HOTLINE STATISTICS

AUGUST 2020

NUMBER OF CALLERS: 2 409

NUMBER OF APPEALS: 3 326

Regional distribution

Types of consultations

Representatives of vulnerable groups

Gender division

Subject of appeals

Issuance of documents in government authorities 36%
Procedure of crossing of a demarcation line 23%
Obtaining of pension payments 11%
Access to social payments 8%
Health issues 7%
Education 3%
Living conditions and search for accommodation 3%
Employment issues 2%
Humanitarian aid 1%
Other 6%
Domestic / gender violence 0%

Temporarily occupied territories
of Donetsk and Luhansk oblasts

Donetska oblast (without occupied territories)

Kyivska oblast

Luhanska oblast (without occupied territories)

Kharkivska oblast

Dnipropetrovska oblast

Zaporizka oblast

Others

Informational

Legal

21% per cent of all of them:

6% Persons with disabilities

4% Single parent

4% Multi-children families

AGE

40-49 19.8% 33%
30-39 11.8% 67%
50-59 7% 6%
60-69 0.8% 7%
70-79 0.2% 5%
80+ 0.1% 4%

Female

Male

The operation of the Hotline is provided by the non-governmental organization Donbas SOS with financial support of Switzerland via the Swiss Agency for Development and Cooperation (SDC) and the United Kingdom via the Department for International Development and Cooperation (DFID), in cooperation with Danish Refugee Council – Danish Demining Group (DRC-DDG).