Protests continued in Iraq (except in the Kurdistan Region and some northern areas), spurred by disenfranchised people because of a lack of employment opportunities, perceived corruption and a lack of basic services. Due to the civil unrest, the Central Bank of Iraq’s services continued to be limited, as their staff could not safely reach the office. There was also limited internet in parts of the country. This meant that some of WFP’s mobile money transfer payments to people assisted were postponed to December, as the funds could not be transferred to Financial Service Providers.

Turkey began a military operation in northeastern Syria on 9 October, which by the end of November had led to more than 17,000 people fleeing into Iraq. In November, arrivals slowed to 100-150 per day, and those being allowed to leave the camps were about in equivalent numbers, so the camp population is presently steady.

WFP Response

**Food and Cash Assistance**

During the November cycle, WFP provided Family Food Rations (FFRs) to 113,064 IDPs throughout Iraq. 242 families received Immediate Response Rations (IRRs). A total of 1,762 mt of food was distributed to IDPs.

In November, WFP provided cash assistance to IDPs, refugees and returnees totaling USD 1.36 million.
• WFP delivered food assistance for over 15,200 refugees in Bardarash and Gawilan camps in Duhok governorate in the Kurdistan Region. In both camps, WFP is distributing ready-to-eat food packages (Immediate Response Rations, IRRs) for new arrivals, and one-month rations (Family Food Rations, FFRs) after two days. WFP Iraq has IRRs available for up to 21,000 people, and FFRs for up to 40,000 people.

• The assistance to the newly arrived refugees continues alongside the response programmed for the some 35,000 Syrian refugees already in camps across the Kurdistan Region.

• Following the camp closures, consolidations and relocations of IDPs in Iraq, WFP is continuing to coordinate closely with OCHA, CCCM, the Protection Cluster, UNHCR and partners to advocate with the government that all returns should take place within agreed-upon frameworks. WFP has the capacity to support IDPs if they move between camps and furthermore, many of WFP’s resilience projects specifically target returnees and IDPs in the key areas of return.

• WFP Iraq’s Resilience team closed the competitive Call for Proposals, for the implementation of resilience and livelihood activities targeting conflict-affected, high-priority IDP return locations and Southern governorates. In line with the findings of the Zero Hunger strategy, WFP is planning to establish a greater presence in the south, which has been identified as the most vulnerable, chronically poor and affected by the adverse effects of climate change.

• In partnership with the University of Mosul, WFP’s Resilience team ran two workshops in Telkaif and Mosul, on the “3PA” Three-Pronged Approach, and Seasonal Livelihoods Planning (SLP). Over 30 people attended each workshop, including community representatives on food, health, education, plus government and humanitarian actors.

• In the second cycle of EMPACT (Empowerment in Action, formerly Tech for Food) digital skills training, students have begun pilot “Microwork” sessions in Mosul, Duhok, Erbil and Sulaymaniyah, to train and mentor them during their first experiences of small-scale, online freelancing. The students are using Chromebooks donated by Google. The pilot will run until 31 December. Based on the results, WFP will decide on the next steps for Microwork.

• WFP is continuing to implement the Complaints Response Mechanism (CRM) “Sugar” tool (the trademark name of the provider). SugarCRM is a case management system for support and response, and it streamlines information sharing and case routing. The SugarCRM form for EMPACT students is being finalised, and will be used from January 2020. Since September when the Sugar tool was rolled out, feedback and complaints collected by the UNOPS Call Centre continue to be collected on a weekly or bi-weekly basis. The latest batch of feedback/complaints from the Call Centre received in November contained 371 cases. The SugarCRM focal points are working on and closed 284 cases. 64 cases are in-progress and 23 are still open, to be resolved by the end of December.

Capacity Building

• As part of the testing phase of the digitalisation of Iraq’s social safety net, the Public Distribution System (PDS), WFP has begun developing the Tamwini mobile app, to enable citizens to update/access their data and pay for services digitally, without visiting PDS branch offices. Procurement is ongoing for a management consultancy firm to support the preparation of strategy and plan for the post-trial phase. The 4-month consultancy assignment is expected to start in early January 2020.

Supply Chain

• Obtaining approvals for the movement of food trucks continues to be challenging in Anbar, Kirkuk, Ninewa and Salah al Din, because some Joint Coordination and Monitoring Center (JCMC) staff are unable to reach the office due to the protests. However, WFP is liaising closely by phone with the authorities to obtain approvals as soon as possible. Deliveries in Kirkuk went through accordingly.

Clusters and Common Services

Food Security Cluster (FSC)

• The FSC liaised with OCHA and partners on the publication of the 2020 Iraq Humanitarian Needs Overview (HNO), and on the upcoming Iraq Humanitarian Response Plan (HRP).

• The planned figure to be reached by WFP in 2020 is 250,000 people, in camps for IDPs and refugees, which the FSC Coordinator is communicating to all partners.

• The FSC is emphasizing to partners the transition from humanitarian response towards agricultural rehabilitation.
### Transitional Interim Country Strategic Plan (TICSP), 01 January 2018 - 31 December 2019

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WFP would like to thank all donors for their contributions, including:

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