



Monthly Post-Distribution Monitoring: UNHCR Cash Distributions to Internally Displaced Iraqis

Centre and South Region of Iraq

February 2017



UNHCR
The UN Refugee Agency

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Table of Contents

Methodology.....	3
National Level Findings.....	4
General Overview.....	5
MPCA 1 Beneficiaries, by Governorate.....	6
MPCA 3 Beneficiaries, by Governorate.....	16

About IMPACT Initiatives

IMPACT Initiatives (IMPACT) is a leading Geneva-based think-and-do-tank. The organization implements assessment, monitoring & evaluation and organisational capacity-building programmes in direct partnership with aid actors or through its inter-agency initiatives, REACH and AGORA. Headquartered in Geneva, IMPACT has an established field presence in over 19 countries. The IMPACT team is composed of over 400 staff, including 100 full-time international experts, as well as a roster of consultants, who are currently implementing over 50 programmes across Africa, Middle East and North Africa, Central and South-East Asia, and Eastern Europe.

Methodology of Monthly Monitoring

Post Distribution Monitoring

IMPACT conducts post-distribution monitoring (PDM) of UNHCR's 2017 multi-purpose cash assistance (MPCA) to internally displaced persons (IDPs) in the Centre and South regions of Iraq on a monthly basis. The Centre and South region of Iraq consists of the following governorates: Anbar, Babylon, Baghdad, Basra, Diyala, Kerbala, Kirkuk, Missan, Muthanna, Najaf, Ninewa, Qadissiya, Salah al-Din, Thi Qar and Wassit. The objectives of the monthly monitoring are to provide UNHCR with reports from beneficiaries on their progress and to identify any issues beneficiaries faced, either at the distribution or with the assistance received, for follow up.

Sampling and disaggregation

To monitor distributions during the month of February, data were collected through telephone interviews with randomly sampled beneficiary cases¹ between 12 and 20 November 2017.

Samples are based on the total population of interest taken from beneficiary lists from UNHCR meeting a set of useable criteria (see Table 1). The most important criteria are: full name, telephone number, date of distribution, distribution partner and location. Subsequently, random samples were drawn from this population group according to governorates, and number of payments; MPCA 1, 2 and 3.

A total of 1,197 IDP beneficiaries were called. Of these, 974 IDPs answered the phone. Of the total beneficiaries who answered, 4 (<1%) could not understand the enumerator, 21 (2%) could not remember the distribution and 56 (6%) reported not having received anything, despite appearing in the beneficiary records. Hence, this report is based on a final sample of interviews with 893 IDP beneficiaries who confirmed that they remembered the distribution and had received assistance.

All interviews were conducted with the person whose name was on the distribution list. If that person was not available, the enumerator asked to speak to the head of the household, and if this person was not available, we asked to speak to a person over the age of 18, or we called them back at a more convenient time. Monitoring of MPCA was conducted after beneficiaries had received at least their first payment.

Table 1: Population of interest² – beneficiaries assisted in February 2017 as per UNHCR records

	MPCA 1	MPCA 2	MPCA 3	TOTAL
Anbar	-	-	-	-
Babylon	351	-	33	384
Baghdad	225	-	73	298
Basra	9	-	1	10
Diyala	76	-	1	77
Kerbala	230	-	43	273
Kirkuk	16	-	3	19
Missan	11	-	1	12
Muthanna	32	-	3	35
Najaf	41	-	47	88
Ninewa	-	-	-	-
Qadissiya	9	-	3	12
Salah al-Din	-	-	-	-
Thi Qar	14	-	14	28
Wassit	26	-	6	32
TOTAL	1,040	-	228	1,268

For the month of February, distributions only occurred in the following governorates: Babylon, Baghdad, Basra, Diyala, Kerbala, Kirkuk, Missan, Muthanna, Najaf, Qadissiya, Thi Qar and Wassit. Reported samples are based on the total number of beneficiaries for whom interviews were conducted. Censuses were attempted for all population of interest groups, except for MPCA 1 recipients from Babylon, Baghdad and Kerbala. For all population groups where a census was not attempted, findings are statistically representative with a 95% confidence level and a 5% margin of error (see Table 2 for total sample sizes of beneficiaries interviewed).

Sample sizes between 10 and 20 are reported in numbers instead of proportions, while sample sizes under 10 are not reported in governorate level analysis but are included in the aggregated national level findings.³ For findings disaggregated by governorate, results are based on where the respondent was recorded to be living at the time of distribution, according to UNHCR lists. In 243 cases, respondents reported that they resided in a different governorate at the time of interview.⁴

Data Collection

Data were uploaded on a daily basis by an IMPACT Senior Data Collection Officer for cleaning and preliminary analysis. Feedback from the cleaning and analysis was shared every day with call centre enumerators during the morning debriefing. The final raw data was cleaned to eliminate demonstrably erroneous entries.

Limitations

All results are based on UNHCR beneficiary lists and do not include other persons of concern (PoCs) that were not targeted for assistance. Due to inherent biases in self-reporting, there may be under-reporting of certain indicators related to the assistance received.

Every effort was taken to protect the identities of participants involved in this monitoring and ensure the integrity of the data collected. Beneficiaries were informed at the onset of the interview that their participation had no link to receiving assistance, and that information provided would be strictly confidential. Interviews were only conducted after consent was given.

Table 2: Total sample of beneficiaries interviewed in February 2017 as per UNHCR records⁵

	MPCA 1	MPCA 2	MPCA 3	TOTAL
Anbar	-	-	-	-
Babylon	247	-	25	272
Baghdad	160	-	55	215
Basra	8	-	1	9
Diyala	53	-	1	54
Kerbala	155	-	31	186
Kirkuk	10	-	2	12
Missan	11	-	1	12
Muthanna	13	-	2	15
Najaf	31	-	33	64
Ninewa	-	-	-	-
Qadissiya	4	-	3	7
Salah al-Din	-	-	-	-
Thi Qar	11	-	11	22
Wassit	20	-	5	25
TOTAL	723	-	170	893

¹ Household is identified as a group of people sharing the same shelter, while a case is identified as a group of people sharing the same Public Distribution System (PDS) number.

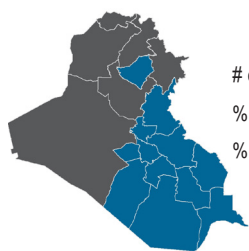
² The population of interest consists only of beneficiary lists with useable entries, not the total amount of beneficiaries receiving assistance.

³ For MPCA 1, this only includes the governorate of Basra and Qadissiya, while for MPCA 3 this includes the governorates of Basra, Diyala, Kirkuk, Missan, Muthanna, Qadissiya and Wassit.

⁴ The vast majority of respondents (230) reported having moved to Anbar and Ninewa governorates.

⁵ The total sample may differ from the original sample drawn, depending on response rates.

National Level Findings Centre and South of Iraq



of IDPs: 3,022,164⁶
 % in camp: 18%
 % out-of-camp: 82%

Profile of beneficiary cases:

Population of interest: 1,268
 # of cases reported not receiving assistance: 56
 Total sample size: 899
 Total cases interviewed: 893

Demographics of beneficiary cases:

 Average case size: 6

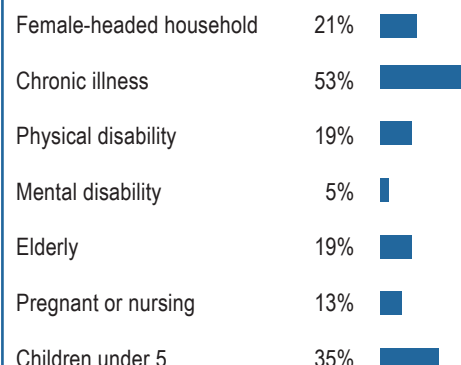
 Children 50%

 Women 25%

 Men 25%



Proportion of beneficiary cases by specific vulnerabilities:⁷



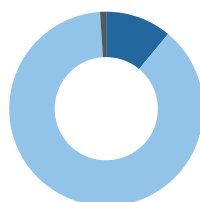
The distribution for the month of February took place across 12 governorates in the Center and South of Iraq. Out of the final sample, 75% were IDPs and 25% returnees.

 64% reported receiving MPCA via Mobile Money Transfer modality

 36% reported receiving MPCA via Cheque modality

Satisfaction with the assistance modality:

Very Satisfied 11%
 Satisfied 88%
 Somewhat Satisfied <1%
 Not Satisfied 0%



Of the 4 cases dissatisfied⁸, 3 cited the distance to the distribution point was too far as their reason, and 1 reported 'other'.

Beneficiary preferred payment timing:

98% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

- 1 Have to pay debt 68%
- 2 Do not want to travel to distribution site multiple times 19%
- 3 Afraid of not receiving the full payment 5%

Issues faced by beneficiaries:⁸

Treated disrespectfully by distribution staff	<1%	Believed the distribution to be poorly managed ¹⁰	<1%
Travelled to the distribution site more than once	2%	Paid more than 25,000 IQD to travel to the distribution location	3%
Were not informed about the selection process	18%	Believed "wasta" ¹¹ was involved with their selection.	<1%
Were not satisfied with the distribution process ⁹	1%	Had difficulties cashing out their assistance	<1%
Waited for more than 2 hours for assistance	2%	Were not aware UNHCR selected them for assistance	64%
Received no information on what would be distributed	2%	Were not aware of a complaints mechanism	82%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

512,884 IQD¹²

Primary reported expenditure of received cash:

- 1  Rent 66%¹³
- 2  Food 33%
- 3  Healthcare 15%

64% of beneficiaries received assistance other than MPCA during the last year. **58%** of these cases received assistance during the last three months.¹⁴

Types of other assistance received during the last three months:¹⁵

In-kind 66%
 Cash 35%
 Vouchers 1%

Sources of other assistance received during the last three months:¹⁶

Other UN organisation 31%
 Religious groups 18%
 Government 9%
 Do not know 28%
 Other 31%

⁶ International Organization for Migration, "Displacement Tracking Matrix: February", 2017. <http://iraqdtm.iom.int/IDPsML.aspx>

⁷ This sections shows beneficiary cases with one or more member in their household with the specific vulnerabilities.

⁸ All the indicators in this section were asked to the pool of respondents that personally attended the distribution (893), with the exception of the 'Wasta', 'information on what would be distributed', 'difficulties cashing out assistance', 'awareness of UNHCR selecting them' and 'complaints mechanism' indicators, which were asked to all respondents.

⁹ All "no" answers include those who reported they were "not satisfied" and "somewhat satisfied".

¹⁰ All "no" answers include those who reported the distribution to be "not managed" and "somewhat managed".

¹¹ "Wasta" is the Arabic term for 'nepotism' or 'corruption' - relating to favours through personal networks.

¹² Over 99% of recipients reported having spent all of their received cash assistance.

¹³ The figures display average percent of received cash spent on the top reported item

¹⁴ This indicator refers to the year and last three months prior to the date of data collection.

¹⁵ The figures show average percent of received cash spent on the top reported items.

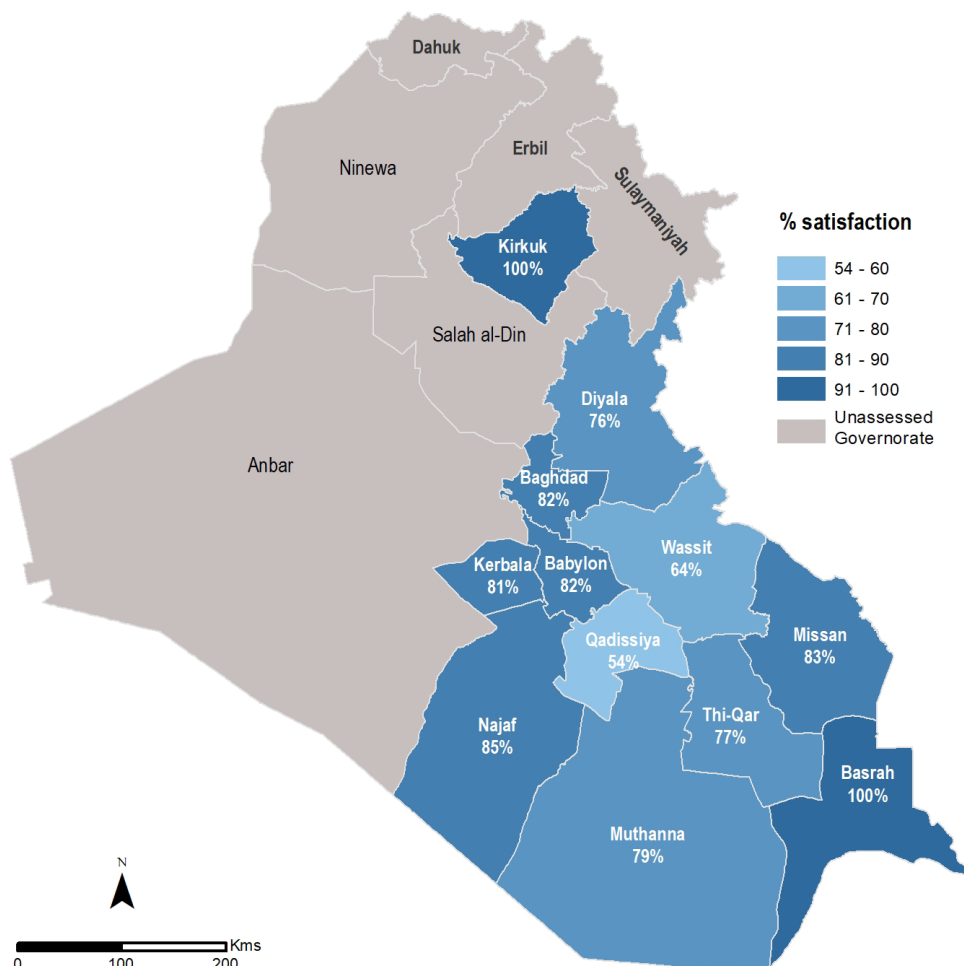
¹⁶ Multiple options were available to the respondent for this and the following indicator and numbers may therefore exceed 100%.



General Overview

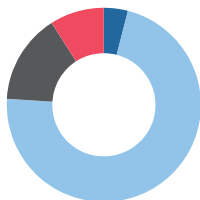
Satisfaction with the MPCA amount received

Map shows percentage of respondents reporting they were satisfied or very satisfied with the amount of assistance received.



Satisfaction with the MPCA amount received:

Very Satisfied	4%
Satisfied	72%
Somewhat Satisfied	15%
Not Satisfied	9%

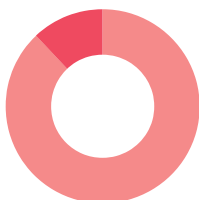


Reasons for dissatisfaction:¹⁷

Of the **24%** of cases dissatisfied:

Reported the amount not being enough **88%**

Reported the amount did not match the market price of goods **12%**



Impact of MPCA:

94% of cases reported that the MPCA made a difference in their lives.

Type of impact:

Repaid debts	41%
Paid for surgery	12%
Avoided eviction	36%
Sent children to school	3%
Other	8%

¹⁷ Reasons for dissatisfaction includes those respondents who reported to be 'somewhat satisfied' and 'not satisfied'.



Babylon Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 46,296
% in camp: 0%
% out-of-camp: 100%

Profile of beneficiary cases:

Population of interest: 351
of cases reported not receiving assistance: 21
Total sample size: 184
Total cases interviewed: 247

Demographics of beneficiary cases:

Average case size: 6

Children 53%
Women 22%
Men 25%



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household 9%
Chronic illness 45%
Physical disability 18%
Mental disability 5%
Elderly 15%
Pregnant or nursing 12%
Children under 5 36%

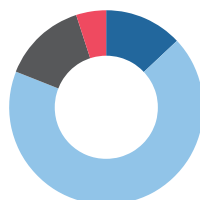
For the month of February, the majority of respondents reported receiving their assistance through Zain Mobile (48%). Out of the final sample, 61% were IDPs and 39% returnees.

63% reported receiving MPCA via Mobile Money Transfer modality

37% reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:

Very Satisfied 13%
Satisfied 68%
Somewhat Satisfied 14%
Not Satisfied 5%



Of the 19% of cases dissatisfied, 83% cited the amount not being enough as their reason, and 17% reported the amount did not match the market price of goods.

Beneficiary preferred payment timing:

100% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

1 Have to pay debt 68%
2 Do not want to travel to distribution site multiple times 14%
3 Afraid of not receiving the full payment 9%

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	<1%	Believed the distribution to be poorly managed	<1%
Travelled to the distribution site more than once	<1%	Paid more than 25,000 IQD to travel to the distribution location	2%
Were not informed about the selection process	19%	Believed "wasta" was involved with their selection.	<1%
Were not satisfied with the distribution process	<1%	Had difficulties cashing out their assistance	0%
Waited for more than 2 hours for assistance	1%	Were not aware UNHCR selected them for assistance	63%
Received no information on what would be distributed	4%	Were not aware of a complaints mechanism	88%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

437,753 IQD¹⁸

Primary reported expenditure of received cash:

1 Rent 64%
2 Food 34%
3 Healthcare 17%

68% of beneficiaries received assistance other than MPCA during the last year. **57%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind 54%
Cash 43%
Vouchers 4%

Sources of other assistance received during the last three months:

Other UN organisation 30%
Religious groups 20%
Government 7%
Do not know 32%
Other 2%

¹⁸ 100% of recipients reported having spent all of their received cash assistance.

Baghdad Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 376,266
 % in camp: 4%
 % out-of-camp: 96%

For the month of February, the most common distribution partner was reported to be Zain Mobile (38%). Out of the final sample, 84% were IDPs and 16% returnees.

 **58%** reported receiving MPCA via Mobile Money Transfer modality

 **42%** reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 225
 # of cases reported not receiving assistance: 6
 Total sample size: 143
 Total cases interviewed: 160

Demographics of beneficiary cases:

 Average case size: 6

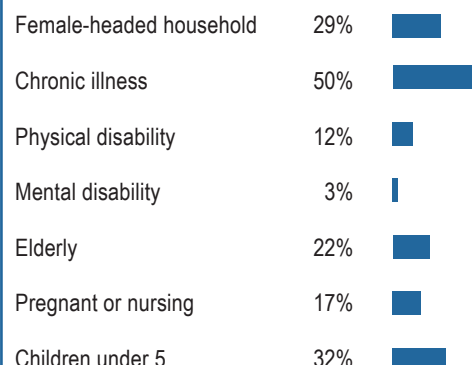
 Children **47%**

 Women **28%**

 Men **25%**

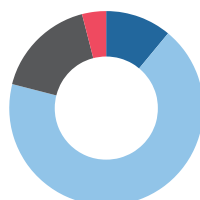


Proportion of beneficiary cases by specific vulnerabilities:



Satisfaction with the MPCA amount received:

Very Satisfied 11%
 Satisfied 68%
 Somewhat Satisfied 17%
 Not Satisfied 4%



Of the 21% of cases dissatisfied, **88%** cited the amount not being enough as their reason, and **12%** reported the amount did not match the market price of goods.

Beneficiary preferred payment timing:

96% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

- 1 Have to pay debt 61% 
- 2 Do not want to travel to distribution site multiple times 24% 
- 3 Other 14% 

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	0%
Travelled to the distribution site more than once	2%	Paid more than 25,000 IQD to travel to the distribution location	4%
Were not informed about the selection process	18%	Believed "wasta" was involved with their selection.	1%
Were not satisfied with the distribution process	0%	Had difficulties cashing out their assistance	<1%
Waited for more than 2 hours for assistance	0%	Were not aware UNHCR selected them for assistance	63%
Received no information on what would be distributed	1%	Were not aware of a complaints mechanism	83%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

547,753 IQD¹⁹

Primary reported expenditure of received cash:

- 1  Rent 69%
- 2  Food 31%
- 3  Healthcare 16%

57% of beneficiaries received assistance other than MPCA during the last year. **34%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind  67%
 Cash  36%

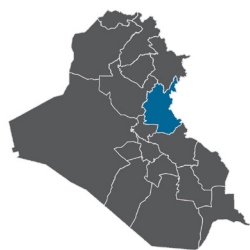
Sources of other assistance received during the last three months:

Religious groups  24%
 Other UN organisation  16%
 Do not know  57%
 Other  3%

¹⁹ 100% of recipients reported having spent all of their received cash assistance.



Diyala Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 10,662
% in camp: 0%
% out-of-camp: 100%

For the Month of February, the vast majority of respondents reported receiving assistance through Zain Mobile (81%). Out of the final sample, 83% were IDPs and 17% returnees.

89% reported receiving MPCA via Mobile Money Transfer modality

8%²⁰ reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 76
of cases reported not receiving assistance: 2
Total sample size: 73
Total cases interviewed: 53

Demographics of beneficiary cases:

Average case size: 7

Children **49%**

Women **25%**

Men **26%**

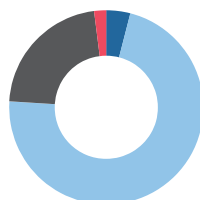


Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household	32%	
Chronic illness	55%	
Physical disability	19%	
Mental disability	4%	
Elderly	28%	
Pregnant or nursing	11%	
Children under 5	30%	

Satisfaction with the MPCA amount received:

Very Satisfied **4%**
Satisfied **72%**
Somewhat Satisfied **22%**
Not Satisfied **2%**



Of the 24% of cases dissatisfied, **77%** cited the amount not being enough as their reason, and **23%** reported the amount did not match the market price of goods.

Beneficiary preferred payment timing:

98% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

- 1 Have to pay debt **67%**
- 2 Do not want to travel to distribution site multiple times **19%**
- 3 Afraid of not receiving the full payment **10%**

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	8%
Travelled to the distribution site more than once	4%	Paid more than 25,000 IQD to travel to the distribution location	4%
Were not informed about the selection process	13%	Believed "wasta" was involved with their selection.	0%
Were not satisfied with the distribution process	8%	Had difficulties cashing out their assistance	2%
Waited for more than 2 hours for assistance	11%	Were not aware UNHCR selected them for assistance	77%
Received no information on what would be distributed	4%	Were not aware of a complaints mechanism	91%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

575,000 IQD²¹

Primary reported expenditure of received cash:

- 1 Rent **67%**
- 2 Food **33%**
- 3 Paying debt **14%**

75% of beneficiaries received assistance other than MPCA during the last year. **70%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind **75%**
Cash **38%**
Vouchers **4%**

Sources of other assistance received during the last three months:

Other NGOs **29%**
Other UN organisation **17%**
Government **8%**
Do not know **29%**
Other **25%**

²⁰ The remaining 3% reported receiving their aid through 'other' distribution modalities.

²¹ 100% of recipients reported having spent all of their received cash assistance.

Kerbala Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 65,622
 % in camp: 12%
 % out-of-camp: 88%

For the month of February, the most frequent distribution partner was reported to be Zain Mobile (41%). Out of the final sample, 87% were IDPs and 13% returnees.

62% reported receiving MPCA via Mobile Money Transfer modality

38% reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 230
 # of cases reported not receiving assistance: 6
 Total sample size: 145
 Total cases interviewed: 155

Demographics of beneficiary cases:

Average case size: 6

Children 46%
 Women 26%
 Men 28%

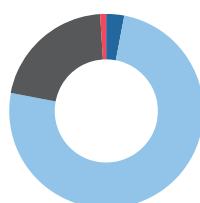


Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household	18%
Chronic illness	56%
Physical disability	21%
Mental disability	5%
Elderly	17%
Pregnant or nursing	11%
Children under 5	30%

Satisfaction with the MPCA amount received:

Very Satisfied 3%
 Satisfied 75%
 Somewhat Satisfied 21%
 Not Satisfied 1%



Of the 22% of cases dissatisfied, 94% cited the amount not being enough as their reason, and 6% reported the amount did not match the market price of goods.

Beneficiary preferred payment timing:

100% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

1	Have to pay debt	74%
2	Do not want to travel to distribution site multiple times	17%
3	Afraid of not receiving the full payment	3%

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	<1%
Travelled to the distribution site more than once	4%	Paid more than 25,000 IQD to travel to the distribution location	<1%
Were not informed about the selection process	20%	Believed "wasta" was involved with their selection.	0%
Were not satisfied with the distribution process	<1%	Had difficulties cashing out their assistance	<1%
Waited for more than 2 hours for assistance	2%	Were not aware UNHCR selected them for assistance	62%
Received no information on what would be distributed	3%	Were not aware of a complaints mechanism	74%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

540,322 IQD²²

Primary reported expenditure of received cash:

1	Food	70%
2	Rent	35%
3	Healthcare	11%

64% of beneficiaries received assistance other than MPCA during the last year. 66% of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind	71%
Cash	29%

Sources of other assistance received during the last three months:

Other UN organisation	46%
Religious groups	18%
Government	11%
Do not know	14%
Other	13%

²² 100% of recipients reported having spent all of their received cash assistance.

Kirkuk Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 378,258
% in camp: 11%
% out-of-camp: 89%

For the month of February, the majority of respondents reported receiving their assistance through Zain Mobile (6). Out of the final sample, 8 were IDPs and 2 returnees.

 7 reported receiving MPCA via Mobile Money Transfer modality

 3 reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 16
of cases reported not receiving assistance: 0
Total sample size: 16
Total cases interviewed: 10

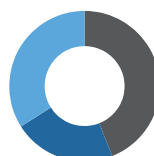
Demographics of beneficiary cases:

 Average case size: 7

 Children 30

 Women 15

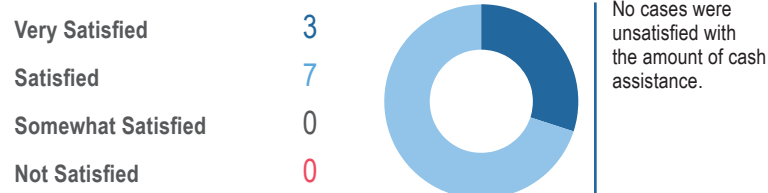
 Men 23



Proportion of beneficiary cases by specific vulnerabilities:²³

Female-headed household	3	
Chronic illness	6	
Physical disability	4	
Mental disability	0	
Elderly	2	
Pregnant or nursing	4	
Children under 5	6	

Satisfaction with the MPCA amount received:



Beneficiary preferred payment timing:

9 prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

1	Have to pay debt	9	
2	N/A	0	
3	N/A	0	

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0	Believed the distribution to be poorly managed	0
Travelled to the distribution site more than once	0	Paid more than 25,000 IQD to travel to the distribution location	0
Were not informed about the selection process	0	Believed "wasta" was involved with their selection.	0
Were not satisfied with the distribution process	0	Had difficulties cashing out their assistance	0
Waited for more than 2 hours for assistance	0	Were not aware UNHCR selected them for assistance	1
Received no information on what would be distributed	0	Were not aware of a complaints mechanism	0

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

455,000 IQD²⁴

Primary reported expenditure of received cash:

1	 Rent	58%
2	 Food	29%
3	 Paying debt	18%

4 beneficiaries²⁵ received assistance other than MPCA during the last year.

Types of other assistance received during the last three months:

In-kind	N/A
Cash	N/A
Vouchers	N/A

Sources of other assistance received during the last three months:

Other UN organisation	N/A
Government	N/A
Religious groups	N/A
Do not know	N/A
Other	N/A

²³ For the factsheets reported in numbers rather than percentages, this section shows how many cases have one or more household member with specific vulnerabilities.

²⁴ All recipients reported having spent all of their received cash assistance.

²⁵ The four respondents received aid from UNHCR, local NGOs and government during the last year.

Missan Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 5,352
 % in camp: 14%
 % out-of-camp: 86%

For the month of February, 3 respondents reported receiving their assistance via Zain Mobile, while the rest did not know. Out of the final sample, 9 were IDPs and 2 returnees.

 **11** reported receiving MPCA via Mobile Money Transfer modality

 **0** reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 11
 # of cases reported not receiving assistance: 0
 Total sample size: 11
 Total cases interviewed: 11

Demographics of beneficiary cases:

 Average case size: 6

 Children **41**

 Women **14**

 Men **15**

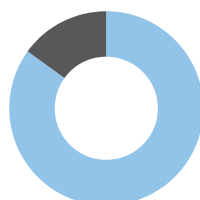


Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household	1	
Chronic illness	3	
Physical disability	1	
Mental disability	0	
Elderly	1	
Pregnant or nursing	1	
Children under 5	7	

Satisfaction with the MPCA amount received:

Very Satisfied **0**
 Satisfied **9**
 Somewhat Satisfied **2**
 Not Satisfied **0**



Of the 2 cases dissatisfied, **both** cited the amount not being enough as their reason.

Beneficiary preferred payment timing:

11 prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

1	Have to pay debt	10	
2	Other	1	
3	N/A	0	

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0	Believed the distribution to be poorly managed	0
Travelled to the distribution site more than once	0	Paid more than 25,000 IQD to travel to the distribution location	0
Were not informed about the selection process	2	Believed "wasta" was involved with their selection.	0
Were not satisfied with the distribution process	0	Had difficulties cashing out their assistance	0
Waited for more than 2 hours for assistance	0	Were not aware UNHCR selected them for assistance	5
Received no information on what would be distributed	0	Were not aware of a complaints mechanism	7

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

686,364 IQD²⁶

Primary reported expenditure of received cash:

1	 Rent	56%
2	 Debt	30%
3	 Food	13%

4 beneficiaries received assistance other than MPCA during the last year. **1** of these cases received assistance during the last year.

Types of other assistance received during the last three months:

In-kind **1**

Sources of other assistance received during the last three months:

Government **1**

²⁶ All recipients reported having spent all of their received cash assistance.

Muthanna Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 4,464
% in camp: 0
% out-of-camp: 100%

For the month of February, the most frequent distribution partner was reported to be Zain Mobile (7). Out of the final sample, 9 were returnees and 4 IDPs.

 10 reported receiving MPCA via Mobile Money Transfer modality

 3 reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 32
of cases reported not receiving assistance: 7
Total sample size: 32
Total cases interviewed: 13

Demographics of beneficiary cases:

 Average case size: 5

 Children 39

 Women 16

 Men 15



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household	1	
Chronic illness	5	
Physical disability	1	
Mental disability	0	
Elderly	2	
Pregnant or nursing	2	
Children under 5	5	

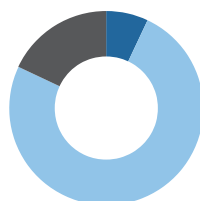
Satisfaction with the MPCA amount received:

Very Satisfied 1

Satisfied 9

Somewhat Satisfied 3

Not Satisfied 0



Of the 3 cases dissatisfied, 3 cited the amount not being enough as their reason.

Beneficiary preferred payment timing:

13 prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

1	Have to pay debt	12	
2	Do not want to travel to distribution site multiple times	1	
3	N/A	N/A	

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0	Believed the distribution to be poorly managed	0
Travelled to the distribution site more than once	0	Paid more than 25,000 IQD to travel to the distribution location	1
Were not informed about the selection process	1	Believed "wasta" was involved with their selection.	0
Were not satisfied with the distribution process	1	Had difficulties cashing out their assistance	0
Waited for more than 2 hours for assistance	1	Were not aware UNHCR selected them for assistance	7
Received no information on what would be distributed	0	Were not aware of a complaints mechanism	11

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

476,923 IQD²⁷

Primary reported expenditure of received cash:

1	 Food	52%
2	 Debt	32%
3	 Rent	16%

10 beneficiaries received assistance other than MPCA during the last year. **5** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind		4
Cash		1

Sources of other assistance received during the last three months:

Other UN organisation		2
Government		1
Do not know		1
Other		1

²⁷ All recipients reported having spent all of their received cash assistance.

Najaf Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 78,516
 % in camp: 4%
 % out-of-camp: 96%

For the month of February, the most common distribution partner was reported to be Zain mobile (55%). Out of the final sample, 71% were IDPs and 29% returnees

 **81%** reported receiving MPCA via Mobile Money Transfer modality

 **19%** reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 41
 # of cases reported not receiving assistance: 5
 Total sample size: 41
 Total cases interviewed: 31

Demographics of beneficiary cases:

 Average case size: 7

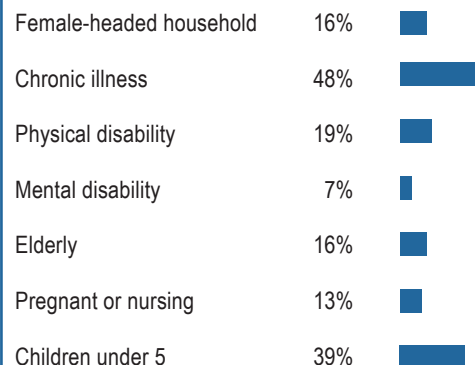
 Children **53%**

 Women **24%**

 Men **23%**

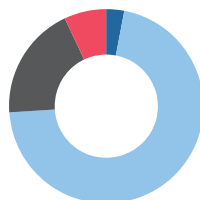


Proportion of beneficiary cases by specific vulnerabilities:



Satisfaction with the MPCA amount received:

Very Satisfied **3%**
 Satisfied **71%**
 Somewhat Satisfied **19%**
 Not Satisfied **7%**



Of the 26% of cases dissatisfied, **100%** cited the amount not being enough as their reason.

Beneficiary preferred payment timing:

97% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

- 1 Have to pay debt **63%** 
- 2 Other **20%** 
- 3 Do not want to travel to distribution site multiple times **10%** 

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	0%
Travelled to the distribution site more than once	7%	Paid more than 25,000 IQD to travel to the distribution location	3%
Were not informed about the selection process	16%	Believed "wasta" was involved with their selection.	3%
Were not satisfied with the distribution process	0%	Had difficulties cashing out their assistance	0%
Waited for more than 2 hours for assistance	0%	Were not aware UNHCR selected them for assistance	68%
Received no information on what would be distributed	0%	Were not aware of a complaints mechanism	80%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

562,903 IQD²⁸

Primary reported expenditure of received cash:

- 1  Rent **70%**
- 2  Food **30%**
- 3  Paying debt **13%**

64% of beneficiaries received assistance other than MPCA during the last year. **55%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind  64%
 Cash  27%
 Vouchers  9%

Sources of other assistance received during the last three months:

Other UN organisation  27%
 Other NGOs  18%
 Religious groups  18%
 Do not know  18%
 Other  18%

²⁸ 100% of recipients reported having spent all of their received cash assistance.

Thi Qar Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 8,340
% in camp: 0%
% out-of-camp: 100%

Profile of beneficiary cases:

Population of interest: 14
of cases reported not receiving assistance: 1
Total sample size: 14
Total cases interviewed: 11

Demographics of beneficiary cases:

Average case size: 4

Children 23
Women 13
Men 11



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household	1
Chronic illness	6
Physical disability	3
Mental disability	1
Elderly	2
Pregnant or nursing	2
Children under 5	4

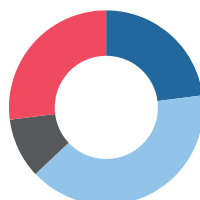
For the month of February, the most common distribution partner was reported to be Zain Mobile (6). Out of the final sample, 8 were IDPs and 3 returnees.

10 reported receiving MPCA via Mobile Money Transfer modality

1 reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:

Very Satisfied 0
Satisfied 7
Somewhat Satisfied 2
Not Satisfied 2



Of the 4 cases dissatisfied, 4 cited the amount not being enough as their reason.

Beneficiary preferred payment timing:

10 prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

1	Have to pay debt	8
2	Afraid of not receiving the full payment	1
3	Do not want to travel to distribution site multiple times	1

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	1	Believed the distribution to be poorly managed	0
Travelled to the distribution site more than once	0	Paid more than 25,000 IQD to travel to the distribution location	1
Were not informed about the selection process	1	Believed "wasta" was involved with their selection.	0
Were not satisfied with the distribution process	1	Had difficulties cashing out their assistance	0
Waited for more than 2 hours for assistance	0	Were not aware UNHCR selected them for assistance	5
Received no information on what would be distributed	0	Were not aware of a complaints mechanism	9

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

490,909 IQD²⁹

Primary reported expenditure of received cash:

1	Rent	66%
2	Food	35%
3	Healthcare	11%

6 beneficiaries received assistance other than MPCA during the last year. 3 of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind 3

Sources of other assistance received during the last three months:

Local NGO	1
Government	2

²⁹ All recipients reported having spent all of their received cash assistance.

Wassit Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 26,406
 % in camp: 0%
 % out-of-camp: 100%

For the Month of February, the vast majority of the respondents did not know who was their distribution partner (15). Out of the final sample, 10 were IDPs and 10 returnees.

 **15** reported receiving MPCA via Mobile Money Transfer modality

 **5** reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 26
 # of cases reported not receiving assistance: 0
 Total sample size: 26
 Total cases interviewed: 20

Demographics of beneficiary cases:

 Average case size: 6

 Children **54**

 Women **32**

 Men **28**

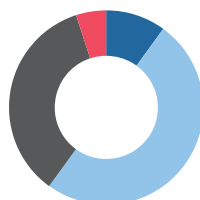


Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household	3	
Chronic illness	13	
Physical disability	5	
Mental disability	2	
Elderly	5	
Pregnant or nursing	5	
Children under 5	1	

Satisfaction with the MPCA amount received:

Very Satisfied **2**
 Satisfied **10**
 Somewhat Satisfied **7**
 Not Satisfied **1**



Of the 8 cases dissatisfied, 7 cited the amount not being enough as their reason, and 1 reported the amount did not match the market price of goods.

Beneficiary preferred payment timing:

20 prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

1	Have to pay debt	10	
2	Do not want to travel to distribution site multiple times	9	
3	Other	1	

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0	Believed the distribution to be poorly managed	0
Travelled to the distribution site more than once	0	Paid more than 25,000 IQD to travel to the distribution location	1
Were not informed about the selection process	4	Believed "wasta" was involved with their selection.	1
Were not satisfied with the distribution process	0	Had difficulties cashing out their assistance	0
Waited for more than 2 hours for assistance	0	Were not aware UNHCR selected them for assistance	20
Received no information on what would be distributed	0	Were not aware of a complaints mechanism	15

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

425,000 IQD³⁰

Primary reported expenditure of received cash:

1	 Food	74%
2	 Healthcare	32%
3	 Paying debt	8%

14 beneficiaries received assistance other than MPCA during the last year. **10** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind  **10**

Sources of other assistance received during the last three months:

Local NGO		5
Government		2
Religious groups		2
Other		1

³⁰ All recipients reported having spent all of their received cash assistance.

Babylon Governorate IDP MPCA Beneficiaries receiving 3 payments



of IDPs: 46,296
 % in camp: 0%
 % out-of-camp: 100%

For the month of February, the most common distribution partner was reported to be Zain Mobile (56%). Out of the final sample, 76% were IDPs and 24% returnees.

 **64%** reported receiving MPCA via Mobile Money Transfer modality

 **36%** reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 33
 # of cases reported not receiving assistance: 4
 Total sample size: 33
 Total cases interviewed: 25

Demographics of beneficiary cases:

 Average case size: 6

 Children **49%**

 Women **27%**

 Men **24%**

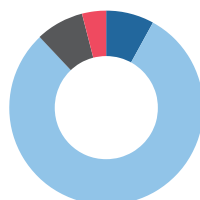


Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household	20%	
Chronic illness	60%	
Physical disability	20%	
Mental disability	16%	
Elderly	20%	
Pregnant or nursing	4%	
Children under 5	36%	

Satisfaction with the MPCA amount received:

Very Satisfied **8%**
 Satisfied **80%**
 Somewhat Satisfied **8%**
 Not Satisfied **4%**



Of the 12% of cases dissatisfied, **100%** cited the amount not being enough as their reason.

Beneficiary preferred payment timing:

100% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

- 1 Have to pay debt 80%
- 2 Do not want to travel to distribution site multiple times 12%
- 3 Afraid of not receiving the full payment 4%

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	0%
Travelled to the distribution site more than once	4%	Paid more than 25,000 IQD to travel to the distribution location	0%
Were not informed about the selection process	12%	Believed "wasta" was involved with their selection.	0%
Were not satisfied with the distribution process	0%	Had difficulties cashing out their assistance	0%
Waited for more than 2 hours for assistance	0%	Were not aware UNHCR selected them for assistance	64%
Received no information on what would be distributed	0%	Were not aware of a complaints mechanism	96%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

472,000 IQD³¹

Primary reported expenditure of received cash:

- 1  Food **64%**
- 2  Rent **35%**
- 3  Paying debt **13%**

56% of beneficiaries received assistance other than MPCA during the last year. **43%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind 67%
 Cash 33%

Sources of other assistance received during the last three months:

Other UN organisation 50%
 Do not know 50%

³¹ 100% of recipients reported having spent all of their received cash assistance.



Baghdad Governorate IDP MPCA Beneficiaries receiving 3 payments



of IDPs: 376,266
% in camp: 4%
% out-of-camp: 96%

For the month of February, a slight majority of respondents did not know who was their distribution partner (51%). Out of the final sample, 82% were IDPs and 18% returnees.

40% reported receiving MPCA via Mobile Money Transfer modality

58% reported receiving MPCA via Cheque modality³²

Profile of beneficiary cases:

Population of interest: 73
of cases reported not receiving assistance: 0
Total sample size: 73
Total cases interviewed: 55

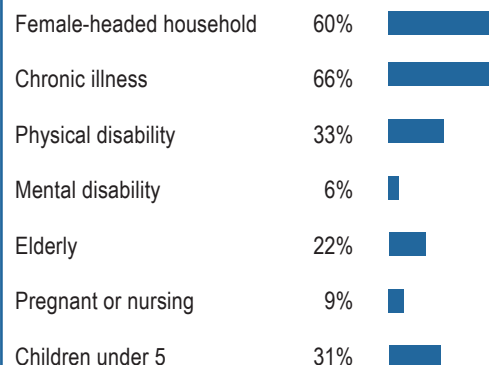
Demographics of beneficiary cases:

Average case size: 6

Children 57%
Women 24%
Men 19%

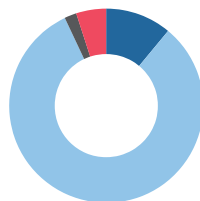


Proportion of beneficiary cases by specific vulnerabilities:



Satisfaction with the MPCA amount received:

Very Satisfied 11%
Satisfied 82%
Somewhat Satisfied 2%
Not Satisfied 5%



Of the 7% of cases dissatisfied, 75% cited the amount not being enough as their reason, and 25% reported the amount did not match the market price of goods.

Beneficiary preferred payment timing:

96% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

- 1 Have to pay debt 51%
- 2 Do not want to travel to distribution site multiple times 32%
- 3 Other 9%

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	0%
Travelled to the distribution site more than once	0%	Paid more than 25,000 IQD to travel to the distribution location	9%
Were not informed about the selection process	26%	Believed "wasta" was involved with their selection.	0%
Were not satisfied with the distribution process	0%	Had difficulties cashing their cheques	0%
Waited for more than 2 hours for assistance	2%	Were not aware UNHCR selected them for assistance	64%
Received no information on what would be distributed	0%	Were not aware of a complaints mechanism	84%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

540,454 IQD³³

Primary reported expenditure of received cash:

- 1 Rent 59%
- 2 Paying debt 32%
- 3 Healthcare 18%

49% of beneficiaries received assistance other than MPCA during the last year. **48%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

Cash 77%
In-kind 33%

Sources of other assistance received during the last three months:

Other UN organisation 31%
Religious groups 15%
Other NGOs 8%
Do not know 46%

³² The remaining 2% reported receiving their assistance through vouchers.

³³ 98% of recipients reported having spent all of their received cash assistance.

Kerbala Governorate IDP MPCA Beneficiaries receiving 3 payments



of IDPs: 65,622
 % in camp: 12%
 % out-of-camp: 88%

For the month of February, the most common distribution partner was reported to be Zain Mobile (35%). Out of the final sample, 97% were IDPs and 3% returnees.

 **58%** reported receiving MPCA via Mobile Money Transfer modality

 **42%** reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 43
 # of cases reported not receiving assistance: 1
 Total sample size: 43
 Total cases interviewed: 31

Demographics of beneficiary cases:

 Average case size: 6

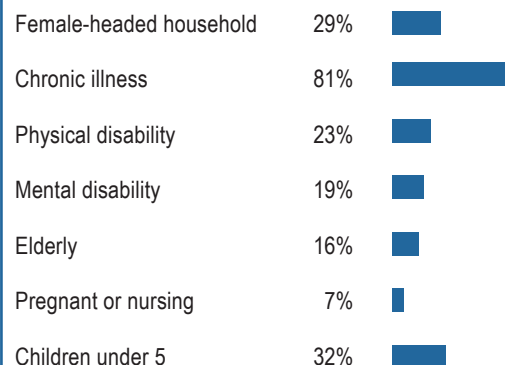
 Children **52%**

 Women **25%**

 Men **23%**

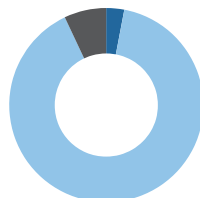


Proportion of beneficiary cases by specific vulnerabilities:



Satisfaction with the MPCA amount received:

Very Satisfied **3%**
 Satisfied **90%**
 Somewhat Satisfied **7%**
 Not Satisfied **0%**



Of the 7% of cases dissatisfied, **100%** cited the amount not being enough as their reason.

Beneficiary preferred payment timing:

100% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

- 1 Have to pay debt **68%**
- 2 Do not want to travel to distribution site multiple times **16%**
- 3 Other **13%**

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	0%
Travelled to the distribution site more than once	10%	Paid more than 25,000 IQD to travel to the distribution location	7%
Were not informed about the selection process	19%	Believed "wasta" was involved with their selection.	0%
Were not satisfied with the distribution process	0%	Had difficulties cashing out their assistance	0%
Waited for more than 2 hours for assistance	3%	Were not aware UNHCR selected them for assistance	81%
Received no information on what would be distributed	3%	Were not aware of a complaints mechanism	71%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

523,225 IQD³⁴

Primary reported expenditure of received cash:

- 1  Food **62%**
- 2  Rent **33%**
- 3  Healthcare **16%**

71% of beneficiaries received assistance other than MPCA during the last year. **78%** of these cases received assistance during the last year.

Types of other assistance received during the last three months:

In-kind **77%**
 Cash **24%**

Sources of other assistance received during the last three months:

Other UN organisation **29%**
 Religious groups **24%**
 Government **6%**
 Other NGOs **6%**
 Do not know **35%**

³⁴ 100% of recipients reported having spent all of their received cash assistance.

Najaf Governorate IDP MPCA Beneficiaries receiving 3 payments



of IDPs: 78,516
% in camp: 4%
% out-of-camp: 96%

For the month of February, around half of the respondents reported their distribution partner to be Zain Mobile (16). Out of the final sample, 76% were IDPs and 24% returnees.

 **61%** reported receiving MPCA via Mobile Money Transfer modality

 **36%** reported receiving MPCA via Cheque modality³⁵

Profile of beneficiary cases:

Population of interest: 47
of cases reported not receiving assistance: 1
Total sample size: 47
Total cases interviewed: 33

Demographics of beneficiary cases:



Average case size: 7



Children **52%**



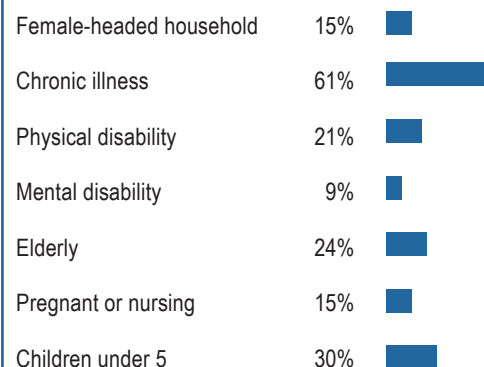
Women **25%**



Men **23%**

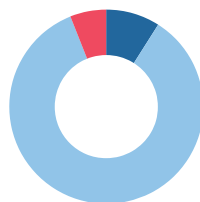


Proportion of beneficiary cases by specific vulnerabilities:



Satisfaction with the MPCA amount received:

Very Satisfied **9%**
Satisfied **85%**
Somewhat Satisfied **0%**
Not Satisfied **6%**



Of the 6% of cases dissatisfied, **100%** cited the amount not being enough as their reason.

Beneficiary preferred payment timing:

100% prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:

- 1 Have to pay debt **64%**
- 2 Do not want to travel to distribution site multiple times **21%**
- 3 Other **9%**

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	0%
Travelled to the distribution site more than once	9%	Paid more than 25,000 IQD to travel to the distribution location	3%
Were not informed about the selection process	18%	Believed "wasta" was involved with their selection.	3%
Were not satisfied with the distribution process	0%	Had difficulties cashing out their assistance	0%
Waited for more than 2 hours for assistance	9%	Were not aware UNHCR selected them for assistance	61%
Received no information on what would be distributed	3%	Were not aware of a complaints mechanism	73%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

583,636 IQD³⁶

Primary reported expenditure of received cash:

- 1  Food **64%**
- 2  Rent **31%**
- 3  Healthcare **20%**

73% of beneficiaries received assistance other than MPCA during the last year. **79%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind **77%**
Cash **29%**
Vouchers **6%**

Sources of other assistance received during the last three months:

Other UN organisation **35%**
Religious groups **29%**
Government **18%**
Do not know **18%**
Other **18%**

³⁵ The remaining 3% reported receiving their cash assistance through vouchers.

³⁶ 100% of recipients reported having spent all of their received cash assistance.

Thi Qar Governorate IDP MPCA Beneficiaries receiving 3 payments



of IDPs: 8,340
% in camp: 0%
% out-of-camp: 100%

For the month of February, the majority of respondents reported Zain Mobile to be their distribution partner (7). Out of the final sample, 6 were IDPs and 5 returnees.

9 reported receiving MPCA via Mobile Money Transfer modality

2 reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 14
of cases reported not receiving assistance: 0
Total sample size: 14
Total cases interviewed: 11

Demographics of beneficiary cases:

Average case size: 6

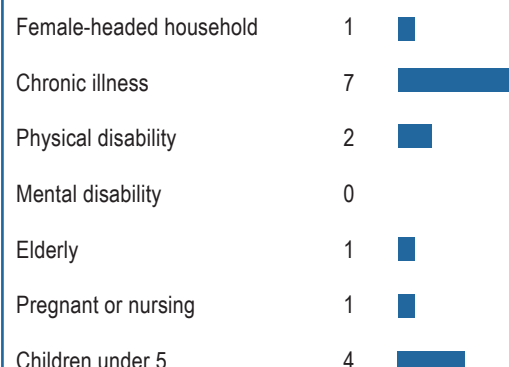
Children 42

Women 22

Men 16

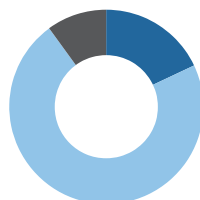


Proportion of beneficiary cases by specific vulnerabilities:



Satisfaction with the MPCA amount received:

Very Satisfied 2
Satisfied 8
Somewhat Satisfied 1
Not Satisfied 0

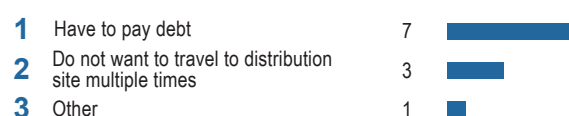


The 1 case dissatisfied, cited the amount not being enough as their reason.

Beneficiary preferred payment timing:

11 prefer receiving their money in one full instalment, rather than several payments.

Top three reasons for preferred payment timing:



Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0	Believed the distribution to be poorly managed	0
Travelled to the distribution site more than once	1	Paid more than 25,000 IQD to travel to the distribution location	2
Were not informed about the selection process	1	Believed "wasta" was involved with their selection.	0
Were not satisfied with the distribution process	0	Had difficulties cashing out their assistance	0
Waited for more than 2 hours for assistance	1	Were not aware UNHCR selected them for assistance	6
Received no information on what would be distributed	1	Were not aware of a complaints mechanism	10

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

513,636 IQD³⁷

Primary reported expenditure of received cash:



7 beneficiaries received assistance other than MPCA during the last year. 4 of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind 3
Cash 1

Sources of other assistance received during the last three months:

Other UN organisation 1
Religious groups 1
Local NGOs 1
Do not know 1

³⁷ All recipients reported having spent all of their received cash assistance.