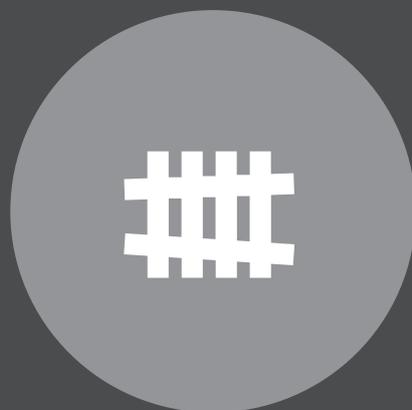


REPORT



**BASED ON RESULTS
OF A MONITORING
OF TRANSPORT CORRIDORS
ACROSS THE CONTACT LINE
IN DONETSK AND LUHANSK
REGIONS**

AUGUST 11-20, 2016

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GLOSSARY

Contact line – symbolic line between controlled and uncontrolled territories of Donetsk and Luhansk regions;

Coordination center (CC) – is a regime and economic activity unit on territories close to the contact line, which was established under operative headquarter of Antiterrorist operation (hereinafter - ATO) management , with a goal to coordinate work of coordination groups and permitting process regarding natural and legal persons (hereinafter - persons), transport vehicles; the unit includes representatives of the Security Service of Ukraine (hereinafter - SSU), Armed Forces of Ukraine, Ministry of Internal Affairs of Ukraine (hereinafter – MIA), National Guard of Ukraine (hereinafter – NGU), State Border Guard Service of Ukraine (hereinafter – SBS of Ukraine), State Fiscal Service of Ukraine (hereinafter – SFS of Ukraine);

Coordination group (CG) – is a regime and economic activity units on territories close to the contact line, which was created under departments (divisions) of the MIA of Ukraine in regions (cities), aimed at timely and qualitative check of persons, who showed a need to cross the contact line within Donetsk, Luhansk regions and organization of permitting process regarding natural and legal persons, transport vehicles and cargos; the unit involves representatives of SSU, the Armed Forces of Ukraine, MIA, NGU, SBS, SFS;

Entry/exit check point (EECP) – special territory of the second frontier within a road corridor with a number of buildings, special, engineering, defensive constructions and technical facilities, where the control is fulfilled by control bodies and services of Ukraine and where people, transport vehicles, cargos and other stuff can enter/exit uncontrolled territory;

(N)GCA – (Non-)Government-Controlled Areas;

Permit (natural person permission) – decision, made by a relevant unit responsible for regime and economic activity on territories close to the security belt across the contact line, on crossing the contact line by natural persons within acting enter/exit control posts, which provides data on persons for a digital register;

Transport (road) corridors (railway and automobile) – main directions within controlled territories of Luhansk and Donetsk regions, equipped with traffic signs and information boards from the contact line to enter/exit control posts;

“Zero” checkpoint – the closest checkpoint on the contact line behind which is a checkpoint of the opposite side.

GENERAL REVIEW OF THE SITUATION

Because of military aggression of the Russian Federation in Crimea and Donbas those regions faced a number of new nonstandard problems, among which are obstacles of freedom of movement.

Headquarter of the Antiterrorist Center under the Security Service of Ukraine authorized Temporary Order by the order number 27-og on January 22, 2015. The order regulates crossing of the contact line. Temporary order introduces a permit (permission) system, according to which every person, who wants to cross the contact line in the East of Ukraine, has to get preliminary permit, what proved to be a source of bureaucracy and corruption.

As on September 2016 five transport corridors work permanently: Luhansk – Stanytsya-Luhanska, Gorlivka – Bahmut (Artemivsk), Donetsk – Karahove, Donetsk – Volnovaha, Novoazovsk – Mariupol.

According to the State Border Guard Service of Ukraine the contact line is crossed every day by 25 – 35 thousand people. In 2015 the numbers were about 10 thousand a day at the same period. Nothing shows that the number of people crossing the contact line will reduce, at the same time there is no reliable information on prospects of the new EECs opening, despite the fact that operating mode of EECs in autumn (11.5 hours a day) and in winter (9 hours) significantly reduces comparing to summer (14 hours). Unfortunately, in such conditions there is no answer to the question how to satisfy needs of all people, who want to cross the contact line in autumn and winter.

It is noteworthy, that only one transport corridor across the damaged bridge in Stanytsya Luhanska works in Luhansk region. Transport corridors in Shchastya and Zolote haven't operated since the beginning of 2015. Despite stereotypes saying that residents of Luhansk region make almost a half of people, who cross "Zaytseve" EEC (in Donetsk region), we made a conclusion, based on observations of license plate numbers, that there are 64% of transport vehicles with Donetsk plate numbers and only 26% with Luhansk numbers (9% - license plate numbers of other regions). Absence of the full-fledged EEC in Luhansk region resulted in faster growing, comparing to Donetsk region, gap (alienation) among residents of uncontrolled areas of Luhansk region and territory controlled by Ukraine, what would result in more difficult integration of population after renewal of constitutional order on uncontrolled territories.

MONITORING METHODOLOGY

Goal. Ensure realization of the rights to freedoms of movement, optimize existing contact line crossing system and access to frontline settlements from the GCA.

Time. Monitoring was implemented in a period from 11.08.2016 to 20.08.2016.

Place. All transport corridors (only on controlled territory), established by the Temporary order, authorized by the order number 415 as on 12.06.2015:

- “Gnutove” EECP (Mariupol city, Pishchevyk village);
- “Novotroitske” EECP (Volnovaha city, Novotroitske village, Berezove village);
- “Maryinka” EECP (Kurahove city, Maryinka city);
- “Zaytseve” EECP (Bahmut city, Zaytseve village, Mayorsk village);
- “Zolote” EECP (Zolote city);
- “Stanytsya Luhanska” EECP (Stanytsya Luhanska village).

Objects:

- transport corridors, where pedestrians and transport vehicles cross the contact line;
- work areas, where people, who cross the contact line, are checked by representatives of the State Border Guard Service of Ukraine, State Fiscal Service of Ukraine and Security Service of Ukraine (representatives of coordination groups);
- transportation;
- basic infrastructure: toilets and their conditions, access to drinking water, provision of medical aid, information placement (including information about danger), defense constructions and shelters in case of shelling;
- additional infrastructure: banks, pharmacies, shopping capacities;
- work of international and non-governmental organizations.

Instruments. Monitoring was realized by interviewing representatives of services, involved into organizations of EECPs work, questioning people, who cross the contact line and those, who is connected to crossing the contact line (representatives of humanitarian organizations, traffic controllers on bus stations, taxi drivers, bus drivers, workers of the Oshchadbank, etc.), visual observation of the monitoring objects and services usage (water taste test, toilets visits, money withdrawal, etc.).

Regularity. In 2016 same monitoring is implemented by the Charitable Foundation “Vostok-SOS” each two – maximum three months, in 2015 they were implemented almost every month. We reduced intensity of monitoring because situation has stabilized and started to change slower and because the Headquarter of the ATC under the SSU became less loyal and closed to cooperation with public organizations in questions relating the contact line crossing, what causes lower effectiveness of monitoring results usage and less possibilities for recommendations realization, made according to aftermaths of monitoring.

TRANSPORTATION

“Gnutove” EECP. The EECP is serviced by Mariupol railway station, which is 30 km away the EECP. Two pairs of passenger trains to Kyiv and Lviv and three pairs of commuter electric trains to Volnovaha run from Mariupol. Buses from Mariupol to the EECP run from “Iskra” Culture House and from the bus station (departure time from the bus station: 7:45, 8:45, 10:00, 11:15, 12:00, 13:00, 14:15). Buses from the EECP also go to uncontrolled territory – Novoazovsk, Telmanove, Donetsk, Makiyivka and Snizhne.

“Novotroitske” EECP. The EECP is serviced by Volnovaha railway station, which is 20 km away the EECP. Two passenger trains run through Volnovaha: Mariupol-Kyiv and Mariupol-Lviv. Moreover, there are three pairs of commuter electric trains to Mariupol and two pairs of commuter diesel trains to Komyshe-Zarya. Buses from Mariupol bus station depart to the EECP at 6:30, 7:00, 7:30, 8:30, 12:30, 13:15 and 13:45 and cost 80 hrn. Buses from Volnovaha bus station depart to the EECP at 6:30, 6:50, 7:20, 8:20, 9:00, 9:30, 10:30, 11:00, 11:40, 12:20, 13:00, 13:40, 14:20, 15:00 and cost 50 hrn. A fare from the EECP and “Berezove-2” “zero” checkpoint is 15 hrn. Buses from the EECP also go to uncontrolled territory – Donetsk.

“Maryinka” EECP. The EECP is serviced by Krasnoarmiysk railway station, which is 65 km away the EECP. Two pairs of passenger trains shuttle between Krasnoarmiysk station, Kyiv (Intercity) and Dnipropetrovsk. Also, the EECP is on a way of four pairs of electric trains from Avdiivka to Chaplyne. Alternative station is Volnovaha (it is also 65 km from the EECP). Buses depart from Kurahove bus station starting at 6:00 to 17:00 every 30 minutes and the fare is 66,11 hrn. Buses from Selidove and Pokrovsk operate in the area too. Buses from the EECP also go to uncontrolled territory – Donetsk.

“Zaytseve” EECP. The EECP is serviced by Artemivsk-2 railway station, which is 8 km away the EECP. One passenger train shuttle between Artemivsk-2 and Kharkiv, there are also commuter trains to Krasny Liman (three pairs), Svyatogorsk (two pairs) and Kurdyumivka (three pairs). Kostyantynivka station is also very popular, it is 30 km away the EECP. There are four trains shuttling between it, Kyiv (three trains, including one bullet train) and Odesa. Commuter trains operate there as well: six pairs to Fenolna, one pair to Slovyansk, one pair to Gavrylivka, four pairs to Krasny Liman, one pair to Izyum. Buses to the EECP depart from the local commuter train station from 6:00 to 18:30, they leave upon filling up with passengers, the fare is 10 hrn. Buses shuttle between the EECP and “Mayorsk” “zero” checkpoint, the fare is 15 hrn. Buses from the EECP also go to uncontrolled territory – Gorlivka, Makiyivka, Enakievo, Donetsk and cities of Luhansk region.

“Zolote” EECP. The EECP is serviced by Lysychansk railway station, which is 35 km away the EECP. Three pairs of passenger trains shuttle between Lysychansk and Kyiv (one pair), Lysychansk and Kharkiv (two pairs). Diesel commuter trains operate there as well: five pairs to Popasnaya, one pair to Pereyizna, one pair to Rubizhne and five pairs to Svatove. While the EECP is not functioning, there are no direct busses, but there are some that drive past it – busses to Zolote-4 (“Rodina” mine). Temporary there are no busses from the EECP to uncontrolled territory.

“Stanytsya Luhanska” EECP. The EECP is serviced by Kindrashevska-Nova railway station, which is 6 km away. This railroad line is not connected to the general railway system of Ukraine and there are no passenger trains, but there is one diesel commuter train to Lantrativka, which drives past five agricultural areas and is of great social significance. Long-distance passenger traffic is carried out from Rubizhne station (Popasna-Lysychansk-Svatove-Kupiyansk railroad line), which is 145 km away the EECP. The EECP is far away from big cities, that is why busses shuttle from all over the region: from big cities (Severodonetsk, Rubizhne) and from small remote regional centers (Troyitske, Bilokurakine, Milove and others), but still their frequency is very low. Buses from the EECP also go to uncontrolled territory – to Luhansk.

It is noteworthy that EECPs can be divided into two groups: simple (where distance from an EECP to a “zero” checkpoint can be walked across): “Stanytsya Luhanska”, “Zolote” and in most cases “Gnutove” (there is an alternative bus, which run to Mariupol, but it is not frequent) and complex (people can reach a “zero” checkpoint only by a vehicle): “Novotroyitske” – “Berezove-2” checkpoint, “Maryinka” EECP – “Oleksandrivka” checkpoint and “Zaytseve” EECP – “Mayorsk” checkpoint.

Private drivers, who provide transport services between EECs and “zero” checkpoints, work not good (despite the fact that they got permits from the Donetsk regional military-civil administration): they set pretty high fares for relatively short distances, while busses depart overcrowded instead of making more routes. At the “Berezove-2” “zero” checkpoint we saw a bus, which was full, including a standing room, but stayed still because the driver was waiting for more passengers. At “Maryinka” EEC busses stop working at 18:00 leaving pedestrians, who need to go. People at the “Mayorsk” “zero” checkpoint barely fit to the last bus.

Logistic centers. Two logistic centers are in “Novotroitske” EEC and between “Zaytseve” EEC and “Mayorsk” “zero” checkpoint. Millions of hryvnas were spent to build them, but centers didn’t live up to the expectations and are not popular among the population. At the moment logistic centers are empty and the only thing that operates there – mobile office of the Oshchadbank; centers don’t sell products and don’t provide administrative services. Prices on controlled and uncontrolled territories differ just a little, only few people go to controlled territory to buy something, but if they do, they go only for those products, which are impossible (or hard) to find on uncontrolled territories (products on uncontrolled territories are made by local producers or exported from Russia, because Ukraine imposed a trade embargo on uncontrolled territories). SFSU checks products, which enter uncontrolled territory on general terms, what makes it unprofitable for small producers. During a year of work logistic centers haven’t started to provide administrative services to population, including passport services of the State Migratory Service, notary services, services of the Pension Fund of Ukraine, etc. To get to the logistic center people have to wait in a queue. Moreover, busses don’t even stop near the centers. Those are only main reasons of their failure.

EQUIPMENT OF TRANSPORT CORRIDORS

At the beginning of the year 2016 the UN Office of the High Commissioner for Human Rights on refugees provided materials for awnings in “Gnutove”, “Zaytseve”, “Maryinka”, “Novotroitske” and “Stanytsya Luhanska” EECPs. Respective awnings were constructed by officers of those services, which are responsible for EECPs. Those awnings are set in all five working EECPs and meet minimum requirements in sunlight protection and protection against rainfall runoff for people in queues. However, in some places, for example, in “Novotroitsk” EECP it makes sense to build additional zigzag awning of 15 meters, in “Maryinka” and “Stanytsya Luhanska” EECPs awnings near posts were damaged from the side of uncontrolled territory. We also want to underline operative work of the State Emergency Service of Ukraine. On August 19, 2016, during the monitoring we recorded repairing works, on August 20, 2016, during another monitoring we saw that the awning had been repaired.

Comparative table of the main data on services provided by EECPs			
	Toilets	Water	Medical help
«Gnutove»	Good. There are three wooden toilets on the exit side. They are cleaned by officers of the SBSU. There are three more toilets on the entry side, which are worse.	Satisfactory. No public tanks with drinking water were detected. Civilians can get clean water from a draw well or in the SBSU's tent (that water has earthy taste).	Poor. There is no medical officer, but if necessary people can get first aid. Ambulance refuses to go to the EECp.
«Novotroitske»	Satisfactory. There are about 20 toilets along the transport corridor (bio and wooden), but they stink. International Red Cross Committee (LeComitéinternationaldelaCroix-Rouge) also installed toilets between the EECp and "zero" checkpoint.	Good. Tanks with drinking water are installed along the transport corridor by the organization Médecins sans frontières, and it changes them regularly. We also detected empty water tanks without any signs.	Poor. There is no medical officer, but if necessary people can get first aid from the SBSU. There is military off-road vehicle, which can take a person, who needs medical aid, to the nearest hospital.
«Maryinka»	Poor. There are no clean toilets along the transport corridor from the EECp to "zero" point. There are no toilets on the EECp for civilians, they are offered to go back out the EECp or to wait until the check is over and visit a toilet on the other side. There are no toilets for civilians on the "zero" checkpoint too. Only two wooden toilets are installed 200 meters away the "zero" checkpoint on uncontrolled territory (one on each side). Their origin is unknown and for security reasons we didn't monitor their conditions.	Satisfactory. ADRA organization installed drinking water tanks near the EECp, which are changed regularly. However, there are no water tanks on the "zero" checkpoint.	Good. Medical unit is organized, a medical officer works there. Relatively big amount of people address for help, especially people of advanced age, who are refused to cross the contact line because of problems with permits (no repeated application, mistake in application, etc.) after a long waiting (about 13 hours).
«Zaytseve»	Good. Several dozens of toilets are installed along the transport corridor, including those that well serviced by the "Première urgence internationale". By each group of toilets there are tanks with process water, which can be used to wash hands. However, considering length and workload of the corridor, number of toilets is insufficient.	Excellent. "Première urgence internationale" organization installed drinking water tanks along the transport corridor. There also are disposable mugs and garbage bags for used mugs. The water is changed regularly.	Good. Representatives of the "Première urgence internationale" organization are on duty front of the EECp and on the "zero" checkpoint. However, they stop working and leave the transport corridor at 16:00. Moreover, despite the fact that they have a car, they are forbade to transport people, who need medical aid, to a hospital. So, they provide first aid and wait for an ambulance.
«Zolote» ¹	No evaluation. Three bio toilets are installed on the exit side, including two closed ones – all clean, all are serviced by representatives of the SBSU. Three more toilets are made of wood and stink. On the entry side toilets are temporarily removed in order to save them from shelling, the EECp is not working at the moment.	No evaluation. There is one water tank in the SBSU's tent. When the EECp start working it won't be enough.	No evaluation. There is no medical officer while the EECp is not working. According to the SBSU's workers, medical officer will work full time.
«Stanytsya Luhanska»	Satisfactory. More than ten toilets are installed along the transport corridor (bio and wooden), but all of them stink.	Good. People get drinking water in SBSU's tents on both entry sides of the EECp. Tents are well-positioned and such scheme is in demand.	Good. During a daytime an ambulance is on duty front of the EECp. Disadvantages: medical officers don't enter the EECp territory; in the morning and in the evening there are no medical officers.

1 Because of permanent closeness of the "Zolote" EECp we cannot evaluate its equipping and sanitation.

Queues on EECPs. Comparing to previous monitoring (May-June 2016) current monitoring shows that speed of crossing the contact line from Ukrainian side worsened on “Gnutove” and “Maryinka” EECPs, became better on “Novotroitske” and “Stanytsya Luhanska” EECPs and stayed the same on “Zaytseve” and “Zolote” EECPs. In fairness, the number of people, who cross the contact line, significantly raised comparing to the last period.

Long queues of cars (more than 100) on the entry side were seen on “Gnutove” EECP, but previously there were no long queues there (except those cases, when “Novotroitske” or “Maryinka” EECPs were closed). About 50 transport vehicles were waiting to exit, movement in that direction was better. Those, who want to cross the contact line by foot, have to wait on benches under tents while there will be a sufficient number of them and they will be escorted to modules, which check people travelling on foot (now there are no awnings above those modules).

“Novotroitske” EECP was working mostly in reverse mode (four lines to exit and one – to enter) and queues “to exit” were short. It was so because IAF in Olenivka let people pass very slow on both sides. Administration of the EECP reacted very fast and enlarged the reverse flow.

The worst situation was recorded on “Maryinka” EECP: car queues “to exit” numbered hundreds of vehicles, which have been waiting since six in the morning and haven’t managed to cross the contact line before the EECP closed. Despite there were almost no cars “to exit” (just as in “Novotroitske” EECP), “Maryinka” EECP hadn’t managed to let the most part of vehicles, which were waiting since 6 AM, to uncontrolled territory.

Situation on “Zaytseve” EECP is difficult all the time, this EECP traditionally is the most loaded because it is the only automobile corridor in North direction, when three corridors work in South direction. As last time, a big number of transport vehicles “to enter” and “to exit” were recorded.

“Zolote” EECP doesn’t work, respectively, transport vehicles and people go through the EECP only to controlled village Zolote-4 (“Rodina” mine) and to Katerynivka village.

Less queues are recorded on “Stanytsya Luhanska” EECP, about 50 people “to exit”, about 150 people “to enter”. However, it is possible to make crossing of the EECP faster.

STATE BODIES AND SERVICES ON THE EECF

Security Service of Ukraine, State Border Guard Service of Ukraine, State Fiscal Service of Ukraine, Ministry of Internal Affairs and State Emergency Service fulfill functions related to work with people on entry/exit control posts. Underneath we will mention work of each body.

State Emergency Service of Ukraine (SESU). SESU has one tent on each EECF, except “Stanytsya Luhanska” EECF, where one tent and one awning are installed, but one of tents is conserved (it is very popular in winter). It is noteworthy, that positions of the SESU’s tents on “Novotroitske” and “Maryinka” EECFs are very bad. In “Novotroitske” EECF the tent is in logistic center (remote from the road), which doesn’t really work, so the SESU’s tent isn’t very popular in “Novotroitske” EECF. It is also noteworthy, that the tent is between the EECF and the “zero” checkpoint and it is almost of no use – people, who don’t manage to pass before the EECF is closed, aren’t allowed to go to the area between the EECF and “zero” checkpoint, so no one can spend a night there. It makes sense to relocate the tent and put it front of the EECF or on the “Paralel” gas station in Novotroitske village – in such case at least those people, who are going to exit, will be able to sleep there.

The same situation is with the SESU’s tent on “Maryinka” EECF – it is situated in 2 km from the EECF and people, who hadn’t managed to pass before the EECF was closed, don’t want to go 2 km to the tent, because they are afraid to lose their place in the queue and be not recognized in the morning. That is why it makes sense to move the tent closer to the “Maryinka” EECF. Tents on “Gnutove”, “Zaytseve” and “Zolote” EECFs are in front of the EECFs, so they can serve people better. Comparing work of the SESU on each EECF we have to note, that it is best organized on “Stanytsya Luhanska” EECF, where the SESU is addressed by much more people than on all other EECFs combined. I noticed many times how people enter tents to get water or tea in winter. There are two tents near entrance to the EECF and an awning for the SESU near the exit from the EECF, which is also very popular, because people can wait there on benches in the shadow and drink water. It was also ascertained that the UN Office of the High Commissioner for Human Rights on refugees sent two wheelchairs, which are on both sides of the EECF. In general, it will be great if the SESU in Donetsk region follows example of the “Stanytsya Luhanska” EECF in Luhansk region.

State Border Guard Service of Ukraine (SBS of Ukraine). It is the biggest department among all other structures on EECFs, its representatives actually administrate EECFs. In general, border guards professionally implemented their work, had badges, during monitoring we didn’t see rudeness towards civilians. Among disadvantages of their work we can name unwillingness to take responsibility for decision making in difficult situations and unwillingness to address a commanding officer for directions. For residents of uncontrolled territories EECFs are gates to the controlled territory of Ukraine and it is very important to solve their problems, which may occur when entering, as soon as possible.

State Fiscal Service of Ukraine (SFSU of Ukraine). Officers of the SFSU professionally and operatively examine belongings. However, they are not very competent as for controversial issues. For example, we’ve never got clear answers to issues unresolved by the Temporary order and its annexes, regarding things that can/cannot be taken across the contact line (all answers were wrong). When we were taking pictures of the A4 sheet, which was attached to the blue frame on the SFSU’s module and contained the list of products allowed for taking across the contact line, we faced inadequate reaction of the SFSU’s officers, who tried to hamper us to take photos by a cell phone of the Temporary order’s paragraph. It proves that people, who cross the contact line, don’t really have an opportunity to read hung out information and that the sheet of paper was attached probably for officers of the SFSU, because civilians were banned to record it. Representatives of the SFSU on “Novotroitske” EECF didn’t allow a person from Donetsk to enter controlled territory because it has three packs of cigarettes, which were produced on uncontrolled territory. Another case was recorded on “Zaytseve” EECF: a car has broken and the driver called evacuator to take his vehicle to uncontrolled territory. Representatives of the SFSU said that such transport vehicle could not pass without permit from the Coordination Centre, because they supposed that any transport vehicle had to cross the contact line only by itself or they had to classify it as a cargo. Representatives of the SFSU cling to every trifle, what negatively impacts attitude to Ukrainian government among people, who cross the contact line.

Security Service of Ukraine (representatives of Coordination groups) (SSU). During the monitoring representatives of the SSU disappointed us by their indifference and often open rudeness towards people, who cross the contact line. Every day hundreds of people (talking separately about each EECF this number amounts to tens) face problems relating

to permissions (permits) and representatives of the Coordination groups are responsible for regulation of this situation. Mainly, those people, who face problems on EECs are in their advanced years and cannot use the Internet, who asked someone maybe a year ago to register an electronic permit and now it has expired, so the person cannot cross the contact line. It is not too hard to help such people and representatives of the CG have all means to check those people on the spot and give them a permit. For example, representatives of the the CG on the "Maryinka" EEC were convinced to register a permit only after an older woman fainted after several hours spent under the heat in a car and was taken to the medical unit. Representatives of the CG on "Zaytseve" EEC turned people back in a rude manner. But the saddest situation is on "Stanytsya Luhanska" EEC, where the CG's trailer has closed windows. Waiting in a queue we heard a very typical story about one woman: she lives near Lysychansk, was going to her bedridden mother (86 years) to Luhansk. She was said that her permit had expired four days ago and she, just as most people, didn't know about it. Representatives of the CG didn't help her to register a permit and she had to spend that night somewhere, because public transport goes to her village only in the morning. ATC Headquarter artificially bureaucratize and complicate the contact line crossing process, their only achievement is that people started address outsiders, who help them to get a permit for money, and such scheme works good: people are less loyal to Ukraine, which is presented by the CG representatives, who forbid to cross the contact line, and they are more loyal to "mediators", who earn money helping people to get permits, and usually do it fast. We are not even talking about absurdity of the permit system and possibility of automatic prolongation of permits, but it is not difficult for representatives of the CG to consider applications for a permit to cross the contact line on the spot. Several persons or even a couple dozens of persons with expired permits are not a burden for one EEC, but unfortunately, an alternative variant must be more favourable for someone. Of particular note is one representative of the SSU (who had no badge and wasn't wearing uniform) on "Stanitsa Luhanskaya" EEC, who addressed aged people in a queue and appealed to give away their Ukrainian passports and get passports of the "young republic". He also was impolite towards a guy, who was with a girlfriend, and whom he chided for his father's service in "kozatstvo" IAF just because guy's father has legs and arms. Those were the most polite citations, the rest was impossible to listen.

Ministry of Internal Affairs of Ukraine (MIA of Ukraine). Officers of the MIA could have been more involved into work of the EEC, for example, into identification of persons, who enter from uncontrolled territory without or with problematic documents. Now officers of EECs send back people with "problematic" documents instead of examining their cases.

ACTIVITY OF ILLEGAL ARMED FORMATIONS (IAF)

Despite the monitoring was realized only on controlled territory of Ukraine, it is impossible to ignore existence of the other side when assessing the state of transport corridors, because activities or inactivity of illegal armed formations impact possibility to cross the contact line, even if we try to assess chances to cross it from the controlled territory.

First of all, we have to point out that it is unacceptable that illegal armed formations, which have no command on approach and no clear goal, fire transport corridors, dedicated for crossing the contact line by civilians, for unjustified reasons. Shelling was recorded almost on every EECPs. Territory around “Maryinka” EECP was shelled from heavy machine guns from the territory controlled by IAF on August 14, 2016, at 19:10. At 19:40 the EECP stopped working because of even more intensive shelling. Permanent shelling is also recorded on “Mayorsk” “zero” checkpoint, “Zolote” and “Stanytsya Luhanska” EECPs. Shelling of transport corridors, especially when civilians are there, entails risk for life and health of people when EECPs operate and when they don’t. Lately, the number of shelling has increased, especially in Luhansk region.

Second, we noted a negative trend of increased time, used by IAF on checkpoints for checking. On August 13, 2016, at 12:20 there were no queues of transport vehicles and pedestrians “to enter” on “Berezove-2” “zero” checkpoint, because people were delayed on “Olenivka” checkpoint (territory controlled by IAF). “Novotroitske” EECP worked mainly in one direction – letting people to uncontrolled territory. According to information, received during people questioning, the reason for delay on IAF’s checkpoint is rigorous examination of people, including check of the IMEI, what unfairly extends time for crossing IAF’s checkpoint. Also, representatives of the SBS of Ukraine reported that representatives of IAF delayed transport vehicles and people on purpose, they gathered a big number and then let them go. To summarize, now it takes much more time to cross IAF’s checkpoints than before.

Third, running of a full-fledged EECP in Luhansk region is still unsettled. There has been no full-fledged EECP in the region for almost six months. On March 31, 2016, Ukrainian side opened “Zolote” EECP, but IAF refused to unlock transport corridor Zolote – Pervomaysk for no reason, sabotaging and impeding rights of Luhansk people for freedom of movement. Representatives of IAF haven’t offered an alternative convenient for Ukrainian side. As of today, “Zolote” EECP is ready to renew its work but the issue regarding crossing the checkpoint in Pervomaysk, controlled by IAF, is still unsettled.

RECOMENDATIONS

1. Run additional full-fledged automobile-pedestrian transport corridor in Luhansk region.
2. Move “Zaytseve” and “Novotroitske” EECF closer to the demarcation line. At the moment, those two EECFs are too far from “zero” checkpoints. Unification of EECFs with “zero” checkpoints will result in reduction of queues, cut people’s expenses for “shuttle” busses, which run between checkpoints, reduce expenses of the state and humanitarian organizations for infrastructure support and also will ensure free access of frontline powers of Bahmut and Volnovaha area, Donetsk region, to the territory controlled by Ukraine.
3. Increase capacity of all EECFs across the contact line within Luhansk and Donetsk regions by increasing a number of transport corridors, EECFs work hours, expanding staff, widening the road and abolition of the permit system, what will speed-up crossing.
4. Speed up a procedure of the contact line crossing. Pedestrians spend less time crossing the contact line than passengers of private transport vehicles. When the flow of people is continuous they are checked very fast, but when officers of an EECF collect documents from 6-10 drivers and passengers, nobody knows whether they are checking them or are busy with something else.
5. Organize appropriate level of work of logistic centers, including provision of different administrative services by State Migratory Service of Ukraine, Pension Fund of Ukraine, Oshchadbank, notary bodies, etc., and also ensure transportation to logistic centers.
6. Resolution of problems related to crossing the contact line, in particular on EECFs. Representatives of the CG work on every EECF. Every day hundreds of people face different small problems crossing the contact line, such as expired permits, mistakes in personal data in applications, which can grow to bigger problems: people have to turn back and correct mistakes somewhere. Those, who have money, can address mediators, who help to get electronic permission for payment. Those, who have no money – have to go back and wait, when those small problems will be resolved. In fact, representatives of Coordination groups can resolve those small problems on the spot, but they don’t do that and small ones develop into big ones, or are resolved remotely via mediators for money. There are not more than couple dozens of people on each EECF and CG representatives are able to help them and increase people’s loyalty.
7. Introduce common humanitarian standards. Different international organizations and state structures adhere to different humanitarian standards (table above). It makes sense to determine and provide minimum humanitarian standards on every EECF: tidy toilets, which are cleaned by officers of the EECF, with a toilet paper and a source of a process water for hands wash, along the transport corridor, especially in places of queues; drinking water, disposable mugs and litter bins along the transport corridor, especially in places of queues; 24 hours work of eight medical brigades, one for each EECF and one per each “zero” checkpoint – “Berezove-2” and “Mayorsk” (because of a long distance to EECFs). Also, it is necessary to get ready for winter and additional needs for hot beverages. Here we can’t set a goal to ensure possibilities for a long term stay on EECFs, the state has to set another goal – to ensure fastest crossing of the contact line by civilians, and humanitarian organizations and the SBSU’s goal should be to ensure conditions for stay in case of delay.
8. Demining. Absence of mines signs is not enough for work of a transport corridor for civilians. It is important to demine transport corridors, at least roadsides.
9. Social responsibility of carriers. Busses have to run when all seats are taken, but not when the bus is overcrowded. Moreover, busses have to run during the whole EECF’s work period, but not only when it is profitable: flow of people in evening is smaller and carriers stop working, so dozens of people cannot get from EECFs to closest settlements.
10. Work with personnel (especially with representatives of CG on EECFs) on correct and friendly communication with civilians.

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