During the month, crossing the contact line remained possible only through two EECPs: Novotroitske in Donetska Oblast and Stanytsia Luhanska in Luhanska Oblast, at a level considerably below the pre-COVID period.

On 25 November, the Cabinet of Ministers adopted Resolution No. 1161 with the aim of legally regulating the procedure for crossing the contact line through temporarily closed EECP for cases of humanitarian nature. Such grounds are recognized as:

- Return to place of residence;
- Family reunification;
- Serious illness;
- Death of close relatives;
- The need to provide medicines or undergo treatment;
- Departure from NGCA for permanent or temporary residence in another state;
- Crossing the EECP by a child accompanied by one of the parents;
- Crossing the EECP for the purpose of visiting an educational institution for training;
- The need to ensure the protection of national interests or in connection with the fulfillment of international obligations by foreign diplomats;
- Acceptance of inheritance.

No change in the crossing process was observed on the ground following the release of the resolution.

During the month of December, 8,222 vulnerable elderly persons were provided with transport support at Stanytsia Luhanska EECP by the NGO “Proliska” e-vehicle.

The findings of the monitoring should not be directly extrapolated to the entire population.

Percentage calculated within each group (NGCA/GCA or age groups)

1. 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.
MAIN CONCERNS WHILE CROSSING

<table>
<thead>
<tr>
<th></th>
<th>GCA side</th>
<th>Zero CP</th>
<th>NGCA side</th>
<th>All respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Possible issues with a permit</td>
<td>58%</td>
<td>25%</td>
<td>2%</td>
<td>60%</td>
</tr>
<tr>
<td>Confiscations/restrictions on carried goods</td>
<td>1%</td>
<td>1%</td>
<td>2%</td>
<td>0%</td>
</tr>
</tbody>
</table>

COVID-19 SPECIFIC QUESTIONS

- People are wearing masks inappropriately: 64%
- Physical distance in the queue: 63%
- Public transport is crowded: 5%
- Other: 4%
- I don’t remember / I don’t know: 3%
- Lack of a sanitizer: 1%
- Service staff don’t wear masks: 1%

Types of difficulties while installing the “Vdoma” app

- Internet connection problems at the EEC: 55%
- Problems with mobile connection at the EEC: 48%
- Installation of the app took over half and hour: 25%
- Inappropriate operating system: 11%
- Did not receive SMS notification: 7%
- I needed to buy an additional SIM-card: 7%
- Problems with PlayMarket: 7%
- Other: 2%

DONETSKA OBLAST

- In December, about 443 people were authorized to cross to the GCA at the Novotroitske EEC and about 893 people crossed the contact line to NGCA. Novotroitske EEC remained the only EEC in Donetsk Oblast where it was possible to cross the contact line based on lists established by de-facto authorities in NGCA. The passage of people was conducted every Monday and Friday. The process of crossing was the same as in the previous month: people need to be placed on a list, compiled by de-facto authorities in NGCA. It entails a complex procedure of document submission.

- On 16 December, at Novotroitske EEC in Donetsk Oblast has been opened a multifunctional service centre with offices of ASC, Oschadbank, and “Nova Poshta”, a baby care room, a pharmacy, a shop, and a paramedic point.

LUHANSKA OBLAST

- In December, over 21,000 people crossed the contact line to GCA and over 25,000 people to NGCA at Stanytsia Luhanska EEC. The EEC has been opened without interruption throughout the month. To prevent people from being stuck in the grey zone, SBGS was checking NGCA residence registration of people crossing to the NGCA side, which de facto authorities require for entering the NGCA.

- Casualty at EEC: On December 15, as a result of pandemonium at Stanytsia Luhanska EEC, a woman born in 1950 who was crossing the contact line was knocked down by the crowd. She twisted her leg severely and had to be transported to the hospital.

NUMBER OF CROSSINGS IN DECEMBER

The number of people crossing the contact line increased in December compared to November by 37 percent due to the full-fledged work of Stanytsia Luhanska EEC: 47,336 and 29,184 respectively. The total number of crossings in December 2020 represents only 3.96 percent of the total numbers of crossings recorded in December 2019.