



**MERCY HANDS  
ORGANIZATION**  
جمعية ايادي الرحمة

# Introduction

Mercy Hands is one of the biggest Iraqi NGOs, specialized in humanitarian aid and development. Mercy Hands was established in 2004 in Baghdad, it is registered in Baghdad with the Federal Government of Iraq and the Regional Government of Iraqi Kurdistan.

In addition to its Headquarters in Baghdad and KRI Office in Erbil, Mercy Hands has field offices and teams all over Iraq.

Mercy Hands has implemented hundreds of projects in different humanitarian and development sectors and all over Iraq.

A few of those implemented projects were self funded, but the vast majority of them were funded by UN agencies and other international NGOs. such as WFP, UNHCR, UNICEF, UNDP, UNFPA, FAO, IOM, Save the Children, and Mercy Corps.



## Important Dates

- **Date of Foundation and Commencement of Business: 09/20/2004**
- **Date of Election of First Board of Directors: 10/07/2004**
- **Date of signing the first funded project: 10/23/2004**
- **Date of Incorporation and First Registration in Federal Iraq (pre- establishment of Directorate of NGOs): 10/26/2004**
- **Date of Second Registration in Federal Iraq (Directorate of NGOs): 07/17/2012**
- **Date of Registration in Kurdistan Region of Iraq:**

# Our Mission

Mercy Hands is an Iraqi non-governmental organization committed to operating in conflict-ridden and disaster-affected regions, delivering both humanitarian and developmental assistance. Our mission starts with saving lives and extends towards the establishment of a thriving, conflict-free community. We are dedicated to providing emergency aid, reconstructing infrastructure, enhancing living standards, advancing human rights and democracy, advocating for women's rights, fostering environmental improvement, and actively participating in peacebuilding initiatives.

# Our Vision

We aspire to live in a society where justice prevails, law rules, individual and group rights are preserved, differences are acknowledged and welcomed, people work together to develop and sustain resources for future generations, and man-made disasters are virtually non-existent.

## How it all started

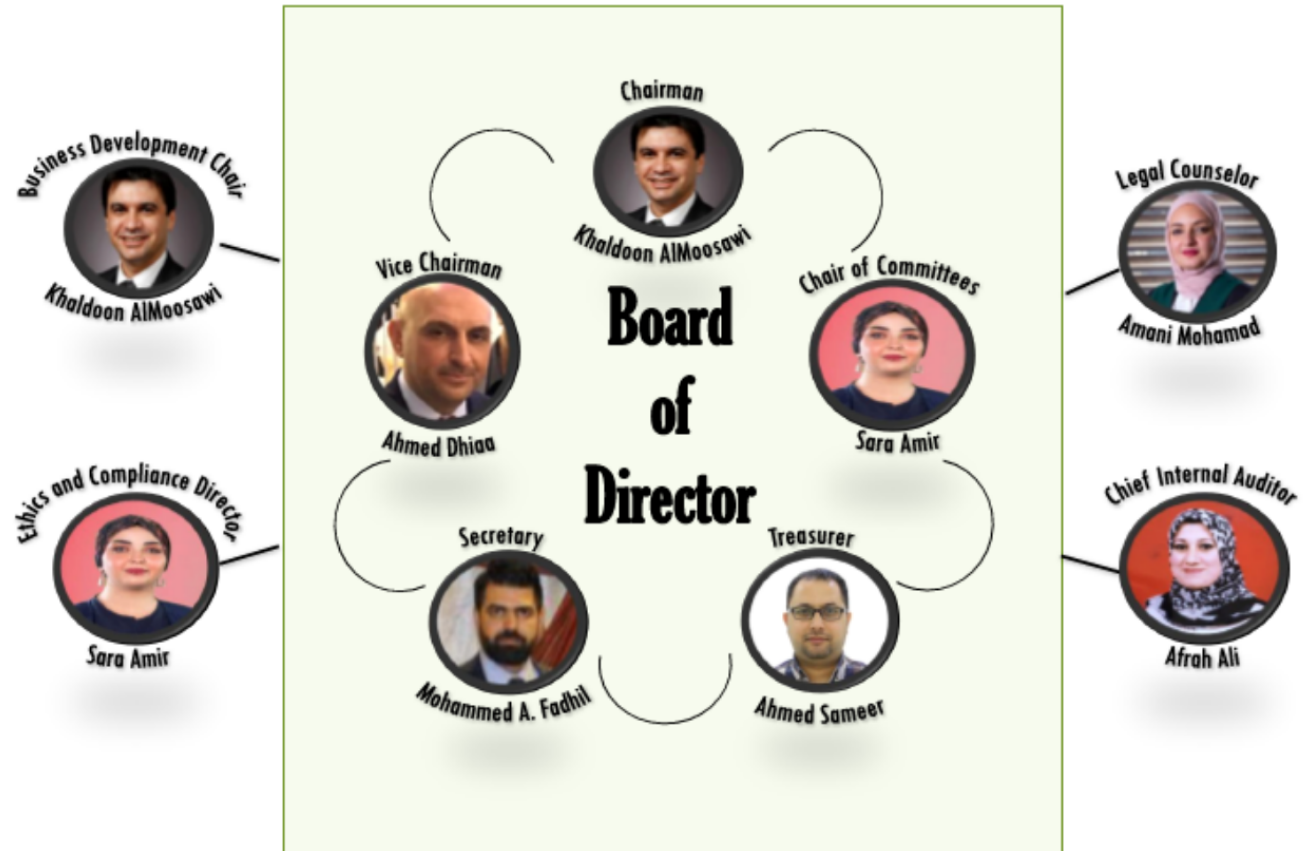
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The history of Mercy Hands is a story of courage, determination, and commitment to helping people in need. In the aftermath of the 2003 attack on UN Headquarters in Baghdad and the subsequent targeting of international aid workers, majority of the international aid organizations either pulled out or reduced activities. This situation created a huge gap in the humanitarian context in Iraq at a time humanitarian needs in Iraq were growing mainly as a result of military operations and continuous waves of displacement. In August 2004, two young Iraqi doctors, Dr. Khaldoon Al-Moosawi and Dr. Anmar Salman, who were at that time working for Premiere Urgence Internationale (PUI) in Baghdad, were getting too frustrated with the situation, so they decided to resign from PUI and start a local NGO. With a great will, a lot of determination and courage, and self-commitment to help people in need, the two doctors, accompanied by a third ex-employee of PUI, Mr. Ahmed Dhiaa, started Mercy Hands for Humanitarian Aid in September 2004.

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# Governance

## Board of Director



# Program Departments and Support

Mercy Hands has seven program departments, each headed by a Program Director. These departments include Emergency Response and Recovery, Protection and Human Rights, Livelihood and Economic Development, Education, Health and Nutrition, Research and Development, and Culture, Art, and Media.

To support program design and implementation, Mercy Hands has established the following well-established 'Program Support Departments and Divisions':

## 1) Finance and Accounting Department

- Program Finance Division
- Assets Management Division.
- Accounting Division.

## 2) HR Department

- Payroll Management Division.
- Talent Pool Management Division.

## 3) Logistics and Security Department

- Logistics and Security Division.
- Procurement Division.

## 4) MEAL Department

- Monitoring and Evaluation Division
- Quality Management Unit

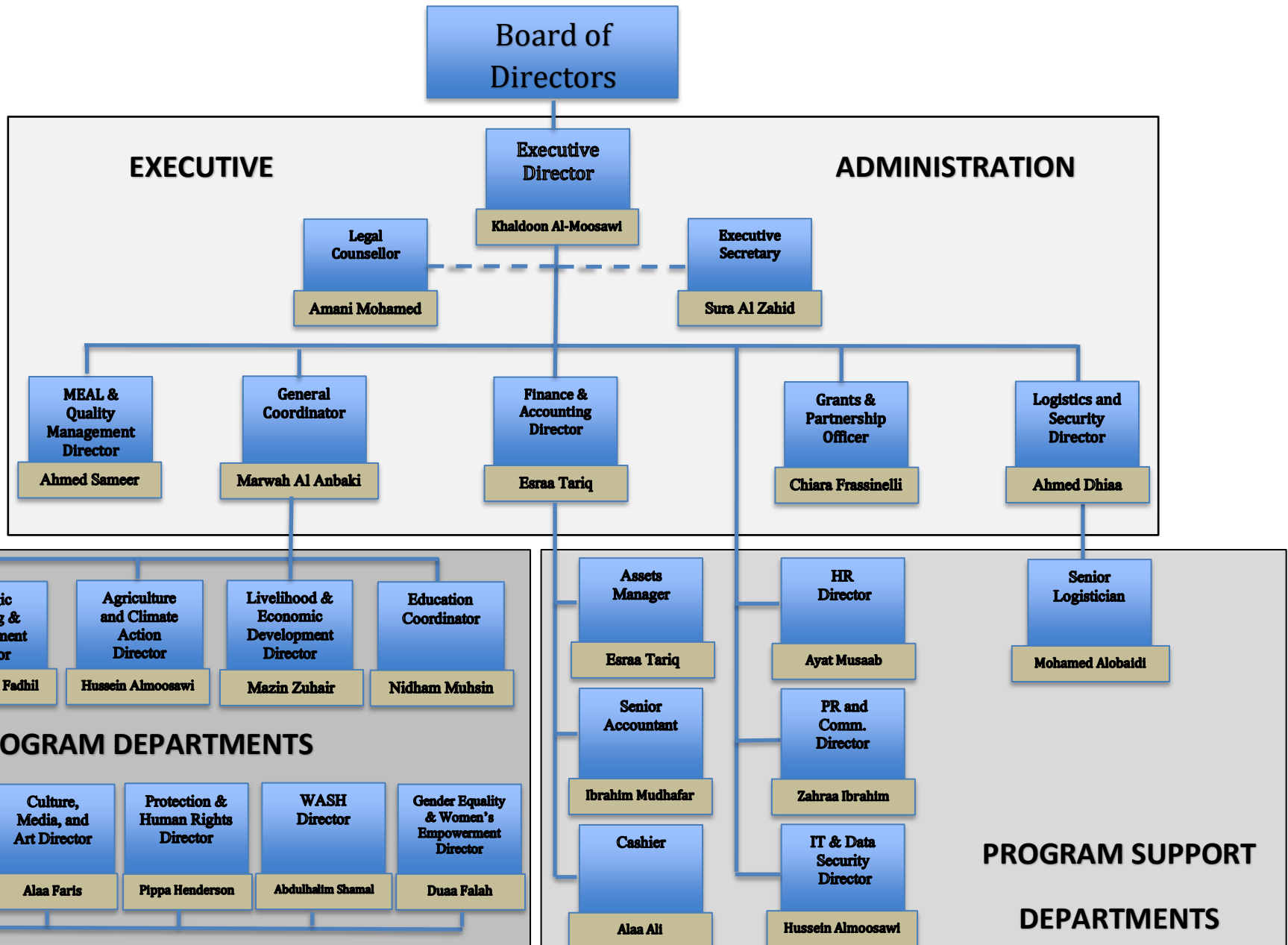
## 5) Public Relations and Communication Department

## 6) IT and Data Security Department

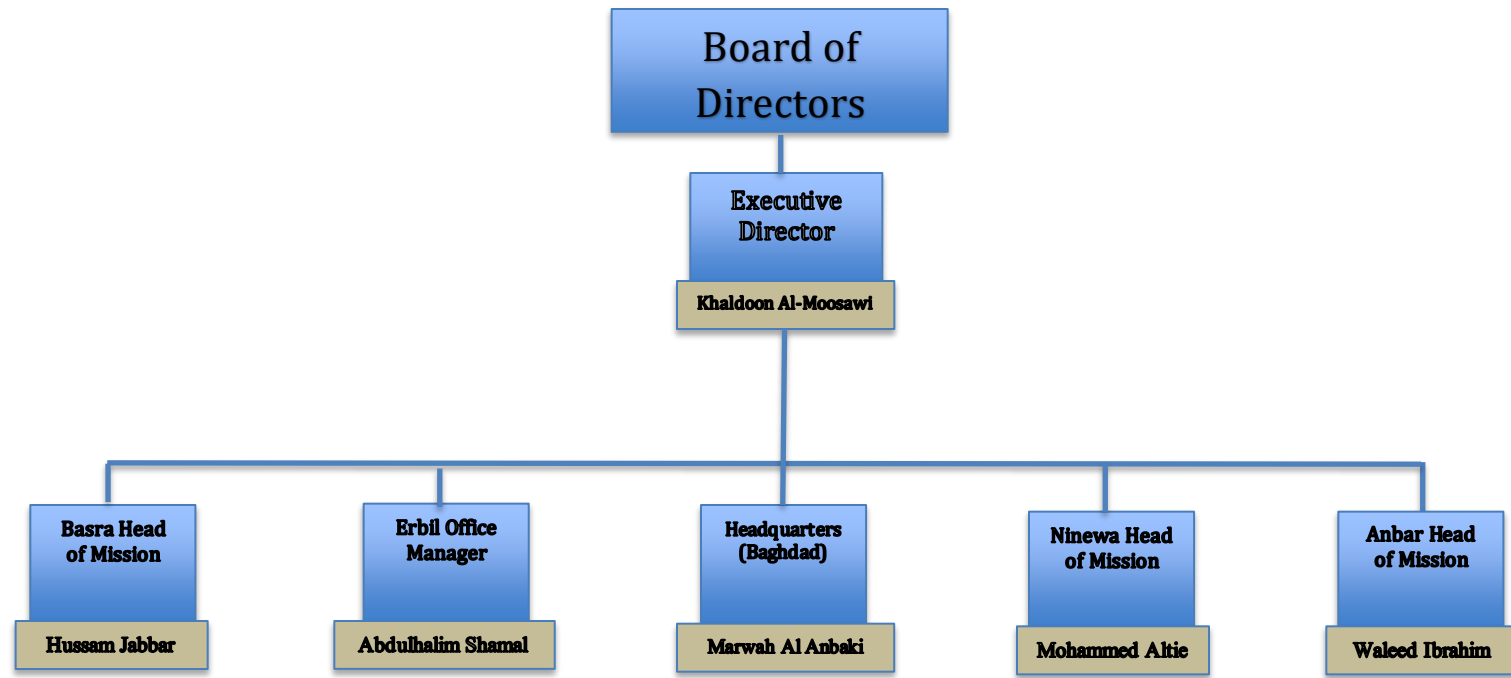




SENIOR MANAGEMENT ORGANOGRAM (HEADQUARTERS)  
2025



**SENIOR MANAGEMENT ORGANOGRAM (GOVERNORATES)**  
2025



# Our Numbers

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- 1 Headquarters in Baghdad + 6 offices (Erbil, Mosul, Basra, Salah Al Din, Kirkuk, and Anbar)
  - Total staff 250, local and expat.
  - As of 2023, Mercy Hands has implemented 281 projects.
  - The highest annual total budget was in 2020, exceeding 41,500,000 USD.
  - Work is organized by 40 policies (available at [www.mercyhands.org/policiesandprocedures](http://www.mercyhands.org/policiesandprocedures))
  - Longest partnership has been with WFP, since 2009 and ongoing.
  - In 2022 Mercy Hands received funding from 17 donors (4 UN agencies and 13 INGOs).
  - By the end of 2022, the operational reserve was over 1,500,000 USD.
  - By the end of 2022, the value of fixed assets was over 30,000 USD.



# Our sister organization

Mercy Hands Organization supported the establishment of three organizations, Mercy Hand Europe, Mercy Hands America, and Mercy Path for Women's Affairs.

The organizations share the same vision with Mercy Hands Organization but they have different missions and they work independently, with different Boards of Directors and bylaws.



## Mercy Hands Europe

Mercy Hands Europe (MHEurope) is a women-led international non-profit organization registered in Geneva, Switzerland, since 2019.

MHEurope has had missions in Iraq, Syria, Ukraine, Ethiopia, and Palestine.

E-mail: [info@mercyhandseurope.org](mailto:info@mercyhandseurope.org)  
Call us: +41 76 703 01 13



## Masar Al-Rahma (Mercy Path) for Women's Affairs

Mercy Path is an Iraqi women NGO. Its mission is dedicated to fostering gender equality in Iraq by offering protection services to women and girls, empowering them, and advocating tirelessly for their rights.

E-mail: [director@mercypath.org](mailto:director@mercypath.org)  
Call us: +964 771 194 6528



## Mercy Hands America

Mercy Hands America is a US based 501(c)(3) organization with its Headquarters in Atlanta, Georgia, USA.

Mercy Hands America was duly incorporated under the laws of the State of Georgia on 03/25/2017, and became registered with IRS as a tax exempt public charity on 03/14/2021.

E-mail: [director@mercyhandsamerica.org](mailto:director@mercyhandsamerica.org)  
Call us: +14055017835

# Our Subsidiaries and Affiliates



Dhamani

## Dhamani for Financial Services

Dhamani for Financial Services is an initiative by Mercy Hands. It was started in 2019 as a healthcare insurance program for employees in the private and public sector. Later, it has evolved into a financial services business that provides a wide range of financial services such as health insurance, loans, and financial management.

E-mail: [director@dhamani-iq.com](mailto:director@dhamani-iq.com)  
Call us: (+964) 7517903718.



## 7th Sense for Media and Art Production

Seventh Sense for Media and Art Production is another initiative of Mercy Hands. It was established in 2017 as a radio station, named Civil Society Broadcasting. With time, the business vision and services developed until 7th Sense for Media and Art Production emerged. 7th Sense is registered in Baghdad in 2021 as a private sector company specialized in media and art production.

E-mail: [info@7thsenseiq.com](mailto:info@7thsenseiq.com)  
Call us: (+964) 7706259688

# Our Subsidiaries and Affiliates



## Iraqi Telemedicine Center

First telemedicine organization in Iraq. Our mission is to improve access to quality healthcare to all Iraqis regardless of their background, with a focus on disaster affected people.

Iraqi Telemedicine Center manages and operates Mercy Hands Charity Medical Center, which is located in Al Sadir City, Baghdad Governorate.

E-mail: [director@iraqitelemedicine.com](mailto:director@iraqitelemedicine.com)

Call us: +1 405-501-7835



## IRADA

IRADA is a start-up Iraqi private sector company specialized in agribusiness development and advancement. IRADA is an Arabic word than means in English "Will" and it is the acronym for development and life skills training. The Iraqi Agribusiness Development and Headquarters is located in Baghdad but it Advancement manages a nationwide network of certified trainers and conducts training course anywhere in Iraq.

E-mail: [director@irada-iq.com](mailto:director@irada-iq.com) E-mail: [admin@edubacenter.com](mailto:admin@edubacenter.com)

Call us: +964 775080603 Call us: +964(0)7706093233



## Eduba Center

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# Our Areas of Expertise

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Emergency Response

Education

Health

Protection

Peacebuilding

Livelihood

Democracy

Agriculture

WASH

Green Economy

Youth Development

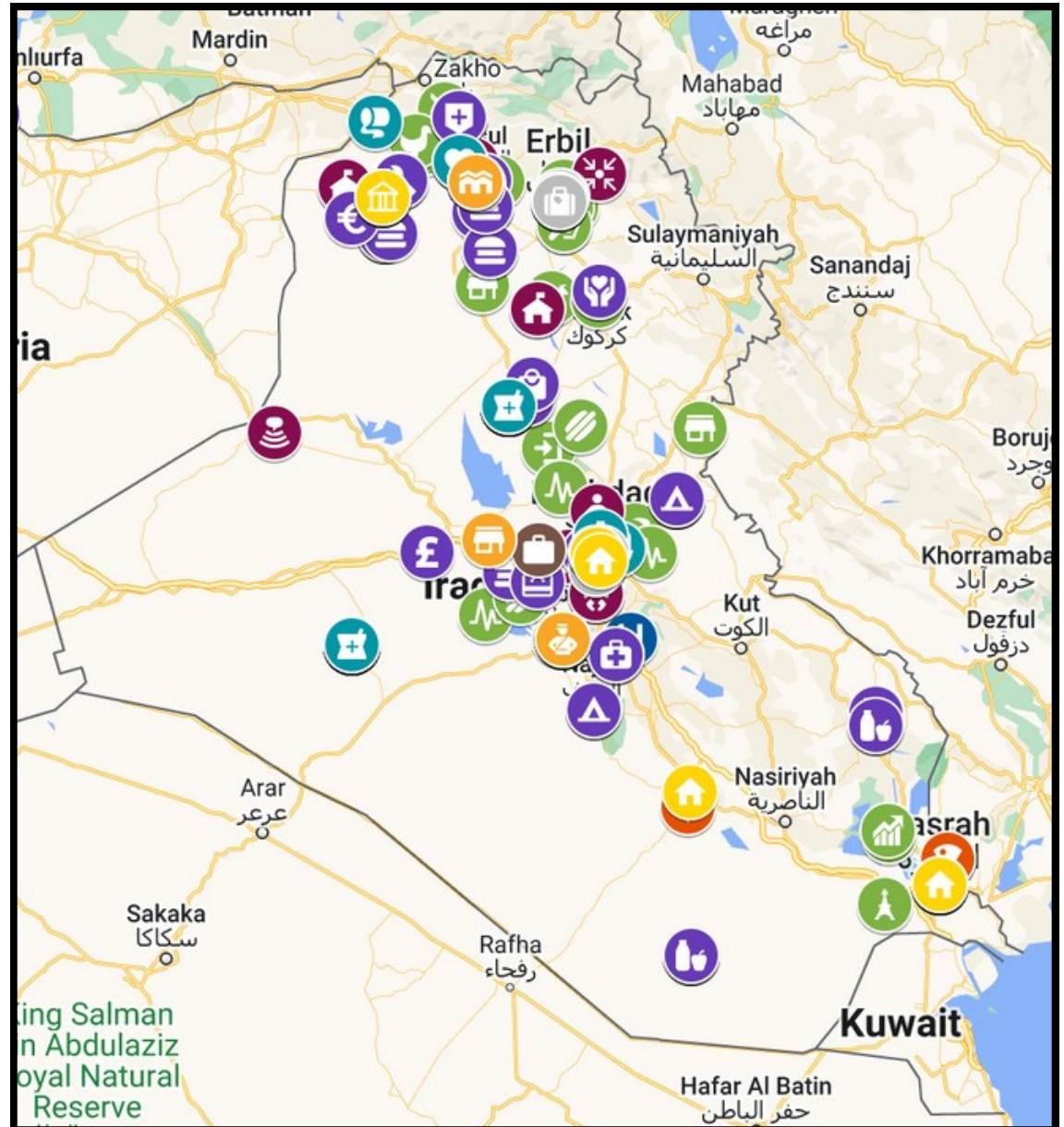
Women's Rights

Civil Society

Media and Art

# A map of our projects

Here is a map of projects  
implemented in Iraq and in  
neighbouring Syria.



# Some of Our Donors



NORWEGIAN  
REFUGEE COUNCIL





# Get in touch with us

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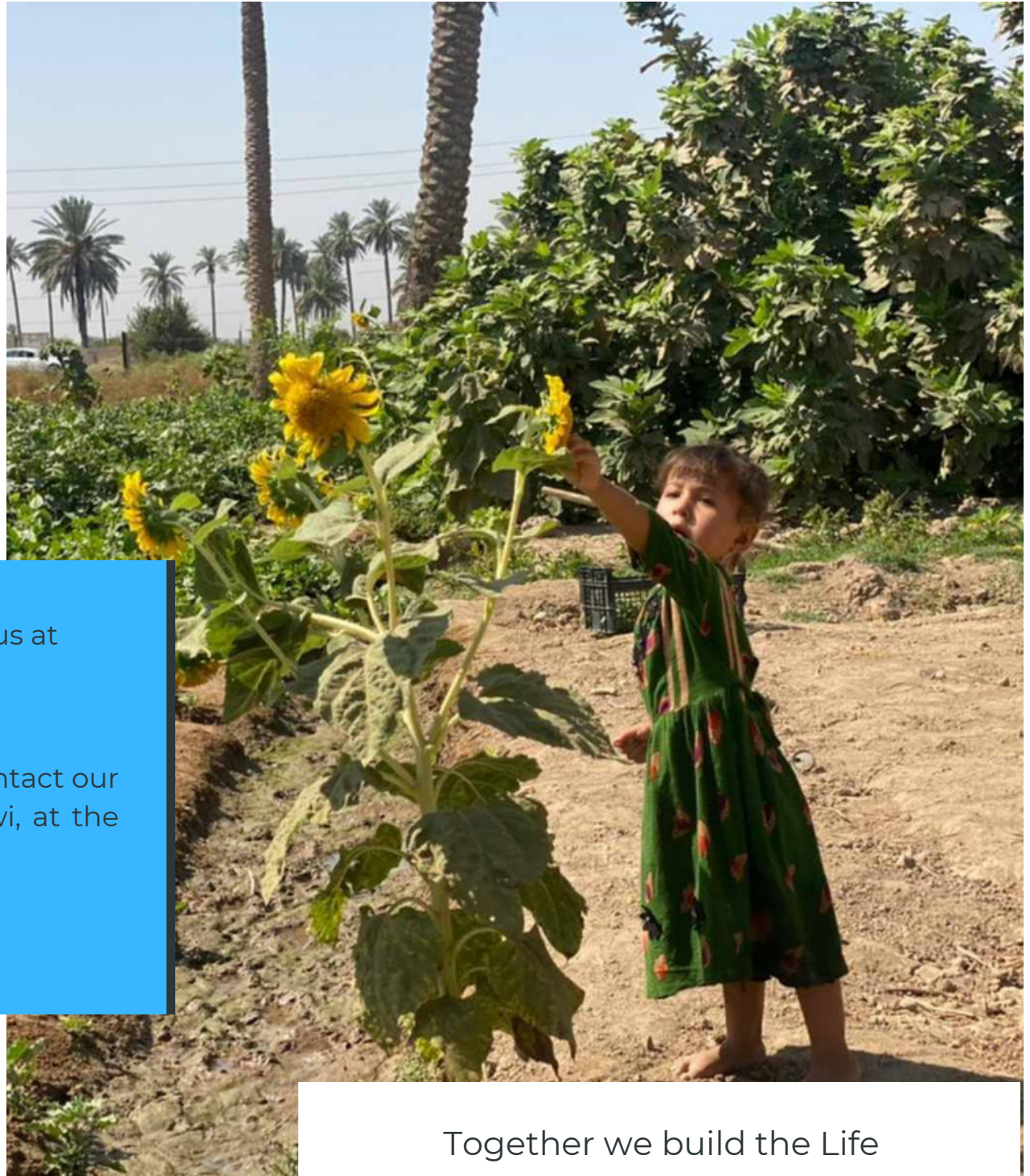
We would be thrilled to partner with you to implement our projects and impact lives for new beginnings.

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For general information, please contact us at the address [info@mercyhands.org](mailto:info@mercyhands.org)

For partnerships and projects, please contact our executive director, Khaldoon Al-Moosawi, at the address: [director@mercyhands.org](mailto:director@mercyhands.org)

Follow us on social media:



Together we build the Life