



**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: 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

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

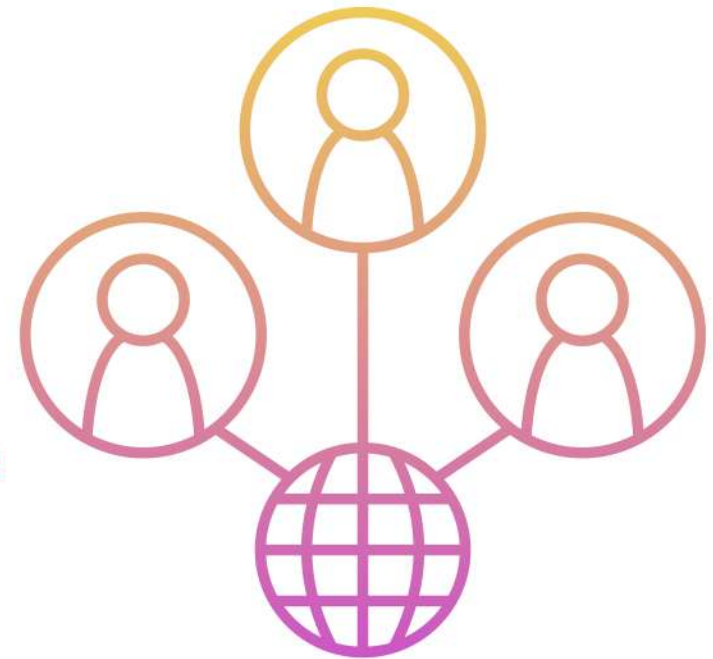
- Logistics and Security Division.
- Procurement Division.

4) MEAL Department

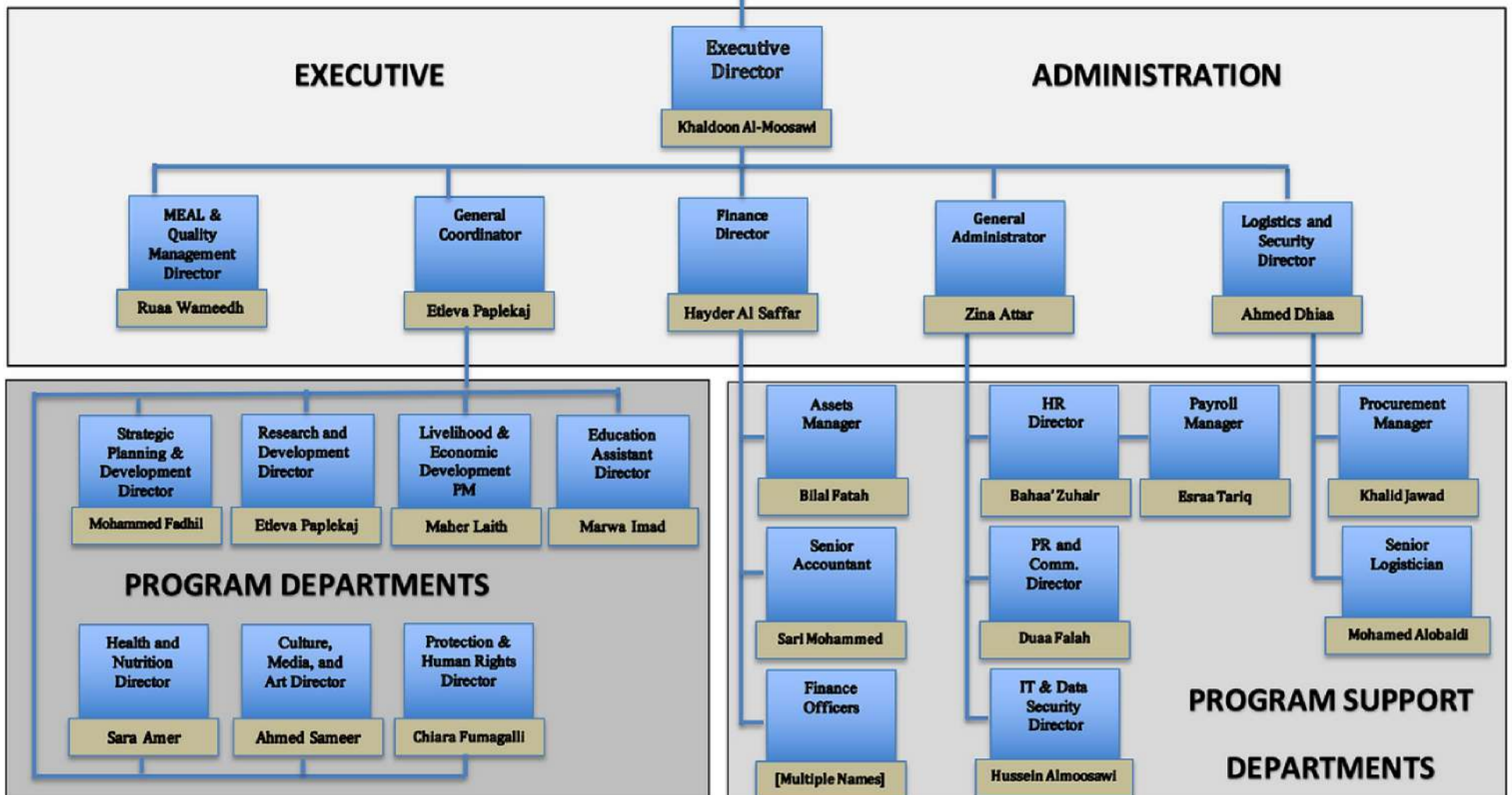
- Monitoring and Evaluation Division
- Quality Management Unit

5) Public Relations and Communication Department

6) IT and Data Security Department



Senior Management



Our Numbers



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- 1 Headquarters in Baghdad + 5 offices (Erbil, Mosul, Basra, Salah Al Din, and Anbar)
 - Total staff 250, local and expat.
 - As of 2023, Mercy Hands has implemented 267 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)
 - 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 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
Call us: +41 76 703 01 13



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.

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
Call us: +14055017835

Our Subsidiaries



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
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
Call us: (+964) 7706259688

Our Subsidiaries



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

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

Call us: +964 775080603



Eduba Center

Eduba Center is a training center specialized in human and organizational development. It is licensed by the Ministry of Labor and Social Affairs for job development and life skills training. The Headquarters is located in Baghdad but it manages a nationwide network of certified trainers and conducts training course anywhere in Iraq.

E-mail: admin@edubacenter.com

Call us: +964(0)7706093233



Iraqi Telemedicine Center

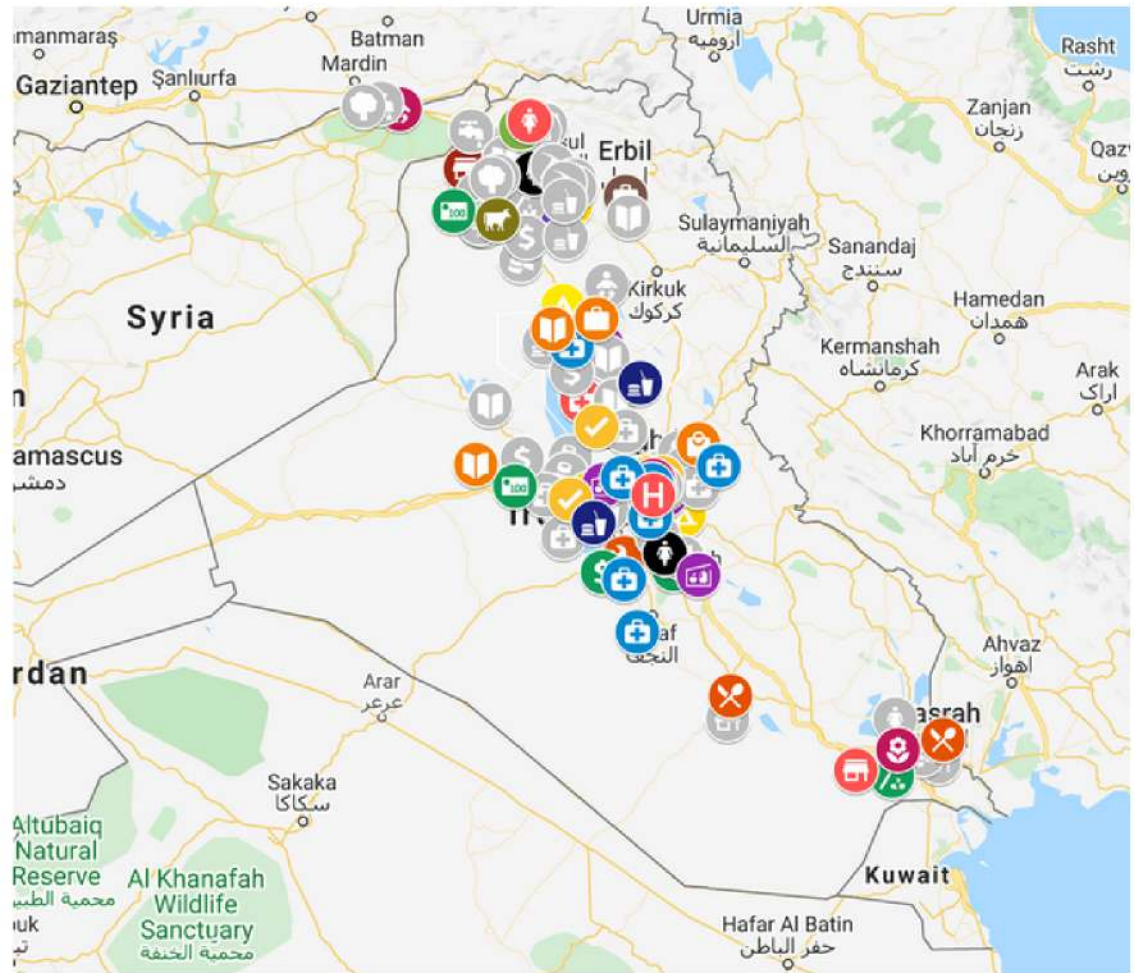
First telemedicine project in Iraq. Providing free services to all Iraqis regardless of their background, with a focus on disaster affected people.

E-mail: director@iraqitelemedicine.com

Call us: +1 405-501-7835

A map of our projects

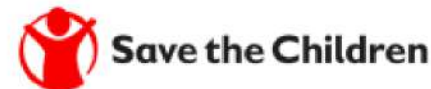
[Here is a map of projects implemented in Iraq and in neighbouring Syria.](#)



Some of Our Donors



NORWEGIAN
REFUGEE COUNCIL



Get in touch with us

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

For general information, please contact us at the address info@mercyhands.org

For partnerships and projects, please contact our executive director, Regional coordinator, and Representative coordinator at the address:
director@mercyhands.org
etleva.paplekaj@mercyhands.org

Follow us on social media:



Together we build the Life