

Iraq Information Center

Returns Working Group

25 November 2019

GENERAL OVERVIEW

- The primary **accountability mechanism** for the humanitarian response in Iraq;
- Implemented by UNOPS on behalf of the HCT - Accountable to;
- A free hotline for IDPs, Refugees, Returnees and host community;
- Information on humanitarian services & how to access and raising complaints;
- Since its launch in 2015, IIC handled more than 400,000.

SERVICES

- Legal support (missing documents, birth/death/marriage certificates)
- Water and Food
- Camps and Shelter
- Supporting family reunification
- Health care (vaccines and epidemics)
- Issues related to UN and NGOs humanitarian assistance
- Gender Based Violence
- Psycho social support
- Education
- Supporting cases related to misuse of power or exploitation of authority

WHO DO WE WORK WITH?

Working Groups

Clusters

UN Agencies

TYPE OF CALLS

- **Standard calls:** Key messages
- **Non-standard calls:**
 - Requires to be referred to the appropriate partner (**partner's hotline**)
 - **High priority** – Life-saving interventions – daily - Email
 - **Regular priority** – No urgent – weekly - Google-sheet**
- **Service gap calls:** calls in which callers request services that are not currently available. These calls should be as a source of information about needs in the ground – Monthly - Dashboard

Referral Mechanism

IIC receives a call and records the info into the system

IIC calls the caller back and **close the loop**

IIC Shares the case with Clusters/UN Agencies

Clusters/UN Agencies inform IIC about the feedback

Clusters/ UN Agencies share the case with their IP (NGOs)

IP investigate the case and provides feedback to the clusters//UN Agencies

CLOSING THE LOOP

- ✓ Implementing partner that took action;
- ✓ Action taken;
- ✓ Mm/dd/yyyy when the action was taken;
- ✓ Result of the action.

- Once this is done, the operator will receive a notification and either will call the caller back and confirm with him/her about the action taken by the humanitarian partner or will call the caller back to provide him/her with the information requested.

TOP PRIORITY NEEDS

1) Cash: 68.5% of the calls.

I need cash (health, food, shelter)

Complaints about Asia/Hawala (UNHCR)

2) Health: 13.02 % of the calls.

Need cash for treatment (equipment, transportation, services not available public center...)

Person with disability issue

3) Food Security: 11.58% of the calls.

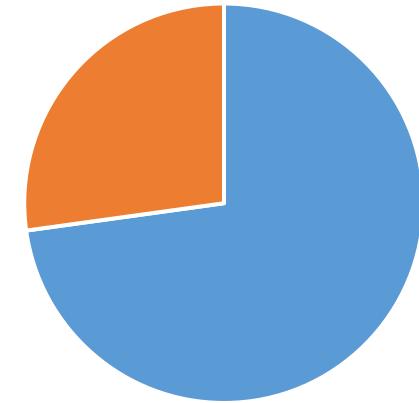
Complaints about Asia/Zain/Hawala (WFP) – delayed in distribution - register for assistance

TYPE OF CALL



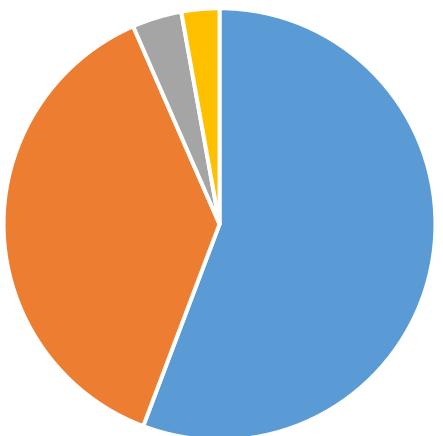
■ Requesting for information
■ calling for feedback or for a complaint

SEX



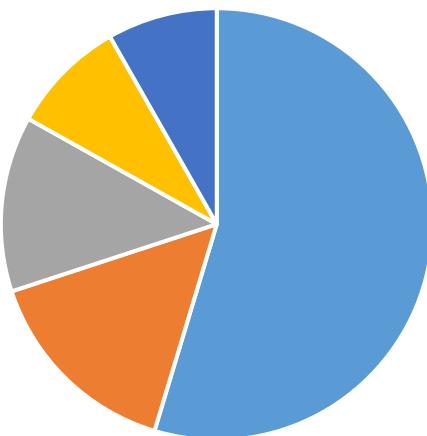
■ Male ■ Female

CATEGORY



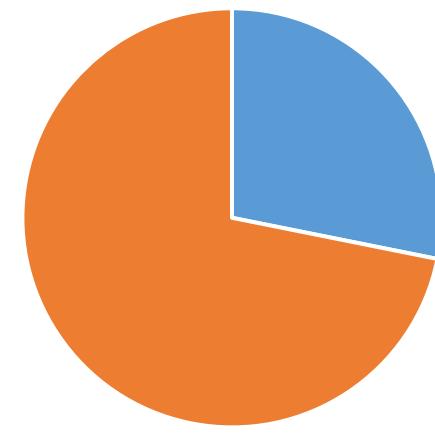
■ IDP ■ Returnees ■ Refugees ■ Host community

TOP GOVERNORATES



■ Ninawa ■ Erbil ■ Kirkuk ■ Salah Aldin ■ Anbar

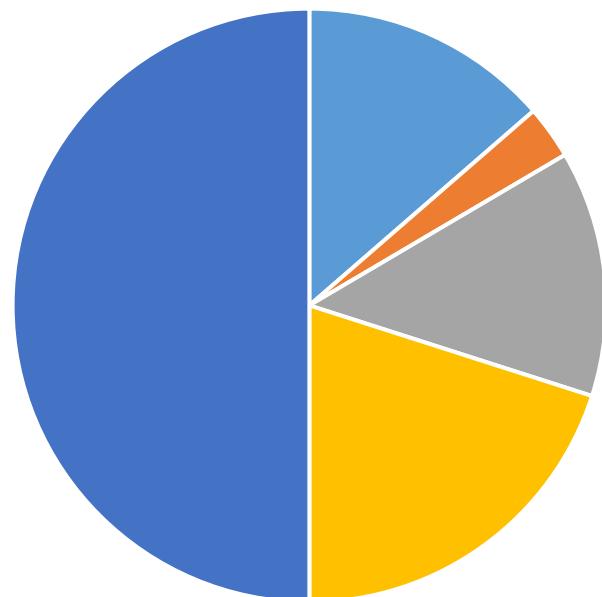
IN-OUT CAMP



■ In Camp ■ Out Camp

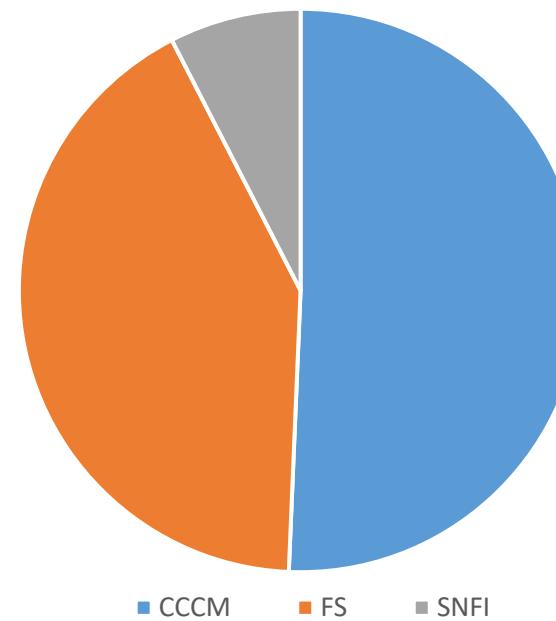
CLUSTERS PERFORMANCE

CASES



■ Closed ■ In progress ■ Open ■ No action taken ■ Grand Total

MOST RESPONSIVE CLUSTERS



■ CCCM ■ FS ■ SNFI



HOW DO WE RAISE OUR VISIBILITY?

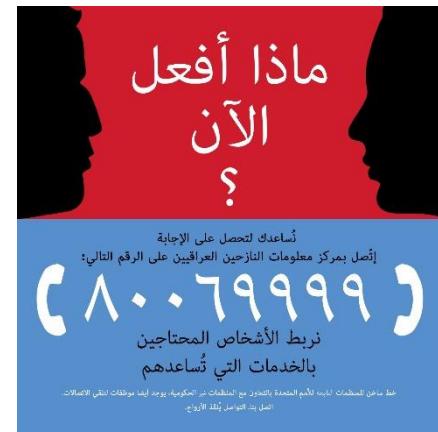
VISIBILITY MATERIALS

CURRENTLY:

- UN Agencies – Cluster- WG - NGO - Clusters-: Business cards, posters, handouts
- Field visits
- Facebook Page (@IICINFO)
- Radio spots

PLANNING:

- Outreach strategy
- Materials: Brochures and billboards
- Website
- TV spots



THANK YOU

For further information please kindly contact **IIC Project Manager: Silvia Sanchez Ruiz**

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RESPONSIBILITIES

- IIC:
 - Raise people's voice (visibility)
 - Compile caller's information
 - Refer cases to the clusters-UN Agencies
 - Liaise with clusters-UN Agencies
 - Follow up on cases
 - Analyze and share data with partners (Dashboard/bulletin)
- CLUSTERS- UN AGENCIES:
 - Refer the case to the implementing partner
 - Follow up cases with Implementing Partners
 - Provide feedback to IIC

TYPE OF CALLS

- **Standard calls:** Key messages
- **Non-standard calls:** Requires to be referred to the appropriate partner (hotline)
 - **High priority** – Life-saving interventions. Email - Daily Basis.
 - **Regular priority** – When caller will not be impacted excessively if the case is referred within 1 week. Google-sheet
- **Service gap calls:** calls in which callers request services that are not currently available. These calls should be as a source of information about needs in the ground.

IIC ROLE AND RESPONSABILITIES

- **Role:**

To collect and compile information from the caller

To share it with the cluster/UN agency in duly time and proper manner

To Provide feedback to caller

- **Responsibility:**

To advocate towards HCT and ICCG members for filling gaps in the humanitarian response.

To provide accurate information from callers and ensuring a proper referral

To follow up cases

To provide a correct feedback according to the information provided

Analyze and share data with partners (Dashboard/bulletin)

CLUSTERS RESPONSABILITIES

Key messages

Acknowledge of Receipt of the cases

Refer to relevant NGO

Follow up with NGO on action taken

Inform IIC back on action taken

In case of absence of partner/service provider inform IIC and use that information to guide the response planning/advocate with donors

NGOs ROLE AND RESPONSABILITIES

- **Role:** study the case and take action accordingly.
- **Responsibility:** To take proper action and provide feedback to the cluster with the following information:
 - Implementing partner that took action;
 - Action taken;
 - Mm/dd/yyyy when the action was taken;
 - Result of the action.