1

SALARIES RELEASED FOR 25,000 PENSIONERS

The Issue: 25,000 retirees lacked clear information on salary equalization, allowances, pension structures, and had their salaries frozen for 6 months.

The Action: Fayli Xelk gathered retirees' questions and pushed for official answers from the General Director of Kurdistan Pension.

The Result: Dozens of questions were answered publicly, providing retirees with clarity and transparency on their entitlements. After Ava Media's broadcast and follow-up, the government responded within days and had their salaries released.

Why It Matters: Citizens gained trust in a system that had long been opaque, and Ava Media cemented its role as the bridge between people and institutions. People and families got access to what was theirs. A financial issue worth millions was resolved.

2

EMPLOYMENT SECURED FOR 778 MEDICAL GRADUATES

The Issue: Hundreds of newly graduated doctors in Kurdistan had waited seven months without employment, leaving healthcare understaffed and young professionals without work.

The Action: Fayli Xelk broadcasted their demands, followed up with the Ministry of Health, and amplified the voices of 273 graduates who submitted a memorandum through Ava Media.

The Result: The Ministry of Health announced that all 778 graduates from 2024 would be employed, beginning the hiring process and allocating positions.

Why It Matters: An entire graduating class of doctors gained employment — strengthening the health system and proving the power of citizen-driven advocacy.

3

WATER AND ELECTRICITY CRISIS RESOLVED FOR 13 VILLAGES IN SHAMAMK DISTRICT

The Issue: For 25 days, residents of Mastawand and 13 other villages within the boundaries of Shamamk subdistrict in Erbil had no electricity, day or night, due to the burning of their local power station. With no national grid electricity available, even water pumps stopped functioning, leaving the entire community without access to water.

The Action: Residents contacted Rizgar Kocher, reaching out for follow-up and to have their problem resolved. They received a positive response. Ava Media then pursued the story, bringing it to the attention of the relevant authorities.

The Official Response: The director of Shamamk subdistrict confirmed to Ava: "We will resolve the issue as soon as possible."

Why It Matters: These villages on the outskirts of Erbil depend on both water and electricity because the area relies heavily on the agricultural sector. Their crops and farmland were at serious risk of damage if the power outage had continued for an extended period.

4

SALARIES RESTORED FOR MARTYRS' FAMILIES

The Issue: Families of Defense and Rescue martyrs in Sulaymaniyah had not received salaries for nine months due to bureaucratic delays.

The Action: Fayli Xelk covered their protest, interviewed representatives, and pressed both the Interior and Finance ministries for answers.

The Result: Officials committed publicly to resolving the issue, and salaries were restored. Families of 146 martyrs regained their rightful income.

Why It Matters: Vulnerable families regained dignity and stability, the salaries were released, and government agencies were held accountable.

5

20 VILLAGES IN BIJEEL SUBDISTRICT WITHOUT MOBILE COVERAGE — RESIDENTS CLIMB HILLS JUST TO MAKE A CALL

The Issue: In Bijeel subdistrict, part of Akre district, residents across 20 villages have no mobile signal whatsoever inside their homes. For any urgent phone call or necessary communication, they are forced to leave their homes and climb the surrounding mountains and hills just to get a signal.

The Official Response: Bashaar Mohammed, director of Bijeel subdistrict, confirmed to Ava News that a decision was made four years ago to install a mobile tower in the area, but it has not been implemented to this day. He noted that the area requires at minimum three to four transmission towers to fully resolve the problem.

The Action Taken: The subdistrict director indicated that a special committee has visited the area and prepared a needs assessment report. All administrative procedures on the government's side have been completed, and the matter now sits with Korek Telecom.

Why It Matters: An entire generation of rural residents in this area is being left behind, unable to access basic communication in their own homes. With agricultural and daily life increasingly dependent on connectivity, the absence of mobile infrastructure poses real hardship — and a four-year delay in an already-approved decision only deepens the injustice.