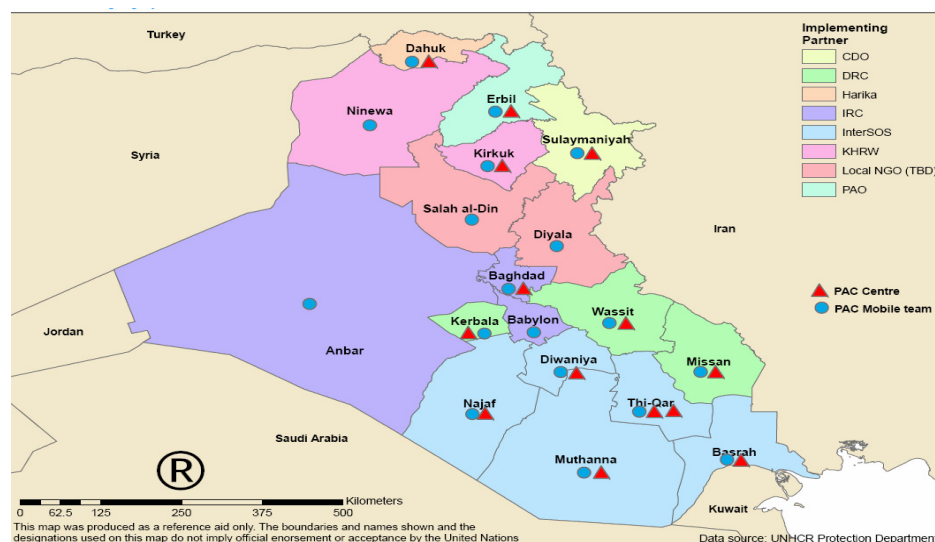


Protection and Assistance Centres in Iraq January- December 2009



Structure & Coverage

14 Centres and 35 mobile teams throughout Iraq, consisting of 130 Iraqi staff (lawyers, social workers, monitors, public information and data base officers, managers/team leaders) 40% are women.

Impact

In Iraq, UNHCR, through the PAC network, positively contributes to the establishment of sustainable protection mechanisms by the Government, civil society and communities.

ACHIEVEMENTS

Protection Monitoring

- 1,214 Protection Monitoring Assessments were conducted in 620 locations throughout Iraq. Since March 2008, 2,011 assessments were conducted in 870 locations to identify protection needs, gather information on the protection environment and identify opportune interventions.

Legal assistance

- 18,468 individuals (of which 40% were women): benefited from PAC legal services: post-Samara IDPs (9,628), pre-Samara IDPs (1,367), refugee returnees (2,620), IDP returnees (2,648), refugee returnee into displacement (35), refugees (228) asylum-seekers (48), stateless (5), deportees (8) and community members with specific needs (1,881).
- 13,812 received cases related to Civil ID (1,484), marriage (1,544), PDS card (1,018), inheritance (1,205), utilities (762), health care (722), employment (672), social welfare (649), housing (306), citizenship (339), birth (970), death (286), and other personal status (151) certificates, immovable (306) and moveable (35) property, MoDM registration (259), passport (181), pension (158), divorce/separation (459), education (142), common criminal cases (38), other cases related to women (299) and children (115), government incentives for IDPs (202) and returnees (92), land allocations (31), detentions (19), driver licence (44), family reunifications (3) and other legal issues (1,321).
- The top legal needs were: Refugee Returnees (documentations, inheritance, property recovery, government assistance and medical care), IDPs (PDS cards, civil status documentations, social welfare), IDP returnees (documentation, inheritance, medical care and social welfare), Refugee Returnees into displacement (PDS cards, housing and government assistance), refugees and asylum-seekers (employment and documentation), and community members with specific needs (documentation, inheritance, social welfare), deportees (documentation and social welfare), stateless (documentation).
- 11,627 cases were solved. PAC staff mainly helped beneficiaries to access services (3,945), obtain documentation (7,599), re-possess property (24) and receive compensation (73).

Provision of assistance and facilitation of access to services

- UNHCR Persons of concern were assisted with their protection needs through a referral system. 3,947 cases (3,530 clients) were referred to PACs and PAC staff referred 2,598 cases to other stakeholders, including authorities, NGOs, UNHCR, or another PAC to assist to register with competent authorities, obtain documents to enjoy a wider spectrum of rights, basic services, humanitarian/financial assistance, inheritance/property/land allocation, as well as advocate for rights, to stop evictions or to find alternative solutions for persons of concern, to follow up on detention cases, and prevent and respond to SGBV
- PAC teams responded to 4,878 requests to assist in enjoying rights and accessing services.
- PAC mobile teams conducted 1,870 visits: reach beneficiaries, assess needs and provide required assistance.

Strengthened local capacity to address identified needs

- Workshop (13), awareness campaign (23), briefings (36), trainings (5) were means to raise awareness about UNHCR protection of persons of concern and were aimed at local authorities (92), civil society members (49), host community members (61), IDPs post-Samara (906), IDPs pre-Samarra (35), refugees (100), returnees (5).