



# MERCY HANDS

## FOR HUMANITARIAN AID

جمعية ايادي الرحمة الانسانية

# 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: 11/28/2016**

# Our Mission

Mercy Hands works in conflict-torn and disaster-affected areas to save lives, sustain human rights and restore a healthy community. We serve people in need, regardless of their religion, gender, ethnicity or political affiliation.

## 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

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Mercy Hands is governed by a Board of Directors that consists of five members. The Board of Directors assigns the Executive Administration, the highest executive body in the organization.

**The five members of the Board are (4 men and 1 woman):**

- Khaldoon Al-Moosawi - Chairman
- Ahmed Dhiaa – Vice Chairman
- Ahmed Sameer – Secretary
- Mohammed Ali Fadhil - Treasurer
- Nadeen Hamid – Committee Chair

**There are three Board Committees, these are:**

- Ethics and Compliance Committee.
- Legal Committee.
- Business Development and Investments.

## **Executive Administration**

The Executive Administration is headed by the Executive Director. The other members of the Executive Administration are:

- General Administrator;
- Director of Finance;
- Director of Logistics and Security;
- MEAL Director;
- General Coordinator.

# Program Departments and Support

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Mercy Hands has six program departments, each is headed by a Program Director, these are: Emergency Response and Recovery, Protection and Human Rights, Livelihood and Economic Development, Education, Health and Nutrition, and Research and Development.

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

## 1) Finance Dept.

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

## 2) HR Department

- Payroll Management Division.
- Talent Pool Management Division.

## 3) Logistics and Security Dept.

- Logistics and Security Division.
- Procurement Division.

## 4) MEAL Dept.

## 5) Public Relations and Communication Dept.

## 6) IT and Data Security Dept.





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# Our sister organization

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Mercy Hands for Humanitarian Aid supported the establishment of two organizations, Mercy Hand Europe and Mercy Hands America.

Both organizations share the same vision with Mercy Hands for Humanitarian Aid 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.

It is the sister organization of Mercy Hands for Humanitarian Aid (MH), the biggest local NGO in Iraq founded in 2004. We are currently developing project also in Syria, Ukraine, and Ethiopia through local partner.

Combined with local partners' national presence, field experience and knowledge of local contexts, MHEurope's thematic expertise, program managers' experience and contacts with Swiss, European and international institutions create a strategic and unique alliance to promote solid, sustainable and context-specific projects.

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



## Mercy Hands Amirca

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.

Mercy Hands America was founded by Dr. Khaldoon Al-Moosawi and Dr. Samar Abid, both are US citizens of Iraqi origin.

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

# Business Development Division



Dhamani

## Dhamani for Financial Services

Dhamani for Financial Services is an initiative by Mercy Hands. It was started in 2019 as a healthcare sponsorship 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 financial sponsorship, 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

# Business Development



## Lawyers for Women

Lawyers for Women is a MERCY HANDS initiative that provides free legal services to women in need and aims to achieve gender equality.

The center is composed by a group of Iraqi female lawyers with a large amount of experience in representing Women's Rights across Iraq.

E-mail: [director@lawyersforwomen.org](mailto:director@lawyersforwomen.org)

Call us: +964 7707582959



## 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 IRaqi Agribusiness Development and Advancement.

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

Call us: +964 775080603



## Eduba Center

Eduba Center is a specialized training center and it is a subsidiary of Mercy Hands for Humanitarian Aid. It is located in Baghdad but it runs a nationwide network of certified trainers.

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

Call us: +964(0)7706093233



## Iraqi Telemedicine Center

First telemedicine project in Iraq. Providing free services to all Iraqis regardless of their background, with a focus on disaster affected people.

E-mail: [admin@dhamani-iq.com](mailto:admin@dhamani-iq.com)

Call us: +1 405-501-7835



# A map of our projects

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



# Our Donors



# 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, Regional coordinator, and Representative coordinator at the address:  
[director@mercyhands.org](mailto:director@mercyhands.org)  
[etleva.paplekaj@mercyhands.org](mailto:etleva.paplekaj@mercyhands.org)

Follow us on social media:



Together we build the Life