



Iraq IDP Information Centre Report

March 2017

During the reporting period of March 2017, the Iraq Internally Displaced Persons Information Centre (Iraq IIC) handled 4,374 calls, pushing the total number of calls handled passed 69,000.

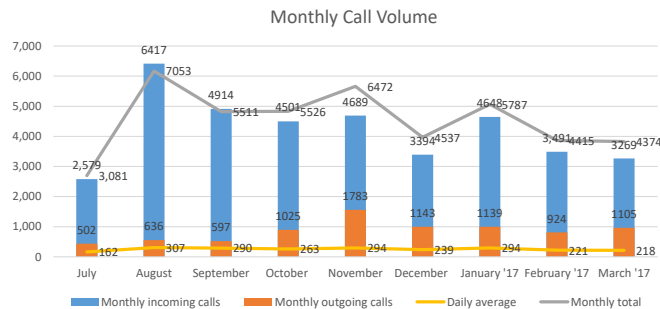
Of the total calls in March, 33% were requests for assistance, 64% were requests for information, and 3% were complaint and feedback calls. For the third consecutive month, Ninewa ranked as the top caller location, accounting for 44% of total calls, followed by Erbil 14% and Dahuk 12%.

During the reporting month, male callers made 74% of total calls and female callers made 26% of total calls – an increase of four percentage points compared to the previous month. Two percent of female callers were under the age of 18. The top three caller locations for female callers during the reporting period were Ninewa, Dahuk, and Erbil.

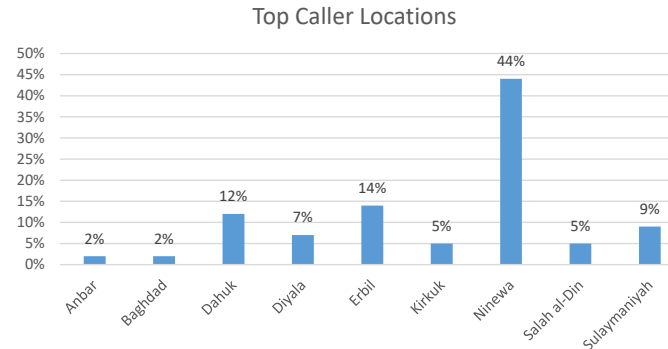
The priority for callers during March was food, with requests for information on food assistance accounting for 27% of total calls. Of these callers,

41% requested information on how to register for food assistance, with callers from Erbil (25%), Ninewa (19%), Dahuk (17%), Sulaymaniyah (14%), and Kirkuk (8%) accounting for the lion's share of these calls. Of the total food calls, 37% sought information on why their names had been removed from distribution lists, with Dahuk (40%) and Ninewa (28%) accounting for 68% of these types of calls. Of the 6% of food calls that stated the value of the voucher is not enough to cover needs, 55% called from camp locations in Ninewa.

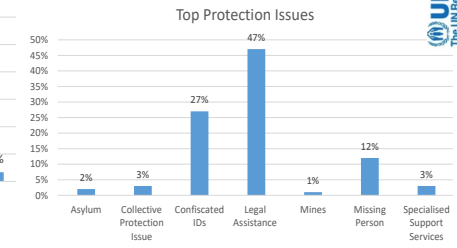
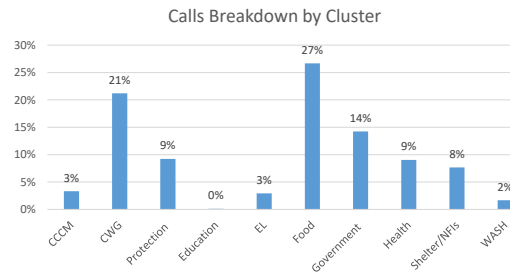
A second priority need for callers during March, calls for cash assistance accounted for 21% of total calls, with cash for health (32%), shelter/non-food items (NFI) (32%), and food (22%) being cited as top cash needs. Callers seeking cash assistance for health primarily called from Diyala (18%), Sulaymaniyah (16%), and Ninewa (14%). Of the callers seeking shelter/NFIs assistance, 21% came from Ninewa, 16% from Sulaymaniyah, and 15% from Kirkuk. Of all camp-based requests for cash for shelter/NFIs, 86% were made from Ninewa.



4,374 calls handled in January
69,037 the total number of calls handled by the Iraq IIC since its launch

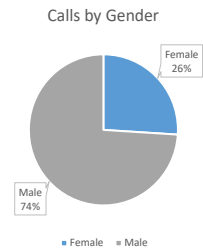
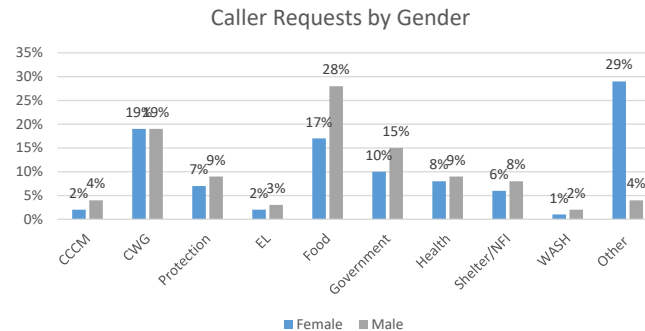
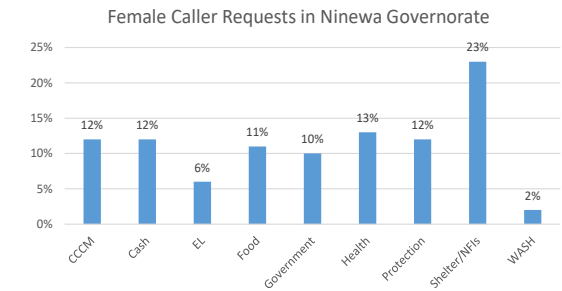


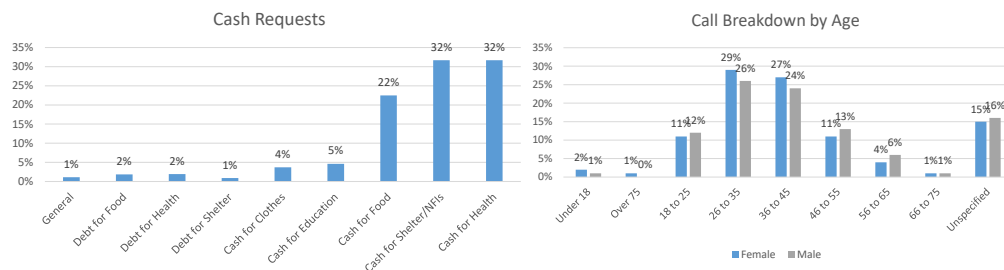
15% of total cash-for-health calls came from Diyala during March, ranking Diyala the second-highest caller location in this category following Ninewa.



“Caller complained that he had not received food assistance since he arrived in the camp and did not know what to do. The Operator told the caller how to register for assistance.”

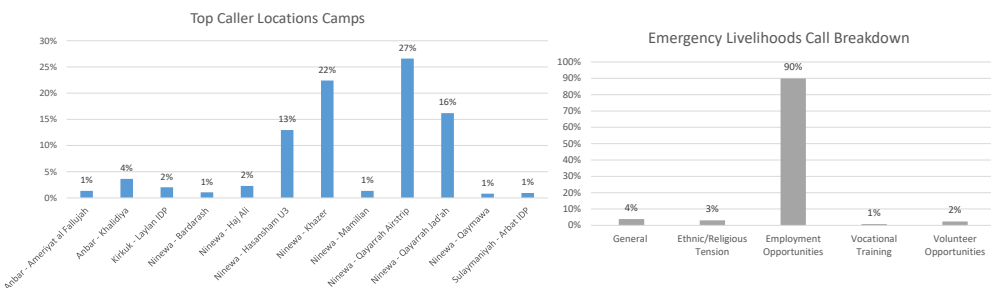
A male caller displaced from Mosul arrived in a Ninewa Camp in February and called the call centre for advice in early March.





“We will never forget the assistance of the call centre; your help is greatly appreciated. If it weren’t for you, my mother would still be in prison.”

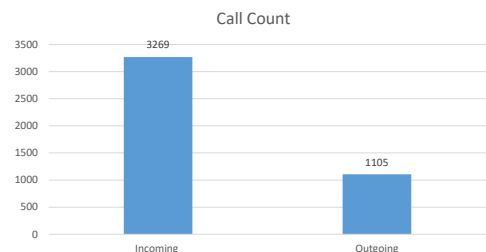
A caller thanked an Operator for sharing the phone number of the ICRC, which helped locate and release the caller’s mother from prison.



Accountability in action

99% of incoming cases closed

1,105 number of outgoing calls made by operators



“Following the complaint shared by the call centre regarding a distribution we were managing in March, we provided extra training to staff.”

Following confirmation from a UN agency that action had been taken on shared feedback, the Iraq IIC called the caller back to share the update.

97% of callers were satisfied with the call centre’s service
946 the number of feedback calls, assessment referrals, and complaints the Iraq IIC handled

Across the board, kerosene was cited as a top shelter/NFI cash need. Of the callers requesting information on cash assistance for food reasons, 25% called from Ninewa, 15% Sulaymaniyah, and 11% called from Diyala. Cash requests for education accounted for 5% of total cash calls, with Sulaymaniyah accounting for 32% of calls, Kirkuk 18%, and Ninewa (Mosul City) accounting for 15% of cash for education calls.

In March, 14% of total calls were related to Government services, with Ninewa, Erbil, Sulaymaniyah, and Erbil accounting for 23%, 19%, 12%, and 11% of these calls, respectively. Requests for information on the Ministry of Displacement and Migration (MoDM) cash assistance accounted for 62% of Government-related calls. Of the MoDM grant calls, 29% cited shelter/NFIs as a priority need, followed by food (20%), and health (13%).

During March, 9% of total calls were classified as Protection-related calls. Top caller concerns were legal assistance (47%), information on confiscated IDs (27%), and missing persons (11%). Primary concerns for people seeking legal assistance were to help replace lost documentation and update PDS cards. Ninewa (28%), Sulaymaniyah (16%), and Kirkuk (13%) were the top out-of-camp locations for legal assistance requests. Meanwhile, Qayarah Airstrip (42%), Khazer M1 (13%), and Qayarah Jad’ah (11%) were the top IDP camp locations for legal assistance requests. Of caller requests from IDP camp locations about confiscated IDs, 90% came from Ninewa, in particular from Qayarah Airstrip (64%), Jad’ah (13%), and Khazer M2 (7%). Caller requests regarding missing persons accounted for 11% of the total Protection calls in March, with out-of-camp calls from Ninewa (60%), Diyala (17%), and Salah al-Din (15%).

Calls for health accounted for 9% of total calls, a four-percentage-point increase from February, with calls from Ninewa accounting for 20%, Diyala 15%, and Erbil 12% of total health calls. During March, 93% of health calls requested assistance securing health treatment for chronic health issues (including diabetes, kidney or heart disease, cancer, and strokes). Of the total health-related calls, 3% were calls from returnees saying that there is a lack of adequate health facilities in their

area of origin. Of these calls, 64% were made from Mosul City, 18% Al-Hamdaniya, 9% Tilkaif, and 9% from Khanaqin.

While calls relating to Camp Coordination and Camp Management (CCCM) accounted for 3% of total calls, 51% of these callers gave feedback that camp management was not listening to their needs or feedback. Of these calls, 88% came from camps in Ninewa (Qayarah Airstrip 26%, Qayarah Jad’ah 22%, Khazer M1 17%, Khazer

“Of the callers requesting information on cash assistance for food, 25% called from Ninewa”

M2 16%, Hasansham U3 11%). Eleven percent of callers from camps cited irregularities during distributions in camps in Ninewa while 10% of callers from camps cited electricity as an issue in Jad’ah (47%), Qayarah Airstrip (29%), Haj Ali (12%), Al-Khalidiya (6%), Khazer M2 (6%), and Mamrasha (6%).

Water, Sanitation and Hygiene (WASH)-related calls accounted for 2% of total calls in March. Of these calls, 43% cited access to clean water as a primary need, with calls being made principally from Ninewa (62%). Reports of poor sanitation accounted for 16% of total WASH calls, with 57% of calls being made from Ninewa and 14% from Dahuk.

During March, 112 people contacted the call centre to seek employment opportunities, accounting for 90% of calls related to the Emergency Livelihoods Cluster. Job seekers mainly called from camp locations in Ninewa (43%). Of the job seekers, 26% were female, calling primarily from Ninewa (30%), in particular – Qayarah Airstrip.

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.communityresponse.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.