitoring

- **263** Protection Monitoring Assessments were conducted throughout Iraq. Since March 2008, 2,211 assessments were conducted in 870 locations to identify protection needs, gather information on the protection environment and identify opportune interventions.

Legal assistance

- **2,284 individuals** (of which 43% were women): benefited from PAC legal services: post-Samara IDPs (1,098), pre-Samara IDPs (255), refugee returnees (431), IDP returnees (109), refugee returnee into displacement (10), refugees (36) asylum-seekers (21), deportees (3) and community members with specific needs (321).
- **2,089** received cases related to Civil ID (231), marriage (248), PDS card (116), inheritance (371), utilities (7), health care (101), employment (21), social welfare (38), housing (14), citizenship (54), birth (152), death (18), and other personal status (10) certificates, immovable (29) and moveable (5) property, MoDM registration (198), pension (12), divorce/separation (85), education (21), common criminal cases (5), other cases related to women (22) and children (10), government incentives for IDPs (46) and returnees (6), land allocations (3), detentions (9), and other legal issues (257).
- The **top legal needs** were: Refugee Returnees (documentations, inheritance, property recovery, government assistance and medical care), IDPs (PDS cards, civil status documentations, social welfare), IDP returnees (documentation, inheritance, medical care and social welfare), Refugee Returnees into displacement (PDS cards, housing and government assistance), refugees and asylum-seekers (employment and documentation), and community members with specific needs (documentation, inheritance, social welfare), deportees (documentation and social welfare), stateless (documentation).
- **2,969** cases were solved. PAC staff mainly helped beneficiaries to access services (717) and assistance (36), obtain documentation (2,213), and receive compensation (3).

Provision of assistance and facilitation of access to services

- UNHCR Persons of concern were assisted with their protection needs through a **referral system**. 484 cases (262 clients) were referred to PACs and PAC staff referred 369 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 **1,591 requests** to assist in enjoying rights and accessing services.
- PAC mobile teams conducted **321 visits**: reach beneficiaries, assess needs and provide required information and assistance.

Strengthened local capacity to address identified needs

- Briefings and information sessions (4) were means to raise awareness about UNHCR protection of persons of concern and were aimed at local authorities (2), civil society members (9), host community members (17), IDPs post-Samara (33), refugees (34).