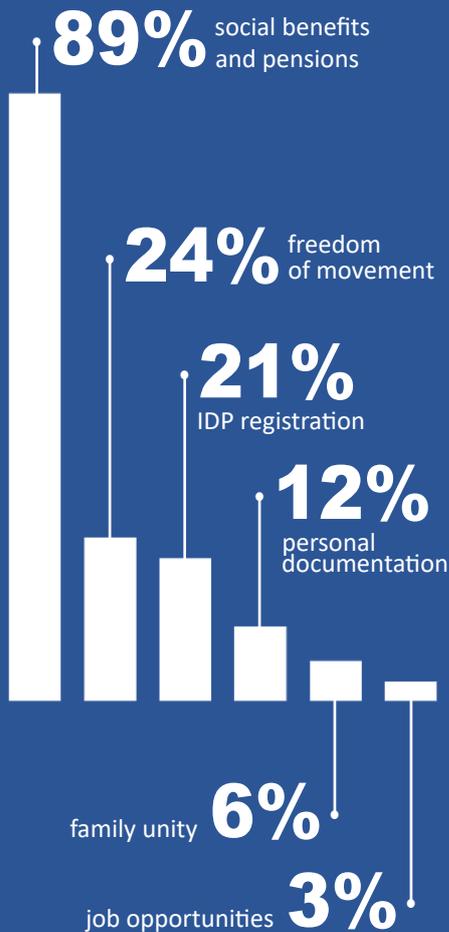


**INTERNALLY DISPLACED AND CONFLICT AFFECTED POPULATIONS  
DIGEST FOR AUGUST 2017**

**2094**

PoCs<sup>1</sup> received legal assistance

**POCS BY TYPE OF ISSUE:**



**488** monitoring visits conducted in 5 Regions

**34** group consultations provided

**1652** PoCs received protection information

**66** PoCs with specific needs received individual protection assistance

**HIGHLIGHTS**

- DoPFs<sup>2</sup> refuse to allocate pensions to IDPs who obtained permanent local residence registration based on procedures and grounds for non-displaced residents. DoPFs assume such persons still have to register as IDPs and undergo verification procedures per Resolution #365 even though these IDPs had grounds to register as local residents. In August, R2P initiated approximately 20 court cases on this issue.
- In mid-August, all offices of the SMS<sup>3</sup> began to update passport photos much faster. Photo

updating now takes a single day when a person provides all required documentation compared with up to two months before.

- Eviction remains an important issue. Out of 28 families R2P has information about, most IDP families at risk are those who are unable to prolong their rental agreements due to considerable debts and rules violations.
- In June-July R2P conducted a survey at the five EECPs<sup>4</sup> to enter the NGCA<sup>5</sup>.

**SOCIAL BENEFITS & PENSIONS**

Payments of social benefits and pensions remain the main concerns for almost 9 out of 10 persons assisted in August. There has been a gradual increase in legal aid consultations on those issues. In August 2017, 89 per cent of R2P legal aid beneficiaries asked for assistance on these issues compared with 82 per cent in July. The key causes of the problems are related to the absence of unified instructions and procedures, incompetence/disorganization among employees of the state and Oshchadbank, as well as a lack of coordination.

**THE ADDITIONAL CONCERNS ARE:**

- DoSPs<sup>6</sup> have different approaches to implementation of amended CoMs<sup>7</sup> Resolution #505 regarding termination of targeted assistance to IDPs whose initial residency was not included in the list of localities in Order #1085. Most DoSPs wait until the end of the 6-month term to terminate assistance. However, some DoSPs terminate assistance from the date the amendments entered force (Donetsk and Dnipropetrovsk Regions). The latter practice was also common in Luhansk Region until they received instructions to wait until the end of the 6-month term to end assistance. It should be mentioned that DoSPs in Dnipropetrovsk and Zaporizhzhia Regions recommend IDPs who have seriously damaged housing provide certificates on damage in order to become eligible for targeted assistance during the next relevant period.
- Certain DoPFs continue to refuse paying pension arrears to IDPs when reinstating payments previously suspended during verification procedures (Dnipropetrovsk Region).

- Inability of IDPs who were displaced within Donetsk Region to obtain targeted assistance due to absence of regulations on compiling reports on damaged housing.
- Inability to obtain targeted assistance for IDPs residing in buildings that are not considered housing premises (Luhansk and Donetsk Regions).
- DoPFs refuse to allocate pensions to IDPs who obtained permanent local residence registration on grounds and procedures for non-displaced residents. In order to obtain their pensions, such persons must register as IDPs and undergo verification procedures according to CoMs Resolution #365. Such cases occur in all five Regions where R2P provides assistance.
- Delays in payments of pensions (Donetsk and Zaporizhzhia Regions), delays in issuance of digitalized pensioner's IDs (over 800 IDPs waiting for 4-5 months in Donetsk Region) due to bureaucratic and technical reasons, as well as insufficient office capacity.
- Long queues hinder IDPs' access to DoPFs in Donetsk Region.
- Certain branches of Oshchadbank continue requiring billable transactions when IDPs undergo physical identification (Zaporizhzhia, Donetsk and Kharkiv Regions).
- IDPs with tuberculosis have to visit DoSPs every 6 months to apply for targeted assistance, which puts their health and the health of others at risk (Zaporizhzhia).
- Persons with limited mobility still face additional problems related to verification and physical identification due to insufficient technical and human capacity at some DoSP and Oshchadbank branches.

<sup>1</sup>PoC — person of concern

<sup>2</sup>DoPF — Department of Pension Fund

<sup>3</sup>SMS — State Migration Service

<sup>4</sup>EECP — Entry-exit checkpoint

<sup>5</sup>NGCA — non-Government-controlled area

<sup>6</sup>DoSP — Department of Social Protection

<sup>7</sup>CoM — Cabinet of Ministers of Ukraine

# FREEDOM OF MOVEMENT

In June-July, R2P conducted a survey at the five EECPs to enter the NGCA. It was a survey of persons crossing the line of contact at the five operating EECPs located in Donetsk (Maiorske, Marinka, Hnutove and Novotroitske) and Luhansk (Stanytsia Luhanska) Regions. The information collected during the survey is supplemented with observations conducted at each EECP. The survey of persons crossing the line of contact was carried out from 6 June to 31 July 2017. The data was collected during regular visits to each of the five specified EECPs on a weekly basis during June and July (35 and 42 visits respectively).

According to the report waiting conditions differ at each checkpoint. Stanytsia Luhanska is the only EECP that has more or less adequate waiting conditions while the rest have a number of problems: insufficient number of amenities or poor maintenance.

Representatives of the SES<sup>8</sup> are present at all EECPs and provide assistance to people crossing the line of contact. Ambulances or doctors are present at all EECPs except for Hnutove,



Marinka EECP

which is the least busy in terms of crossing volume.

More cases of health deterioration were observed during summer months due to heat waves and a lack of sun shades. This resulted in an increasing number of people requesting medical aid from medical staff, the SES and international organizations at EECPs.

## ACCESS TO ADEQUATE HOUSING

IDPs continue to face the same problems concerning accommodation and shelter: **high rent fees** and **high utility costs** which are unaffordable for IDPs with low incomes, causing IDPs to look for cheaper housing with poorer conditions; **high utility costs in certain collective centres**; **lack of affordable housing** in Donetsk and Luhansk Regions in localities close to the EECPs to enter the NGCA, as well in cities and raion centres (rental prices rise due to high demand); **inadequate living conditions** in some collective centres, lack of furniture, lack of water and high temperatures in modular towns due to absence of air conditioning.

Eviction remains an important issue. Some IDPs are unable to prolong their rental agreements: 4 IDP families in a modular town in Kharkiv and 5 IDPs in the collective centre in Nikopol, Dnipropetrovsk Region - due to considerable debts and rules violations; 5 IDP families in Industrialnyi District, Kryvyi Rih - due to unknown reasons. Meanwhile, all IDPs in the facility "Sosnovyi Bor" in Sviatohirsk, Donetsk Region had their agreements prolonged for an additional 3 months. 14 IDP face eviction risk from the collective centre in Chuhuiv, Kharkiv Region as a utility debt lawsuit is proceeding against them (however the court date was postponed). IDPs in the collective centre in Vovchansk, Kharkiv Region are potentially at risk of temporary eviction due to planned repair work.

<sup>8</sup>SES — State Emergency Service

CP	Seats	Sun shade	Toilets	Potable water	Sanitary water	Garbage bins	Information stands
Hnutove	✗	!	!	!	✓	✓	✗
Maiorske	✗	✗	✓	✓	✓	✗	!
Marinka	!	!	✗	✗	✓	✗	✗
Novotroitske	✗	✗	!	✗	✗	✓	✗
Stanytsia Luhanska	✓	!	!	✓	✓	✓	✓

✗ insufficient amount      ! poor condition/inappropriate maintenance      ✓ sufficient and proper

## PERSONAL DOCUMENTATION

Limited access to the SMS continues in Donetsk and Luhansk Regions due to a high number of visitors and insufficient human and technical capacity.

IDPs and persons from the NGCA whose passports were previously issued in what is now the NGCA must undergo additional verification to insert an updated photo into their passports as well as when obtaining biometric passports. Posi-

tive developments were observed in mid-August: all SMS offices began to update passport photos much quicker (in one day when a person provides all required documentation). This improves access to services and rights. At the same time, some SMS offices lack public information materials about the necessity of providing certain documents, which forces uninformed persons to make repeated visits to the SMS.

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