

Iraq

Monthly Post-Distribution Monitoring: UNHCR NFI and Cash Distributions to IDPs

Center and South regions of Iraq

July and August 2017

ANDIL

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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

Due to small sample sizes, the PDM for the months of July and August have been compiled into one report. For the governorates of Anbar and Ninewa, data includes both months, and weights are calculated to reflect different sample sizes for different months.

To monitor distributions during the months of July and August, data were collected through telephone interviews with randomly sampled beneficiary cases¹ between 7 November and 28 December 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 and 2). 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 1,997 IDP beneficiaries were called. Of these, 1,487 IDPs answered the phone. Of the total beneficiaries who answered, 2 (<1%) could not understand the enumerator, 1 (<1%) did not consent to be interviewed, 4 (<1%) could not remember the distribution and 49 (3%) reported not having received anything, despite appearing in the beneficiary records. Hence, this report is based on a final sample of interviews with 1,431 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 July 2017 as per UNHCR records

	MPCA 1	MPCA 2	MPCA 3	TOTAL
Anbar	422	-	-	422
Ninewa	119	-	14	133
Total	541	-	14	555

Table 2: Population of interest – beneficiaries assisted in August 2017 as per UNHCR records

	MPCA 1	MPCA 2	MPCA 3	TOTAL
Basrah	38	-	17	55
Missan	37	-	7	44
Muthanna	58	-	4	62
Ninewa	922	-	215	1,137
Qadissiya	118	-	7	125
Thi Qar	48	-	4	52
Total	1,221	-	254	1,475

For the months of July and August, distributions only occurred in the following governorates: Anbar, Basrah, Missan, Muthanna, Ninewa, Qadissiya and Thi Qar. Reported samples are based on the total number of beneficiaries with whom interviews were conducted.

Censuses were attempted for MPCA 1 and 3 in Basra and Missan, for MPCA 3 only in Muthanna, Qadissiya and Thi Qar. For the month of July, a census was attempted for MPCA 3 in Ninewa. 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 3 and 4 for total sample sizes of beneficiaries interviewed).³

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.⁴ 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 92 cases, respondents reported that they resided in a different governorate at the time of interview.⁵

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.

Table 2: Total sample of beneficiaries interviewed in July 2017 as per UNHCR records⁶

	MPCA 1	MPCA 2	MPCA 3	TOTAL
Anbar	339	-	-	339
Ninewa	100	-	14	114
Total	439	-	14	453

Table 2: Total sample of beneficiaries interviewed in August 2017 as per UNHCR records

	MPCA 1	MPCA 2	MPCA 3	TOTAL
Basrah	32	-	10	42
Missan	29	-	6	35
Muthanna	37	-	3	40
Ninewa	592	-	133	725
Qadissiya	90	-	5	95
Thi Qar	38	-	3	41
Total	820	-	160	978

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.

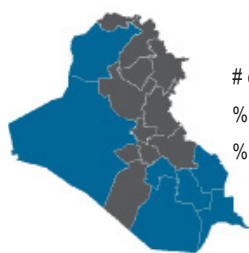
³ In August, the sample size were not met in: Muthanna, Qadissiya and Thi Qar for MPCA 1 and Ninewa for MPCA3, despite calling all numbers on the beneficiary list. Therefore, all findings are statistically representative at minimum with a 95% confidence level and 10% margin of error.

⁴ For MPCA 3, the governorates of Missan, Muthanna, Qadissiya and Thi Qar are only included in the aggregated national level findings.

⁵ The vast majority of respondents (73) reported having moved to Ninewa governorate.

⁶ The total sample may differ from the original sample drawn, depending on response rates.

National Level Findings Centre and South of Iraq



of IDPs: 2,423,340⁷
 % in camp: 24%
 % out-of-camp: 76%

The distribution for the months of July and August took place across seven governorates in the Center and South of Iraq. Out of the final sample, 43% were IDPs, 55% returnees and 2% host community members.

99% reported receiving MPCA via Mobile Money Transfer modality

<1% reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 2,030
 # of cases reported not receiving assistance: 49
 Total cases interviewed (total sample): 1,431

Demographics of beneficiary cases:

Average case size: 5

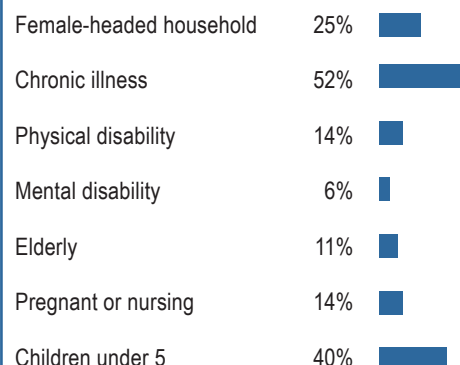
Children 52%

Women 25%

Men 23%

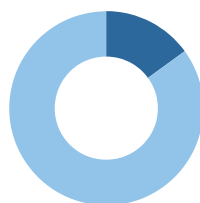


Proportion of beneficiary cases by specific vulnerabilities:⁸



Satisfaction with the assistance modality:

Very Satisfied 15%
 Satisfied 85%
 Somewhat Satisfied 0%
 Not Satisfied 0%



No cases were dissatisfied.

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 79%
- 2 Afraid of not receiving the full payment. 11%
- 3 Do not want to travel to distribution site multiple times 9%

Issues faced by beneficiaries:⁹

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed ¹¹	<1%
Travelled to the distribution site more than once	8%	Paid more than 25,000 IQD to travel to the distribution location	2%
Were not informed about the selection process	43%	Believed "wasta" ¹² was involved with their selection.	<1%
Were not satisfied with the distribution process ¹⁰	<1%	Had difficulties cashing out their assistance	<1%
Waited for more than 2 hours for assistance	<1%	Were not aware UNHCR selected them for assistance	87%
Received no information on what would be distributed	5%	Were not aware of a complaints mechanism	74%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

399,795 IQD¹³

Primary reported expenditure of received cash:

- 1 Food 62%¹⁴
- 2 Paying debt 30%
- 3 Rent 19%

26% of beneficiaries received assistance other than MPCA during the last year. **42%** of these cases received assistance during the last three months.¹⁵

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

Cash 56%
 In-kind 46%
 Vouchers 2%

Sources of other assistance received during the last three months:

Government 41%
 Other NGOs 37%
 Other UN organisations 7%
 Do not know 11%
 Other 10%

⁷ International Organization for Migration, "Displacement Tracking Matrix: August", 2017. <http://iraqdtm.iom.int/IDPsML.aspx>

⁸ This sections shows beneficiary cases with one or more member in their household with the specific vulnerabilities.

⁹ All the indicators in this section were asked to the pool of respondents that personally attended the distribution (1,422), 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.

¹⁰ All "no" answers include those who reported they were "not satisfied" and "somewhat satisfied".

¹¹ All "no" answers include those who reported the distribution to be "not managed" and "somewhat managed".

¹² "Wasta" is the Arabic term for 'nepotism' or 'corruption' - relating to favours through personal networks.

¹³ 99% of recipients reported having spent all of their received cash assistance.

¹⁴ The figures display average percent of received cash spent on the top reported item

¹⁵ This indicator refers to the year and last three months prior to the date of data collection.

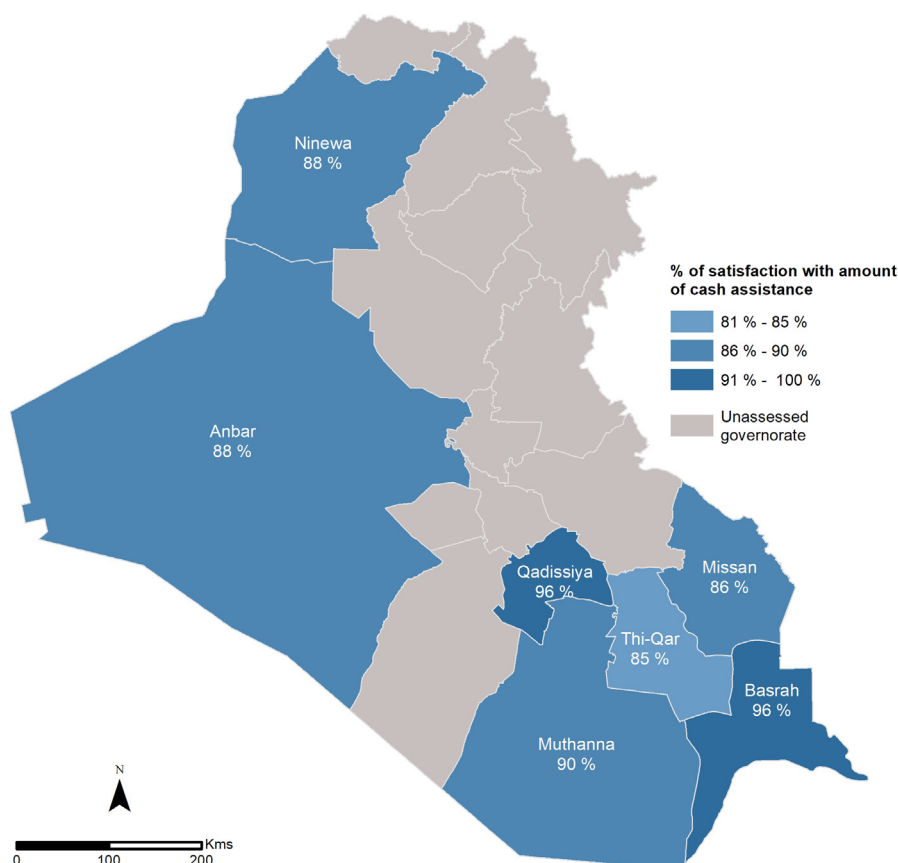
¹⁶ Multiple options were available to the respondent for this and the following indicator and numbers may therefore exceed 100%.



General Overview

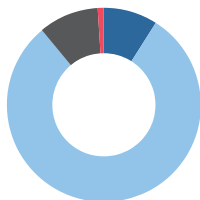
Satisfaction with the MPCA amount received

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	9%
Satisfied	80%
Somewhat Satisfied	10%
Not Satisfied	1%

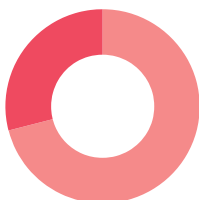


Reasons for dissatisfaction:¹⁷

Of the **11%** of cases dissatisfied:

Reported the amount was not enough **71%**

Reported the amount did not match the market price of goods **29%**



Impact of MPCA:

42% of cases reported that the MPCA made a difference in their lives.

Type of impact:

Repaid debts	63%
Avoided eviction	23%
Paid for surgery	10%
Sent children to school	3%
Other	1%

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

Anbar Governorate

IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 117,810
 % in camp: 53%
 % out-of-camp: 47%

For the month of July, all respondents reported receiving their assistance through Zain Mobile (100%). Out of the final sample, 35% were IDPs, 1% host community members and 64% returnees.

100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 422
 # of cases reported not receiving assistance: 8
 Total cases interviewed (total sample): 339

Demographics of beneficiary cases:

Average case size: 6

Children 54%
 Women 25%
 Men 22%

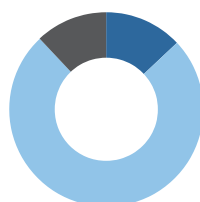


Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household 33%
 Chronic illness 54%
 Physical disability 14%
 Mental disability 5%
 Elderly 13%
 Pregnant or nursing 15%
 Children under 5 39%

Satisfaction with the MPCA amount received:

Very Satisfied 13%
 Satisfied 75%
 Somewhat Satisfied 12%
 Not Satisfied 0%



Of the 12% of cases dissatisfied, 10% cited the amount not being enough as their reason, and 90% reported the amount did not match the market price of goods.

Beneficiary preferred payment timing:

90% prefer receiving their money in one full instalment, rather than several payments.

Top reasons for preferred payment timing:

1 Have to pay debt 99%
 2 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	3%	Paid more than 25,000 IQD to travel to the distribution location	3%
Were not informed about the selection process	74%	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	1%	Were not aware UNHCR selected them for assistance	88%
Received no information on what would be distributed	1%	Were not aware of a complaints mechanism	52%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

521,372 IQD

Primary reported expenditure of received cash:

1  Paying debt 67%
 2  Healthcare 30%
 3  Food 12%

21% of beneficiaries received assistance other than MPCA during the last year. **44%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

In-kind 91%
 Cash 6%
 Vouchers 6%

Sources of other assistance received during the last three months:

Government 56%
 Other UN organisations 19%
 Other NGOs 6%
 Do not know 19%
 Other 44%

Basrah Governorate

IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 9,840
 % in camp: 0%
 % out-of-camp: 100%

Profile of beneficiary cases:

Population of interest: 38
 # of cases reported not receiving assistance: 1
 Total cases interviewed (total sample): 32

Demographics of beneficiary cases:

Average case size: 5

Children 49%
 Women 30%
 Men 21%



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household 41%
 Chronic illness 56%
 Physical disability 0%
 Mental disability 6%
 Elderly 13%
 Pregnant or nursing 6%
 Children under 5 34%

For the month of August, the majority of respondents reported receiving their assistance through Zain Mobile (97%). Out of the final sample, 81% were IDPs and 19% returnees.

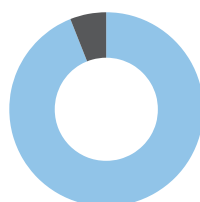
100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:

Very Satisfied 0%
 Satisfied 94%
 Somewhat Satisfied 6%
 Not Satisfied 0%

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 Do not want to travel to distribution site multiple times 50%
 2 Have to pay debt 31%
 3 Afraid of not receiving the full payment 19%

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	9%	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	100%
Received no information on what would be distributed	0%	Were not aware of a complaints mechanism	100%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

434,531 IQD

Primary reported expenditure of received cash:

1 Food 49%
 2 Rent 32%
 3 Healthcare 23%

56% of beneficiaries received assistance other than MPCA during the last year. **67%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

Cash 100%

Sources of other assistance received during the last three months:

Government 100%

Missan Governorate

IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 4,242
 % in camp: 12%
 % out-of-camp: 88%

Profile of beneficiary cases:

Population of interest: 37
 # of cases reported not receiving assistance: 0
 Total cases interviewed (total sample): 29

Demographics of beneficiary cases:

Average case size: 6

Children 51%
 Women 27%
 Men 22%



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household 24%
 Chronic illness 38%
 Physical disability 14%
 Mental disability 0%
 Elderly 7%
 Pregnant or nursing 3%
 Children under 5 28%

For the month of August, all respondents reported receiving their assistance through Zain Mobile (100%). Out of the final sample, were IDPs and 66% returnees. 34%

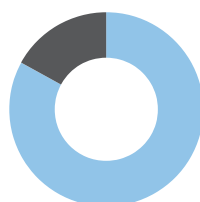
100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:

Very Satisfied 0%
 Satisfied 83%
 Somewhat Satisfied 17%
 Not Satisfied 0%

Of the 17% 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 Afraid of not receiving the full payment 45%
 2 Have to pay debt 38%
 3 Do not want to travel to distribution site multiple times 17%

Issues faced by beneficiaries:

Treated disrespectfully by distribution staff	0%	Believed the distribution to be poorly managed	3%
Travelled to the distribution site more than once	3%	Paid more than 25,000 IQD to travel to the distribution location	0%
Were not informed about the selection process	31%	Believed "wasta" was involved with their selection.	0%
Were not satisfied with the distribution process	3%	Had difficulties cashing out their assistance	1%
Waited for more than 2 hours for assistance	0%	Were not aware UNHCR selected them for assistance	100%
Received no information on what would be distributed	0%	Were not aware of a complaints mechanism	100%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

416,552 IQD

Primary reported expenditure of received cash:

1 Rent 65%
 2 Food 32%
 3 Healthcare 20%

31% of beneficiaries received assistance other than MPCA during the last year. **67%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

Cash 67%
 In-kind 33%

Sources of other assistance received during the last three months:

Government 83%
 Other NGOs 17%



Muthanna Governorate

IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 3,660
% in camp: 0%
% out-of-camp: 100%

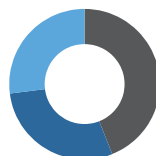
Profile of beneficiary cases:

Population of interest: 58
of cases reported not receiving assistance: 2
Total cases interviewed (total sample): 37

Demographics of beneficiary cases:

Average case size: 4

Children 44%
Women 29%
Men 27%



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household 16%
Chronic illness 46%
Physical disability 11%
Mental disability 3%
Elderly 22%
Pregnant or nursing 3%
Children under 5 35%

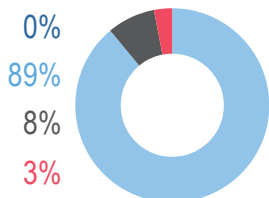
For the month of August, all respondents reported receiving their assistance through Zain Mobile (100%). Out of the final sample, were IDPs and 86% returnees. 14%

100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:

Very Satisfied 0%
Satisfied 89%
Somewhat Satisfied 8%
Not Satisfied 3%



Of the 11% 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 67%
2 Do not want to travel to distribution site multiple times 19%
3 Afraid of not receiving the full payment 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	0%	Paid more than 25,000 IQD to travel to the distribution location	0%
Were not informed about the selection process	5%	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	97%
Received no information on what would be distributed	0%	Were not aware of a complaints mechanism	97%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

411,622 IQD

Primary reported expenditure of received cash:

1 Food 55%
2 Rent 31%
3 Healthcare 21%

30% of beneficiaries received assistance other than MPCA during the last year. **45%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

Cash 80%
In-kind 20%

Sources of other assistance received during the last three months:

Government 80%
Other UN organisations 20%

Ninewa Governorate

IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 1,033,830
% in camp: 41%
% out-of-camp: 59%

Profile of beneficiary cases:

Population of interest: 1,041
of cases reported not receiving assistance: 31
Total cases interviewed (total sample): 692

Demographics of beneficiary cases:

Average case size: 5

Children 53%
Women 25%
Men 22%



Proportion of beneficiary cases by specific vulnerabilities:

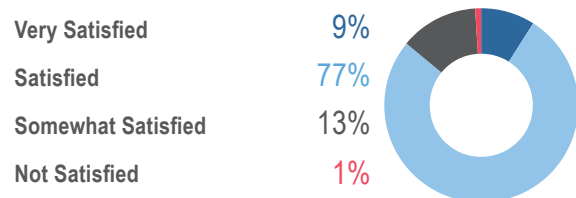
Female-headed household 20%
Chronic illness 50%
Physical disability 14%
Mental disability 6%
Elderly 10%
Pregnant or nursing 14%
Children under 5 42%

For the months of July and August, all respondents reported receiving their assistance through Zain Mobile (100%). Out of the final sample, 37% were IDPs, 4% host community members and 59% returnees.

100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:



Of the 14% 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:

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 80%
2 Afraid of not receiving the full payment 10%
3 Do not want to travel to distribution site multiple times 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	3%	Paid more than 25,000 IQD to travel to the distribution location	1%
Were not informed about the selection process	40%	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	85%
Received no information on what would be distributed	8%	Were not aware of a complaints mechanism	75%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

357,782 IQD

Primary reported expenditure of received cash:

1 Food 62%
2 Paying debt 29%
3 Rent 20%

26% of beneficiaries received assistance other than MPCA during the last year. **37%** of these cases received assistance during the last three months.

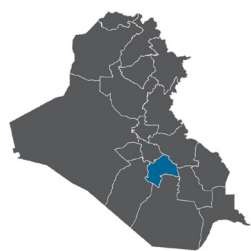
Types of other assistance received during the last three months:

Cash 61%
In-kind 43%
Vouchers 2%

Sources of other assistance received during the last three months:

Other NGOs 60%
Government 16%
Religious organisations 6%
Do not know 15%
Other 4%

Qadissiya Governorate IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 21,966
% in camp: 0%
% out-of-camp: 100%

Profile of beneficiary cases:

Population of interest: 118
of cases reported not receiving assistance: 0
Total cases interviewed (total sample): 90

Demographics of beneficiary cases:

Average case size: 5

Children 49%
Women 27%
Men 24%



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household 24%
Chronic illness 42%
Physical disability 11%
Mental disability 6%
Elderly 9%
Pregnant or nursing 16%
Children under 5 39%

For the month of August, all respondents reported receiving their assistance through Zain Mobile (100%). Out of the final sample, were IDPs and 3% returnees. 47%

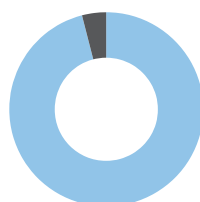
100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:

Very Satisfied 0%
Satisfied 96%
Somewhat Satisfied 4%
Not Satisfied 0%

Of the 4% 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 54%
2 Afraid of not receiving the full payment 36%
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	2%	Paid more than 25,000 IQD to travel to the distribution location	0%
Were not informed about the selection process	24%	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	97%
Received no information on what would be distributed	1%	Were not aware of a complaints mechanism	99%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

414,444 IQD

Primary reported expenditure of received cash:

1 Healthcare 62%
2 Rent 31%
3 Food 20%

22% of beneficiaries received assistance other than MPCA during the last year. **60%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

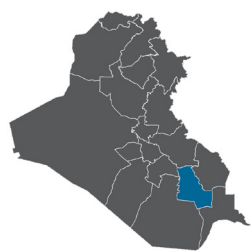
Cash 58%
In-kind 42%

Sources of other assistance received during the last three months:

Government 76%
Religious groups 8%
Government 8%
Do not know 8%

Thi Qar Governorate

IDP MPCA Beneficiaries receiving 1 payment



of IDPs: 7,542
% in camp: 0%
% out-of-camp: 100%

For the month of August, the majority of respondents reported receiving their assistance through Zain Mobile (97%). Out of the final sample, 70% IDPs and 24% returnees.

100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 48
of cases reported not receiving assistance: 0
Total cases interviewed (total sample): 38

Demographics of beneficiary cases:

Average case size: 6

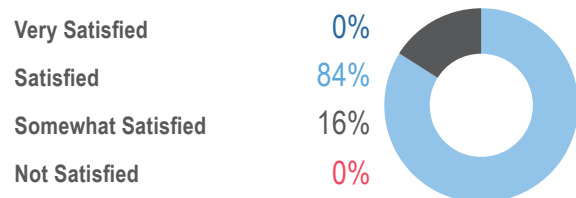
Children 40%
Women 32%
Men 28%



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household 42%
Chronic illness 63%
Physical disability 18%
Mental disability 0%
Elderly 18%
Pregnant or nursing 0%
Children under 5 21%

Satisfaction with the MPCA amount received:



Of the 16% 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 63%
- 2 Afraid of not receiving the full payment 21%
- 3 Do not want to travel to distribution site multiple times 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	0%	Paid more than 25,000 IQD to travel to the distribution location	0%
Were not informed about the selection process	16%	Believed "wasta" was involved with their selection.	0%
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	89%
Received no information on what would be distributed	5%	Were not aware of a complaints mechanism	95%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

421,842 IQD

Primary reported expenditure of received cash:

- 1 Food 57%
- 2 Rent 32%
- 3 Healthcare 20%

26% of beneficiaries received assistance other than MPCA during the last year. **60%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

Cash 83%
In-kind 17%

Sources of other assistance received during the last three months:

Government 83%
Other UN organisations 17%

Ninewa Governorate

IDP MPCA Beneficiaries receiving 3 payments



of IDPs: 1,033,830
 % in camp: 41%
 % out-of-camp: 59%

Profile of beneficiary cases:

Population of interest: 14
 # of cases reported not receiving assistance: 7
 Total cases interviewed (total sample): 147

Demographics of beneficiary cases:

Average case size: 5

Children 53%
 Women 25%
 Men 22%



Proportion of beneficiary cases by specific vulnerabilities:

Female-headed household 22%
 Chronic illness 62%
 Physical disability 16%
 Mental disability 7%
 Elderly 8%
 Pregnant or nursing 23%
 Children under 5 47%

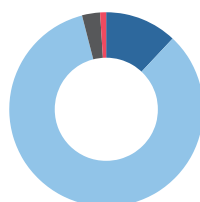
For the months of July and August, all respondents reported receiving their assistance through Zain Mobile (100%). Out of the final sample, 41% were IDPs, 55% returnees, and 4% host community.

99% reported receiving MPCA via Mobile Money Transfer modality

1% reported receiving MPCA via Cheque modality

Satisfaction with the MPCA amount received:

Very Satisfied 13%
 Satisfied 84%
 Somewhat Satisfied 3%
 Not Satisfied 1%



Of the 4% of cases dissatisfied, 41% cited the amount not being enough as their reason, and 59% 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 83%
 2 Afraid of not receiving the full payment 12%
 3 Do not want to travel to distribution site multiple times 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	45%	Paid more than 25,000 IQD to travel to the distribution location	5%
Were not informed about the selection process	37%	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	84%
Received no information on what would be distributed	1%	Were not aware of a complaints mechanism	74%

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

356,852 IQD

Primary reported expenditure of received cash:

1 Food 54%
 2 Paying debt 30%
 3 Rent 21%

23% of beneficiaries received assistance other than MPCA during the last year. **32%** of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

Cash 56%
 In-kind 44%

Sources of other assistance received during the last three months:

Other NGOs 82%
 Religious groups 9%
 Government 9%

Basrah Governorate

IDP MPCA Beneficiaries receiving 3 payments



of IDPs: 9,840
% in camp: 0%
% out-of-camp: 100%

For the month of August, all respondents reported receiving their assistance through Zain Mobile (10). Out of the final sample, were IDPs. 100%

100% reported receiving MPCA via Mobile Money Transfer modality

0% reported receiving MPCA via Cheque modality

Profile of beneficiary cases:

Population of interest: 17
of cases reported not receiving assistance: 0
Total cases interviewed (total sample): 10

Demographics of beneficiary cases:

Average case size: 5

Children 49%
Women 30%
Men 21%

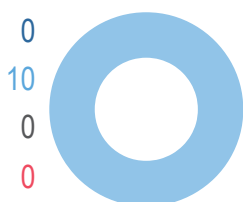


Proportion of beneficiary cases by specific vulnerabilities:

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

Satisfaction with the MPCA amount received:

Very Satisfied 0
Satisfied 10
Somewhat Satisfied 0
Not Satisfied 0



No cases were dissatisfied.

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 7
2 Do not want to travel to distribution site multiple times 2
3 Afraid of not receiving the full payment 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	3	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	10
Received no information on what would be distributed	0	Were not aware of a complaints mechanism	10

Beneficiary expenditure of received assistance:

Average expenditure of recipient cases:

310,000 IQD

Primary reported expenditure of received cash:

1 Food 54%
2 Clothing 29%
3 Healthcare 22%

3 of beneficiaries received assistance other than MPCA during the last year. 1 of these cases received assistance during the last three months.

Types of other assistance received during the last three months:

Cash 1

Sources of other assistance received during the last three months:

Government 1