



Iraq Internally Displaced Persons Information Centre | Project Brief

On behalf of the UN Humanitarian Country Team in Iraq, UNOPS built and implements a national toll-free hotline that allows Iraqi citizens to access information on humanitarian services, provide feedback, and lodge complaints – one of the only such services in the world.

Operational Context

The humanitarian situation in Iraq is one of the most severe and complex crises in the world. Escalation in conflict across the country has led to unprecedented displacement. **More than 3.3 million people have been displaced since the beginning of 2014, and more are expected to face displacement in 2016.**

Communication is Aid

Compounding these issues is a lack of information about humanitarian assistance and services among displaced communities. This information gap is fuelling isolation, confusion, and growing mistrust amongst displaced people, significantly reducing their ability to cope with the growing crisis. With information being increasingly recognised as a vital form of aid – **disaster-affected people require life-saving information on how to obtain help as much as they require water, food, medicine, or shelter** – humanitarian agencies are being asked to increase information exchange, improve dialogue with affected communities, and strengthen their ability to listen and respond to the needs of affected communities.

“I need help finding my elderly grandmother and disabled uncle who we lost while we fled Falluja,” a caller recently reported. The Iraq IIC referred the case to the UNHCR-led Protection Team and shared information about how to contact the ICRC for assistance in tracing and reuniting family members.

Project Activities

Responding to these needs, the Iraq Internally Displaced Persons Information Centre (Iraq IIC) launched in July 2015 to serve Iraq’s displaced populations as well as humanitarian response agencies. The Iraq IIC functions as an interactive information and complaints hotline which any Iraqi mobile phone user can access for free by dialling 800 69999.

In August 2016, Iraq IIC operators handled an average of 300 calls per day. **Between January and August 2016, the call centre handled more than 30,000 calls, providing information to more than 180,000 people.** The majority of calls are handled in the Arabic language, but our multi-lingual operators also handle calls in the Sorani and Badini/Kurmanji dialects of Kurdish as well as Turkish and English. Five of the eight Iraq IIC operators are women, and all have been trained in gender sensitivity and active listening techniques. The Iraq IIC



“The centre is an important achievement for the Iraq operation and clearly path-breaking in terms of the accountability to affected populations agenda,” said Lise Grande, Deputy Special Representative of the Secretary-General and Resident and Humanitarian Coordinator for Iraq, during a visit to the Iraq IIC in March 2016.

will also continue a multi-platform outreach and visibility campaign, including sending text messages to all mobile phones in Iraq through partnerships with Iraq’s three mobile phone carriers.

As the only hotline to represent the entire UN Humanitarian Country Team in Iraq, the Iraq IIC can provide information on nearly any aspect of the humanitarian response. Call content ranges from requests for information on humanitarian services, including how to register for food assistance or replace legal documents lost during displacement, to requests for help in dealing with gender-based violence and identifying and removing unexploded ordnance.

Described by UN Office for the Coordination of Humanitarian Affairs as “the largest inter-agency accountability project of its kind” in the entire UN system, the Iraq IIC also serves as the primary humanitarian complaints and feedback mechanism in Iraq.

Feedback ranges from comments on how aid is distributed to suggestions on how to improve humanitarian programmes. The Iraq IIC is also a primary clearinghouse for the Iraq Taskforce on the Prevention of Sexual Exploitation and Abuse.

Through established communication and reporting channels, the Iraq IIC circulates caller feedback, complaints, and data to the humanitarian community. This information flow helps to identify gaps in assistance, convey the urgent needs and priorities of affected communities, improve the way information is shared, and shape how humanitarian assistance is organized and delivered, ensuring the response is aligned to meet the actual needs of affected communities.



Finally, as a confidential line that gives people living in hard-to-reach areas a voice and safe space to talk, the Iraq IIC has documented access and other critical protection issues, triggering assessment missions, interventions, and coordinated responses.

Project Governance

The Iraq IIC is implemented by the United Nations Office for Project Services (UNOPS) with financial support from the United Nations High Commissioner for Refugees (UNHCR), the Iraq Humanitarian Pooled Fund, the United Nations World Food Programme (WFP), the Office of the UN Iraq Resident and Humanitarian Coordinator, the World Health Organization (WHO), and the United Nations Office for the Coordination of Humanitarian Affairs (OCHA). Project donors meet in a regular quarterly project board meeting to set Iraq IIC policy and review the progress of the project.

For More Information

For more information about the Iraq IIC, please contact Ms. Charlotte Lancaster, Iraq IIC Project Manager, at CharlotteL@unops.org.

To reach a call centre operator toll free from any Iraqi mobile phone, dial 800 69999.