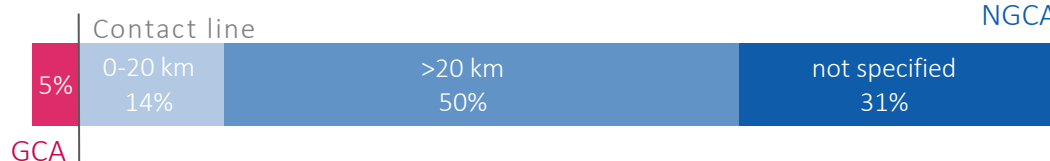


1 130 000 CROSSINGS

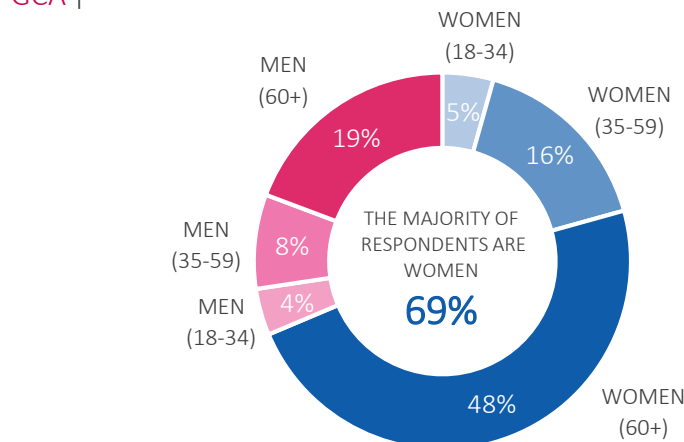
- Marinka EECF was closed for five days due to the shooting on April 5. Red alert mode was imposed, all civilians were evacuated. One SBGS serviceman was wounded. Hnutove EECF was closed due to the reconstruction from April 5 to 8. As the two EECFs did not operate, lines at Maiorske and Novotroitske had increased.
- On April 23 during the road repair works an unexploded mine was found near PUI tent at Maiorske EECF. The EECF continued its operation, the mine was isolated and then removed from the EECF.
- Due to the temperature increase and stuffiness under the sheds, people at Stanytsia Luhanska EECF were fainting (up to 20 persons per week).
- By the end of the month monitors reported about the lack of potable water at Stanytsia Luhanska as the water tanks were not installed yet. Monitors at Marinka EECF noted the lack of technical water: sometimes the water pump cannot cope with the high demand.
- SBGS at Stanytsia Luhanska continues to restrict the movement of people who provide transportation between the GCA and NGCA checkpoints for persons with impaired mobility for a fee. Due to the restrictions these people have to walk a great distance themselves.

CURRENT PLACE OF RESIDENCE



2,127

Individuals surveyed by R2P in April¹



77%

of all respondents were never displaced due to the conflict



6%

of respondents mentioned incidents of not being able to cross the contact line in the six months prior to the time of their survey

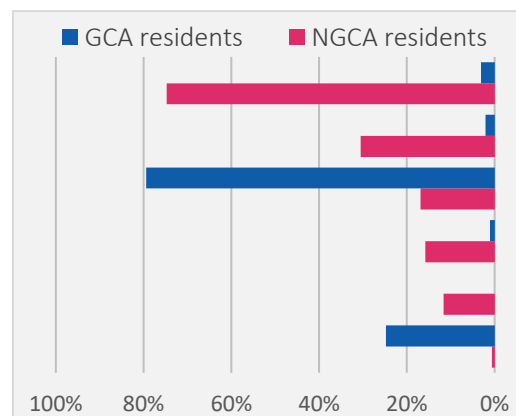


5%

of all respondents were accompanying minors across the contact line

MOST FREQUENT REASONS FOR CROSSING

BY PLACE OF RESIDENCE



Issues related to pensions/social payments

Withdrawing cash

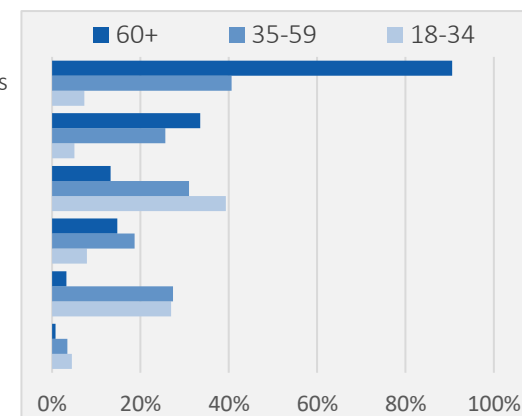
Visiting relatives

Shopping

Solving issues with documents

Checking on property

BY AGE

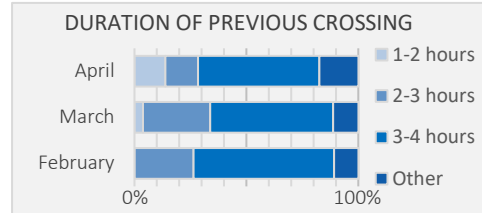
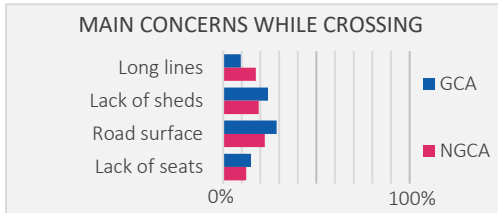


¹The findings of the monitoring should not be generalized to all persons crossing checkpoints in the East of Ukraine.

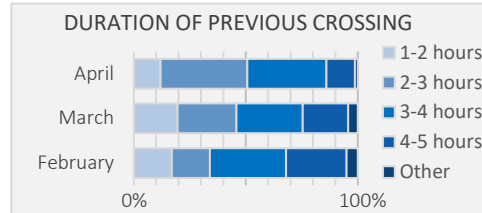
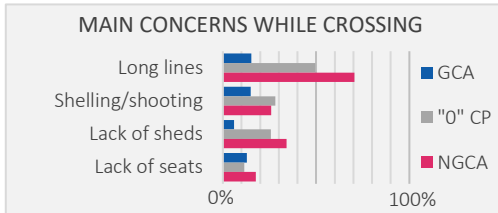
UNHCR and the NGO the Right to Protection (R2P) are grateful for the generous support provided by donors, including the European Union's Civil Protection and Humanitarian Aid Operations (ECHO); the Governments of Canada, Denmark, Estonia, Finland, France, Germany, Italy, Japan, Republic of Korea, Lithuania, Luxembourg, the Netherlands, Norway, Sweden, Switzerland, the United Kingdom (DFID), the United States of America (PRM) as well as Private Citizens who are contributing funds through different UNHCR private associations such as España con ACNUR of Spain and the UNO Flüchtlingshilfe of Germany.

CONCERNS AND DURATION OF CROSSING

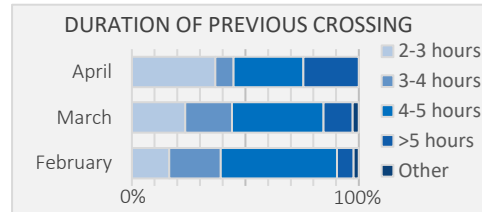
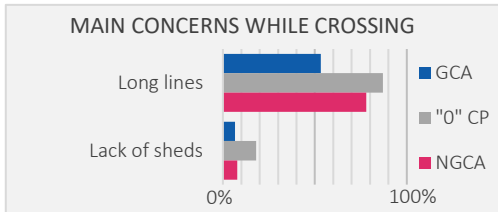
HNUTOVE



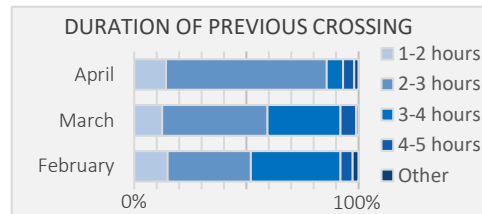
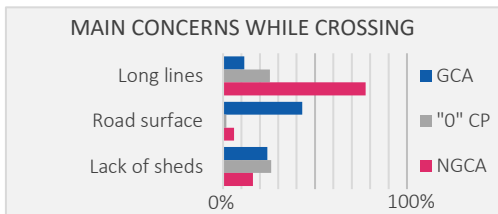
MAIORSKE



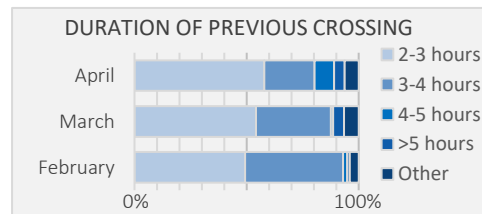
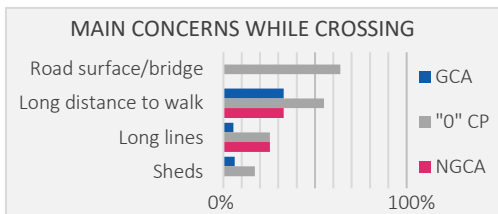
MARINKA



NOVOTROITSKE



STANYTSIA LUHANSKA



INFORMATION AWARENESS

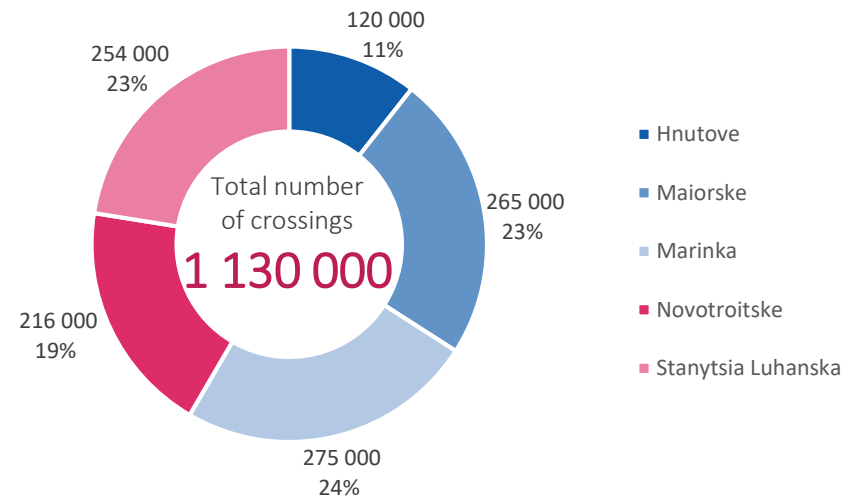
- 61% of all respondents stated that the information provided at the EEC was sufficient, mostly at Hnutove (87%) and Marinka (64%) EECs. **The lowest was at Maiorske (50%) EEC.**
- Respondents mostly requested **contacts to raise complaints (20%)**, additional direction signs (16%) and information about the services available at the EEC (10%).
- 69% of all respondents were not aware of any mechanism for raising complaints** regarding the functioning of governmental entities and/or NGOs.

ABUSE OF POWER

Although respondents did not report any cases of abuse of power, several cases of disrespectful/discriminatory behaviour by SBGS servicemen and policemen were witnessed by the end of the month at Marinka EEC.

For instance, on April 24 a policeman was collecting passports without people's consent, entering the data to the tablet. He explained that the procedure was necessary to check with the "Mirotvorets" database.

NUMBER OF CROSSINGS²



The number of crossings decreased by **16 thousand** in comparison to the previous month. The number of crossing in April 2019 is even to the previous year (April 2018).

²General statistics on crossings are available at the UNHCR dashboard visualizing data from the State Border Guard Service. <https://goo.gl/TZbU8c>