



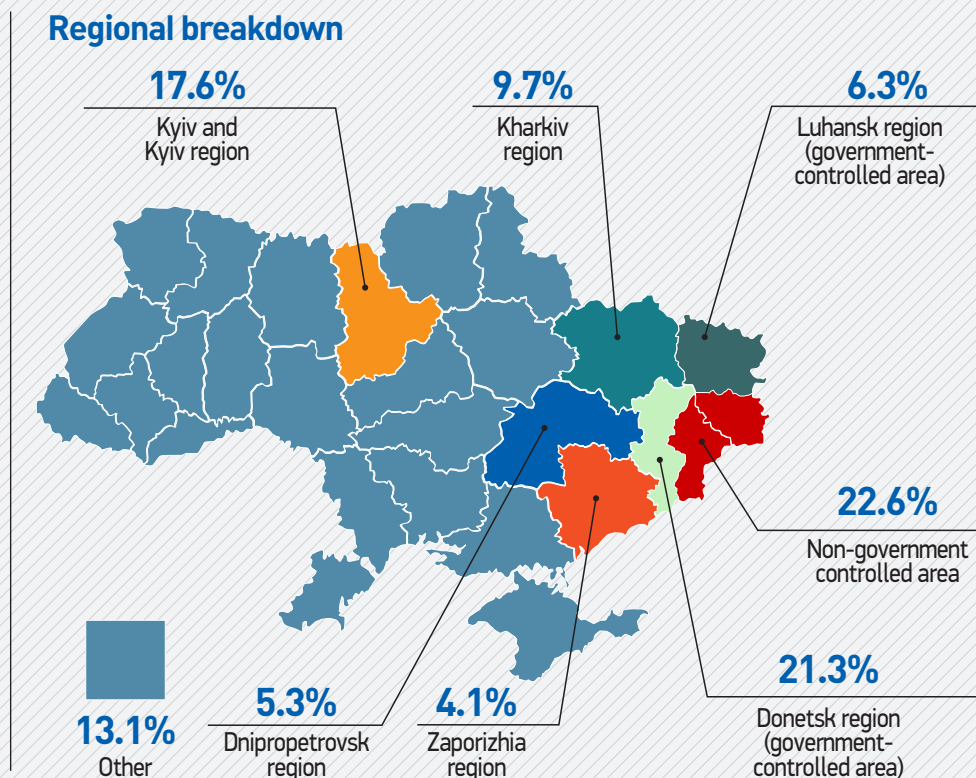
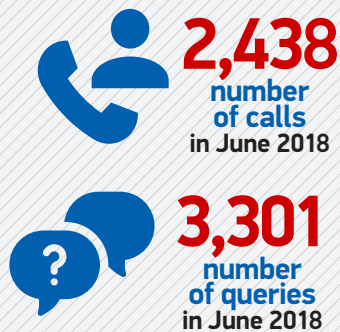
# STATISTICAL DATA ON QUERIES TO IDP ADVICE HOTLINE

## 0 800 309 110

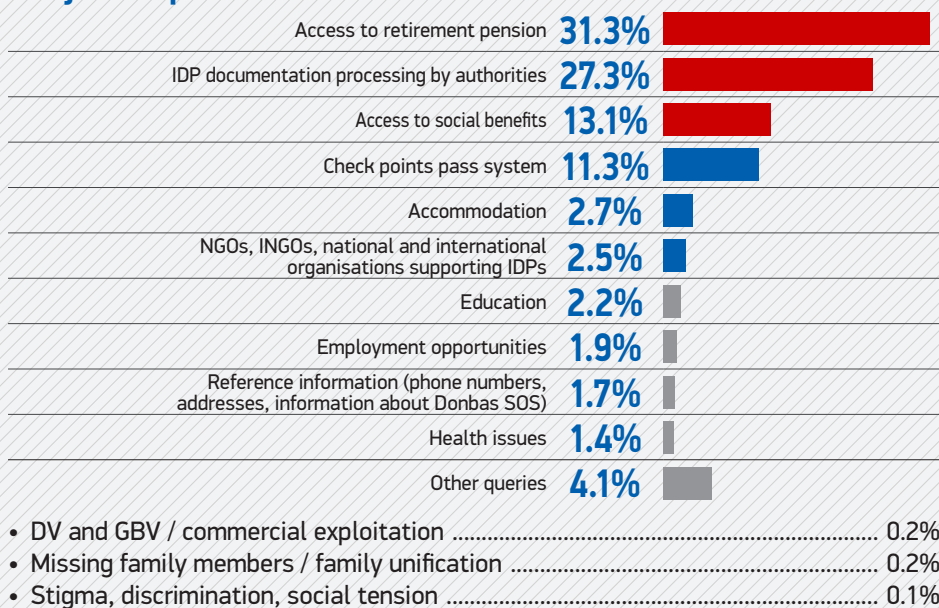
donbasssos.org

June 2018

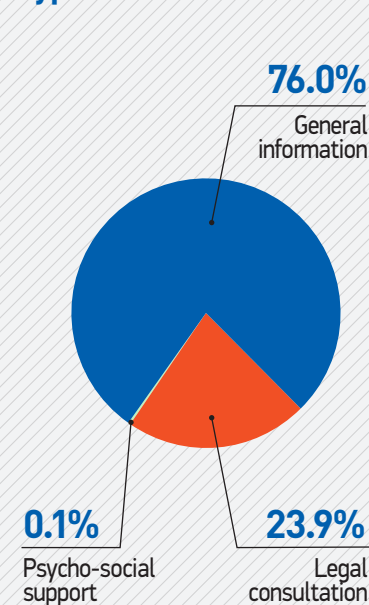
The DONBAS SOS Hotline has been supported by IOM since March 2015 for the purpose of providing impartial, comprehensive, and up-to-date information for IDPs. Since then it has received a total of **73,888** calls.



### Subject of queries



### 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.



# STATISTICAL DATA ON QUERIES TO IDP ADVICE HOTLINE

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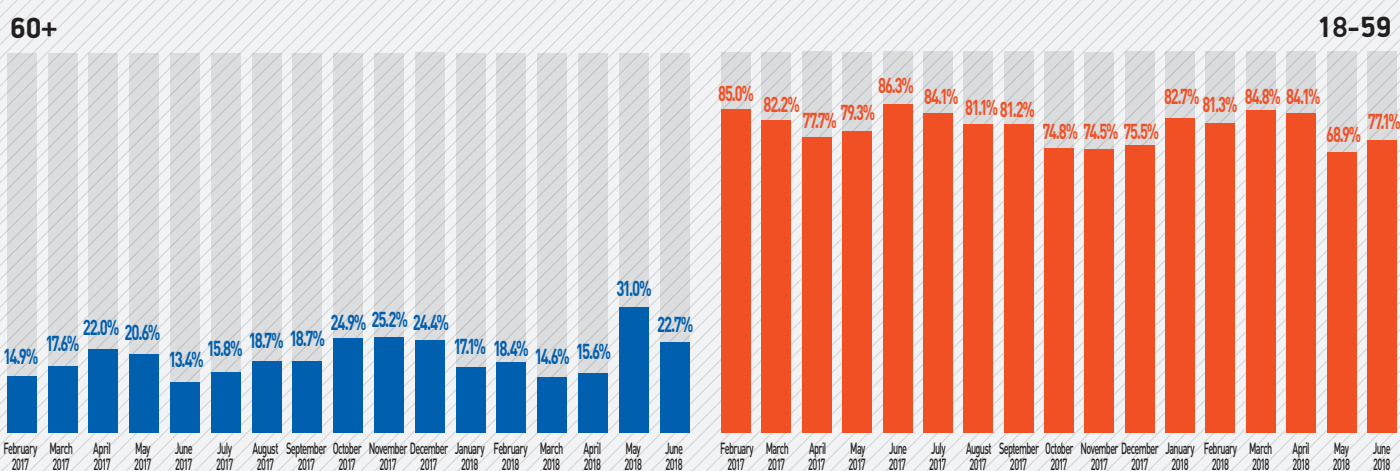
June 2018

Further analysis was conducted on calls received and disaggregated by age. The below provides an overview of the total number of calls and subject of queries from persons aged 18-59 and persons aged 60 years or over.

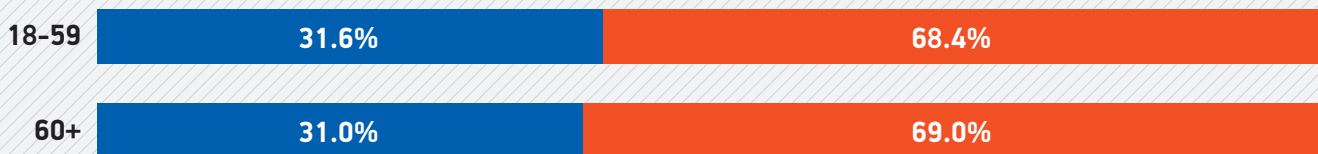


The number of calls from persons aged 60 years or over reached its highest in May 2018, which could be related to changes in the mechanism for verification of IDPs eligibility for pensions have been introduced by the Pension Fund of Ukraine since May 2018.

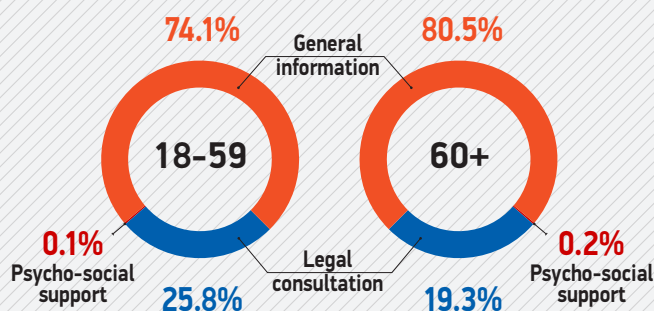
### Calls from age groups 18-59 and 60+ since February 2017



### Gender distribution

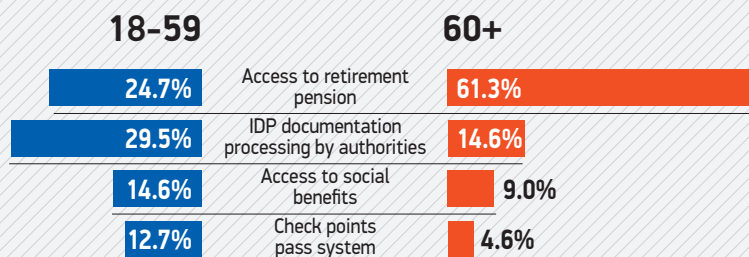


### Type of consultation



### Subject of queries

(most frequently mentioned queries)



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