



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period: 1st March – 30th April 2022

The **tollfree inter-agency hotline** accessible between **6am to 9pm, 7 days** a week. *Linha Verde 1458* is used by the affected population and humanitarian actors to make requests for information, assistance or raise concerns in relation to, or resulting from humanitarian assistance. An aspect of accountability for affected populations, the hotline also serves as a mechanism to report abuses in humanitarian assistance. In the context of Covid-19, *Linha Verde 1458* has the capacity and flexibility to assist in the dissemination of correct information about the virus and to forward relevant calls to health service providers.

79,562 Total Cases Registered



89% Feedback Rate
since Jan 1st 2022

20,679 Total Cases Registered
since 1st January 2022

CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 30TH APRIL 2022

CALLER PROFILE

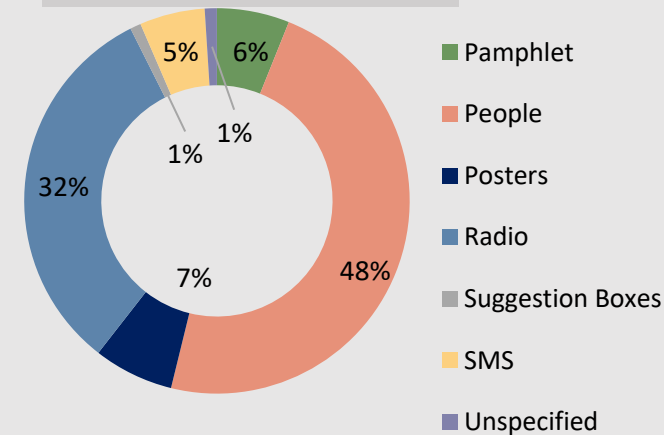


91% male
9% female

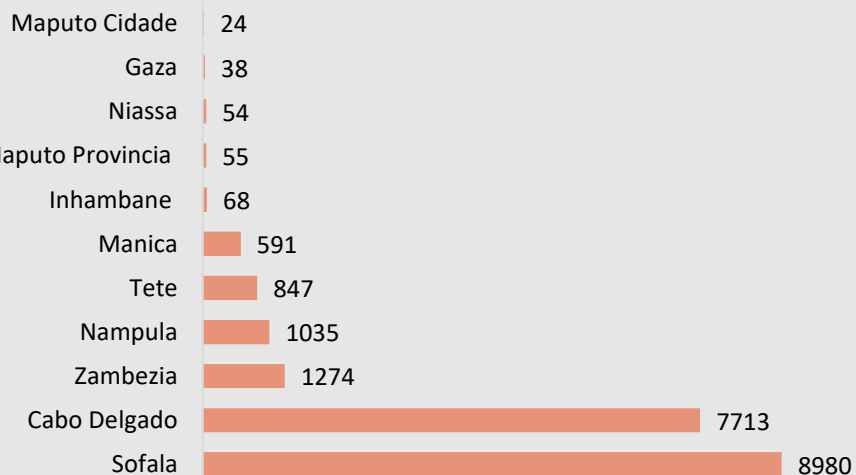


2% 17 and below
97% 18 to 59
1% 60 and above

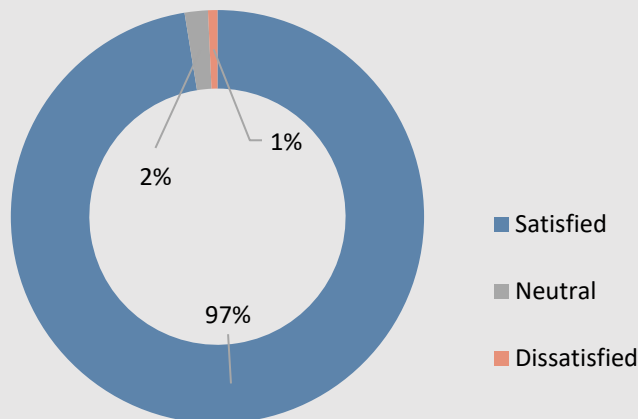
KNOWLEDGE ABOUT LINHA VERDE 1458



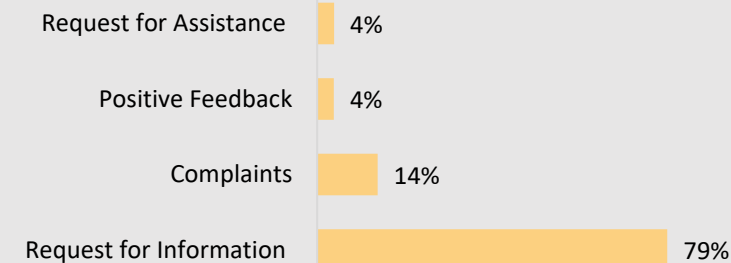
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

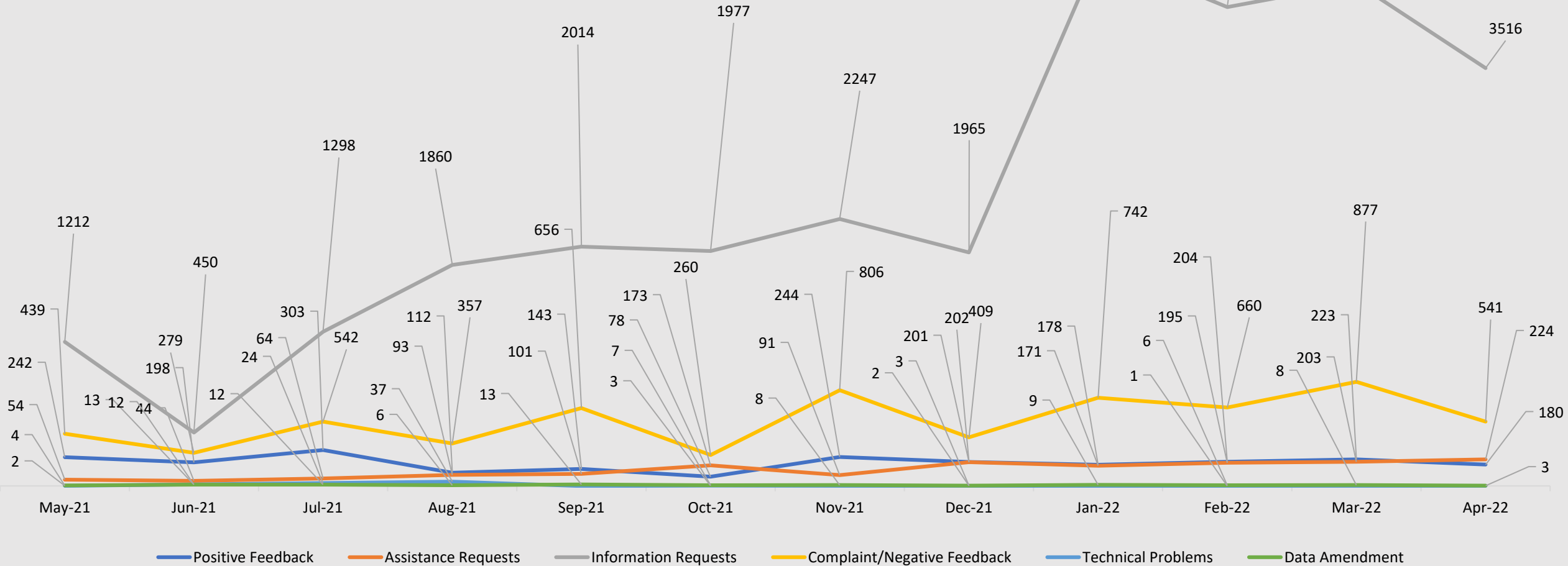
1ST MAY 2021 – 30TH APRIL 2022

1 – 30 April 2022

Nr. Total Registered Cases:
4,466

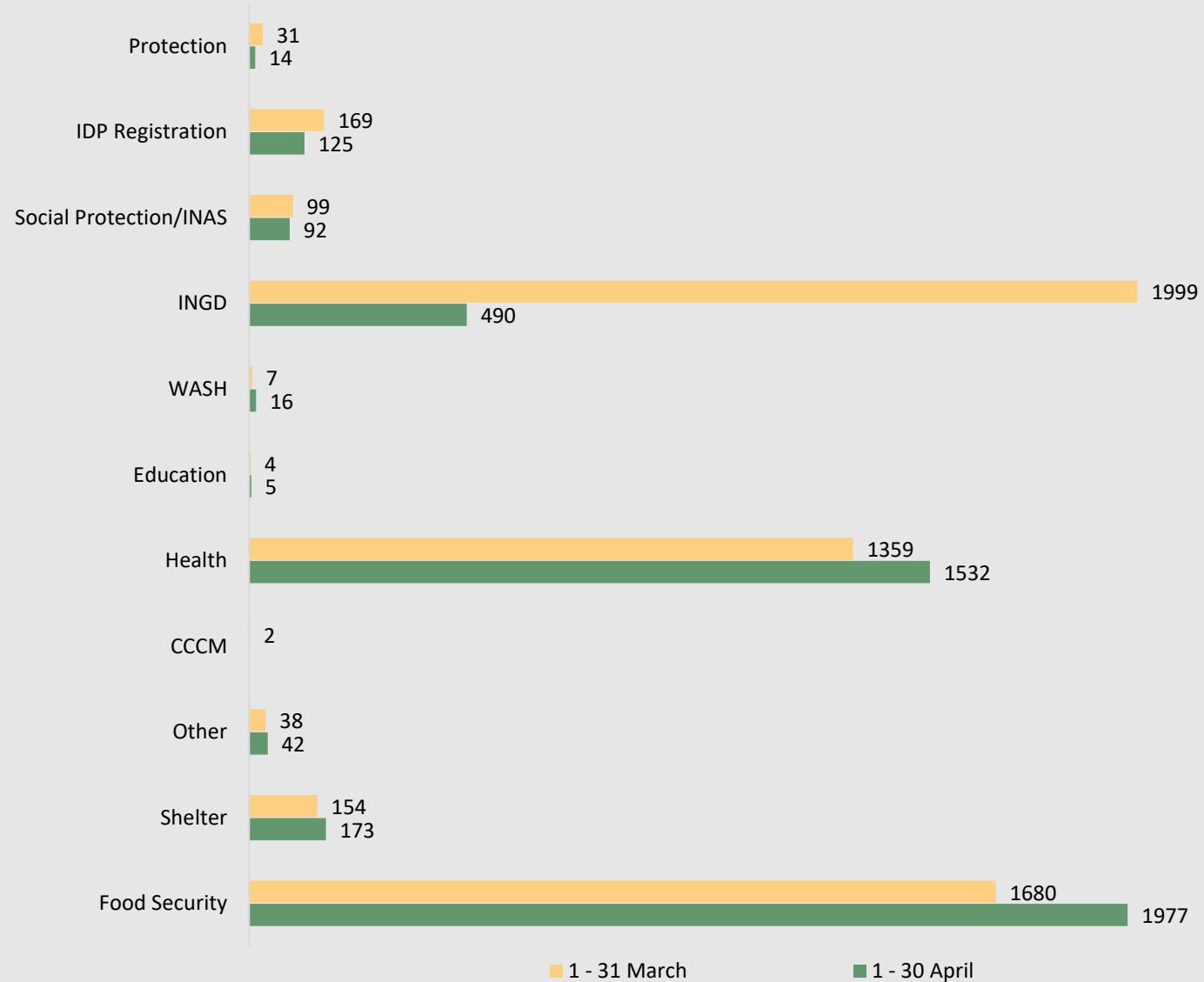
Nr. of calls about Covid-19:
1,530

34% of the cases registered through Linha Verde 1458 between April 1st – 30th were Covid-19 related.



CASES PER SECTOR

1ST MARCH – 30TH APRIL 2022



Most cases from Sector **Other** refer to inquiries about Linha Verde 1458 objectives

CASES PER REGION

1ST MARCH – 30TH APRIL 2022

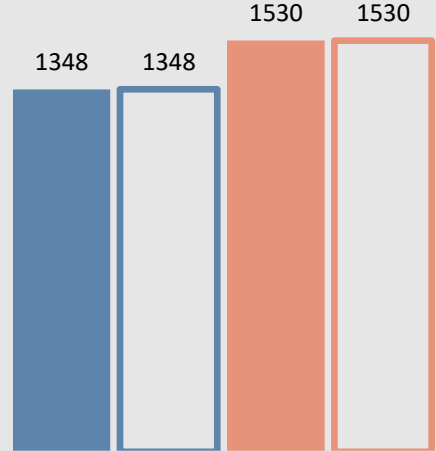
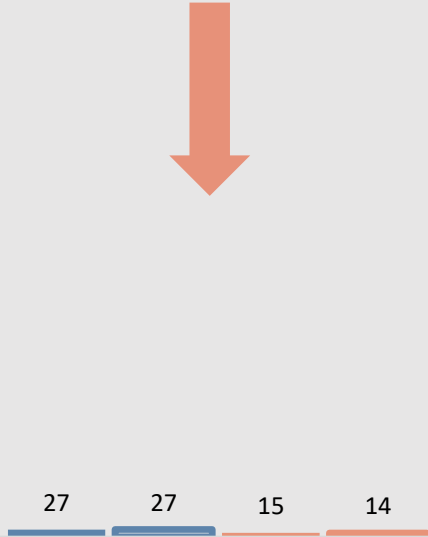
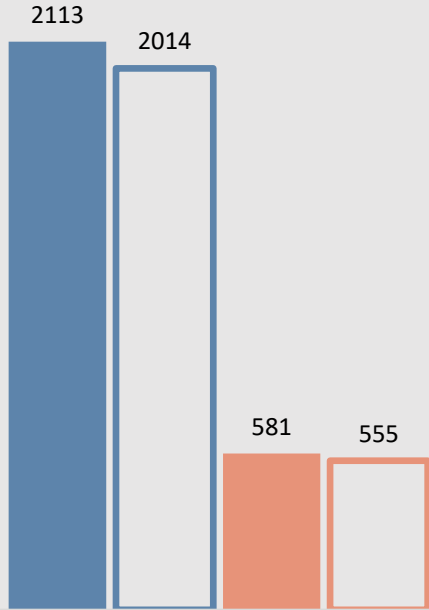
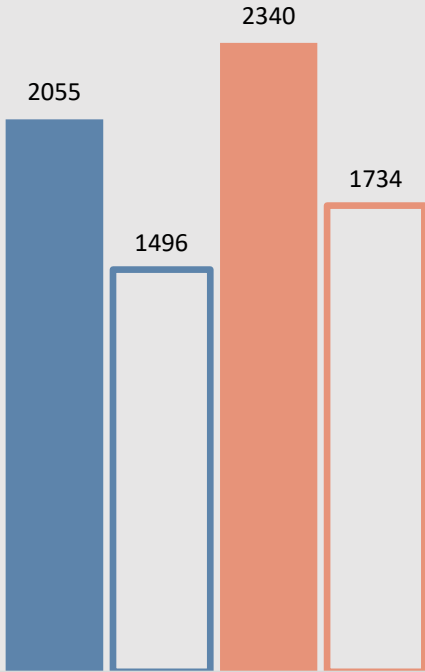


1st – 30th Apr 2022
Cases Registered:
 2340
Feedback provided:
 1734

1st – 30th Apr 2022
Cases Registered:
 581
Feedback provided:
 555

1st – 30th Apr 2022
Cases Registered:
 15
Feedback provided:
 14

1st – 30th Apr 2022
Cases Registered:
 1530
Feedback provided:
 1530



Northern Region response

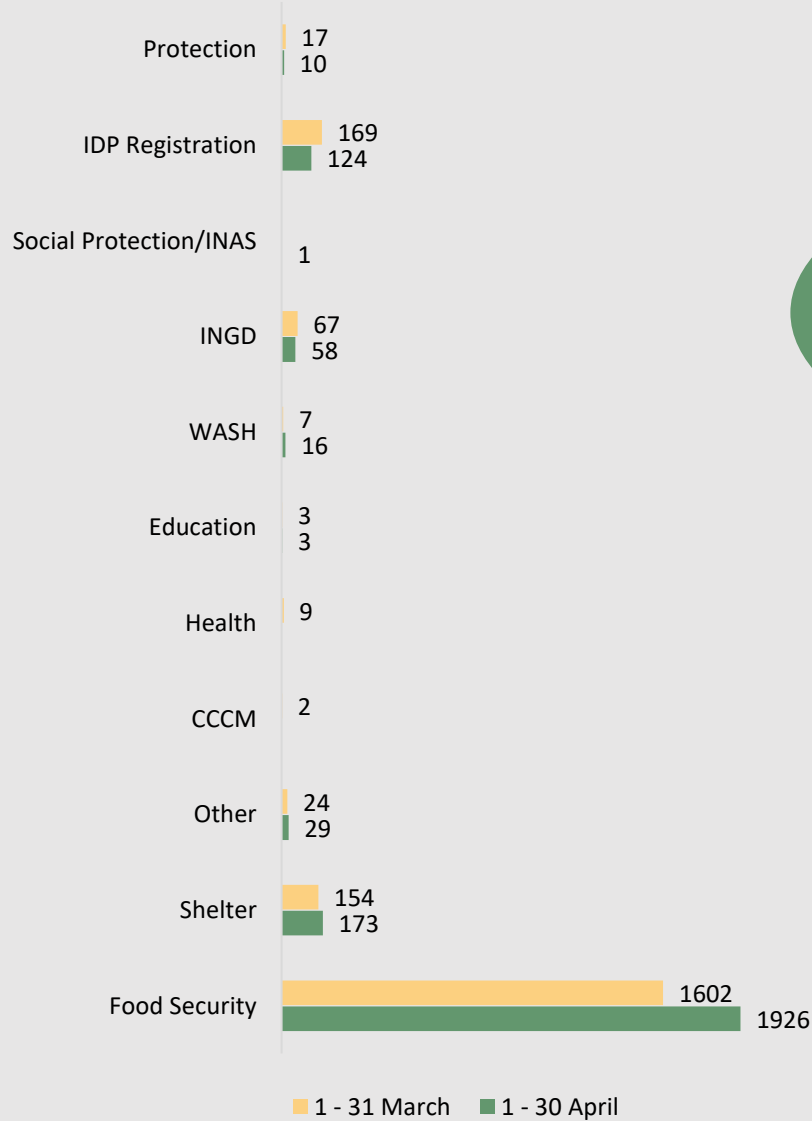
Central Region response

Southern Region response

COVID-19

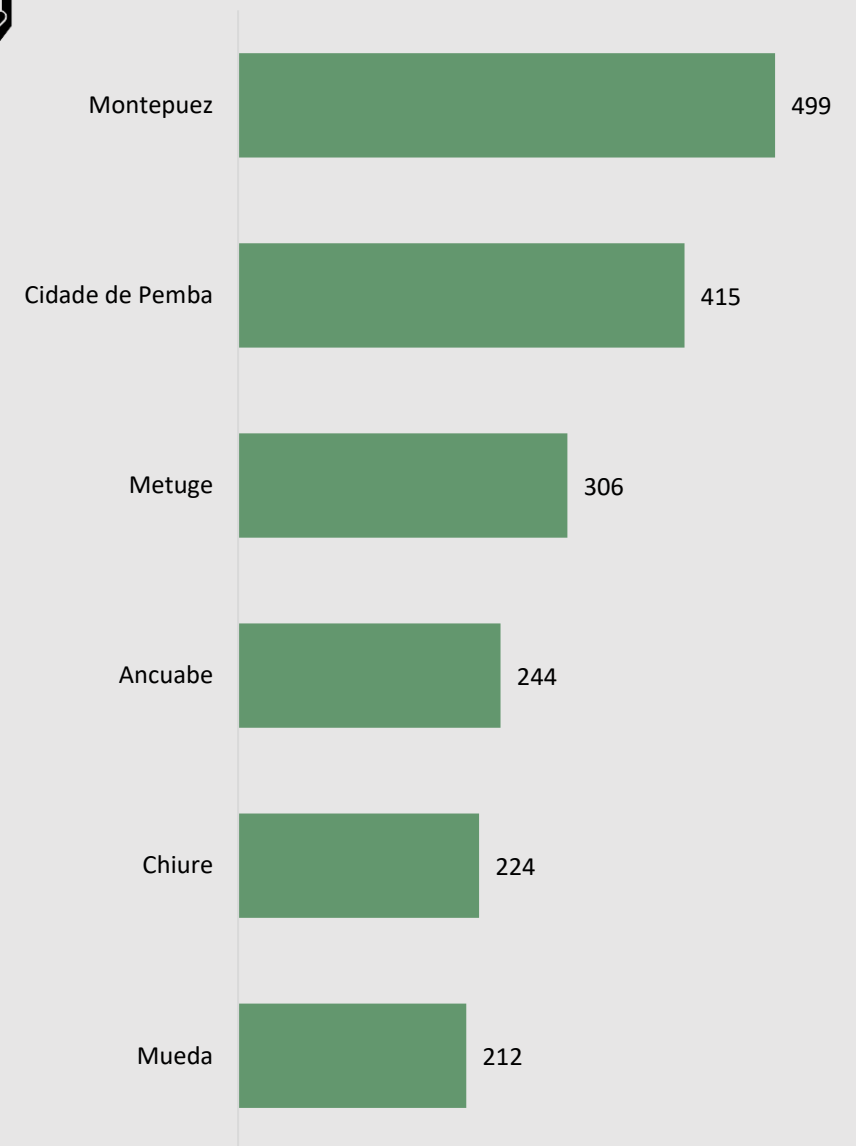
■ Registered Cases 1 - 31 Mar
 Feedback Provided 1 - 31 Mar
 ■ Registered Cases 1 - 30 Apr
 Feedback Provided 1 - 30 Apr

NORTHERN REGION RESPONSE CASES PER SECTORS 1ST MARCH – 30TH APRIL 2022



IDP Registration cases are mostly situations where IDPs call to complain that their names never make to the beneficiary lists despite several attempts to register with the local authorities. In a minor scale refer to situation where IDPs call to request info on registration to become beneficiaries of food assistance

NORTHERN REGION RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 30TH APRIL 2022



NORTHERN REGION RESPONSE

1ST MARCH – 30TH APRIL 2022

March
Cases Registered:
2055
Feedback Provided:
73%

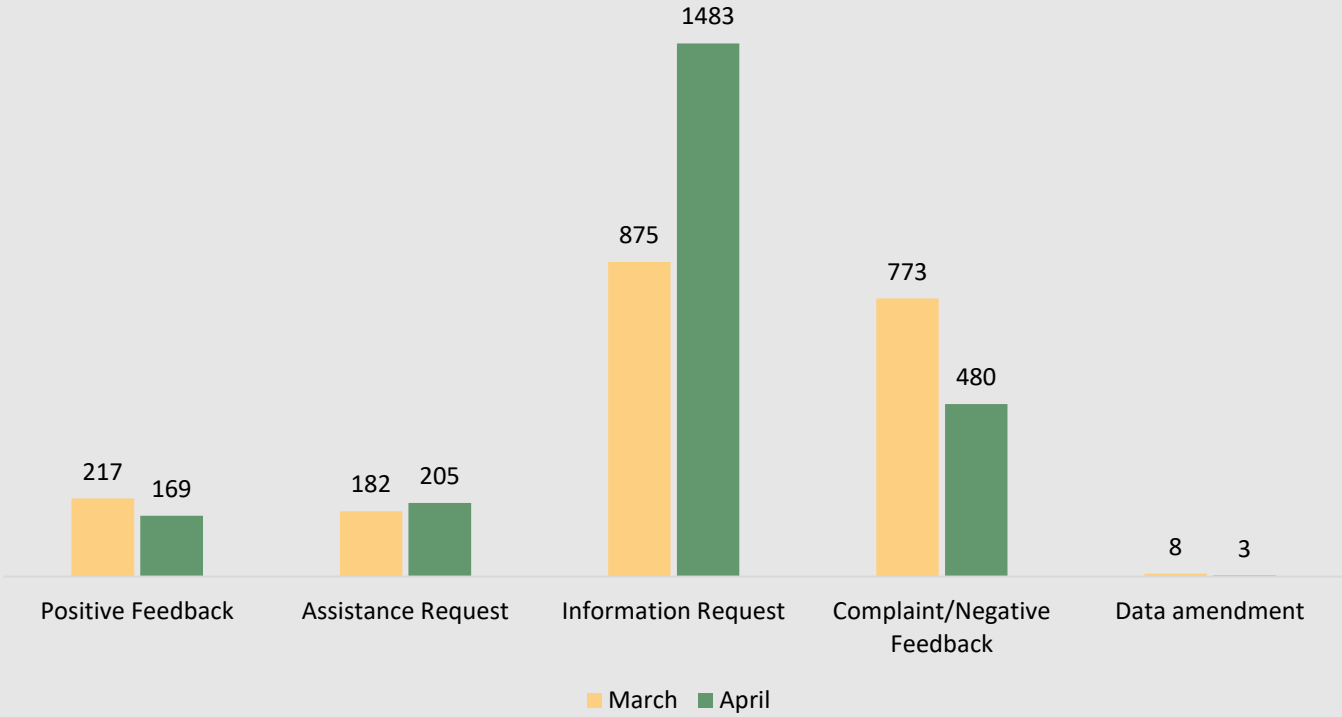
April
Cases Registered:
2340
Feedback Provided:
74%

March
Cases Registered:
182
Feedback provided:
27%

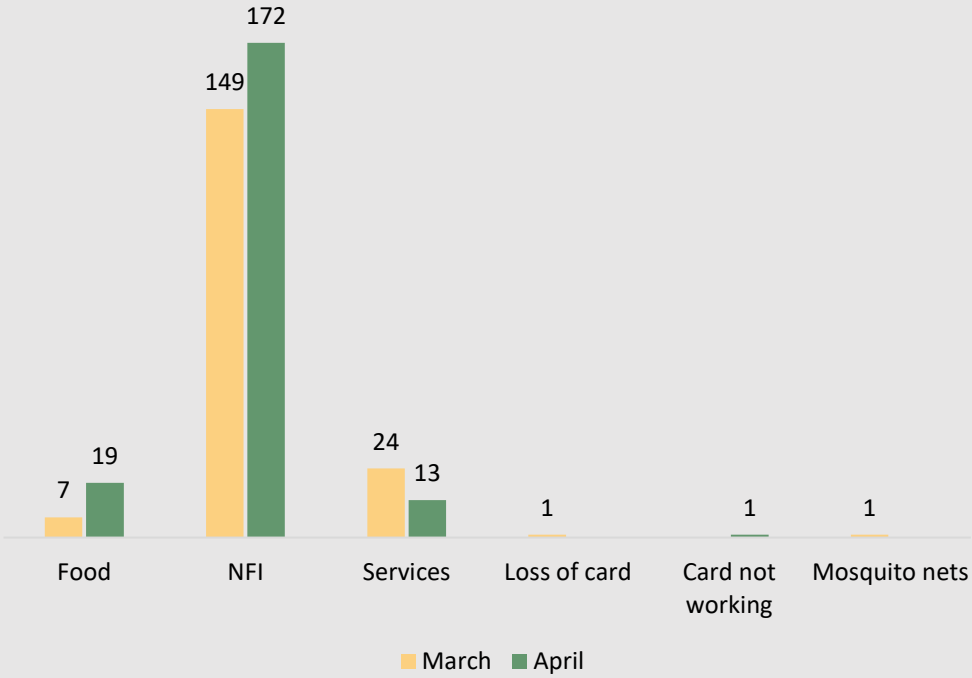
April
Cases Registered:
205
Feedback provided:
1%



CASE TYPES



ASSISTANCE REQUEST



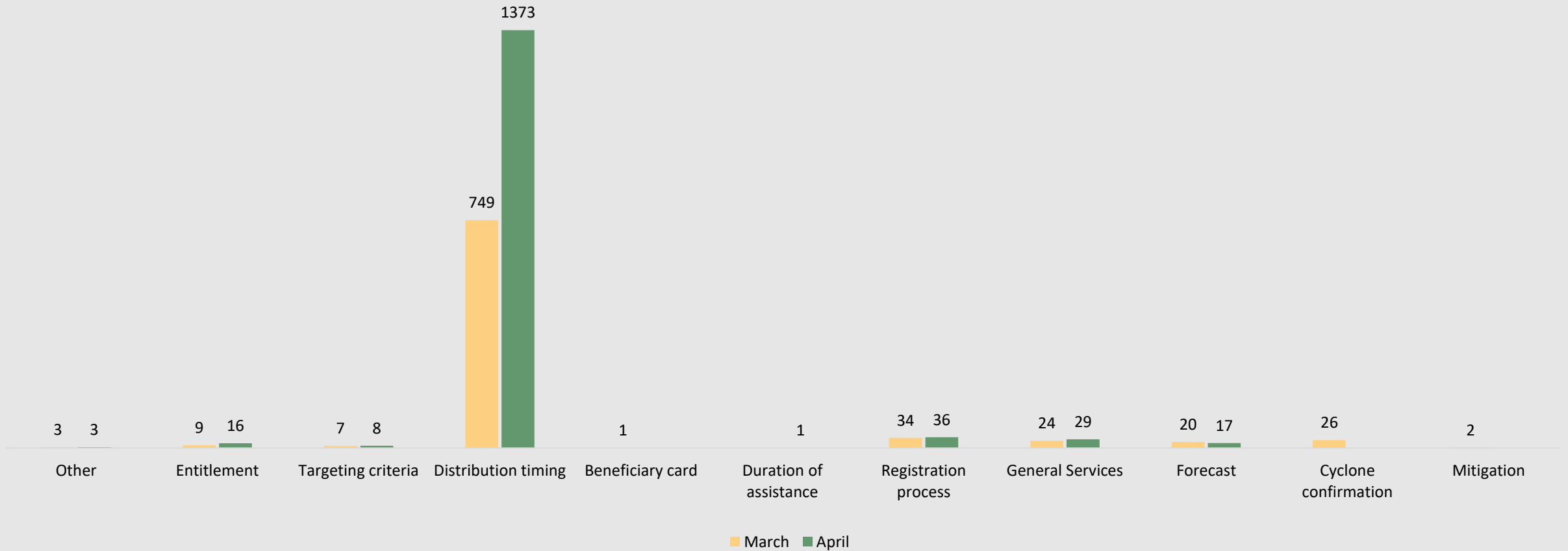
NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST MARCH – 30TH APRIL 2022

March
Cases registered:
875
Feedback provided:
95%

April
Cases registered:
1483
Feedback provided:
100%



General Services refer to cases which people call to ask what is Linha Verde 1458 and what are its objectives. Additionally, Linha Verde has been sending out sms, as result people call to thank for the received messages or ask for clarifications.



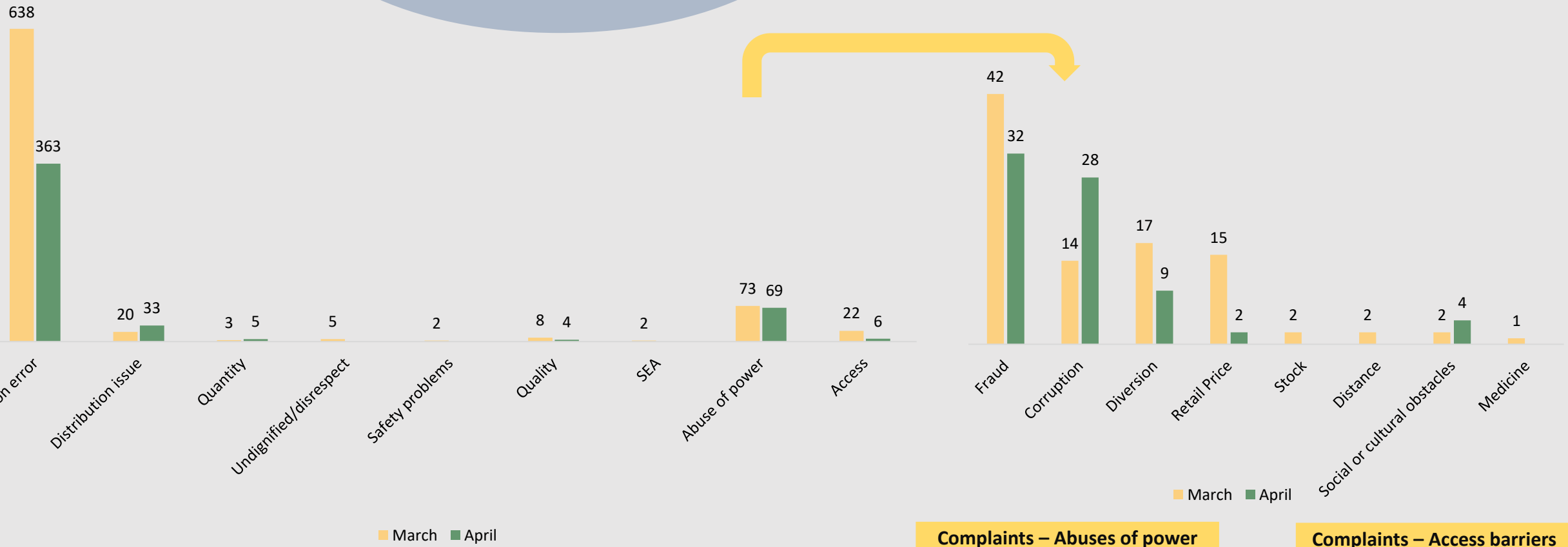
NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1ST MARCH – 30TH APRIL 2022



NORTHERN REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST MARCH – 30TH APRIL 2022

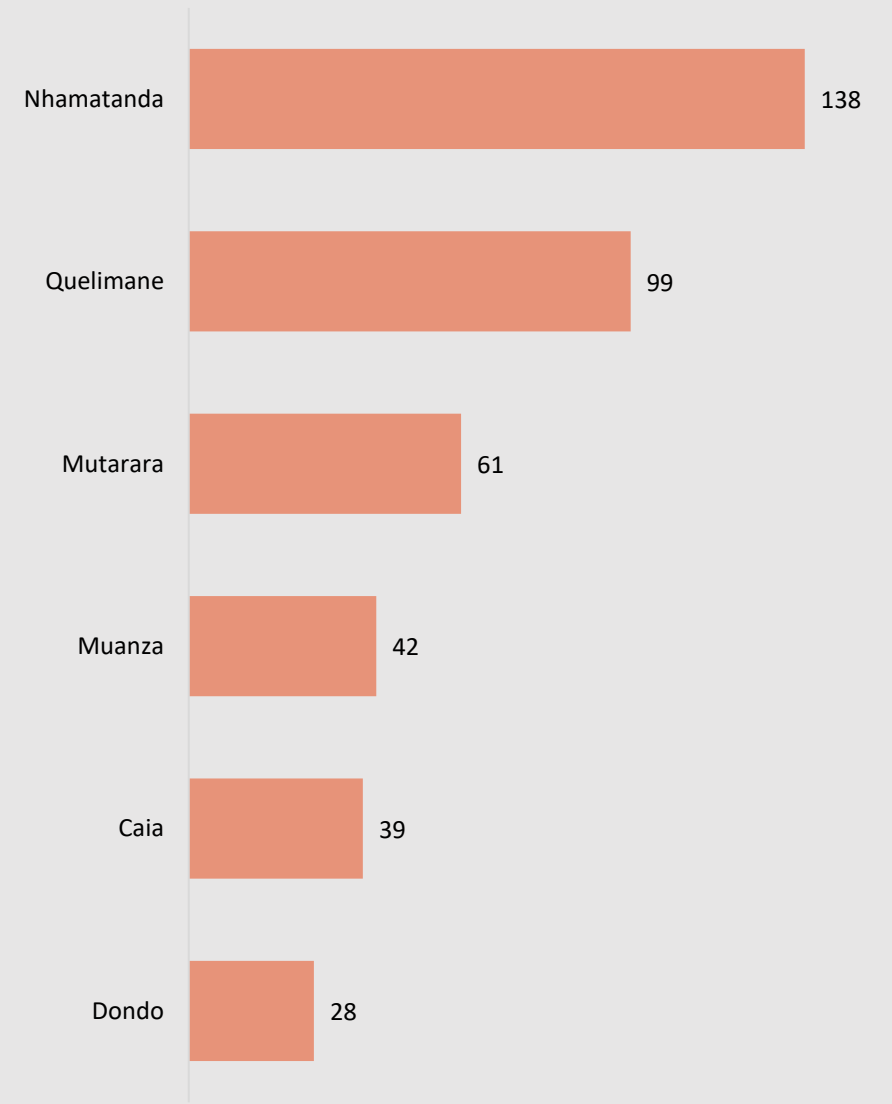
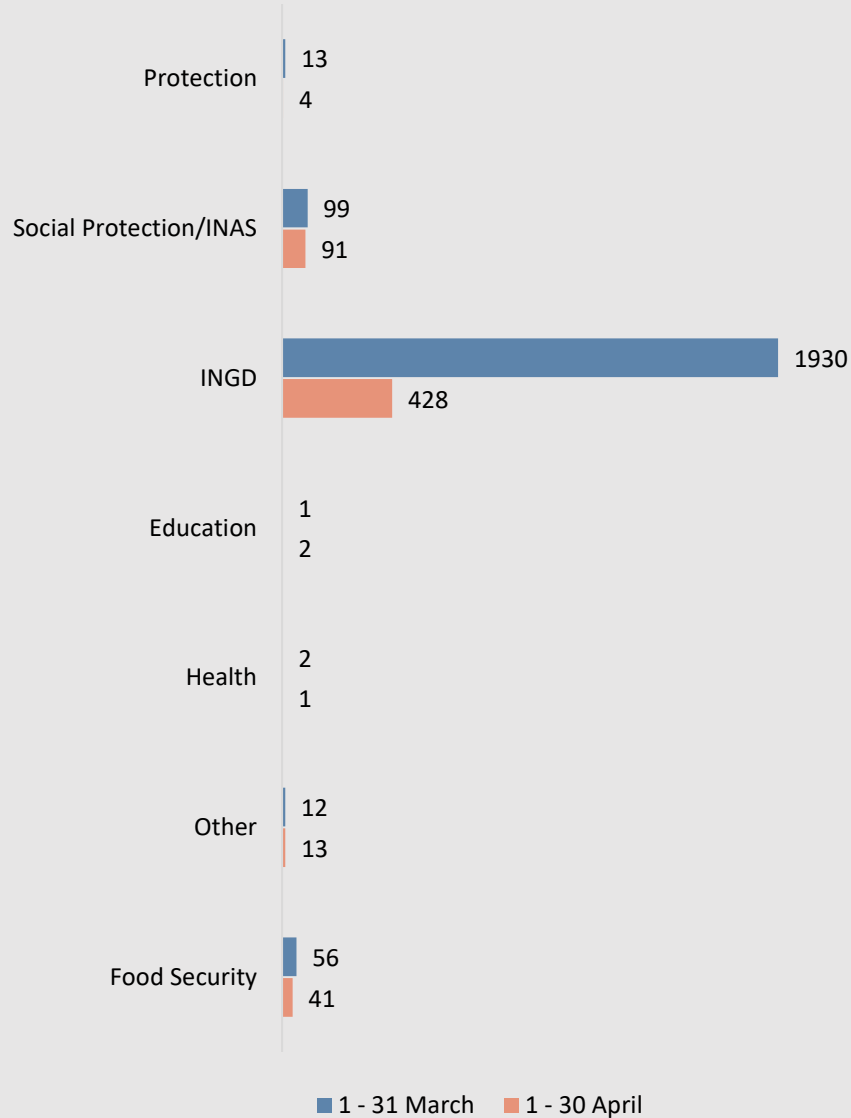
A large portion of **exclusion errors** are from IDP's claiming to have been registered various times by local authorities in host communities and continue to not receive assistance

Abuse of power: refers to wrongful acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.
Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



**CENTRAL REGION RESPONSE
CASES PER SECTORS
1ST MARCH – 30TH APRIL 2022**

**CENTRAL REGION RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 30TH APRIL 2022**



CENTRAL REGION RESPONSE
1ST MARCH – 30TH APRIL 2022

March
 Cases Registered:
2113
 Feedback Provided:
95%

April
 Cases Registered:
581
 Feedback Provided:
96%

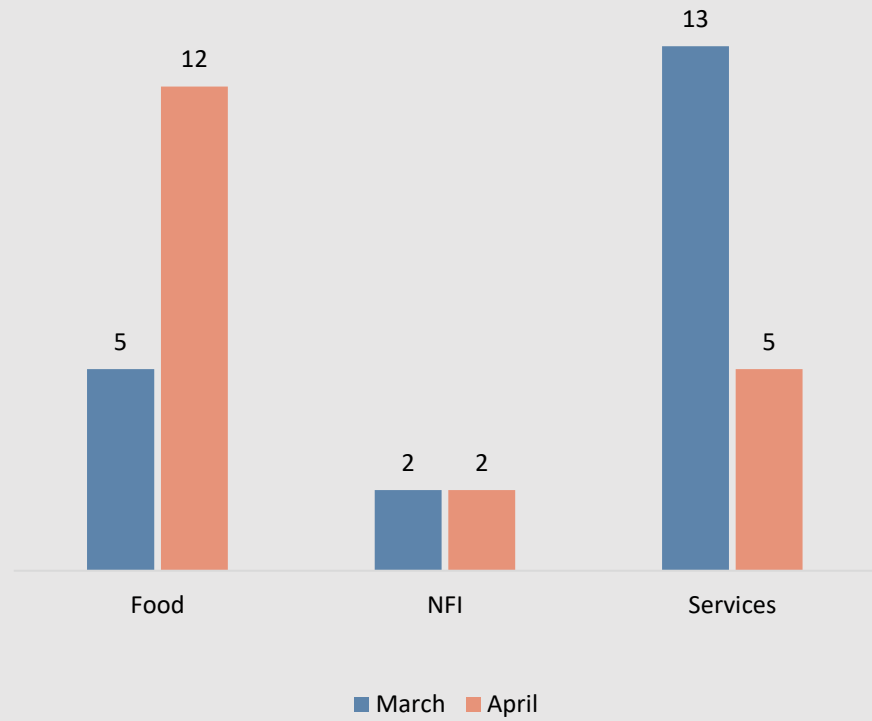
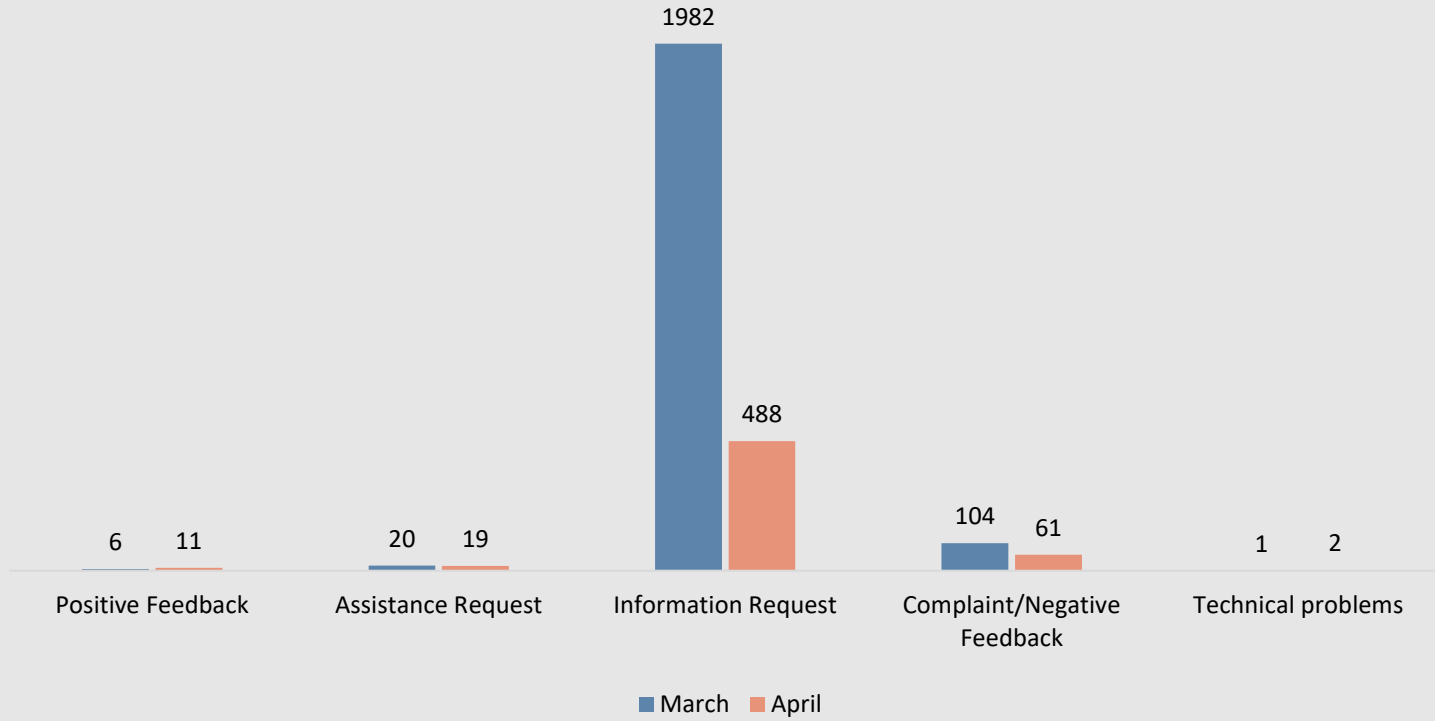
March
 Cases Registered:
20
 Feedback Provided:
55%

April
 Cases Registered:
19
 Feedback Provided:
47%



CASE TYPES

ASSISTANCE REQUEST



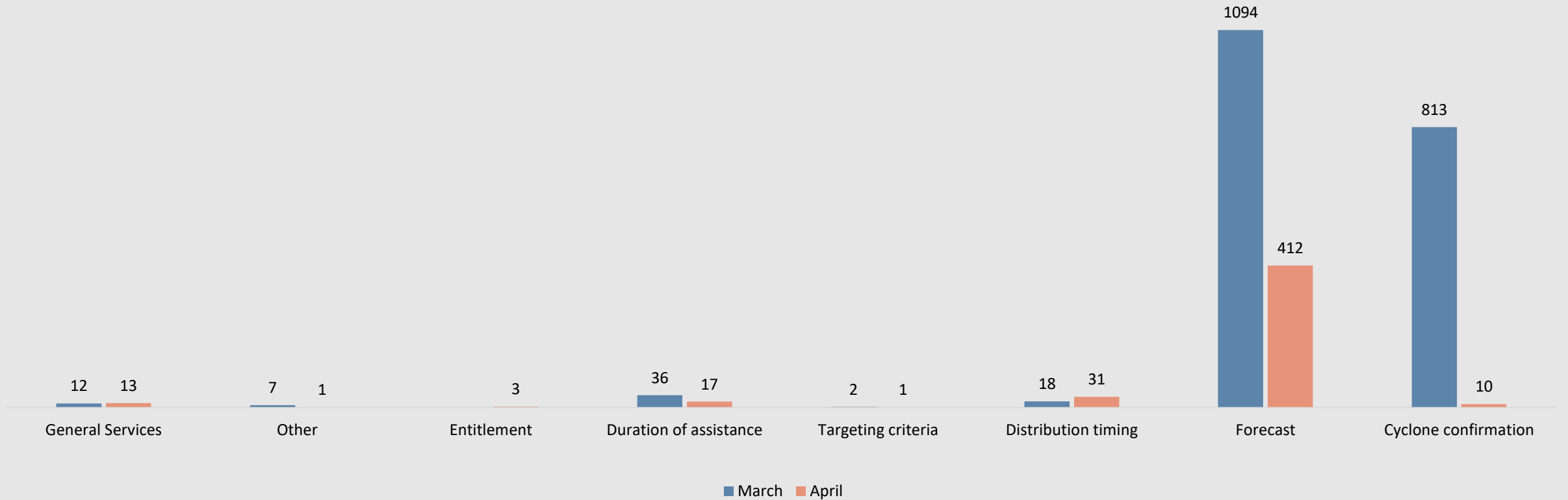
CENTRAL REGION RESPONSE INFORMATION REQUESTS 1ST MARCH – 30TH APRIL 2022



March
Cases Registered:
1982
Feedback Provided:
100%

April
Cases Registered:
488
Feedback Provided:
100%

General Services refer to cases which people call to ask what Linha Verde 1458 is and what are its objectives. Additionally, Linha Verde has been sending out sms, as result people call to thank for the received messages or ask for clarifications.



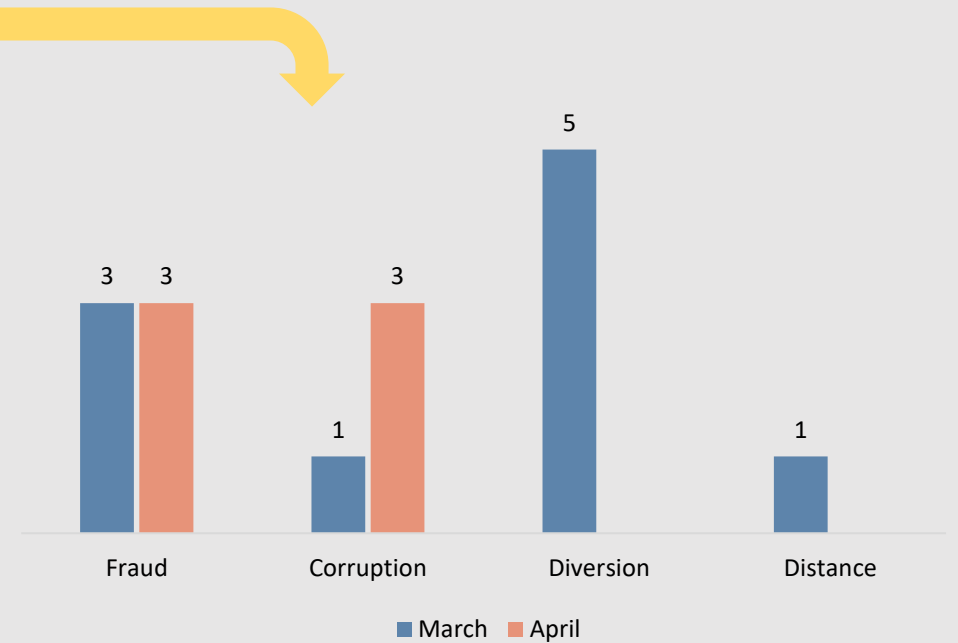
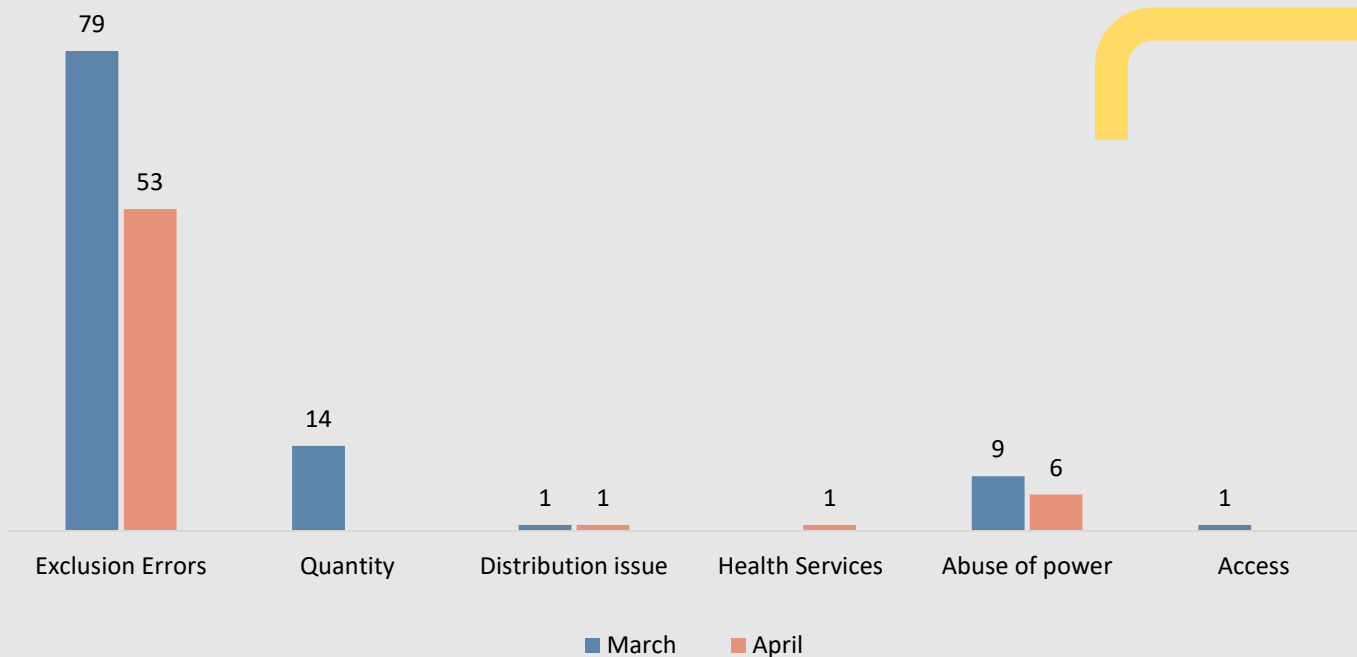
**CENTRAL REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST MARCH – 30TH APRIL 2022**

**CENTRAL REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST MARCH – 30TH APRIL 2022**



Abuse of power:
refers to wrongful acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.

Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



Complaints – Abuses of power

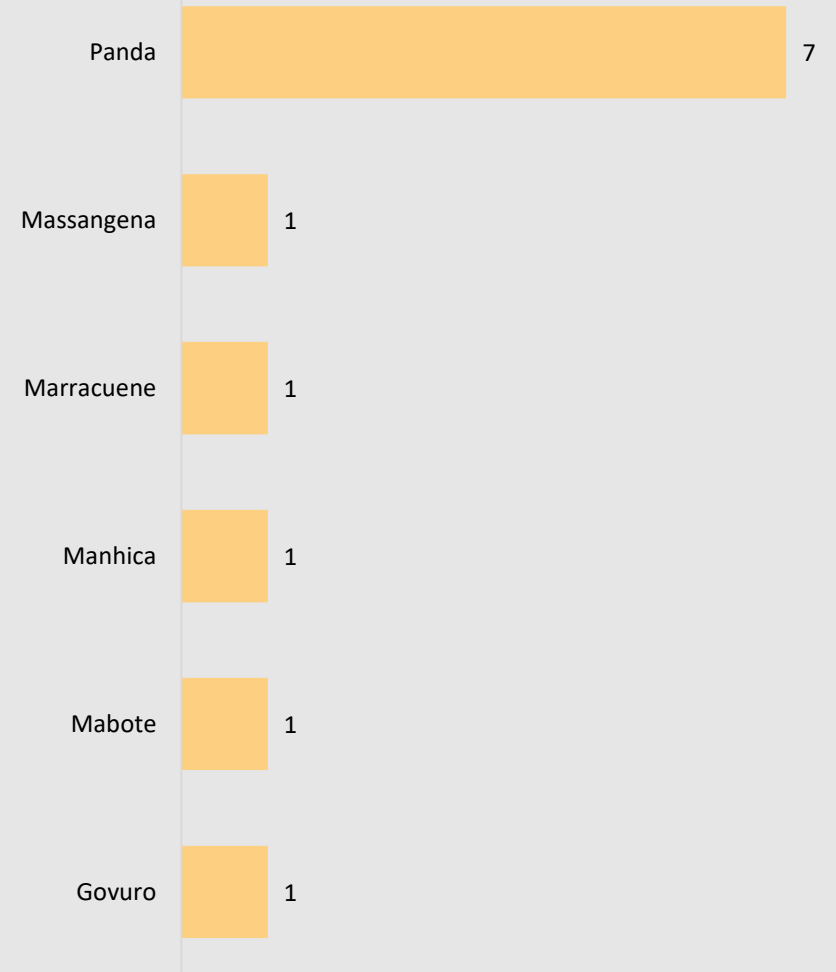
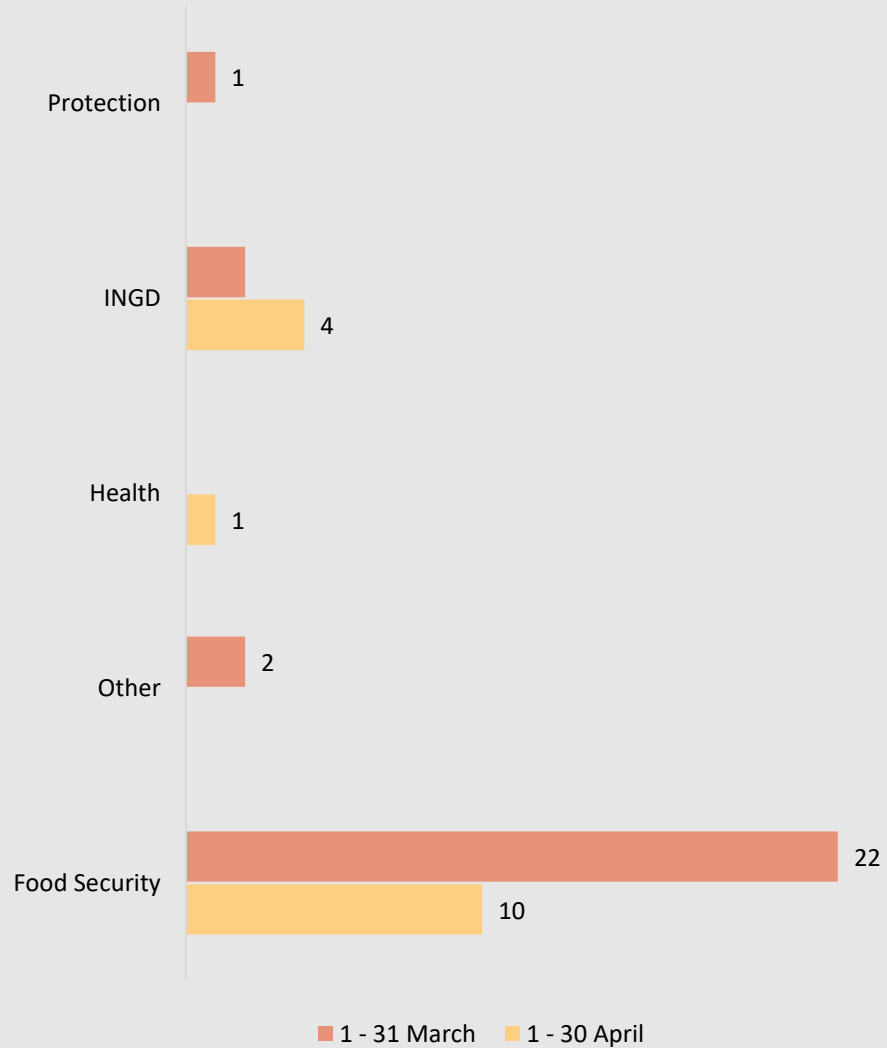
Complaints – Access barriers

**SOUTHERN REGION: DROUGHT RESPONSE
CASES PER SECTORS
1ST MARCH – 30TH APRIL 2022**

**SOUTHERN REGION: DROUGHT RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 30TH APRIL 2022**



Most cases from Sector **Other** refer to inquiries about Linha Verde 1458 objectives



POSITIVE FEEDBACK
1ST – 30TH APRIL 2022



FOOD SECURITY

"I called to thank you for having received on April 21, 2022 by the Conselho Cristo de Moçambique 50 kg of rice, 10 kg of beans and 3 liters of oil. Thank you very much for the support that the partners and Linha Verde 1458 have given us."

Female, Malema, Nampula

WASH-FOOD SECURITY

"I left Meluco in January 2020 and I live in Metuge at the Resettlement Center of Meluco with 7 family members. I reached out to the local structures and was registered by the community leader. Last time I received was in March 2022 and I received rice, beans and oil from WFP. I call Linha Verde 1458 to say that today, April 13, 2022, I received a bucket, a bar of soap, a toothbrush, underwear, and a sanitary napkin whose partner I don't know the name of. Thank you very much for your support!"

Male, Metuge, Cabo Delgado

FOOD SECURITY-SCHOOL FEEDING

"I am a student at EPC of Murapane and I called to thank the school support I received provided by WFP and ADRA, in which I received 5kg of rice, 1litre of oil, 1kg of beans and 1kg of salt. This is the first time I have received support. Thank you very much and I would like to encourage this program to continue for a longer period."

Female, Cidade de Pemba, Cabo Delgado

FOOD SECURITY-SHELTER

"I am calling from Nampula, Ilha de Moçambique to Linha Verde 1458 to thank you for the support offered by CARE organization where I received 50 kg of rice, 5 kg of oil, 5 kg of beans, two blankets, a tarpalin and kitchen utensils."

Female, Ilha de Mocambique, Nampula



SHELTER

"I'm calling from Nampula Province, district of Mogincual and I was affected by Cyclone Gombe. I would like to thank you for having received a kit of shelter goods: 2 pans, 1 solar panel, 3 lamps, 3 flashlights accumulator, 2 Mosquito Nets, 5 Glasses, 2 Mats, 1 Canvas, 1 Folder, 2 Knives and 6 Spoons distributed by CARITAS on the 4th of April 2022."

Male, Mogincual, Nampula

SOCIAL PROTECTION/INAS

"I am from Zambézia, Quelimane district, in the locality of Maquival. I was registered in the PASD - PE program by INAS and partners, which consists of assisting vulnerable families with an amount of 9000 MT divided into 2 installments of 4,540MT. The telephone distribution process took place in my community, where I received 1 telephone and the first installment of the subsidy in the amount of 4,540MT and at this moment I am waiting for the second installment. I called to thank you for your support."

Male, Quelimane, Zambezia

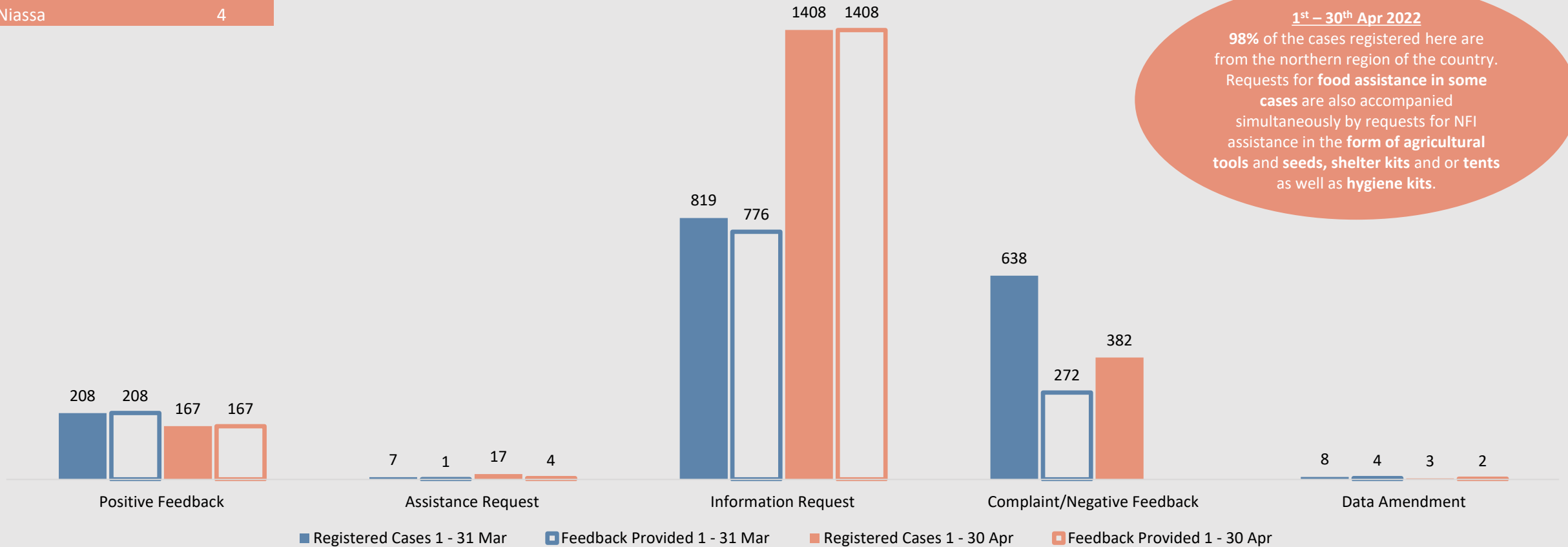
FOOD SECURITY



Sofala	16
Zambezia	17
Manica	2
Tete	7
Nampula	204
Cabo Delgado	1718
Inhambane	9
Gaza	1
Niassa	4

1st – 30th Apr 2022
 Cases Registered:
1977
 Feedback Provided:
1581

1st – 30th Apr 2022
 98% of the cases registered here are from the northern region of the country. Requests for **food assistance** in some cases are also accompanied simultaneously by requests for NFI assistance in the **form of agricultural tools and seeds, shelter kits and or tents** as well as **hygiene kits**.



■ Registered Cases 1 - 31 Mar ■ Feedback Provided 1 - 31 Mar ■ Registered Cases 1 - 30 Apr ■ Feedback Provided 1 - 30 Apr

HEALTH



1st – 30th Apr 2022

Cases Registered:

1532

Feedback Provided:

1530

Sofala	836
Zambezia	231
Manica	146
Tete	120
Nampula	107
Cabo Delgado	56
Inhambane	6
Gaza	5
Maputo Cidade	7
Niassa	6
Maputo Provincia	12

EDUCATION



1st – 30th Apr 2022

Cases Registered:

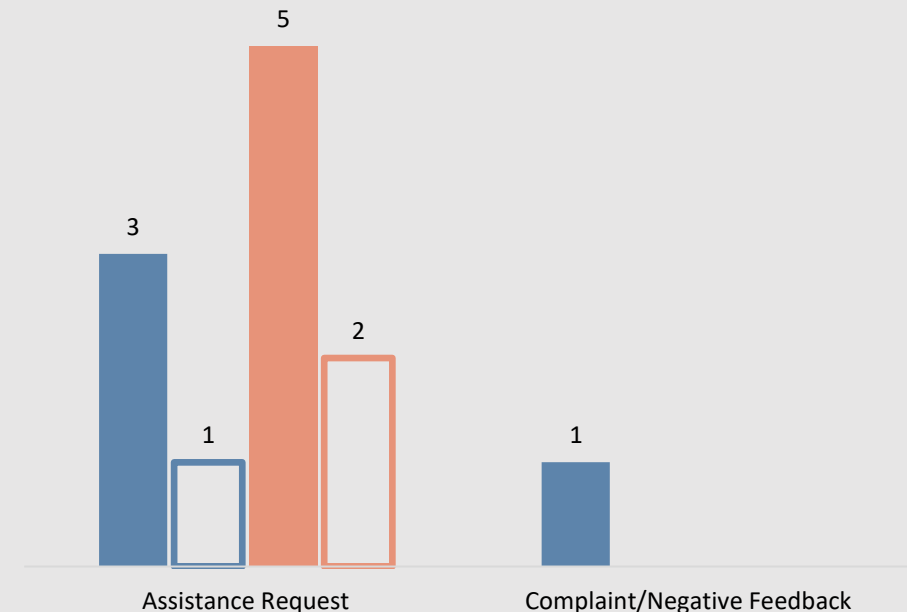
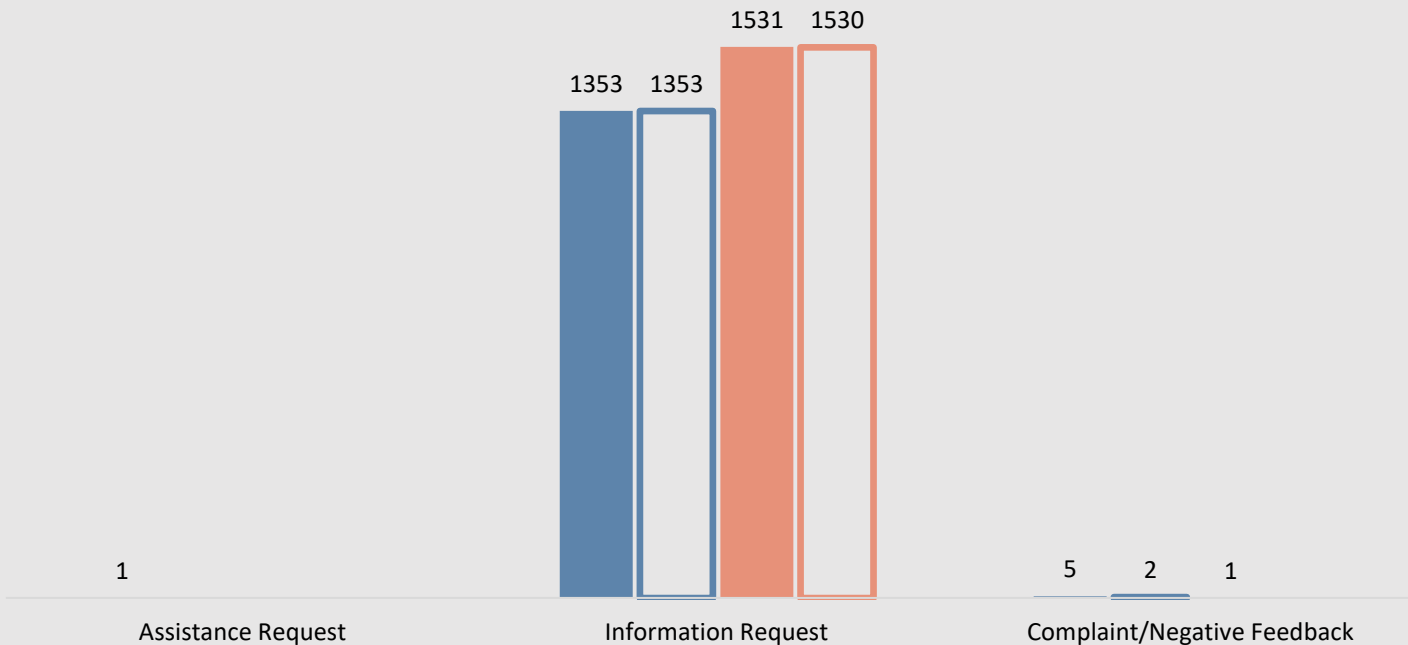
5

Feedback Provided:

2

Zambezia	1
Sofala	1
Cabo Delgado	3

3 out of 5 of Assistance Requests are from parents asking for school uniforms (**Chiure** and **Mueda**) and school materials (**Balama**) for their children. The other 2 are from children asking for support in school materials (**Namacurra** and **Nhamatanda**)



■ Registered Cases 1 - 31 Mar
 Feedback Provided 1 - 31 Mar
■ Registered Cases 1 - 30 Apr
 Feedback Provided 1 - 30 Apr

■ Registered Cases 1 - 31 Mar
 Feedback Provided 1 - 31 Mar
■ Registered Cases 1 - 30 Apr
 Feedback Provided 1 - 30 Apr

WASH



1st – 30th Apr 2022

Cases Registered:
16
Feedback Provided:
2

Nampula	2
Cabo Delgado	14

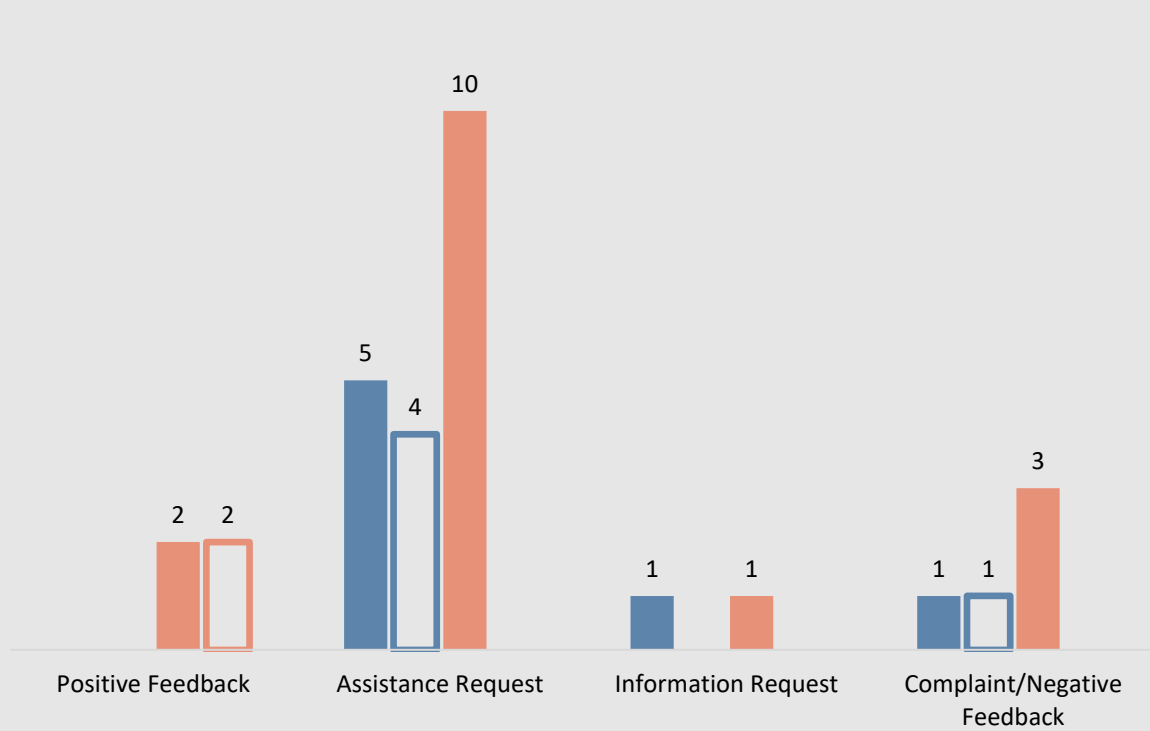
SHELTER AND NFI



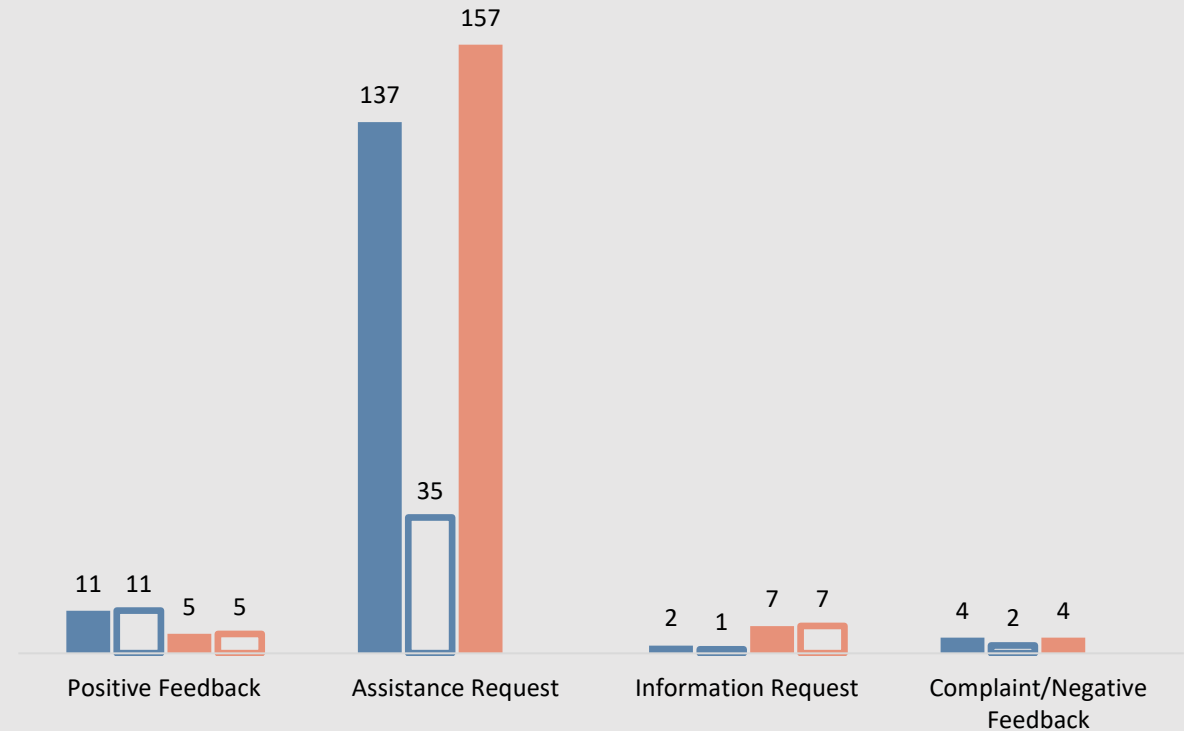
1st – 30th Apr 2022

Cases Registered:
173
Feedback Provided:
12

Nampula	6
Cabo Delgado	167



■ Registered Cases 1 - 31 Mar □ Feedback Provided 1 - 31 Mar
■ Registered Cases 1 - 30 Apr □ Feedback Provided 1 - 30 Apr



■ Registered Cases 1 - 31 Mar □ Feedback Provided 1 - 31 Mar
■ Registered Cases 1 - 30 Apr □ Feedback Provided 1 - 30 Apr

IDP REGISTRATION

Zambezia	1
Nampula	6
Cabo Delgado	118

1st – 30th Apr 2022

Cases Registered:
125
Feedback Provided:
117

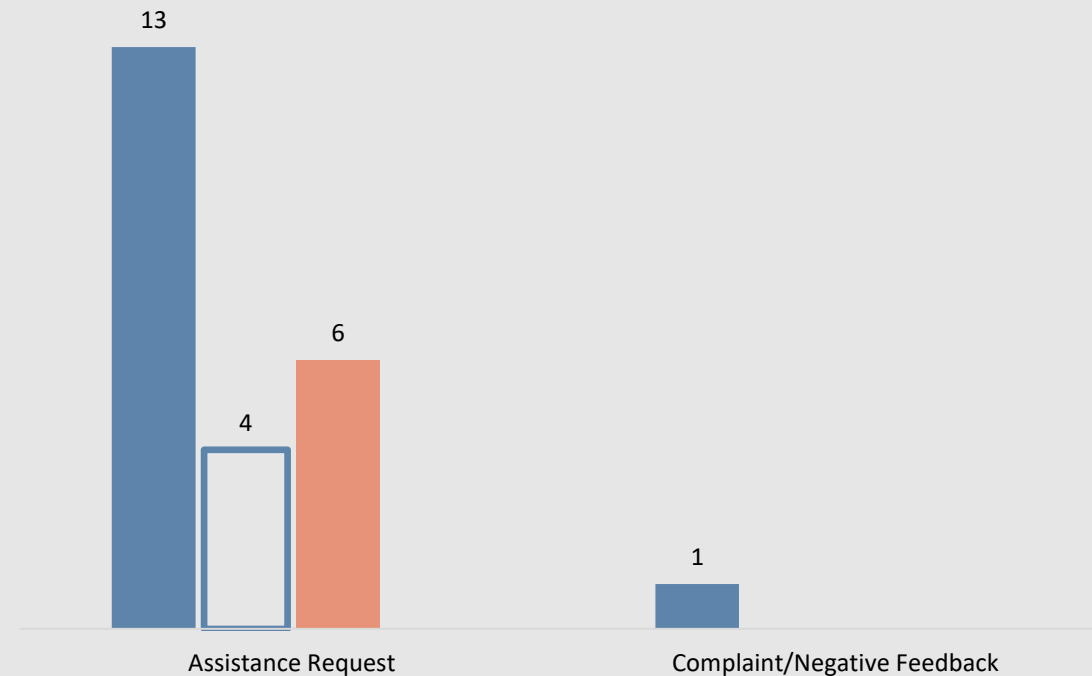
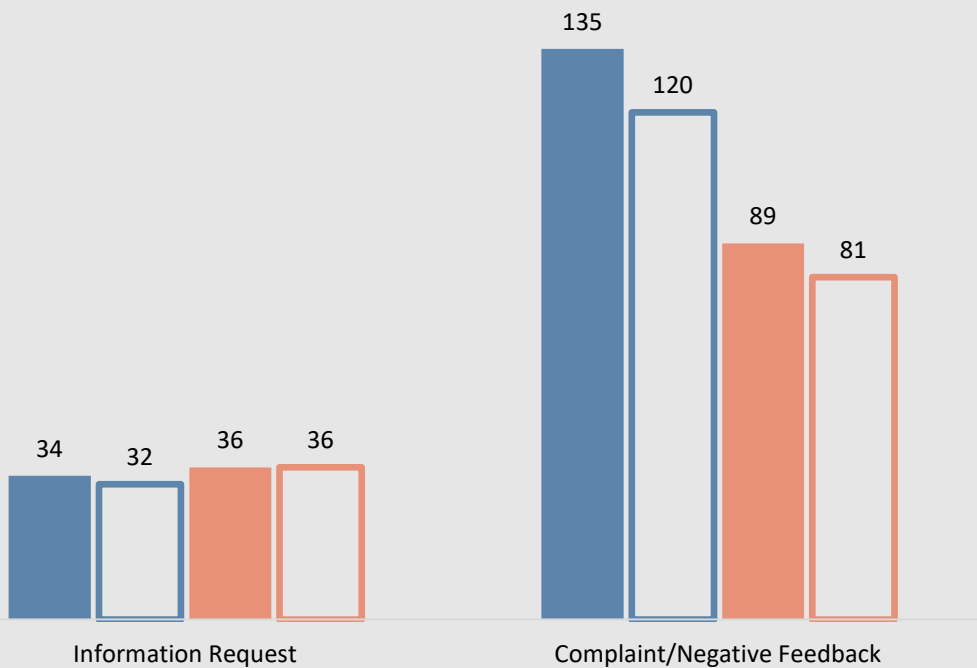
PROTECTION



Cabo Delgado 6

1st – 30th Apr 2022

Cases Registered:
6
Feedback Provided:
0



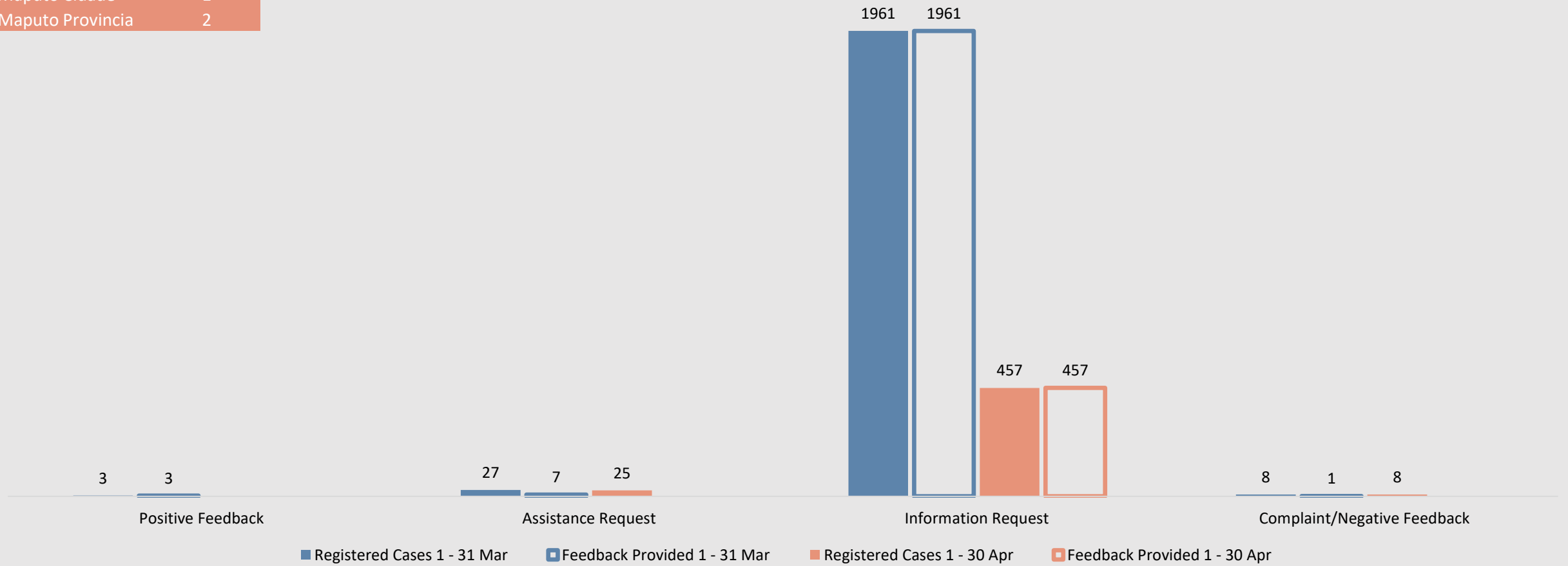
■ Registered Cases 1 - 31 Mar
 Feedback Provided 1 - 31 Mar
■ Registered Cases 1 - 30 Apr
 Feedback Provided 1 - 30 Apr

■ Registered Cases 1 - 31 Mar
 Feedback Provided 1 - 31 Mar
■ Registered Cases 1 - 30 Apr
 Feedback Provided 1 - 30 Apr

INGD

Sofala	313
Manica	19
Tete	66
Zambezia	30
Cabo Delgado	3
Gaza	1
Nampula	52
Niassa	3
Maputo Cidade	1
Maputo Provincia	2

1st – 30th Apr 2022
Cases Registered:
490
Feedback Provided:
457



CHILD PROTECTION

GBV

Zambezia	2
Manica	1
Nampula	2

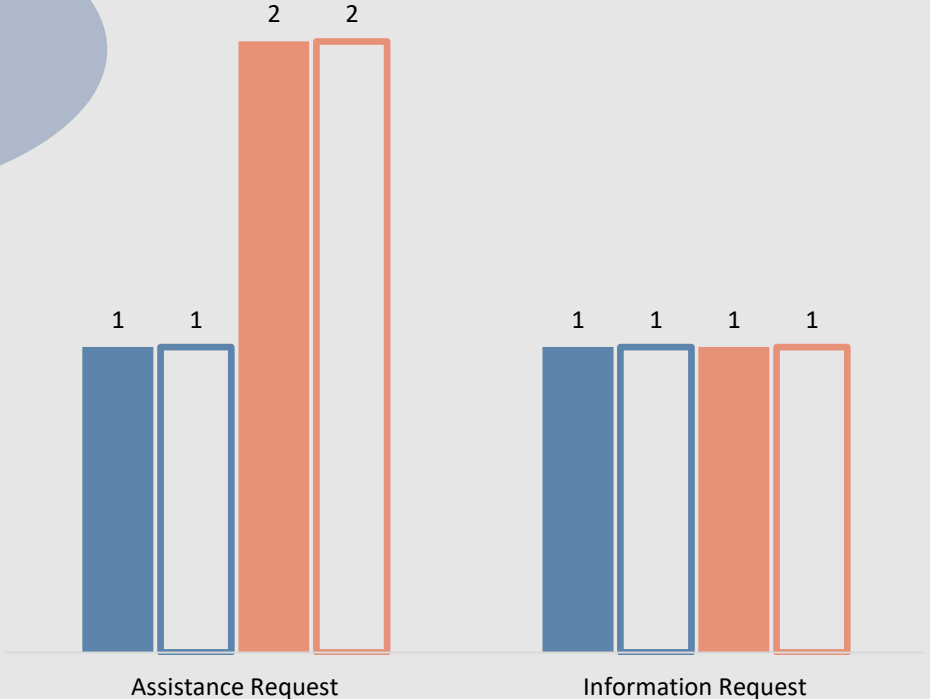
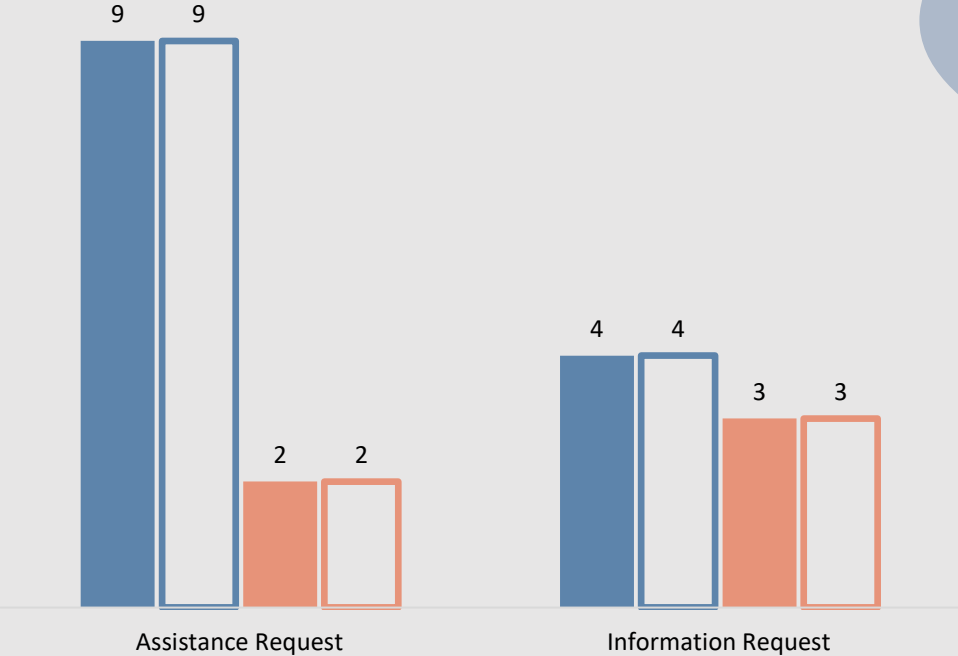


1st – 30th Apr 2022
 Cases Registered: 5
 Feedback Provided: 5

1st – 30th Apr 2022
 Cases Registered: 3
 Feedback Provided: 3

Nampula	2
Tete	1

Child Protection cases are referred to **Linha Fala Criança** as well as **GBV** cases are referred to the GBV cluster for resolution and afterwards closed by Linha Verde 1458. However, these cases may take from one to six months for resolution by **Linha Fala Criança** and **GBV** cluster



■ Registered Cases 1 - 31 Mar ■ Feedback Provided 1 - 31 Mar
 ■ Registered Cases 1 - 30 Apr ■ Feedback Provided 1 - 30 Apr

■ Registered Cases 1 - 31 Mar ■ Feedback Provided 1 - 31 Mar
 ■ Registered Cases 1 - 30 Apr ■ Feedback Provided 1 - 30 Apr

SOCIAL PROTECTION/INAS

Sofala	1
Zambezia	88
Tete	2
Nampula	1

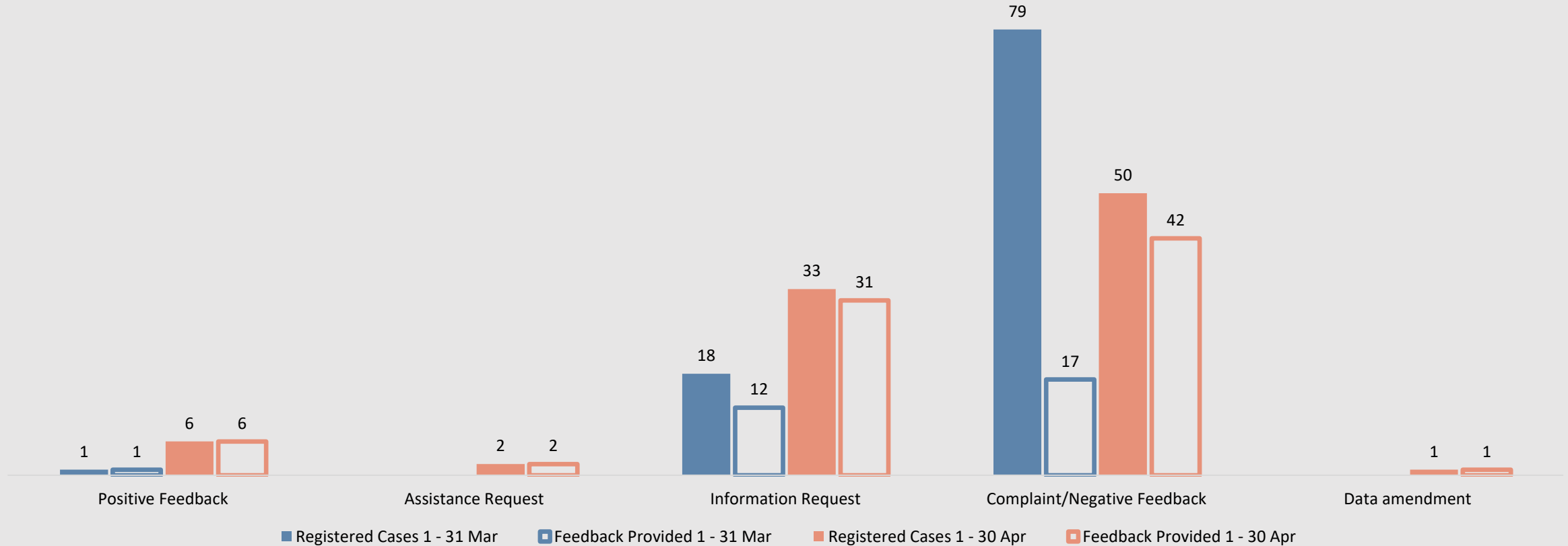
1st – 30th Apr 2022

Cases Registered:
92

Feedback Provided:
82



Cases where implementation is being done in **coordination with WFP** are now being shared with WFP provincial and CFM focal points for verification and joint action with INAS focal points, and where INAS is implementing with other partners. **All cases have been shared with INAS**



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 30TH APRIL 2022

Overview

- ❖ Linha Verde 1458 registered **4,465** cases throughout the month of April 2022 showing a decrease from the previous month. 86% of concerns raised have been addressed within the same month.
 - **52%** of cases registered are regarding humanitarian interventions in the northern region of the country.
 - **34%** of the cases registered are regarding Covid-19 despite most restrictions having been lifted in the same month.
 - **13%** of cases are from the central region of the country mostly regarding weather related concerns and others regarding the INAS Social Protection Program.

Northern Region (IDP) Response: 1st – 30th April 2022

- ❖ **2,340** cases have been registered regarding interventions in the northern region of the country covering Cabo Delgado and Nampula. **1926** cases related to **food assistance**, **173** cases related to **shelter and NFI's**, **124** cases related to **IDP registration**, **59** cases related to assistance for people affected by cyclone Gombe in **Nampula** and 16 cases related to **WASH**.

Food Assistance

- ❖ Of the **1,926** cases registered, **1,381** are information requests, **379** are complaints, **163** are positive feedback and **7** are data amendment and assistance requests.

Information Requests

- ❖ The 1,381 information requests are divided as follows:
 - The majority **1,359** called in to enquire the time for the next food/voucher distribution. Linha Verde 1458 provides callers with indicative distribution dates shared by WFP informing callers to check with local leaders. Most (1,224 of the calls are from Cabo Delgado, Montepuez, Pemba, Metuge, Chiure, Ancuabe, Mueda, Nangade, Ibo and Balama). **131** information requests regarding distribution timing came from IDP's from Cabo Delgado who have moved to **Monapo, Meconta, Cidade de Nampula, Erati, Mossuril, in Nampula** and from **Lichinga and Sanga** in Niassa.

- **14** callers enquired about the ration reduction for some of the large families, other information requests around **entitlement** were from beneficiaries enquiring as to why some communities receive value vouchers and others receive food. Linha Verde 1458 informed WFP food assistance beneficiaries about the reduction and explained why some communities can be eligible for voucher assistance and others not. Linha Verde 1458 also informed callers that there are challenges being faced to obtain funding and people need to look for alternative sources of food. These are from Montepuez, Chiure and Mueda
- A very small number of people called to ask what the current beneficiary selection criteria is for beneficiaries of WFP food assistance programs. Most were people who had a small source of income and indicated that they had been removed from the beneficiary lists and wanted to know if the targeting criteria had changed. Linha Verde 1458 informed callers that humanitarian assistance is for the most vulnerable.

Complaints

- ❖ **367** complaints were registered via Linha Verde 1458 in the month April 2022. **265** are exclusion error claims, **60** are abuses of power, **27** are distribution issues, **10** quality and quantity issues and **5** access issues.
 - Linha Verde 1458 received exclusion error claims from people who say they are IDP's in Montepuez, Pemba, Chiure, Metuge, Ancuabe who claimed the last time they received assistance was in the months of April, March, February and some even say January. The mentioned that their names are no longer on the lists and have received no explanation as to why.
 - Some of the exclusion error claims also came in from Nacala porto, Memba, Meconta, Cidade de Nampula and Ilha de Mozambique and Rapale. All cases have been shared with WFP CFM focal points for verification and follow up.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 30TH APRIL 2022

- ❖ **60 reports of abuses of power** were received throughout the month and divided as follows.
 - 27 callers reached out to Linha Verde 1458 to report fraud in the food assistance program. Most of them have reported that local leaders have included their family members in beneficiary lists. A lesser number of callers indicated that they have been told that an unknown person has received their entitlement. They complain indicating that they were present at the distribution point however did not witness the said “unknown” persons receiving the food assistance in their place which leads them to believe that there is **fraudulent** activity taking place. Most of these claims have come from Montepuez, Mueda, Metuge, Chiure, Nangade, Ancuabe, Balama and Macomia in Cabo Delgado. Others are from Meconta, Cidade de Nampula.
 - 26 IDP’s who are beneficiaries of WFP food assistance programmes in communities in Ancuabe mainly, followed by Macomia, Chiure and Mueda have all claimed that local leaders are granting non- IDP’s space in the food assistance beneficiary lists at for a fee of between 500-1500mt.
 - 7 claims of **diversion** received from Macomia, Pemba, Montepuez and Metuge. IDP’s called Linha Verde 1458 to report that local leaders are possibly in cahoots with WFP food assistance partners to divert food kits for sale. This allegation was made mostly by callers who say that they did not receive their food kits in the last distribution.
- ❖ **27** people who say they are beneficiaries reported **distribution issues** indicating that distribution teams promised to return to complete distribution activities, saying that other beneficiaries had been left out. Most of the cases are from Montepuez, Ancuabe, Mueda, Macomia, Chiure and Ibo.
- ❖ **5** complaints regarding quantity were received from Ibo, Montepuez and Meconta. Callers indicated that the size of the rations does not cover their families and are having difficulties in sourcing supplementary food.
- ❖ **4** callers from Ancuabe, Montepuez, Malema and Ribaue in Nampula have reported having difficulties in cooking the beans they received as part of their food rations from WFP. Callers have been advised to soak the beans overnight.

Registration of IDP’s in host communities

Information Requests

- ❖ 36 IDP’s received clarification from Linha Verde 1458 on how they can register themselves in host communities and possibly be eligible for assistance.
 - The majority are from Mueda (Lyanda, Ntamba, Mpeme and Eduardo Mondlane sites), Ancuabe (Ngewe, Marocane, Natove, Nanjua A), Pemba, Chiure, Nangade.

WASH

Assistance requests

- ❖ IDP’S from Ntoni and Muadi sites in Nangade Namdimba in Mueda, Nanjua-A in Ancuabe requested the **drilling of boreholes for access to water**. They mentioned that they must travel very far and pay for water whilst they do not have enough money.
- ❖ IDP’s from Lyanda in Mueda, Ntocota in Metuge, Upajo in Montepuez and Corrane site in Nampula all requested for **soap**. With one person affected by cyclone Gombe in Namialo requesting for **buckets** as they were still staying at the Namialo primary school.

Complaints

- ❖ IDP’s from Muidumbe, residing in Saul relocation site in Metuge claim that there is a conflict with other IDP’s in the site who do not allow the IDP’s from Muidumbe to access water, they mentioned that they have also been breaking their buckets.
- ❖ Beneficiaries from Muanona site in Montepuez who received hygiene kits from JAM containing a bucket, a light bulb, soap, and mosquito nets indicated that the distribution team did not complete the distribution and promised to return however they still had not returned at the time of the call.
- ❖ IDP’s in Pulo site in Metuge expressed frustration that they Mozambican Red Cross came to register them for distribution of a voucher however when time came for distribution of the vouchers, they say they saw the vouchers being sold in another community.
- ❖ All WASH cases have been shared with WASH Cluster focal point who in turn has shared the cases with WASH partner cited above for verification and action. Linha Verde 1458 has received information that the cases are being verified and followed up.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 30TH APRIL 2022

Shelter and NFI's

- ❖ **173** cases related to shelter have been registered throughout the month of April 2022. 158 are assistance requests, 8 are information requests, 4 complaints and 5 positive feedbacks.

Assistance requests

- **Mueda: 66** requests for kitchen utensils, tarpaulins and mosquito nets were received from IDP's **Lyanda, Mpeme and Eduardo Mondlane sites.**
- **Metuge: 37** requests for tarpaulins, kitchen utensils, mosquito nets and buckets were received from IDP's in **Saul, Pula, Nicavaco, Nanlia, 25 de Junho sites.**
- **Montepuez: 21** IDP's requested for assistance in lamps, tarpaulins, agricultural tools, mosquito nets and kitchen utensils. The requests were received from **Massasse, Lusaka, Upajo, Namputo, Piloto and Ujama sites.**
- **Ancuabe: 15** IDP's from **Natove, Nanjua A, Nacussa B, Nanona** called to request for assistance in agricultural tools and seeds, tarpaulins, mosquito nets and kitchen utensils.
- **Nangade: 8** requests for assistance were received for tarpaulins, and kitchen utensils from **Ntamba and Ntoni sites.**
- **Ibo: 5** requests for assistance in tarpaulins, mosquito nets and kitchen utensils from **Cumuamba, Cimento and Nangala.**

Complaints

- ❖ **3 exclusion error** claims were received from IDP's who are in Ngewe and Nanjua A in Ancuabe and Marcune in Montepuez all claiming that they did not receive the shelter materials distributed in the sites, citing that they were told that their names were not on the lists.
- ❖ One **corruption** claim was received from Pulo site in Montepuez. The caller alleged that some members of the distribution team were charging money for the NFI's kits.
- ❖ All cases have been shared with the shelter cluster for awareness.

Central Region: 1st – 30th April 2022

- ❖ **581** cases have been registered from the central region of the country throughout the month of April 2022, showing a significant decrease from 1,907 the previous month, noting the that worries related to extreme weather events are reducing.

Weather related queries

- ❖ **422** cases were registered relating to weather concerns, majority were from Tete, Zambezia, Sofala and Manica. Linha Verde 1458 informed people that we only issue alerts for extreme weather events when we receive them, and that people need to follow weather alerts as well from the various news local news outlets.

INAS Covid-19 Assistance Program

- ❖ **91** cases received regarding INAS social protection program in Zambezia. **54** are complaints, **29** are information requests and **6** positive feedback cases, **2** technical problems.

Complaints

- ❖ **52 exclusion error** claims were received from callers in Quelimane, Zambezia:
 - Some callers claim to have been registered and complain that they did not receive the mobile phones that were distributed on the 20th of April 2022 as they were told that their names did not appear in the list.
 - A smaller number said that they were registered and received mobile phones however they did not receive the transfer made this month.
 - Linha Verde 1458 has referred all cases to WFP protection focal point in Quelimane who forwards all concerns to INAS for verification and follow-up.
- ❖ **4 abuse of power cases** were received, **3** were claims of corruption from Quelimane (Maquival and Maroque) in which beneficiaries of the program claimed to have been **charged money** by the local leaders to be included in the list and admitted that they had not choice but to pay. **1** caller from Namutcha in Quelimane claiming that people who are employed have been included in the lists to receive the benefit.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 30TH APRIL 2022

Information requests

- ❖ **29** information requests from regarding the program. **25** were distribution timing where beneficiaries registered under the program enquired when they would receive the transfer. **3** regarding entitlement where beneficiaries wanted to know whether they are allowed to make other M-pesa transactions with the transferred value within that account or would have to use an alternative. **1** information request was regarding the targeting criteria for the social protection program.

People affected by Cyclone Gombe - Zambezia and Nampula

Assistance Requests

- ❖ **15** people who said they were displaced by cyclones Gombe and Ana from **Zambezia, Maquival, Namitanguirine and Macovine sites** as well as Chimbonde site in Tete city called to request for food assistance.

Complaints

- ❖ **5** people from **Monapo in Nampula** who were affected by cyclone Gombe have made **claims of fraud** against the local leaders have included their family members in the beneficiary lists to receive the food assistance. The cases have been shared with the organization for action.
- ❖ **5 distribution issue complaints** received from Monapo where callers indicated that distribution teams left several people out and did not complete distribution activities saying that they would return later. They indicated that they consulted with the local leaders before calling to find out if there was a confirmed date of return and the leaders said they had no information to share.

Previous WFP Food Assistance beneficiaries

Information Requests

- ❖ **16** calls received from previous beneficiaries of WFP food assistance in Dondo, Buzi, Muanza, Nhamatanda, Chibabava and Chemba in Sofala, Machaze in Manica. Majority were information requests, wanting to know if WFP would provide food to them again.

Protection: 1st – 30th April 2022

- ❖ **14** protection cases have been registered throughout the month of April 2022 including GBV and child protection.
 - **5** general protection cases related to **civil documentation** received from IDPs, specifically saying that they do not have **identification documents** and are requesting for assistance in obtaining them. These requests were received from Impire site in Balama, Maningane site in Chiure, Nagua site in Metuge, Nacussa in Ancuabe and Ntessa in Metuge.
 - **1** request for **relocation** from an IDP who was displaced from Nangade and fled to Mbonge village in Ancuabe. The caller claims that he has since been living on borrowed land but is facing eviction and requesting that he and his family of 15 be relocated to any relocation site.
 - **5** child protection related cases in which **2** are **reports of early marriage cases**, from Sussundenga in Manica and Quelimane in Zambezia. **3** were **information requests** regarding the rights of a child and what is early marriage and its consequences. Linha Verde 1458 referred the early marriage case reports to Linha Fala Criança and responded to the information requests providing information regarding children's rights and information on the law against early marriage and its consequences.
 - **3** **GBV** related cases in which **1** was a **report of sexual violence** from Tete city in Tete, and the other a **report of domestic violence** from Nampula city. The one from Nampula was referred to the CAI (Centro de Atendimento Integrado) in Nampula city and the other was referred to the nearest hospital in their community. **1** case was an information request regarding what is considered sexual violence, Linha Verde 1458 provides basic information around GBV and the consequences of sexual violence and the laws against it.

Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

1ST MARCH – 30TH APRIL 2022

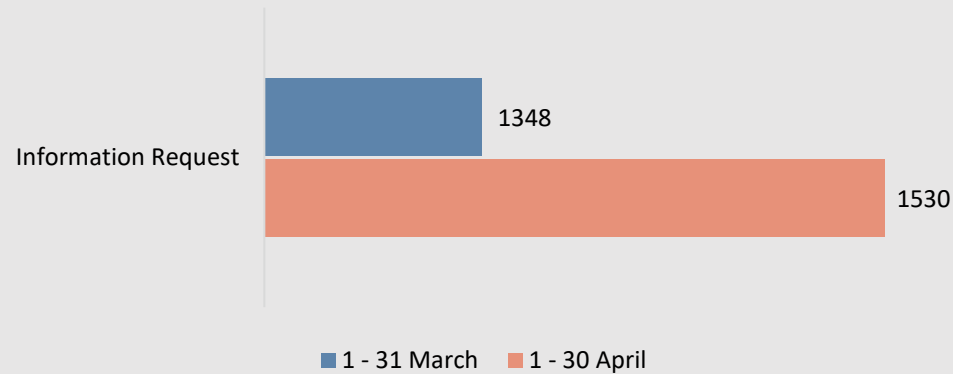
1 – 30 April 2022

Nr. of cases about Covid-19:

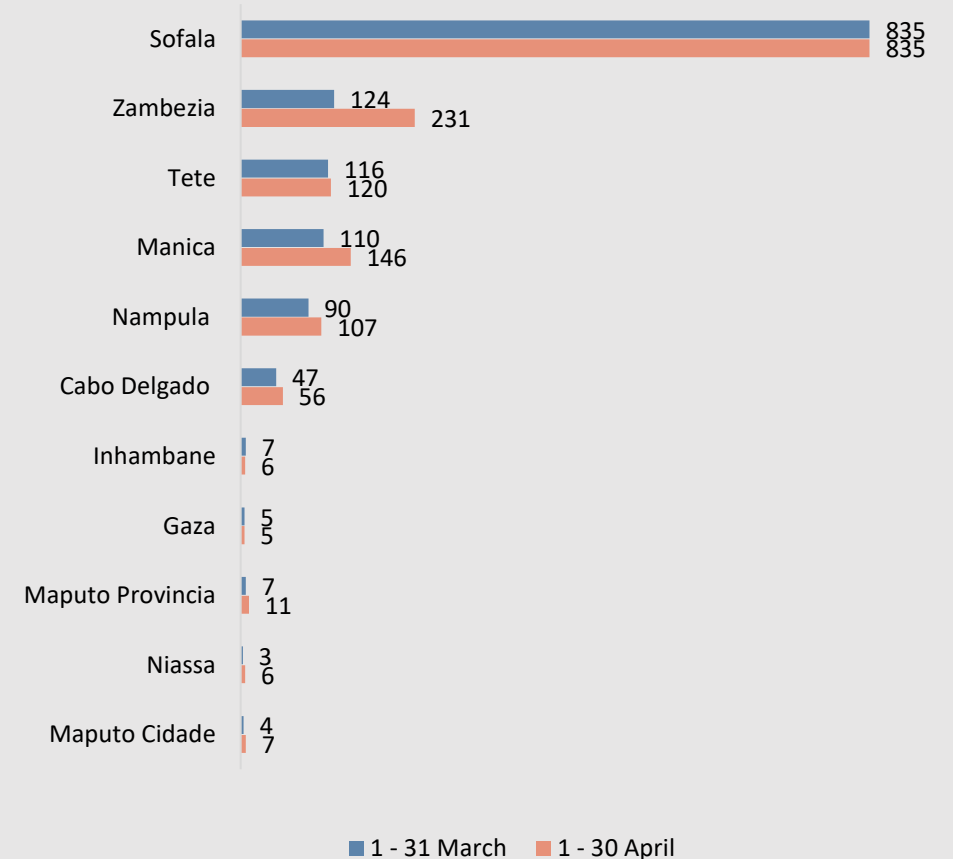
1,530

34% of the cases registered through the Linha Verde 1458 between April 1st and April 30th were Covid-19 related.

CASE TYPES

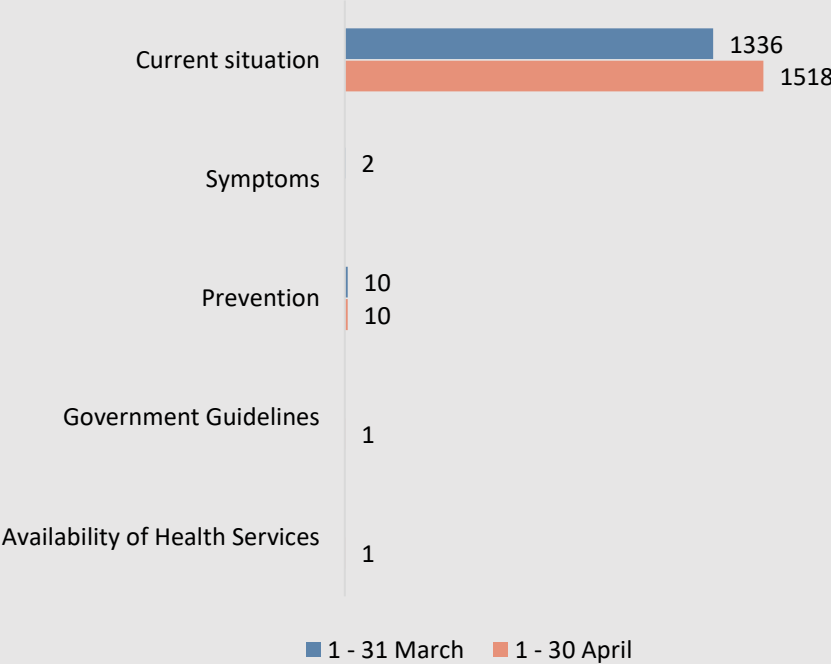


CASES BY PROVINCE

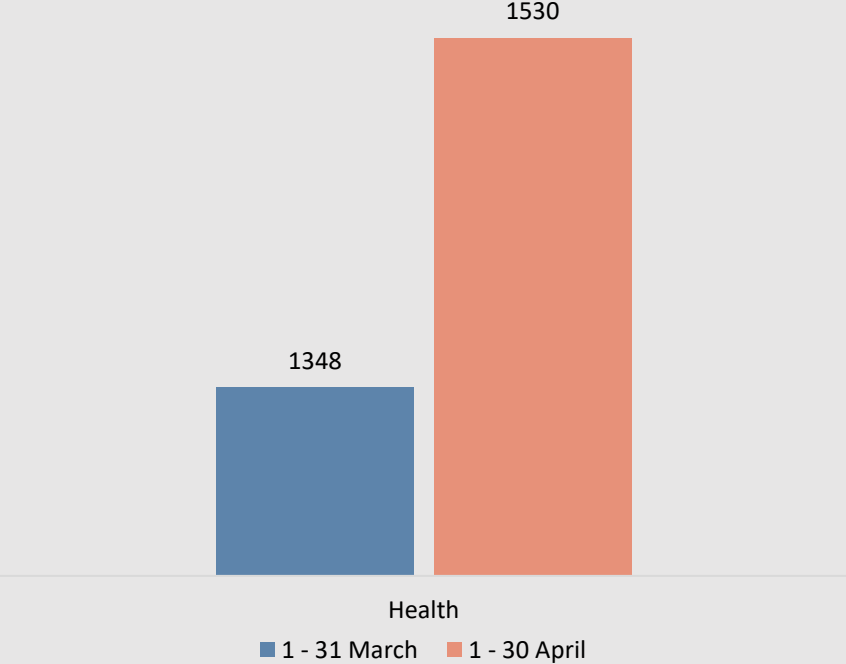


**COVID-19
CASE TYPE BY CATEGORY
SECTORS RELATED
1ST MARCH – 30TH APRIL 2022**

INFORMATION REQUEST



SECTORS

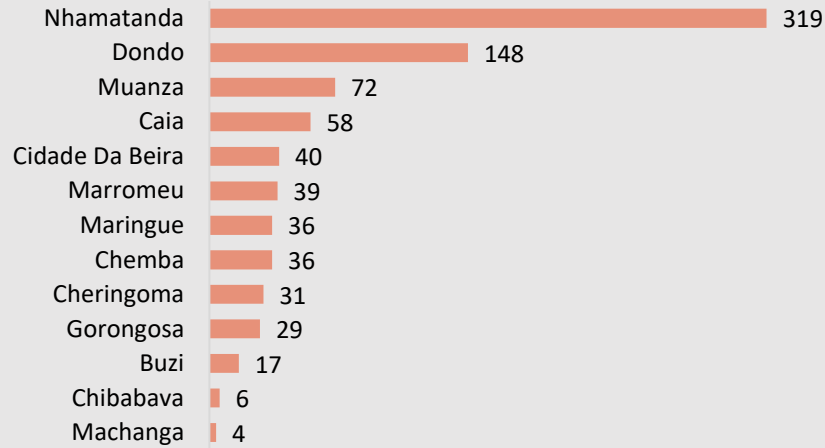




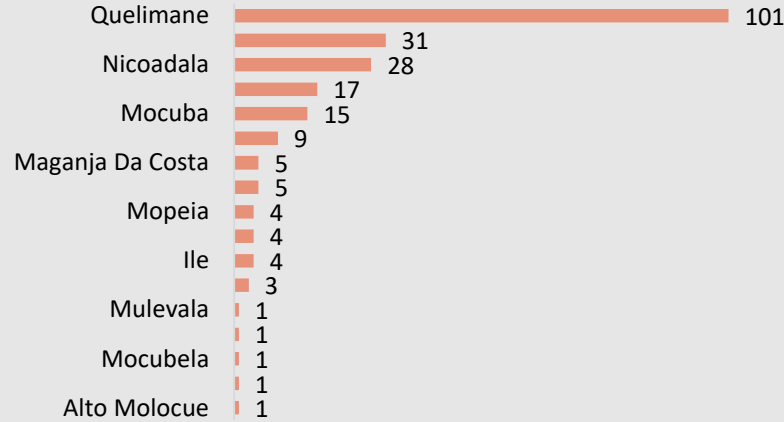
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST – 30TH APRIL 2022

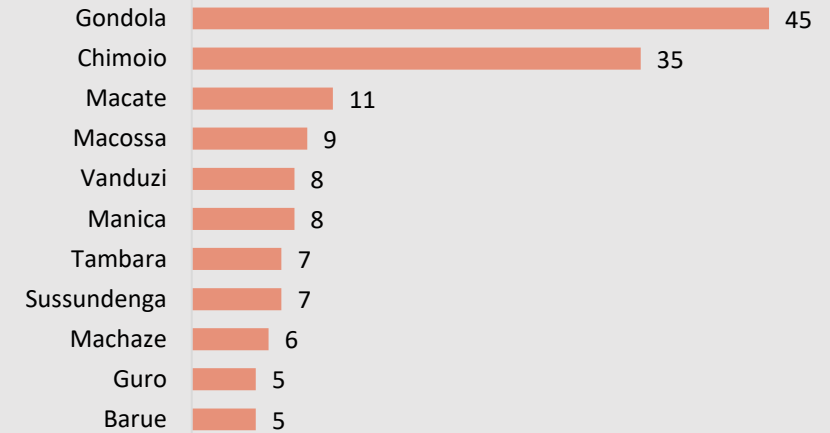
Sofala - 835



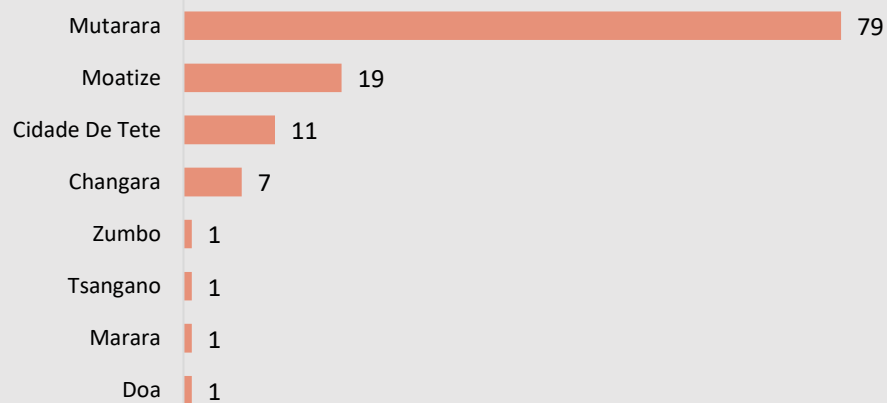
Zambezia - 231



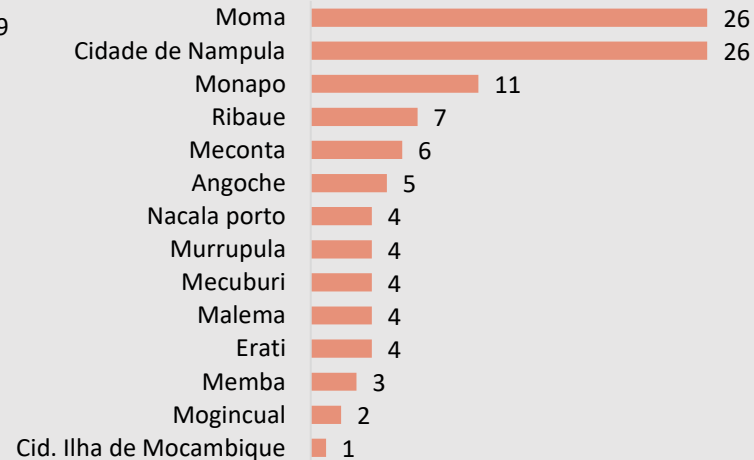
Manica - 146



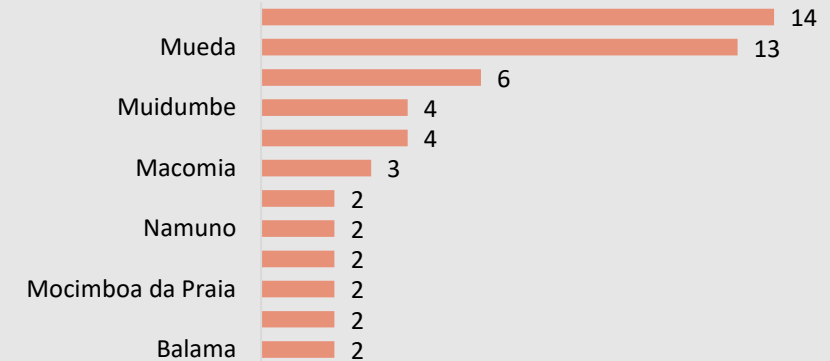
Tete - 120



Nampula - 107



Cabo Delgado - 56

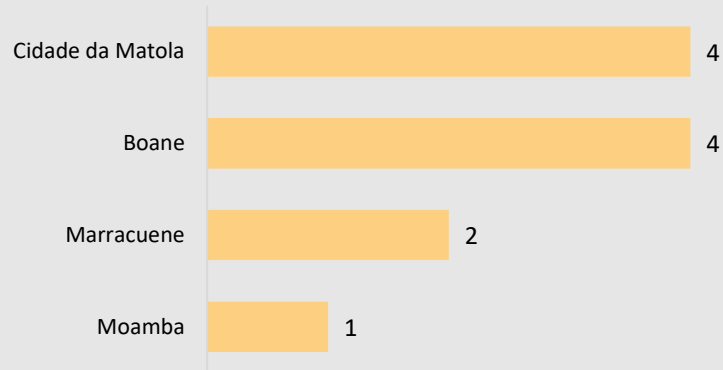


COVID-19: LOCATIONS OF COVID-19 CALLS

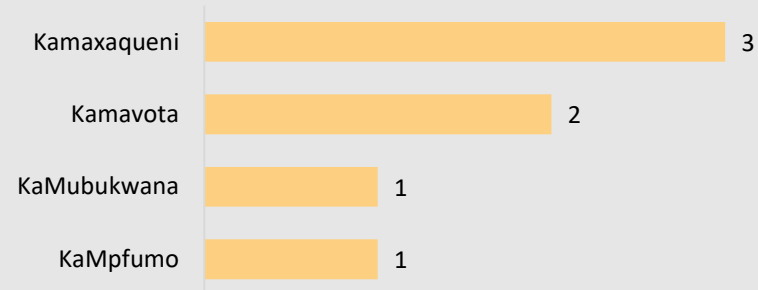
1ST – 30TH APRIL 2022



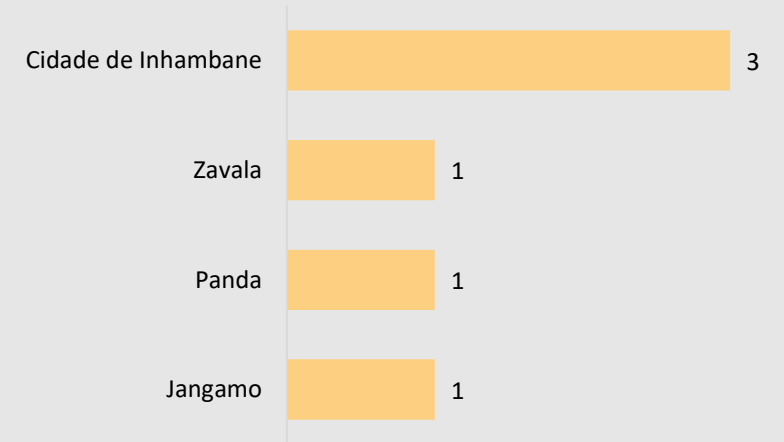
Maputo Provincia - 11



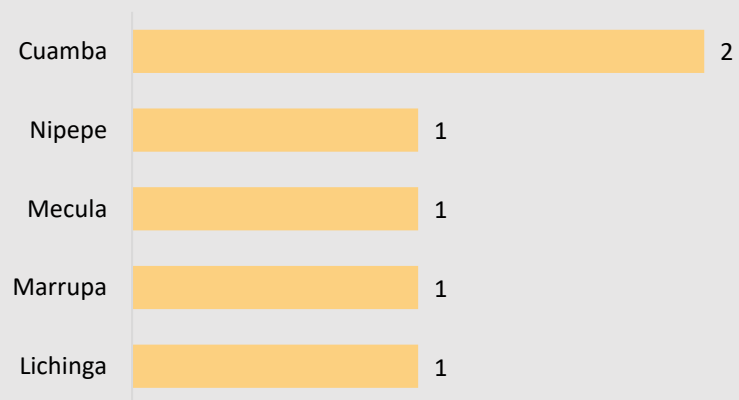
Maputo Cidade - 7



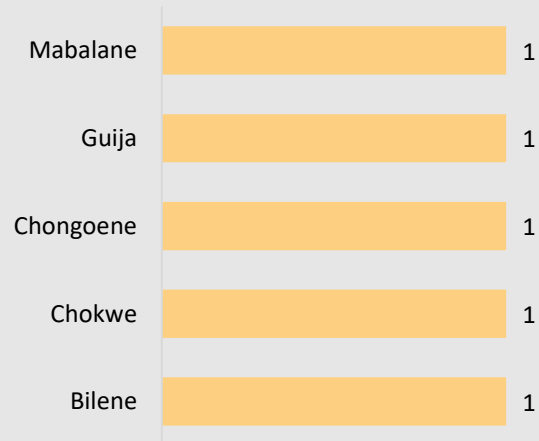
Inhambane - 6



Niassa - 6



Gaza - 5



Covid-19: 1st – 30th April 2022

- ❖ **1,532** cases were registered regarding Covid-19 throughout the month of April 2022. Important to note that despite most restrictions having been lifted, people still call in to find out how many cases have been reported. This accounts for 99% of the cases registered regarding Covid-19.
 - The majority of the cases came from Sofala 835, Zambezia, 231, Tete 120, Manica 146, Nampula 107, Cabo Delgado 56, Inhambane, Gaza, Maputo and Niassa 35 combined.