



# STATISTICAL DATA ON QUERIES TO IDP ADVICE HOTLINE

## 0 800 30 911 0

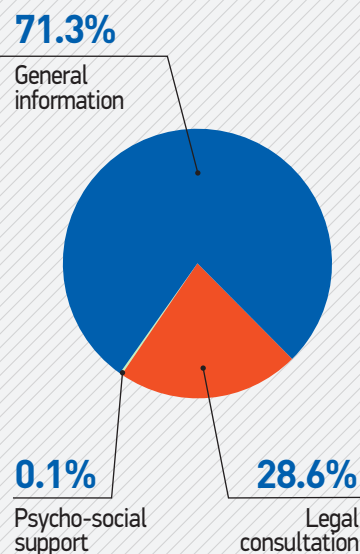
donbasssos.org

November 2017

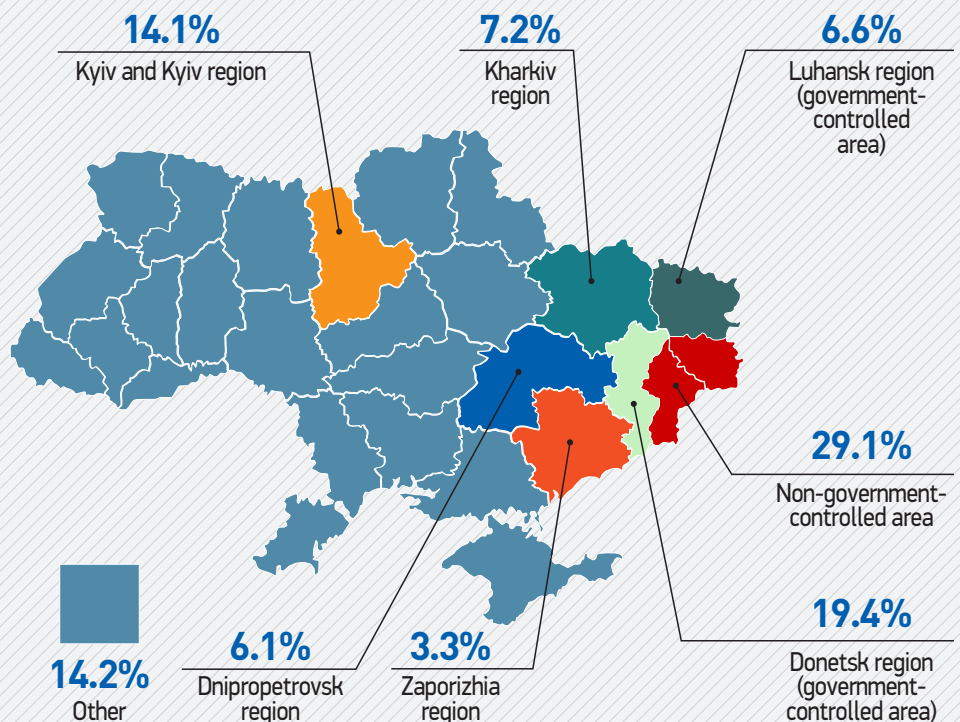
The DONBASS SOS Hotline has been supported by IOM since March 2015 for the purpose of providing impartial, comprehensive, and up-to-date information for IDPs. Since then it has received a total of **53,133** calls.



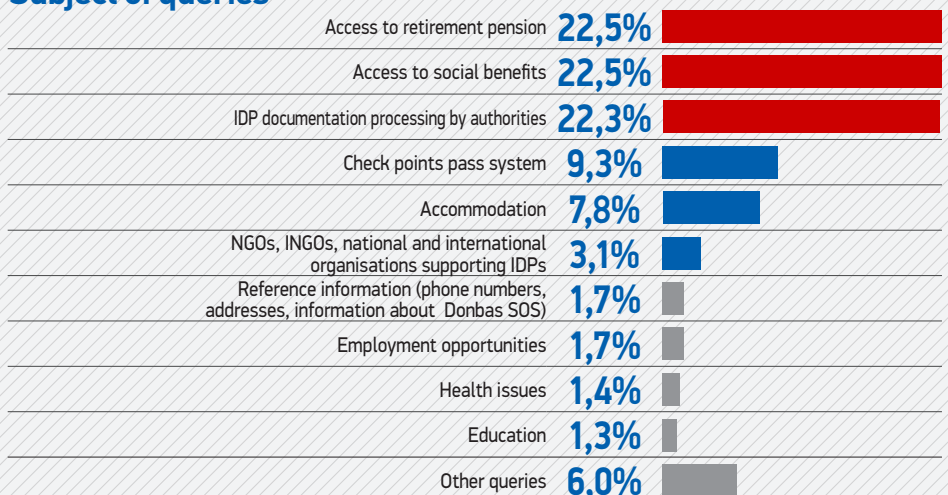
### Type of consultation



### Regional breakdown



### Subject of queries



### Queries about

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



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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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.

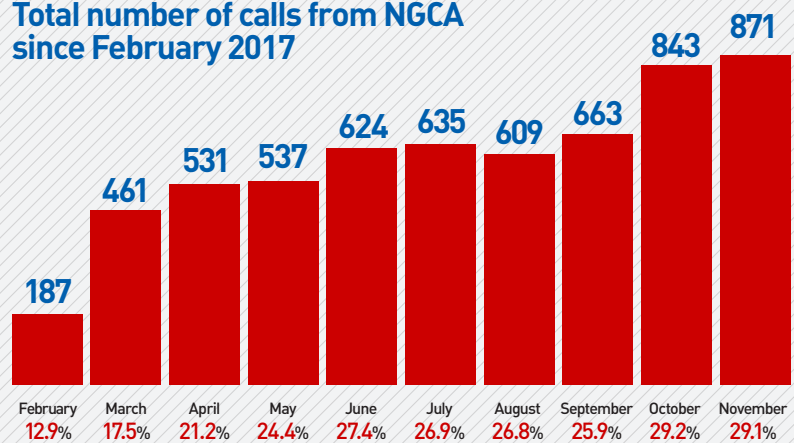
The total number of calls consistently increased, in particular



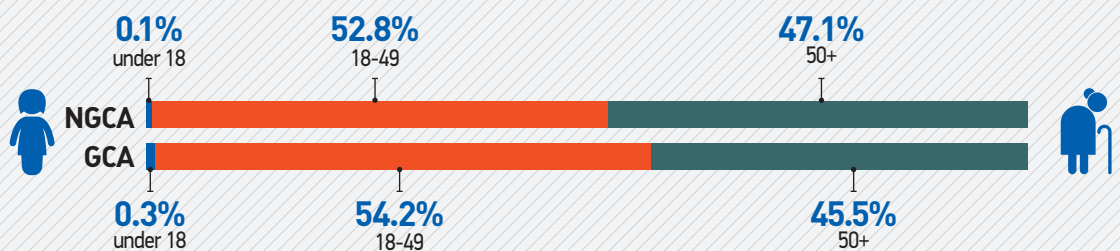
The number of calls from NGCA is becoming larger



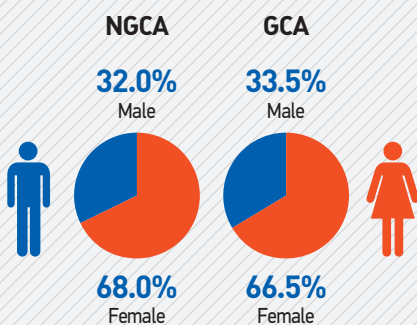
Total number of calls from NGCA since February 2017



### Age distribution

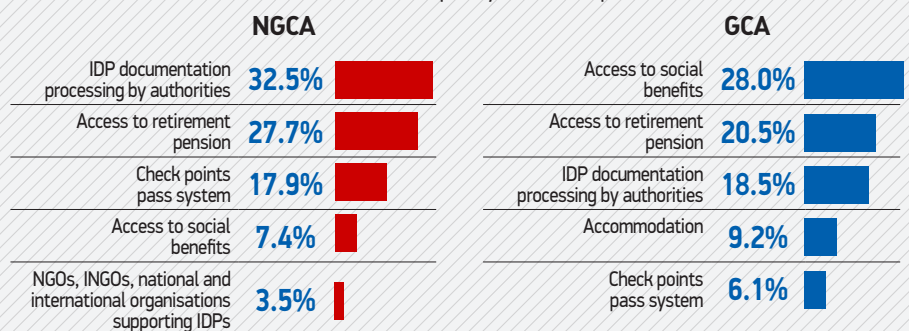


### Gender distribution



### Subject of queries

(most frequently mentioned queries)



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