



# Iraq IDP Information Centre Report

## February 2017

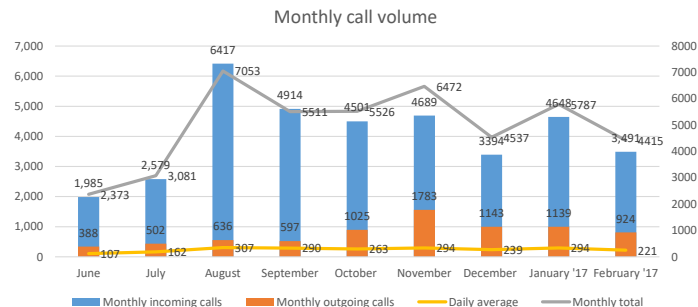
During February 2017, the Iraq Internally Displaced Persons Information Centre (Iraq IIC) handled 4,415 calls. Internally displaced persons (IDPs) made 83% of these calls while returnees (10%), refugees (2%), members of host communities (5%) and representatives of NGOs (less than 1%) accounted for the rest of the calls during the month. Of the total calls, 30% were requests for assistance, 66% were requests for information, and 4% were complaint and feedback calls. Top three caller locations were Ninewa (54%), Dahuk (12%), and Erbil (11%).

Requests for information on food assistance accounted for 28% of all calls, 38% of which were about removal from distribution lists, 33% were about food registration, and 9% were feedback that food vouchers were not enough to cover needs. IDPs made 88% of food calls from Ninewa (42%), Dahuk (30%), and Erbil (16%). Returnees made 5% of food calls from Ninewa (94%), Anbar (3%), and Diyala (2%). Host community (2%) food calls were mostly from Ninewa (84%). Queries on WFP's cash

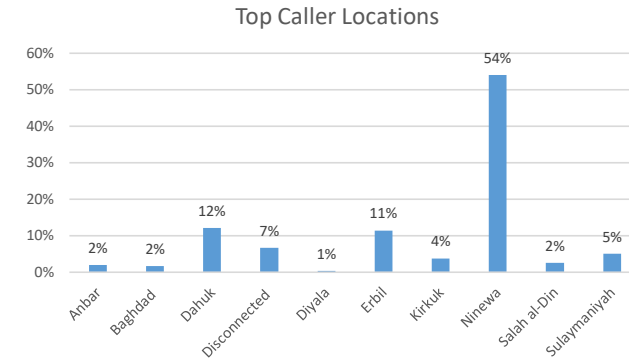
and food distribution mechanisms, accounted for 2% and 1% of total food calls, respectively.

Calls for cash assistance accounted for 20% of total calls, with shelter (35%), health (31%), and food (25%) cited as primary needs. Top three locations for cash were Ninewa (40%), Erbil (19%), and Sulaymaniyah (13%). Operators advised callers about registration modalities and trends were forwarded to partners. Calls for cash for education dropped three-percentage points from 6% in January to 3% this month.

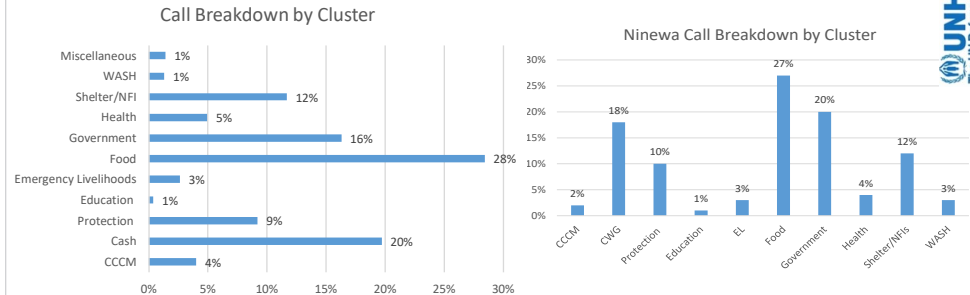
Calls for shelter/NFIs accounted for 12% of total calls – an increase of two-percentage points compared to January. Winterization items (88%) were noted as a top priority need. Ninewa (71%), Dahuk (9%), and Erbil (8%) were top caller locations. IDP emergency requests for shelter (7%) came from Ninewa (79%), Erbil (3%), and Ninewa IDP camps (18%). Operators advised callers how to register for assistance assessments and trends were forwarded to partners.



**4,415** calls handled in February  
**64,663** the total number of calls handled by the Iraq IIC since its launch

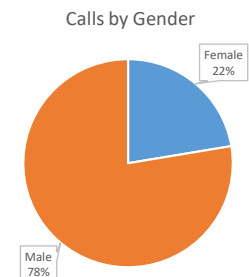
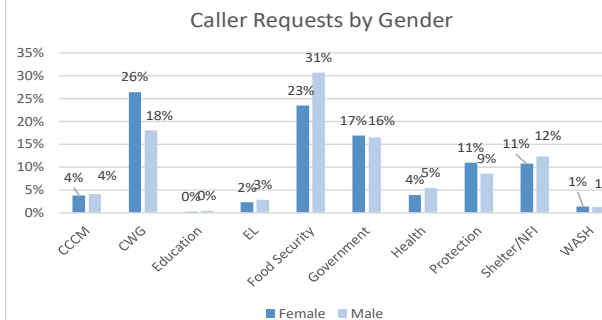
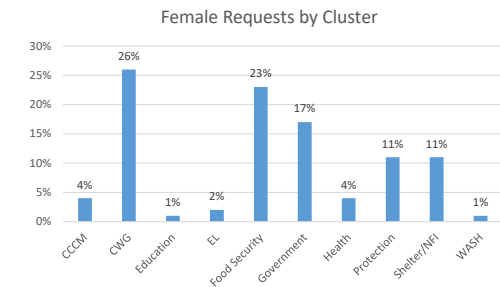


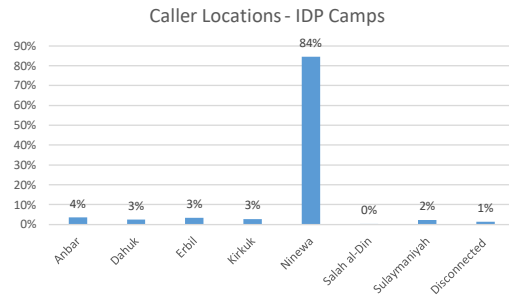
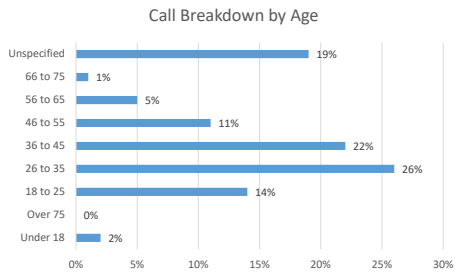
**42%** of callers seeking paid and unpaid work came from IDP camps, primarily from Ninewa (38%) and Erbil (6%)



Caller said that his family was in need of assistance. The operator asked if they had registered with MoDM. The caller said no because they were missing legal documents. The operator gave the caller the number for the PARC hotline

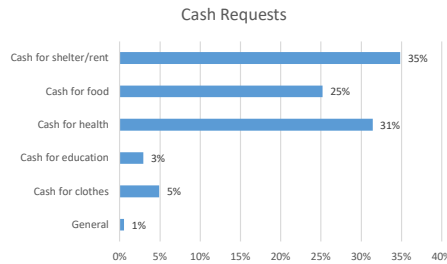
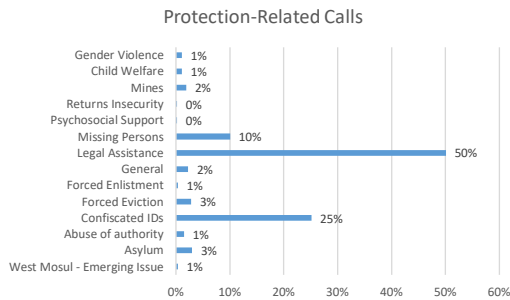
An adult female displaced from Ninewa to Erbil was referred to a legal partner for advice on how to replace lost documents





**“A caller called the Iraq IIC to express gratitude for the role it played in helping him access food assistance after he called to say that he had not received any food for six weeks”**

A caller in the Ninewa-Qayarah-Jad’ah IDP camp called to inform the Iraq IIC that he had received food assistance following a call to the call centre



Calls for protection issues accounted for 9% of total calls, with the majority of calls being made from Ninewa (71%), Erbil (8%), and Kirkuk (7%). Top three camp locations for protection-related calls were Ninewa (90%), Kirkuk (3%), and Anbar (2%). Approximately 50% of protection-related calls were requests for legal assistance to help replace lost documentation, update PDS cards, find confiscated IDs, and to reunite with missing family members. Iraq IIC provided these callers with relevant partner hotline numbers. During the reporting period, 3% of protection caller requests were about alleged forced returns from Kirkuk (87%), Ninewa (7%), and Salah al-Din (7%). Protection calls were forwarded to partners for documentation and follow up.

Camp management calls made up 4% of total calls. Of these callers, 74% were feedback of irregular practices, unfair distribution, and poor quality of camp services in Ninewa (96%) and Baghdad (4%).

WASH-related calls accounted for 1% of total calls in February, with 90% of such calls being made from Ninewa, 5% Anbar, 3% Salah al-Din, and 2% from Erbil. Callers requested clean water (93%), improved sanitation (5%), and hygiene kits (2%).

Calls for health accounted for 5% of total calls, primarily from Ninewa (83%), Erbil (5%), and Dahuk (4%). Requests for medical/health treatments (87%) and emergency health requests (7%), and returnee reports of a lack of health facilities in Ninewa (3%) were the main health-related queries in February.

Returnees to Mosul made 10% of calls this month – an increase of 5 percentage points from January. Returnee callers enquired about Government services (23%), cash (19%), and protection issues (16%). Returnees sought Ministry of Displacement and Migration (MoDM) cash grants for food (44%), shelter (32%), and health (24%). These callers called from Ninewa (80%), Anbar (11%), and Salah al-Din (7%). Approximately 14% of returnee callers enquired about food assistance from Ninewa (94%), Anbar (3%), Diyala (1%), and an unspecified location (2%). Primary food caller requests were for emergency food (38%), food registration (33%), and removal from voucher lists (17%). Ninewa

(89%), Anbar (5%), and Salah al-Din (2%) accounted for the majority of returnee calls.

This month, the Iraq IIC continued to receive calls about areas contaminated with mines in communities in Erbil-Makhmour (20%), Ninewa-

**“Calls from Ninewa increased 27-percentage points from January, accounting for 54% of total calls in February. Top caller locations in Ninewa were Mosul city (63%), Telafar (11%), and Al Hamdaniya (9%).”**

Al Hamdaniya (40%), and Ninewa-Mosul (40%). Callers were provided with local mine clearance hotline numbers and information was shared with mine action partners.

Calls from Ninewa increased 27-percentage points from January, accounting for 54% of total calls in February. Top caller locations from Ninewa were Mosul (63%), Telafar (11%), and Al Hamdaniya (9%). Primary concerns from Mosul city were access to food, cash, clean water, legal assistance, and healthcare. Callers from Telafar cited food and health as priority needs.

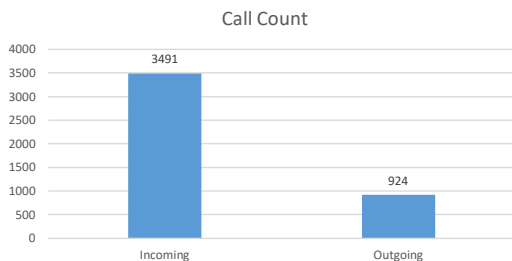
During this reporting period, the Iraq IIC forwarded 814 calls to partner agencies. Of these calls, details of 109 callers were sent to the Economic Livelihood cluster to register for work opportunities, and 164 complaints and feedback calls were shared with partners. Using a vulnerability matrix to assess first level vulnerability on the phone, the Iraq IIC forwarded 541 assistance assessment requests to partners in Dahuk, Diyala, Erbil, Kirkuk, Salah al-Din, and Sulaymaniyah.

All Iraq IIC reports are available for download on the humanitarian community portal: [humanitarianresponse.info](http://humanitarianresponse.info). Iraq IIC data is visualised through IOM’s Community Response Map: [iraq.communityresponse.org](http://iraq.communityresponse.org).

## Accountability in action

98.8% of incoming cases closed

924 number of outgoing calls made by operators



**“A caller who hoped to be reunited with his family in Garmawa camp, called to thank the Iraq IIC for connecting him with legal assistance. He reported that he hopes to be with his family soon.”**

92% the number of callers who found information shared by the call centre useful  
814 the number of feedback calls, assessment referrals, and complaints the Iraq IIC handled

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](mailto:iraqic@unops.org).