



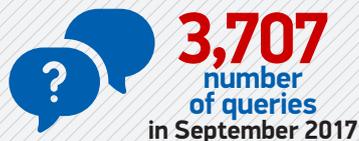
# STATISTICAL DATA ON QUERIES TO IDP ADVICE HOTLINE

## 0 800 30 911 0

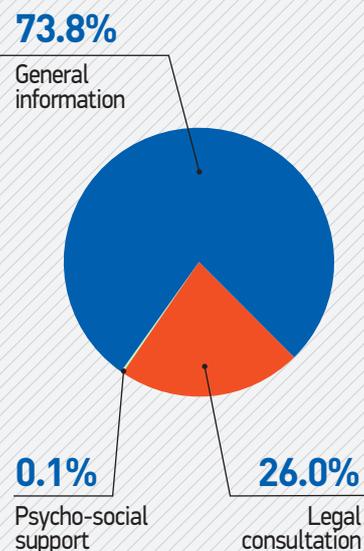
donbasssos.org

September 2017

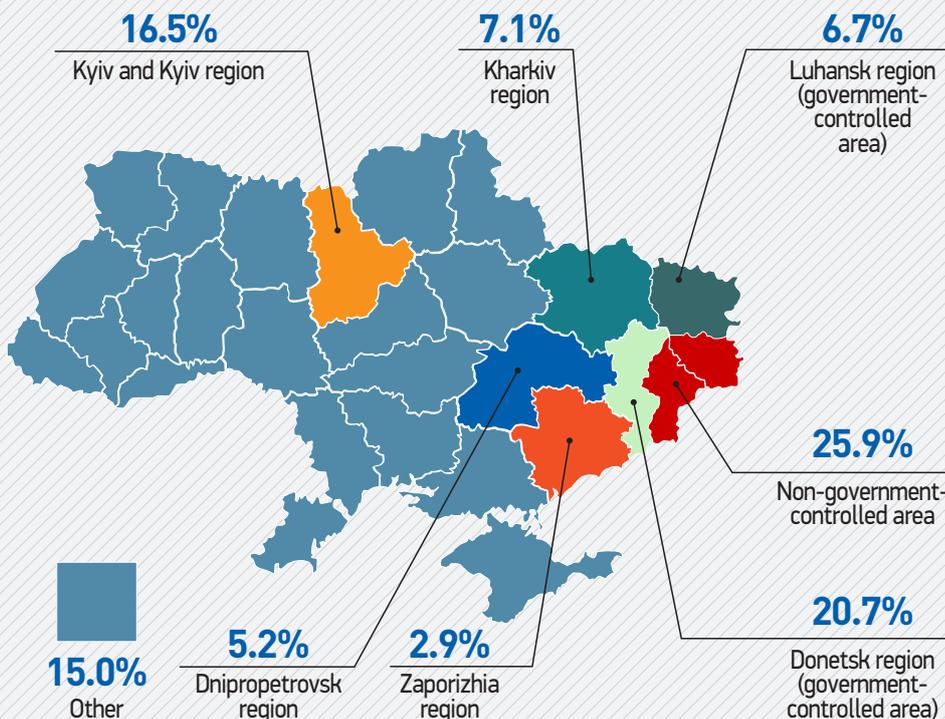
The DONBAS SOS Hotline has been supported by IOM since March 2015 for the purpose of providing impartial, comprehensive, and up-to-date information for IDPs. Since then it has received a total of **53,258** calls.



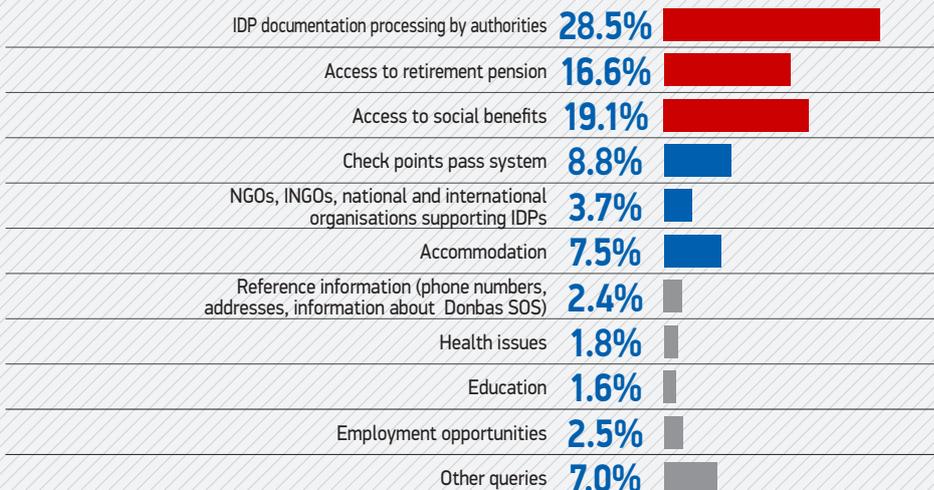
### Type of consultation



### Regional breakdown



### Subject of queries



### Queries about

- Missing family members/family unification ..... 0.3%
- DV and GBV / commercial exploitation ..... 0.1%



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.



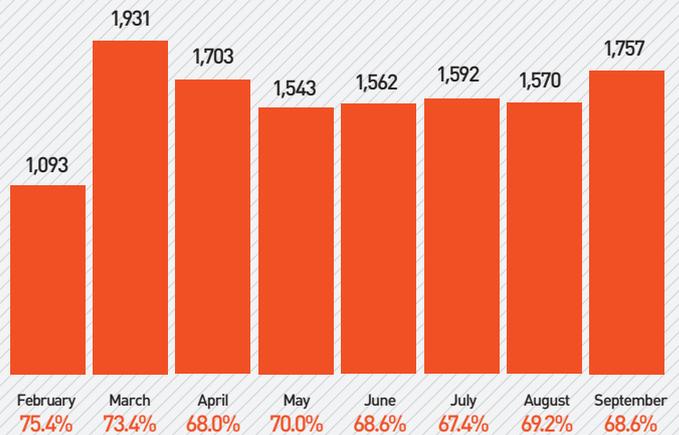
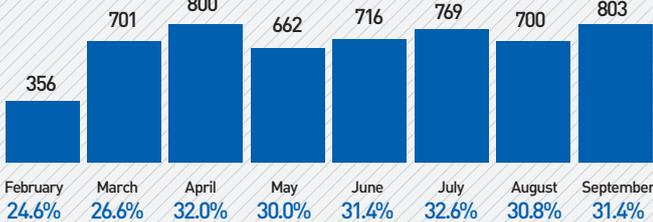
Further analysis was conducted on calls received and disaggregated by gender. The below provides an overview of the total number of calls and subject of queries from males and females.

**The total number of calls consistently increased**



**The share of calls from females was significantly larger throughout the whole reporting period**

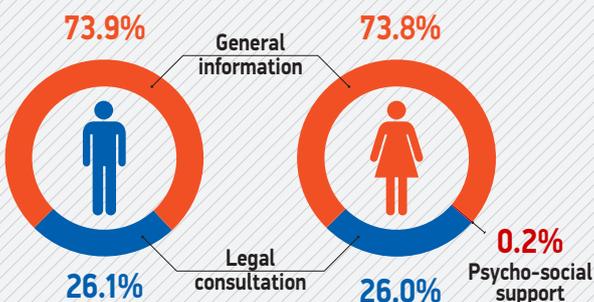
**Total number of calls since February 2017 from males and females**



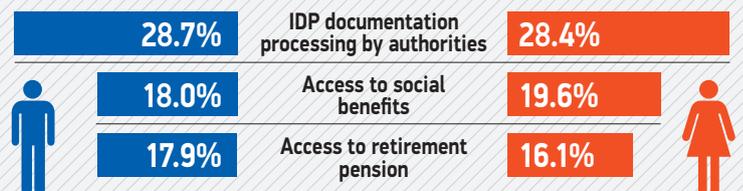
**Age distribution**



**Type of consultation**



**Subject of queries (top 3)**



Generally, the subject of queries did not differ significantly between men and women. However, there is a slight difference, as men more frequently asked about the system for crossing checkpoints between GCA and NGCA, while women asked about IDP support from NGOs, INGOs, national, and international organisations.

