

ICRC'S CENTRAL TRACING AGENCY BUREAU FOR THE INTERNATIONAL ARMED CONFLICT BETWEEN THE RUSSIAN FEDERATION AND UKRAINE

* FIGURES AS OF THE END OF APRIL 2025



398,600 calls, mails and visits
from families looking for their missing
or separated relatives



13,600 families
received information on the fate or
whereabouts of their missing loved ones



116,000 open cases¹
of missing people, both civilians
and military



15,000 personal messages
exchanged directly between prisoners
of war and their families (Red Cross
and Red Crescent messages and oral
messages/salamats)



**50 Red Cross and Red Crescent
Societies and
28 ICRC delegations**
are working together to bring news
to families looking for their loved ones

The Central Tracing Agency (CTA) Bureau for the International Armed Conflict between the Russian Federation and Ukraine was activated in March 2022 to prevent disappearances and alleviate the suffering of families who remain without news of their loved ones due to the conflict, either because they have fallen in the hands of the enemy, have been killed or because they fled their homes and have lost contact.

Acting as a neutral intermediary between the parties to the conflict, the bureau collects, centralizes and transmits information on the fate and whereabouts of military personnel and civilians who have gone missing or have been separated from their families. It strives to ensure they are accounted for and retain family links.

Based in Geneva, the CTA Bureau works closely with Red Cross and Red Crescent partners around the world to support families looking for news about their missing or separated relatives. It will remain active for as long as needed to provide them with information about their loved ones.

¹ This number increased significantly in recent months due to the continuation of the armed conflict, renewed outreach efforts to make our services better known and a change in the way requests from families are counted.