



# STATISTICAL DATA ON QUERIES TO IDP ADVICE HOTLINE

## 0 800 309 110

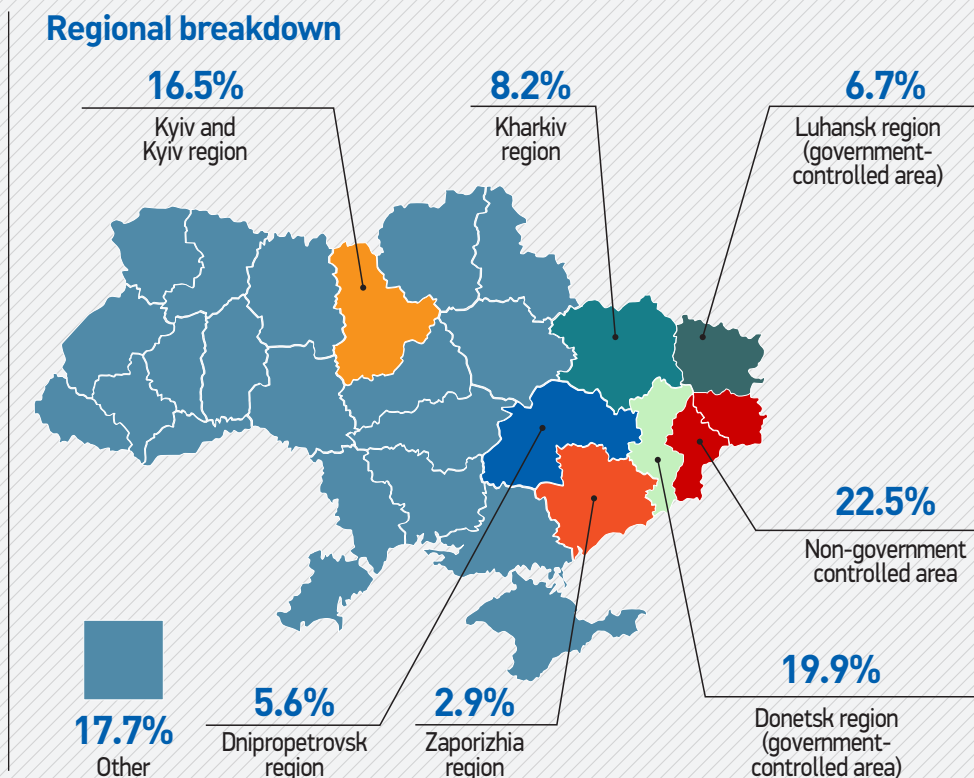
donbasssos.org

May 2018

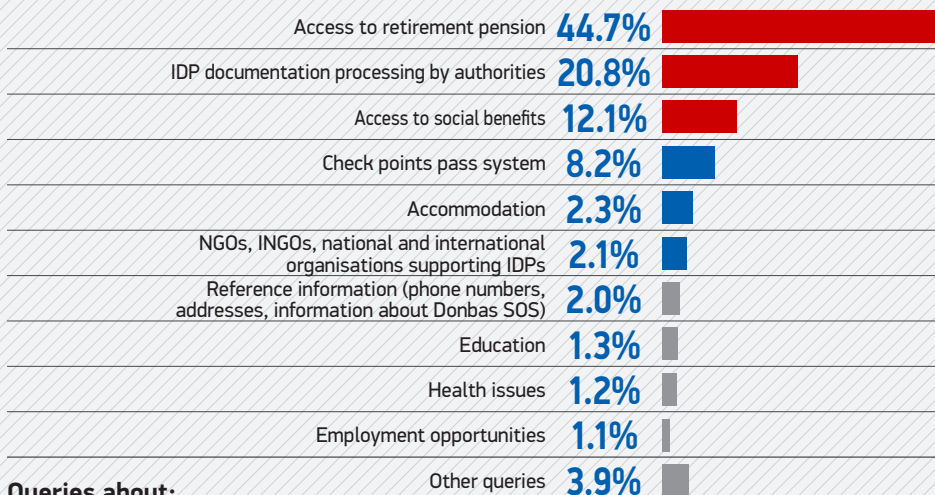
The DONBAS SOS Hotline has been supported by IOM since March 2015 for the purpose of providing impartial, comprehensive, and up-to-date information for IDPs. Since then it has received a total of **71,450** calls.



The share of calls concerning access to retirement pension increased from 11.9% in April 2018 to 44.7% in May 2018, which could be related to changes in the mechanism for verification of IDPs eligibility for pensions currently being introduced by the Pension Fund of Ukraine.



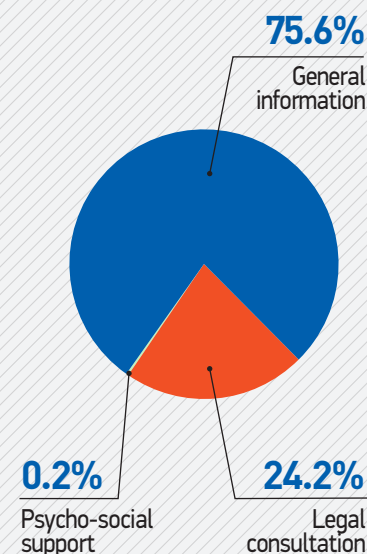
### Subject of queries



### Queries about:

- Stigma, discrimination, social tension ..... 0.1%
- 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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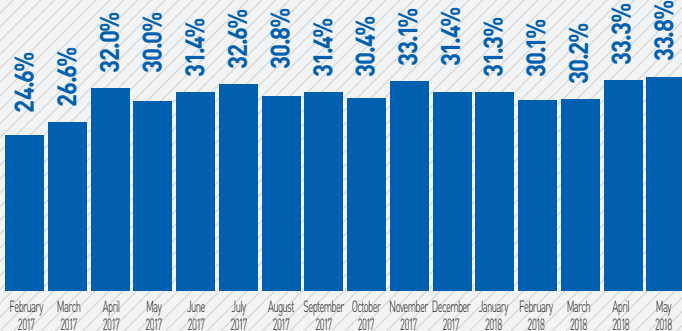
May 2018

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.

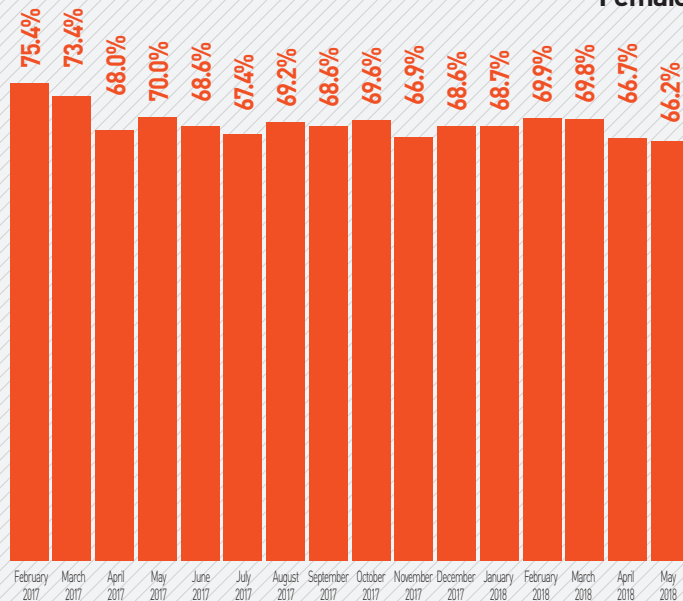


**The share of calls from females was significantly larger throughout the whole reporting period.**

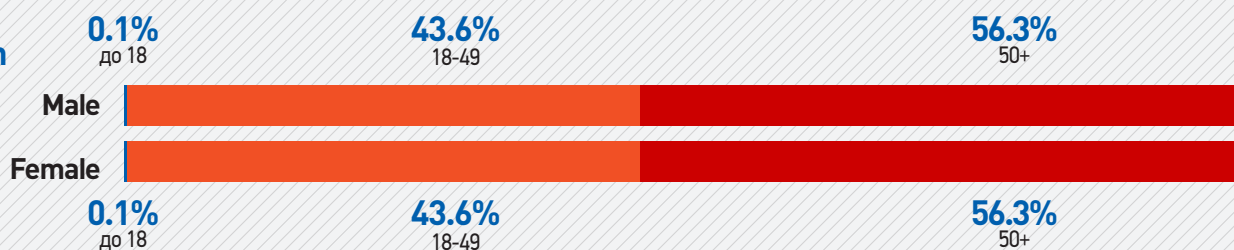
**Male**



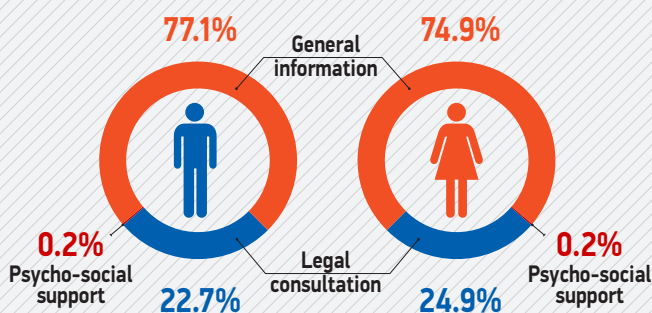
**Female**



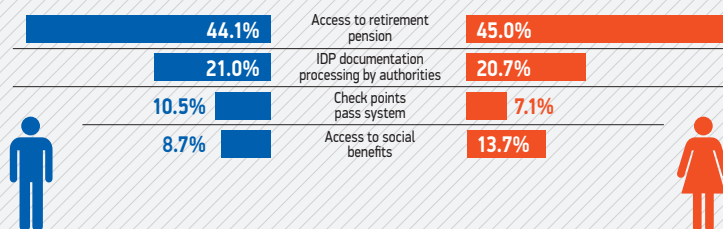
### Age distribution



### Type of consultation



### Subject of queries (most frequently mentioned queries)



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