



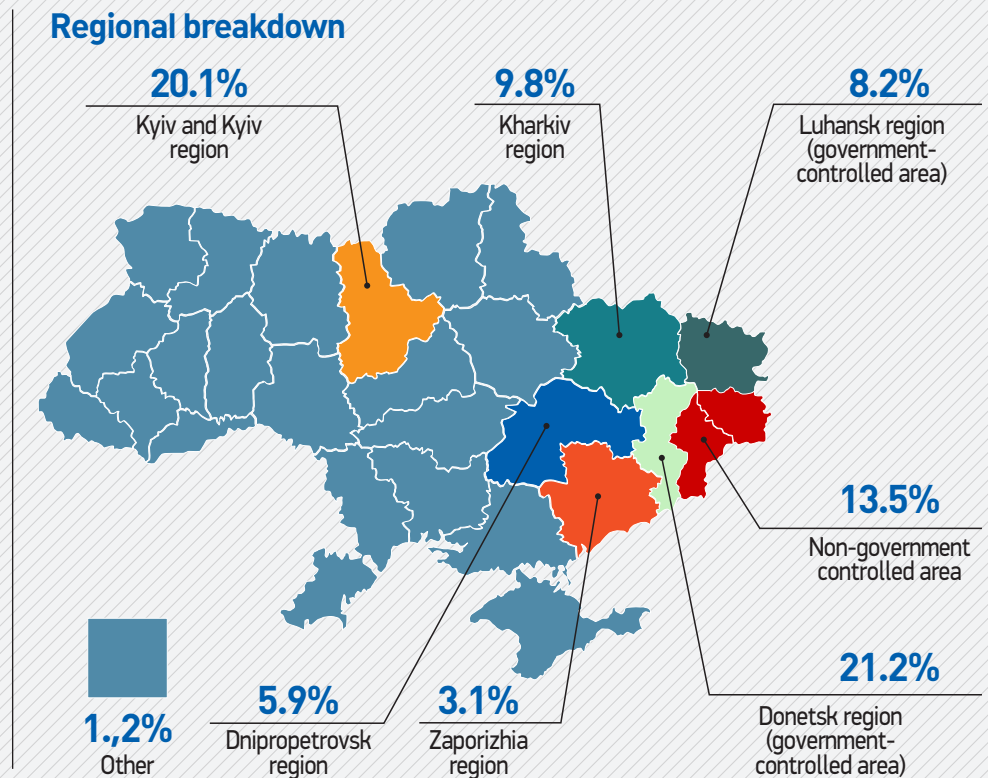
STATISTICAL DATA ON QUERIES TO IDP ADVICE HOTLINE

0 800 309 110

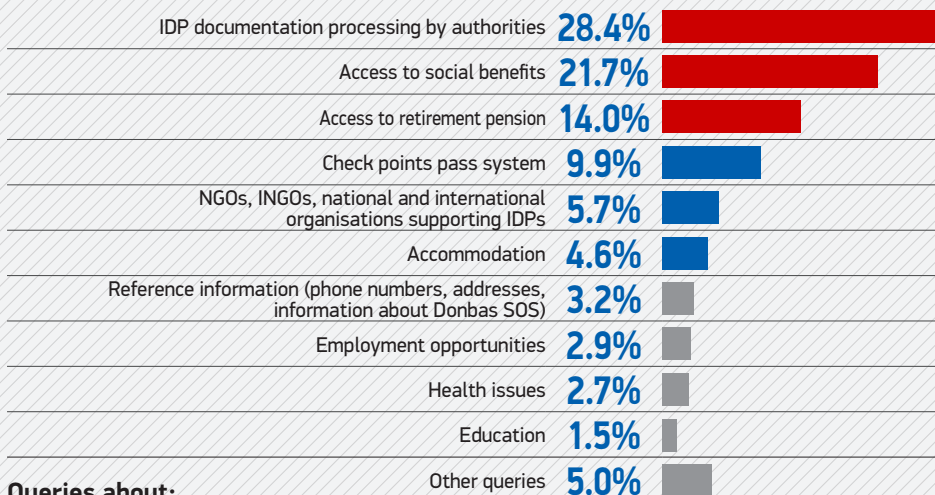
donbasssos.org

March 2018

The DONBASS SOS Hotline has been supported by IOM since March 2015 for the purpose of providing impartial, comprehensive, and up-to-date information for IDPs. Since then it has received a total of **66,840** calls.



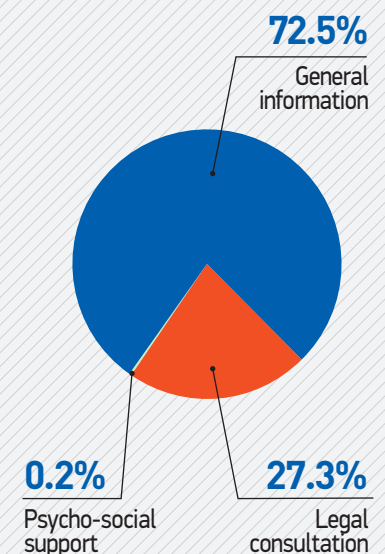
Subject of queries



Queries about:

- Stigma, discrimination, social tension 0.2%
- DV and GBV / commercial exploitation 0.1%
- Missing family members / family unification 0.1%

Type of consultation



The National Toll-Free Hotline to support IDPs is implemented by Donbas SOS. The hotline operates within the framework of the EU funded project "Supporting Recovery and Sustainable Solutions for Internally Displaced Persons and the Conflict-Affected Population in Ukraine" implemented by the International Organization for Migration (IOM), Mission in Ukraine.



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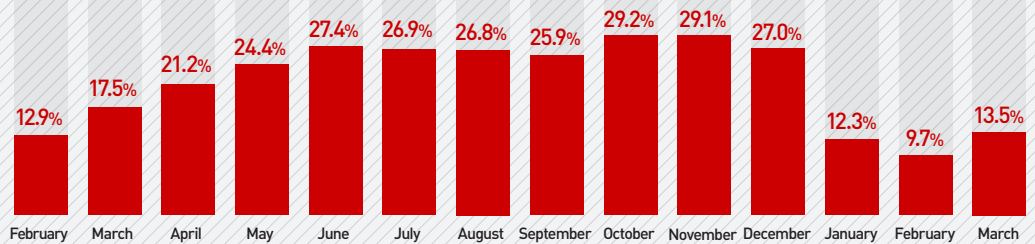
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Further analysis was conducted on calls received from government-controlled areas (GCA) and the non-government-controlled areas (NGCA). The below provides an overview of the socio-demographic characteristics and subject of queries from the GCA and NGCA.

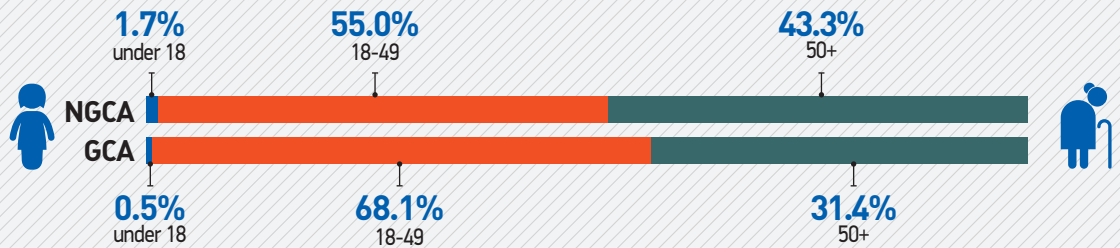


The number of calls from NGCA decreased since January 2018 when the interruption of mobile services had been experienced in Donetsk Oblast (NGCA).

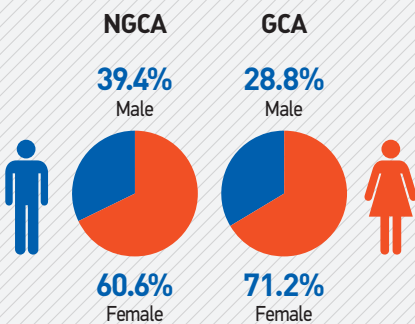
Calls from NGCA since February 2017



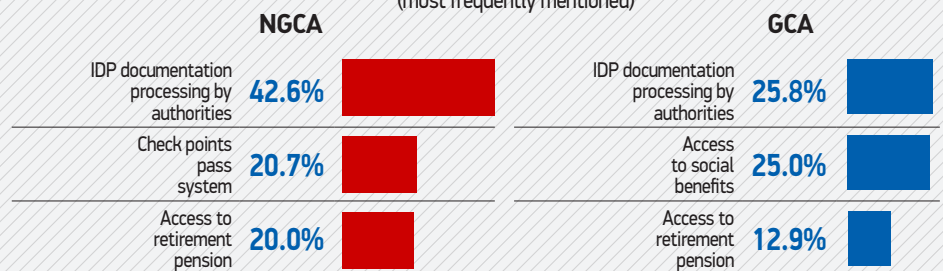
Age distribution



Gender distribution



Subject of queries (most frequently mentioned)



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