During July 2016, the Iraq Internally Displaced Persons Information Centre (Iraq IIC) handled 3,081 calls, pushing the total number of calls since the Iraq IIC’s launch in July 2015 past 25,000. By the end of the month, 99.7% of cases were classified as closed.

Requests for information on cash assistance and government services topped the call breakdown list, accounting for 29% and 28% of calls, respectively. Calls related to food security accounted for another 22%.

The majority of cash-assistance related calls were made from Kirkuk (45%), followed by Erbil (13%), and Baghdad (12%). Among the calls requesting cash assistance, 38% of the callers identified that their top priority need for cash assistance was shelter, 29% food, and 26% health.

Information requests on government services was the second most common reason for calls in July, accounting for 28% of the total calls, marking a 10 percentage point increase compared to the 18% recorded June. In July, of those calling about government assistance, 87% of callers enquired about cash grants, a 22 percentage point increase compared to June. Reflecting trends since the start of 2016, the top priority needs for government cash grants in June were cited as shelter, food, and health. Of the callers who sought information on compensation for assets damaged during the conflict, 47% were from Anbar, 16% Salah al-Din, and 11% from Kirkuk. Requests for information on government salary accounted for 2% of calls relating to government issues in July, a slight decrease from the 3% recorded in May but an increase from the 1% registered in June.

In line with trends for the past three months, the majority of callers (64%) requesting information on food security-related issues asked why their name had been removed from food assistance lists. Iraq IIC operators shared standardised messaging for reasons behind the removal of names from lists.

3,081 calls handled in July

25,363 the total number of calls handled by the Iraq IIC since its launch
“Caller said that his brother has been missing since 2014 and he heard that the Iraq IIC provided one of his relatives with the contact details for an agency that helps find missing/detained persons”

The Operator provided the male caller from Karkh, Baghdad with the number for ICRC.

A caller alerted an operator of a rumour circulating in Babylon regarding UNHCR’s cash programming. The operator corrected the misinformation and the Iraq IIC informed UNHCR’s local office of the rumours.

265 the number of feedback calls, assessment referrals, and complaints the Iraq IIC handled related issues requested information on food registration, less than 1% complained that food assistance was not enough to cover needs. Of the 6% of callers who had other food-related queries, they called to complain about distributions, ask questions about Ramadan rations, among other issues. All complaints and feedback were forwarded to the World Food Programme (WFP). Additionally, during this reporting period, the Iraq IIC used the vulnerability matrix that it designed with WFP to refer 63 families for food assistance re-assessment, a 43% increase from the 44 cases referred in May.

Of the callers who had protection-related concerns, 70% requested legal assistance to replace lost documents, register birth, marriages, and deaths, and to extend residency status in the Kurdistan Region of Iraq. During July, the Iraq IIC received one call from a resident in Mosul requesting help to leave ISIS-controlled areas in Ninewa. Operators also handled calls from Iraqis from the Syrian side of the border seeking assistance to re-enter Iraq. These calls were forwarded to UNHCR.

Female callers accounted for 18% of the total number of calls in July. This marks a 7 percentage point decrease from the 25% recorded in April, May and June 2016. In July, the main concerns of female callers were related to cash (45%), food security (21%), and Government-related issues (17%). During this reporting period, the percentage of women making calls relating to cash and protection, outstripped the percentage of men making calls about the same topic by 20 and two percentage points respectively. The majority of protection-related calls made by women requested legal support, mainly to help replace lost legal documents. Of the female single-headed households that called the Iraq IIC, 66% sought cash assistance to help pay rent. One caller requested legal services to register her daughter’s death. She was referred to Erbil-based non-governmental legal service providers.

Similar to June, nearly 2% of callers were under the age of 18 years old (48 callers). As with adults, approximately 18% of callers under the age of 18 were females (9 callers). Leading queries of callers under the age of 18 were government assistance and food security with 26% each, followed by education with 16%, employment opportunities and legal support 5% each, and cash assistance 4%.

During July, a caller said that his brother has been missing since 2014 and he heard that the Iraq IIC provided one of his relatives with the contact details for an agency that helps finding missing/detained persons. The Operator provided the caller with ICRC’s hotline number in Baghdad.

“During July, the Iraq IIC received one call from a resident of Mosul requesting help to leave ISIS-controlled areas in Ninewa”

In July, around 400 people stranded since November 2015 between military positions near Sinjar were moved to the Debaga IDP camp in Erbil. The Iraq IIC began receiving calls from the group in December 2015 and continued to feed informational updates to the humanitarian response up until the days leading to their relocation.

During July, the Iraq IIC also received a call from another group of families stranded after fleeing al-Hawiga in June. This information was shared with relevant actors. “We are in range of fire,” the male caller aged 26-35 told the Operator, “and we need food and clean water.”

Further, during this reporting period, the Iraq IIC forwarded a report of an upcoming forced relocation of people displaced from Anbar to Kirkuk to protection and human rights agencies in Kirkuk. Additionally, call centre operators corrected misinformation regarding UNHCR’s cash programming in Babylon. The Iraq IIC informed UNHCR of the rumours.

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.