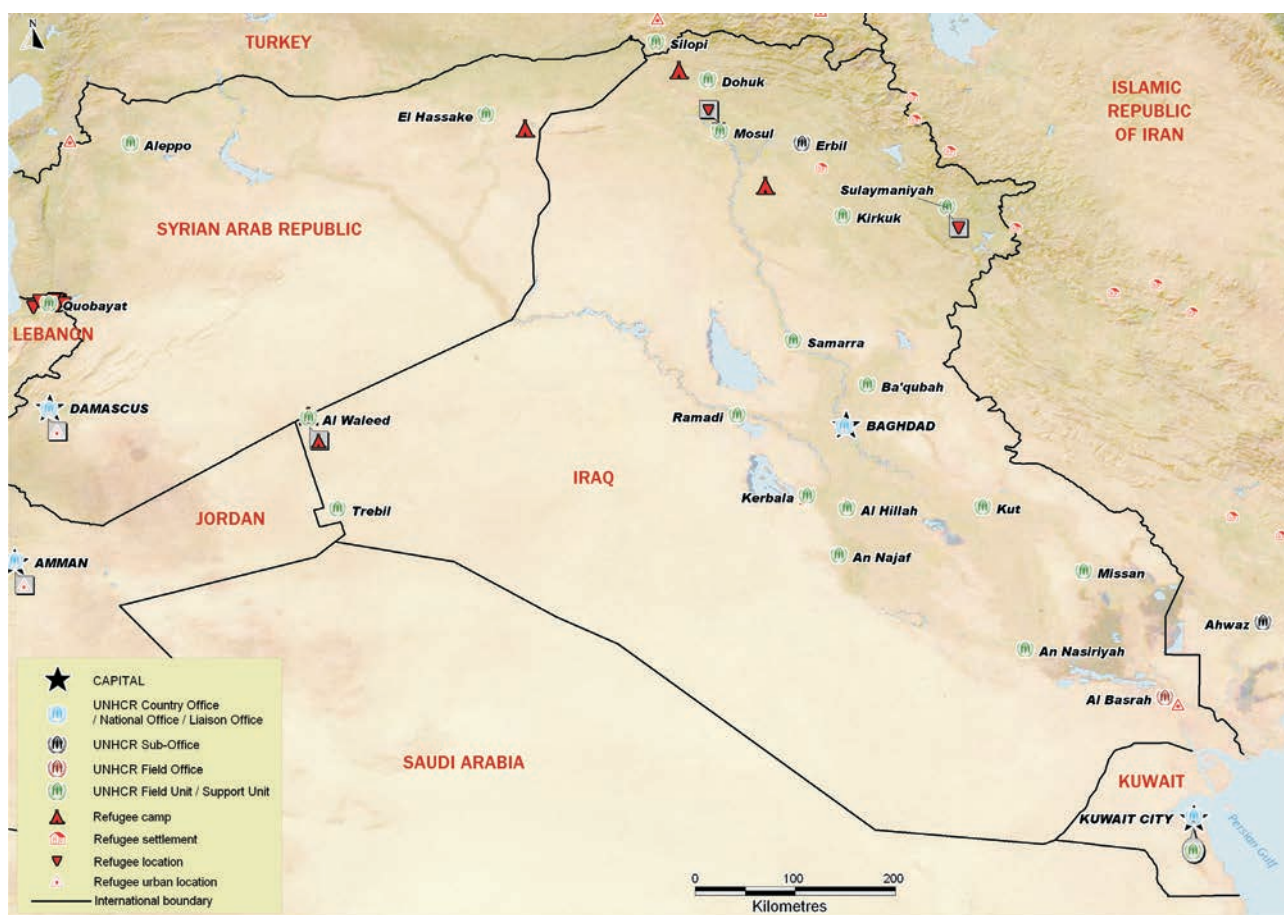


IRAQ



Operational highlights

- UNHCR strengthened protection in Iraq in 2011, particularly with regard to refugee registration and the issuance of identity cards. It also expanded outreach to settlements of internally displaced persons (IDPs), thus helping to ensure that their humanitarian needs were appropriately identified and addressed.
- More than 4,500 shelter units were constructed or rehabilitated in 2011, while some 28,000 non-food item (NFI)

kits were distributed to approximately 171,000 beneficiaries. In addition, 113,000 IDPs in 84 settlements benefited from improvements in their living conditions.

- UNHCR helped 88 national NGOs enhance their capacities by training them in project management, needs assessments and financial reporting before they implemented small-scale projects.
- The United Nations and the Government of Iraq signed an agreement to find a humanitarian solution for the residents of Camp New Iraq (formerly Camp Ashraf),

Persons of concern

Type of Population	Origin	Total	Of whom assisted by UNHCR	Per cent female	Per cent under 18
Refugees	Turkey	15,100	15,100	49	53
	Occupied Palestinian Territory	11,500	11,500	49	33
	Islamic Rep. of Iran	8,200	8,200	49	41
	Various	330	330	49	41
Asylum-seekers	Islamic Rep. of Iran	2,200	2,200	41	34
	Syrian Arab Rep.	1,400	1,400	44	45
	Turkey	500	500	45	49
	Various	30	30	18	14
IDPs	Iraq	1,332,400	453,600	49	45
Stateless¹	Stateless people	120,000	-	-	-
Returns (IDPs)	Iraq	193,600	29,700	49	45
Returns (refugees)	Various	67,100	19,600	-	-
Total		1,752,360	542,160		

¹ Estimate provided by the Government of Iraq.

following a decision by the authorities to close the camp and relocate its residents. Under the agreement, UNHCR is charged with registering the relocated residents, determining their status and searching for durable solutions for those found to be in need of international protection.

- Forty-eight representatives of various Iraqi ministries participated in a refugee law course in Iraq organized jointly by UNHCR and the San Remo Institute, in coordination with the Italian Embassy in Baghdad.

| Working environment |

The formation of the new Government created high hopes for greater political stability and security in Iraq. However, the country continues to suffer from sporadic violence, serious gaps in basic services and high unemployment. The situation of many returnees and IDPs remains dire, requiring urgent humanitarian assistance.

Iraq has not ratified the 1951 Convention or its 1967 Protocol relating to refugee status, and has yet to put in place asylum systems consistent with international standards. At the end of 2011, the number of refugees and asylum-seekers registered with UNHCR stood at some 35,000 and 4,000, respectively. They are primarily located in the areas administered by the Kurdistan Regional Government (KRG) and Baghdad.

Iraqi refugees returned home from neighbouring countries at a steady pace in 2011, although many viewed their return as temporary.

| Achievements and impact |

• Main objectives and targets

UNHCR's main objectives in Iraq were to protect, assist and find durable solutions for refugees in the country; advocate for a fair and efficient asylum system; lobby for implementation of national policies that protect displaced people; and support the Government of Iraq with the management of returns. Equally important aims were to provide essential humanitarian assistance to vulnerable IDPs and returnees, especially those residing in public buildings or informal settlement; and address the initial reintegration needs of returnees, particularly in the areas of shelter, water and sanitation.

Favourable protection environment

- UNHCR utilized 18 Protection Assistance and Return Centres (PARCs) and 40 mobile teams throughout Iraq as well as six Return Integration and Community Centres (RICCs) in Baghdad to monitor protection and provide legal counselling for people of concern. These services helped 6,750 displaced persons and returnees to obtain registration and documentation for newborns and marriages, as well as to recover lost documents or renew outdated ones.
- Progress was achieved in the coordination of protection monitoring and interventions. Some 1,900 protection visits covered 129,000 families. Some 10 per cent of these visits were to refugee returnees. The Office provided assistance to persons of concern in approximately 9,600 legal cases, of which 10 per cent involved refugee returnees.

UNHCR distributed tents to families displaced at the Iraqi-Iranian border.



Fair protection processes

- With technical support from UNHCR, the Iraqi Permanent Committee for Refugee Affairs completed the registration of more than 10,000 Turkish Kurd refugees in Makhmour camp in Ninewa Governorate, and some 260 Palestinian and Iranian Arab refugees in Al Waleed Camp. The total number of registered refugees and asylum-seekers in central Iraq stands at some 20,000. The Refugee Residence Card issued after registration allows the bearer freedom of movement, the right to work, and access to food, public schools and health services.
- UNHCR conducted refugee status determination (RSD) interviews with 44 people and recognized 27 of them as refugees. Eleven of those interviewed left Iraq spontaneously before a decision was made, while six others are awaiting decisions. A draft national refugee law, on which UNHCR provided comments, is awaiting passage in the Iraqi Parliament and the Shoura Council.

Security from violence and exploitation

- In 2011, some 55 asylum-seekers and refugees remained imprisoned for various reasons. Their cases were addressed by UNHCR with the concerned authorities. Some refugee groups, including Palestinians in Baghdad, face protection difficulties, and their situation is closely monitored by UNHCR.

Basic needs and services

- Some 85 settlements hosting some 113,000 IDPs benefited from individual shelter upgrades, road levelling, drainage of stagnant water, the provision of temporary septic facilities, connection to electricity and water supplies, installation of small-scale water purification systems and other infrastructure upgrades. Moreover, some 4,700 shelter units were rehabilitated or constructed for refugee and IDP returnees, and more than 28,000 NFI kits were distributed to 132,000 IDPs.

Community participation and self-management

- Communities of concern participated in the implementation of IDP settlement improvement projects, as well as shelter construction and rehabilitation. To ensure access to protection, mobile teams with community focus groups were integrated into the PARCs.

Durable solutions

- No refugees applied for voluntary repatriation in 2011. Some Iranian refugees who had been residing legally in the south for more than a decade seized the opportunity to acquire Iraqi nationality. Some refugees were granted Iraqi nationality by the Kurdistan Regional Government, but this change of status was not recognized by the Government. Resettlement remains a protection tool for refugees facing special protection concerns, life-threatening medical conditions or a serious lack of integration prospects.
- In 2011, UNHCR resettled 94 refugees and documented some 260,000 returns (193,000 IDPs and 67,000 refugees).

Logistics and operational support

- UNHCR maintained warehouses and logistical support facilities in the north, centre and south of Iraq, which served as primary reception points for NFIs. Audits and management reviews of partners improved internal controls and planning.

| Constraints |

The main constraints in Iraq were the volatile security situation, scarce job opportunities and the lack of enough electricity, clean water, health care and education. Refugees, IDPs and returnees face the same problems as other Iraqis, with vastly fewer coping mechanisms.

| Financial information |

The comprehensive needs budget for UNHCR Iraq was USD 208.7 million. Funding was available in 2011 to cover only 45 per cent of the needs identified. Therefore, UNHCR could not expand its shelter and reintegration activities and was obliged to minimize the number of national NGOs targeted for capacity building.

| Organization and implementation |

UNHCR's operation in Iraq was run by 18 offices. It had a limited presence in 15 of the country's 18 governorates, in addition to an office in Amman, Jordan, and another in Kuwait City, Kuwait. The mobility of staff inside Iraq is subject to the security environment, which remains fragile. UNHCR is part of an integrated UN mission (UNAMI) in Iraq.

| UNHCR's presence in 2011 |

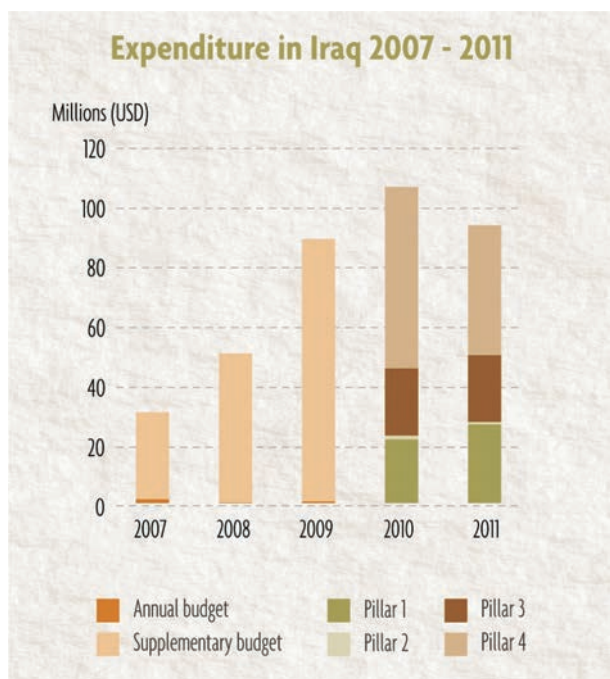
□ Number of offices	20
□ Total staff	174
International	27
National	141
Others	6

| Working with others |

UNHCR collaborates with other UN agencies at the national level through the protection and shelter teams; it leads the protection cluster and co-leads the shelter cluster with UN-Habitat. UNHCR ensures that coordination mechanisms are in place through its participation in the UN Humanitarian Working Groups and collaboration with NGOs involved in protection and shelter interventions.

In 2011, the Resident Coordinator led the creation of Priority Working Groups (PWGs) linked to the Common Country Assessment, UN Development Assistance Framework and the Government's four-year National Development Plan. UNHCR was the co-chair of the PWG on Governance and Human Rights. It also co-chairs the Protection sub-working group with UNAMI's Human Rights Office (OHCHR) and the Shelter Working Group with UN-HABITAT.

In 2011 UNHCR helped nearly 90 national NGOs with capacity-building programmes. Some 55,700 people of



concern benefited from the activities conducted in partnership with the national NGOs.

Overall assessment

UNHCR continued to enhance its monitoring capacity in Iraq. These efforts have been recognized by the High Commissioner in the Award for Achievement in Innovation given to the team of the Data Management Unit in the country. The unit's Project Tracking Database uses Google Earth to map the location and movements of populations of concern as well as of UNHCR assets and project activities.

Considerable progress has been made in coordinating protection monitoring and in working with partners, authorities and other agencies on joint activities such as community mobilization within IDP settlements. The PARCs, RICCs and mobile teams monitored protection and access to fundamental rights. Border monitoring was strengthened, and border officials were trained in protection. Nearly 4,000 shelter units were constructed and rehabilitated,

while 88 national NGOs were provided with instruction and support on various mandate and programme issues.

Unmet needs

- Full development of a semi-permanent protection environment, including temporary housing and local infrastructure was not achieved.
- The procurement of new equipment for health centres in refugee camps was deferred.
- Plans for new livelihood programmes for some 37,000 people were not fully implemented.
- Some 3,000 returnees (both IDPs and refugees) could not benefit from the shelter programme and small water and infrastructure projects.
- Although growing numbers of IDPs expressed their intention to remain in urban settings, UNHCR could not implement urban programmes for small-scale commercial water production or the provision of tools and seeds.
- Across Iraq, there remained some 385 informal settlements occupied by IDPs. Interventions for the improvement of conditions in an additional 25 settlements were delayed owing to funding gaps.

Partners

Implementing partners

Government agencies: Ministry of Displacement and Migration

NGOs: *Alkhair*, Association for Cultural Development for Civil Society, Association for Human Rights, Civil Development Organization, Danish Refugee Council, Hadya Society for Human Rights and Iraqi Community Development, *Harikar*, International Medical Corps, International Rescue Committee, InterSOS, Iraqi Humanitarian League for Human Rights, Iraqi Salvation Humanitarian Organization, Iraqi Youth League, Islamic Relief Worldwide, Mercy Corps, Millennium Relief and Development Services, Norwegian Refugee Council, Public Aid Organization, *Qandil*, Rafha Organization for Relief and Development, Reach, Rebuild Iraq Recruitment Programme, The Happy Family Organization for Relief and Development, The Muslim Aid, Women Development and Support Organization

Operational partners

Others: IOM, UNAMI, UNHABITAT, UNICEF, UNOPS, WFP, WHO

Budget, income and expenditure in Iraq | USD

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	Total
FINAL BUDGET	35,312,729	4,087,596	65,062,863	104,215,050	208,678,238
Income from contributions	8,468,114	65,703	550,628	1,146,920	10,231,365
Other funds available	18,218,201	680,990	22,094,075	42,750,178	83,743,444
TOTAL FUNDS AVAILABLE	26,686,315	746,693	22,644,703	43,897,098	93,974,809
EXPENDITURE BREAKDOWN					
<i>Favourable protection environment</i>					
International and regional instruments	304,529	276,038	0	0	580,567
Policies towards forced displacement	0	0	0	147,343	147,343
Cooperation with partners	664,651	0	469,739	2,536,224	3,670,614
National development policies	0	0	169,614	179,771	349,385
Subtotal	969,180	276,038	639,353	2,863,338	4,747,909

	PILLAR 1 Refugee programme	PILLAR 2 Stateless programme	PILLAR 3 Reintegration projects	PILLAR 4 IDP projects	Total
<i>Fair protection processes and documentation</i>					
Registration and profiling	2,869,587	0	1,268,882	142,791	4,281,260
Fair and efficient status determination	230,391	0	0	0	230,391
Individual documentation	0	0	0	144,302	144,302
Civil status documentation	197	0	2,778,540	1,042,124	3,820,861
Subtotal	3,100,175	0	4,047,422	1,329,217	8,476,814
<i>Security from violence and exploitation</i>					
Gender-based violence	161,918	0	119,437	176,208	457,563
Protection of children	153,051	0	0	0	153,051
Non-arbitrary detention	162,790	0	114,931	176,449	454,170
Access to legal remedies	0	0	121,148	146,906	268,054
Subtotal	477,759	0	355,516	499,563	1,332,838
<i>Basic needs and essential services</i>					
Nutrition	482,368	0	0	0	482,368
Water	122,969	0	121,070	357,414	601,453
Shelter and other infrastructure	2,865,974	0	7,769,945	12,786,091	23,422,010
Basic domestic and hygiene items	2,062,120	0	98,608	2,353,519	4,514,247
Primary health care	473,307	0	0	0	473,307
Education	386,239	0	0	0	386,239
Sanitation services	165,404	0	126,617	365,106	657,127
Services for groups with specific needs	690,337	0	0	0	690,337
Subtotal	7,248,718	0	8,116,240	15,862,130	31,227,088
<i>Community participation and self-management</i>					
Participatory assessment	633,522	0	162,103	1,054,322	1,849,947
Self-reliance and livelihoods	0	0	161,799	284,895	446,694
Subtotal	633,522	0	323,902	1,339,217	2,296,641
<i>Durable solutions</i>					
Voluntary return	191,911	0	0	171,021	362,932
Rehabilitation and reintegration	0	0	534,748	237,627	772,375
Resettlement	244,159	0	0	0	244,159
Local integration	171,938	0	0	183,394	355,332
Reduction of statelessness	0	132,341	0	0	132,341
Subtotal	608,008	132,341	534,748	592,042	1,867,139
<i>External relations</i>					
Donor relations	183,528	0	118,588	122,397	424,513
Public information	182,645	144,408	127,416	124,161	578,630
Subtotal	366,173	144,408	246,004	246,558	1,003,143
<i>Logistics and operations support</i>					
Supply chain and logistics	460,751	0	1,232,466	517,278	2,210,495
Programme management and coordination	6,034,566	193,906	943,438	2,868,080	10,039,990
Subtotal	6,495,317	193,906	2,175,904	3,385,358	12,250,485
Balance of instalments with implementing partners	6,787,462	0	6,205,615	17,779,675	30,772,752
Total	26,686,314	746,693	22,644,704	43,897,098	93,974,809