

# CROSSING THE CONTACT LINE:

## January 2020 Snapshot

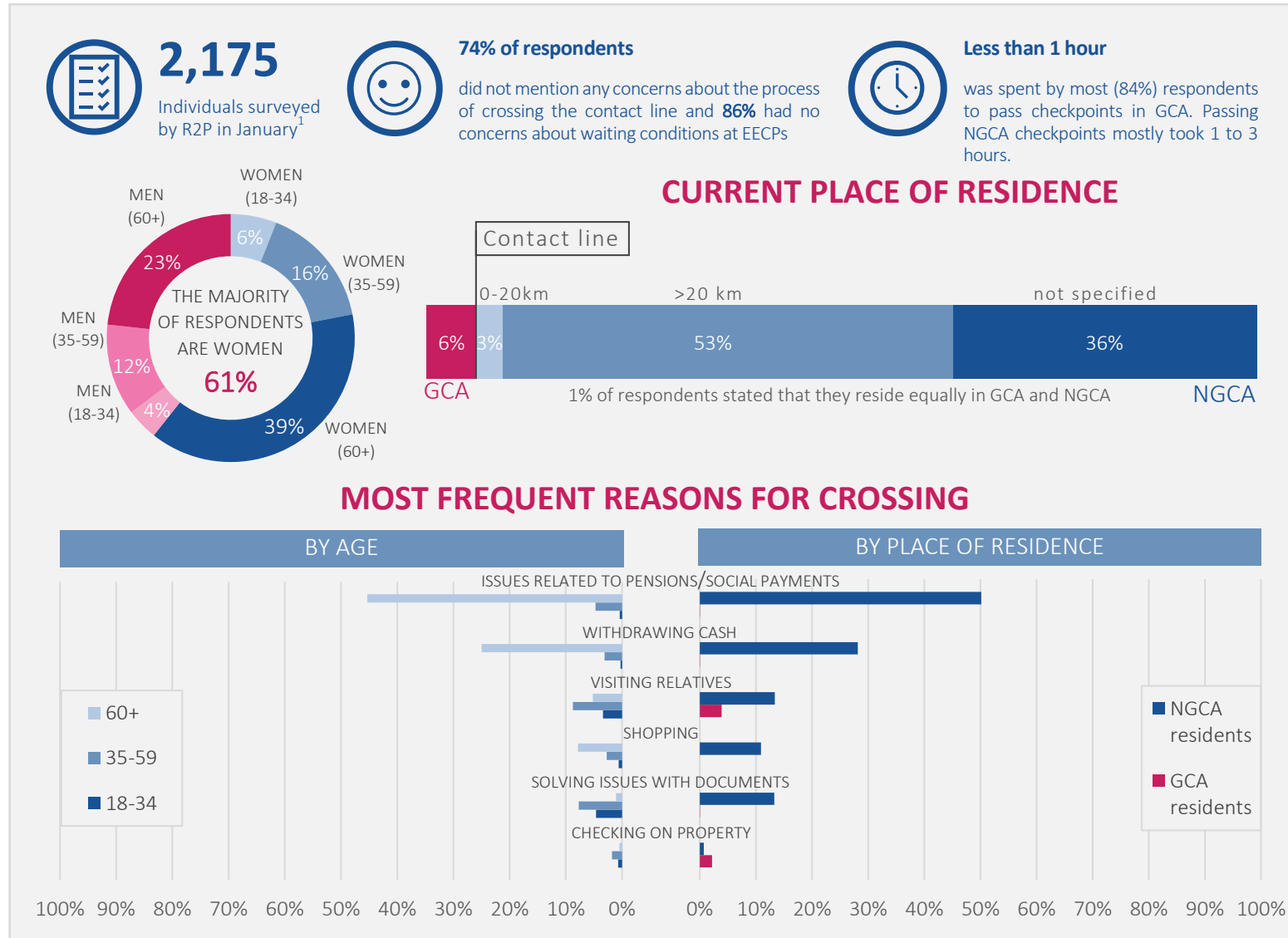
- An 84-year-old man died at Stanytsia Luhanska EECP in the morning of January 21. The preliminary cause of death is unknown. According to the information from public sources, a woman of 75 years old died at "Horlivka" checkpoint in NGCA on January 4.
- The problem of people being unable to return to the NGCA due to being listed in the debtor's register is growing more serious and widespread. In some cases, people remain in the register even after having paid all their debts because of bureaucratic delays and discrepancies. The issue forces people to stay in the GCA, which leads to additional expenditures, problems with employment (people may be fired for long absence), temporary family separation and other issues. R2P monitors reported that the average number of such individuals ranges from 1 per week to 5 per day, depending on the EECP.
- In January, minors over 14 years old without Ukrainian passports had issues while crossing the contact line due to CMU Resolution №815. Minors in this situation, along with their parents or caregivers were transferred to the national police staff at the EECP to file a document, confirming their intention to apply for a passport and explaining why the child did not obtain it before attempting to cross. The State Migration Service certificate of application for passport is required for them to return to NGCA.
- The share of complaints regarding long lines sharply decreased from 53% to 21%. It was most likely caused by a significant decrease in the number of crossings.
- During the month of January, 25,550 vulnerable elderly persons were provided with transportation support at Stanytsia Luhanska EECP by NGO Proliska electric vehicle. According to the monitoring observations, the estimated number of civilians transported by the bus, provided by Luhansk Oblast Administration, was around 125,000.

<sup>1</sup>The findings of the monitoring should not be directly extrapolated onto the entire population of NGCA residents and IDPs as not all of them are travelling through the contact line.

# 1,067,899 CROSSINGS



More statistical data is available on the Eastern Ukraine Checkpoint Monitoring Online Dashboard – <https://www.unhcr.org/ua/en/eeep-monitoring-2020>



\*(N)GCA – (non-)government-controlled areas

EECP – entry-exit checkpoint

CG – Coordination Group

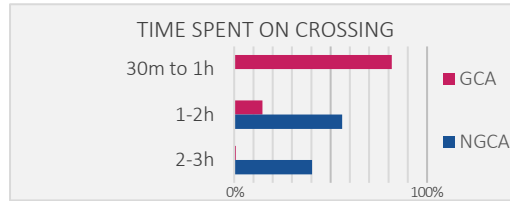
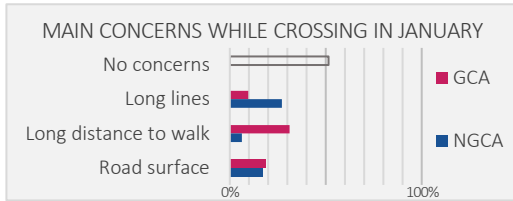
SES – State Emergency Service

SBGS – State Border Guard Service

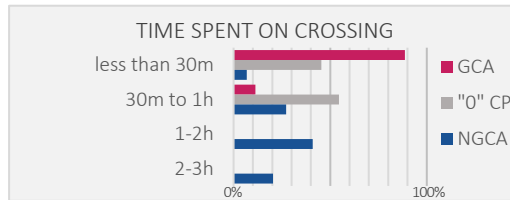
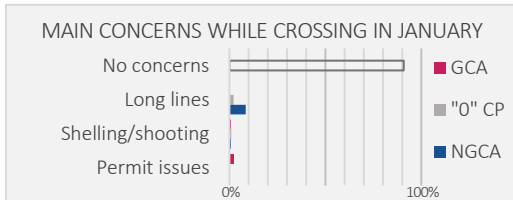
UNHCR and the NGO Right to Protection (R2P) are grateful for the generous support provided by donors, including the European Union's Civil Protection and Humanitarian Aid Operations (ECHO); the Governments of Canada, Denmark, Estonia, Finland, France, Germany, Italy, Japan, Republic of Korea, Lithuania, 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

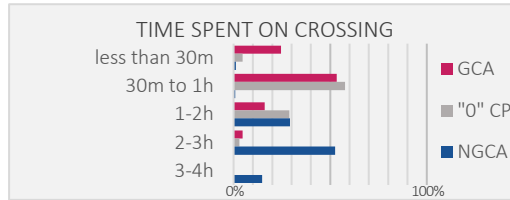
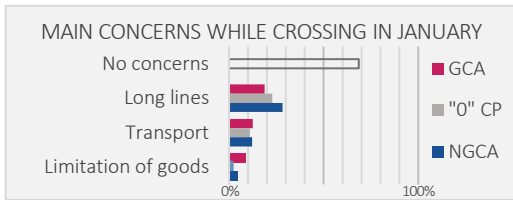
### HNUTOVE



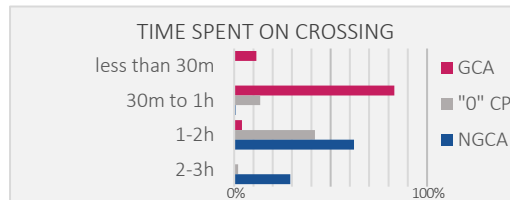
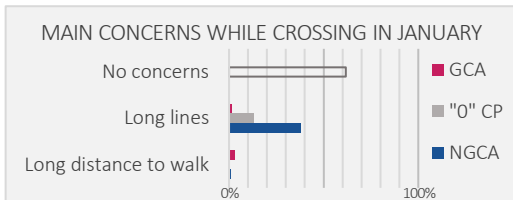
### MAIORSKE



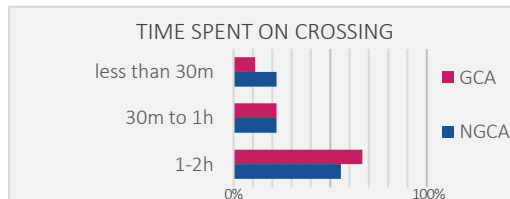
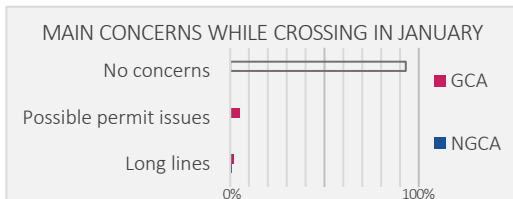
### MARINKA



### NOVOTROITSKE



### STANYTSIA LUHANSKA



## INCIDENTS AND OBSERVATIONS AT EECPS

- SBGS reported 4 incidents (3 at Maiorske and 1 at Novotroitske EECP) when large groups of civilians arrived at the EECP minutes before it was closed. Reportedly, it was caused by NGCA checkpoint staff intentionally protracting the passage. In each case GCA checkpoints extended their operation so that civilians did not stay in the "grey zone" overnight.
- SBGS servicemen continue to confiscate documents issued in NGCA. In one case, a serviceman seized a disability certificate and burned it in front of the woman he took it from.

## ACCESS TO INFORMATION

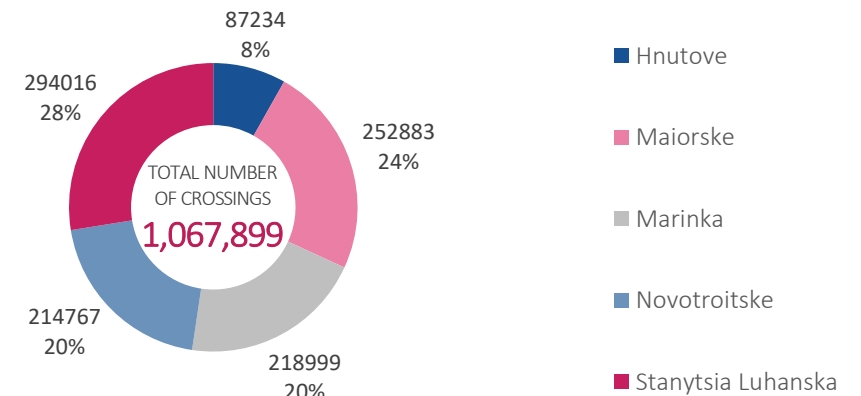
- 69% of all respondents stated that the information provided at the EECP was sufficient, and the highest rate of satisfaction in this metric was at Stanytsia Luhanska (98%) EECP.
- The lowest number of the respondents who stated that their information needs were satisfied was observed at Maiorske EECP (54%).

## CONCERNS WITH WAITING CONDITIONS

- During January, the toilets at Marinka EECP were in a bad condition due to a water pump malfunction. Another problem, relevant for this EECP, was the need for the sanitation pit reconstruction. Most heaters at Marinka EECP were broken, causing occasional freezing of water in pipes.
- Toilets at Hnutove EECP were closed at the end of the month as the janitor resigned and the communal enterprise did not find a replacement. Monitors at this EECP highlighted the lack of a childcare room as an issue after a woman with a 4-month-old infant had to wait for a bus for an hour and had to breastfeed the child in the waiting area full of people.

## NUMBER OF CROSSINGS<sup>2</sup>

The number of crossings dropped by **107,101** in comparison to the previous month. Compared to the previous year (January 2019), the number of crossings increased by **87,899**.



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