

Linha Verde da Resposta á Emergência

Report period; 1st June – 31st July 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.

91,175 Total Cases Registered



94% Feedback Rate
since Jan 1st 2022

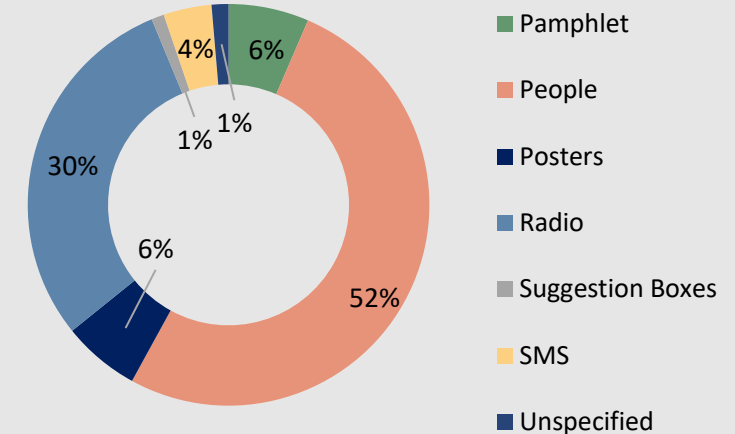
32,292 Total Cases Registered
since 1st January 2022

CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 31ST JULY 2022

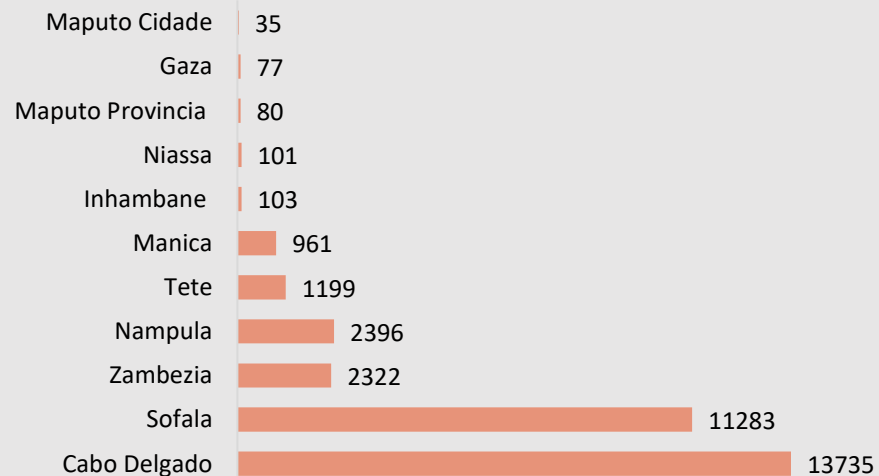
CALLER PROFILE



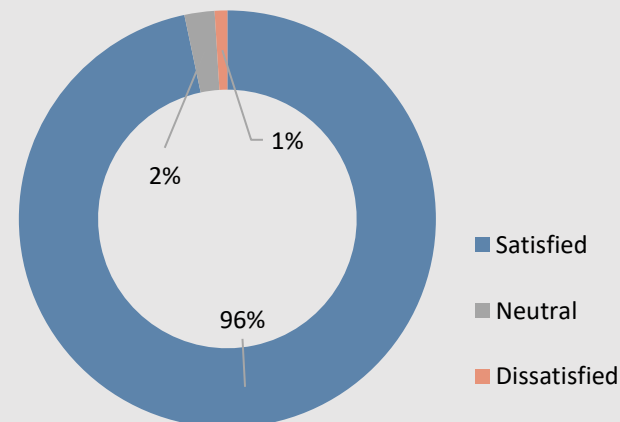
KNOWLEDGE ABOUT LINHA VERDE 1458



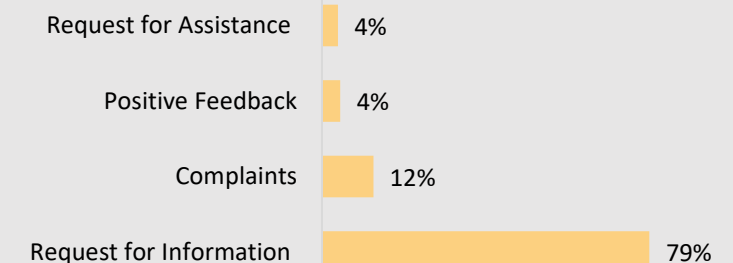
CASES BY PROVINCE



SATISFACTION



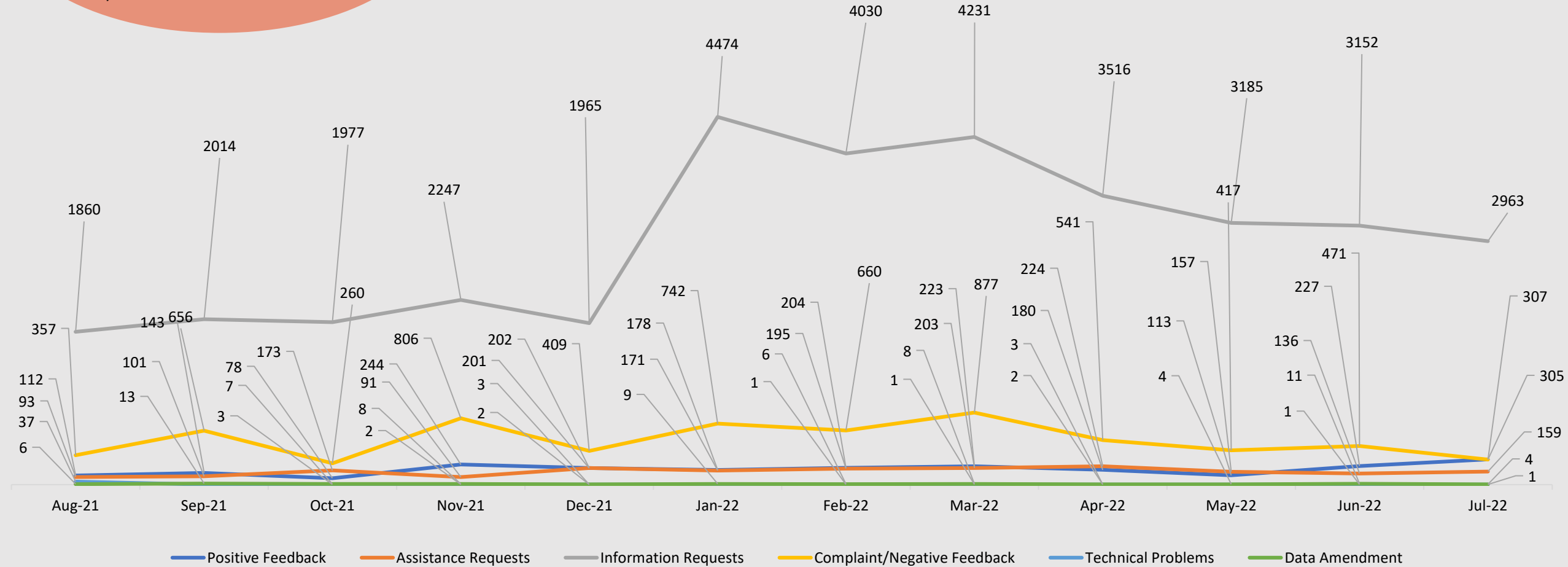
CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST AUGUST 2021 – 31ST JULY 2022

1 – 31 July 2022
 Nr. Total Registered Cases:
3,739
 Nr. of calls about Covid-19:
1,174
31% of the cases registered
 through Linha Verde 1458 between
 July 1st – 31st were Covid-19 related.



CASES PER SECTOR

1ST JUNE – 31ST JULY 2022



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

CASES PER REGION

1ST JUNE – 31ST JULY 2022

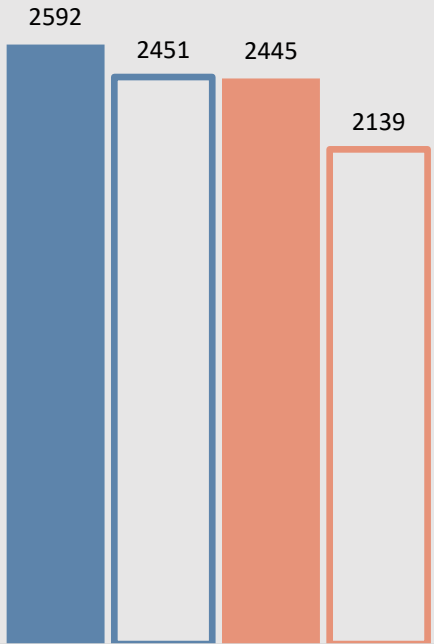


1st – 31st July 2022
Cases Registered:
 2445
Feedback provided:
 2139

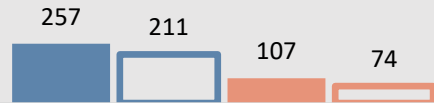
1st – 31st July 2022
Cases Registered:
 107
Feedback provided:
 74

1st – 31st July 2022
Cases Registered:
 13
Feedback provided:
 13

1st – 31st July 2022
Cases Registered:
 1174
Feedback provided:
 1174



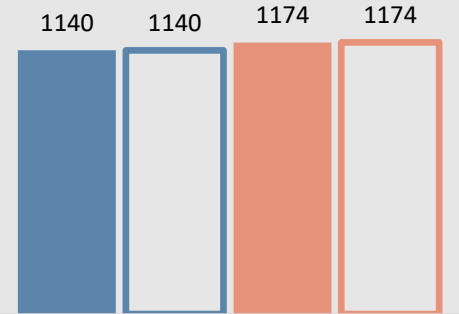
Northern Region response



Central Region response



Southern Region response



COVID-19

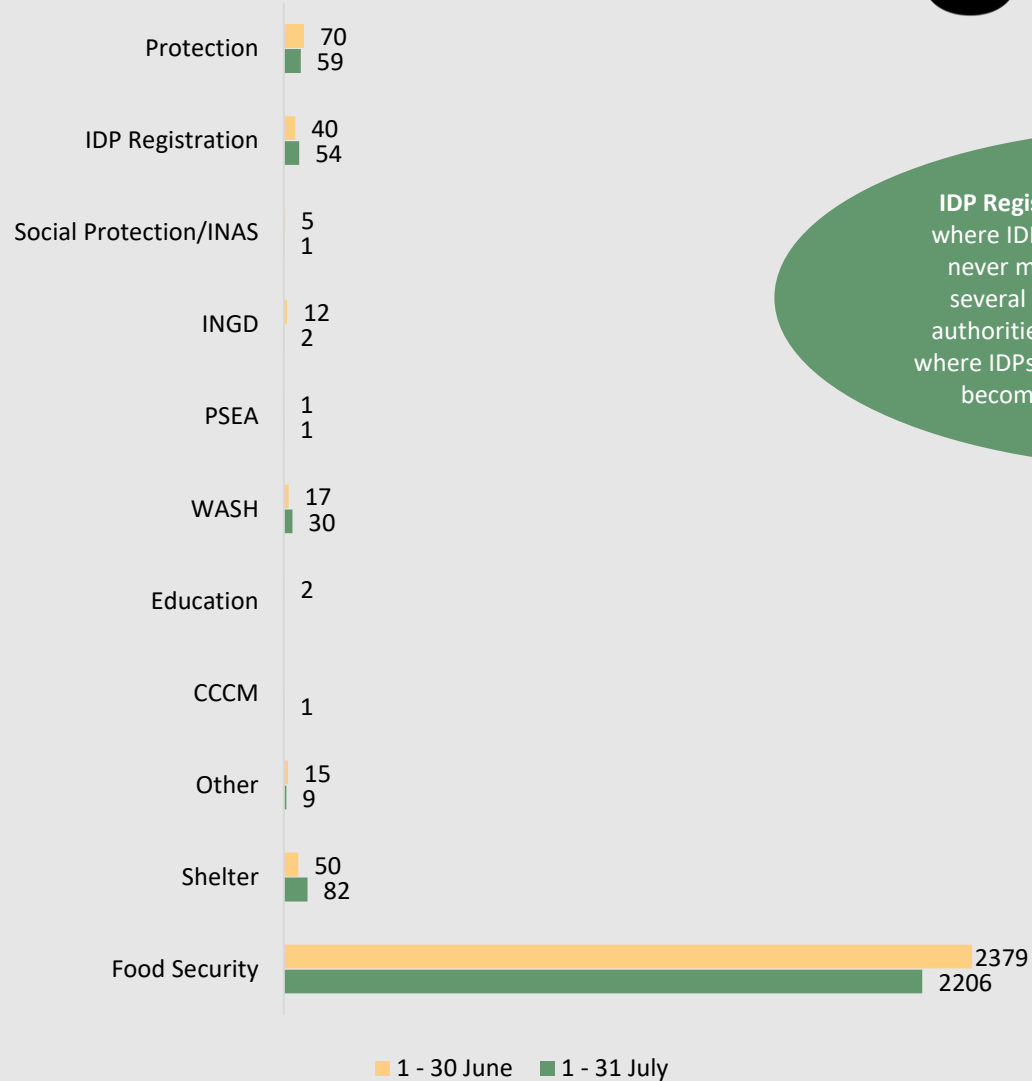
■ Registered Cases 1 - 30 June

□ Feedback Provided 1 - 30 June

■ Registered Cases 1 - 31 July

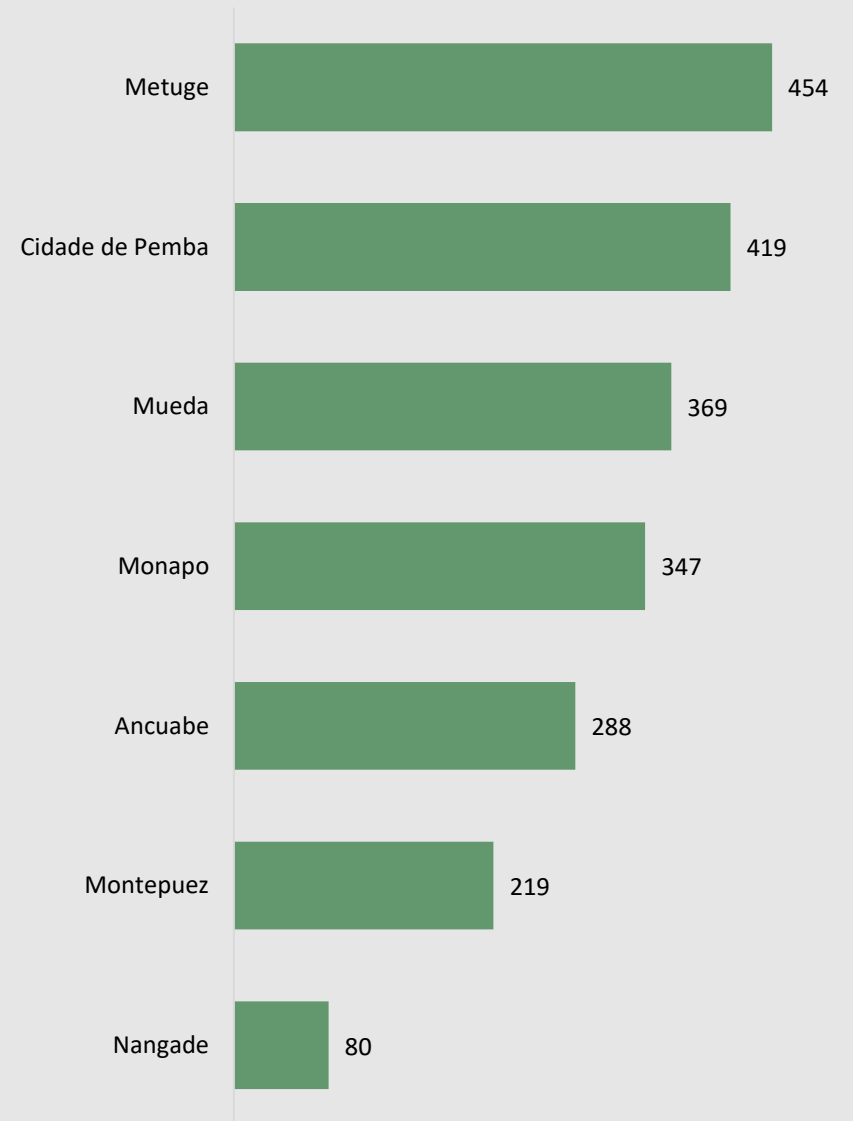
□ Feedback Provided 1 - 31 July

NORTHERN REGION RESPONSE CASES PER SECTORS 1ST JUNE – 31ST JULY 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 – 31ST JULY 2022



NORTHERN REGION RESPONSE

1ST JUNE – 31ST JULY 2022

June
Cases Registered:
2592
Feedback Provided:
95%

July
Cases Registered:
2445
Feedback Provided:
87%

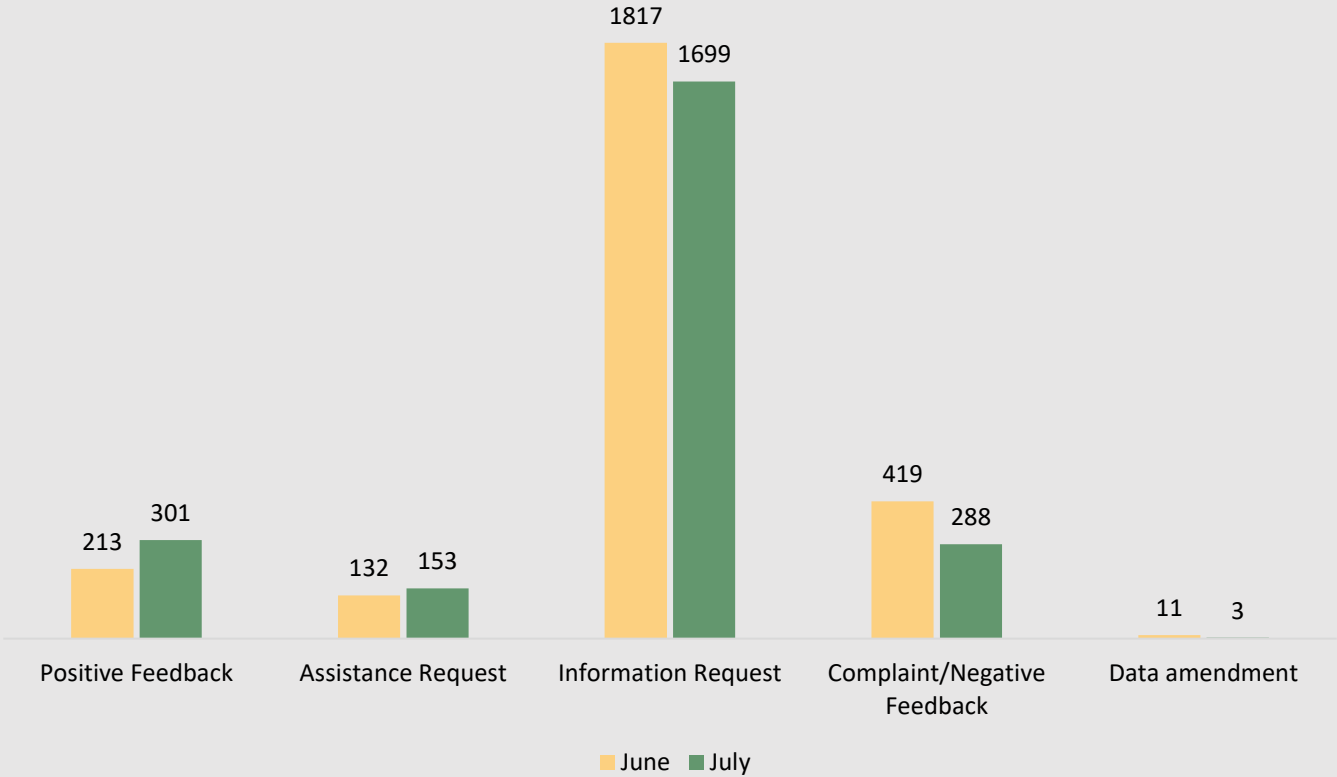
June
Cases Registered:
132
Feedback provided:
91%

July
Cases Registered:
153
Feedback provided:
82%



NFI

CASE TYPES



ASSISTANCE REQUEST



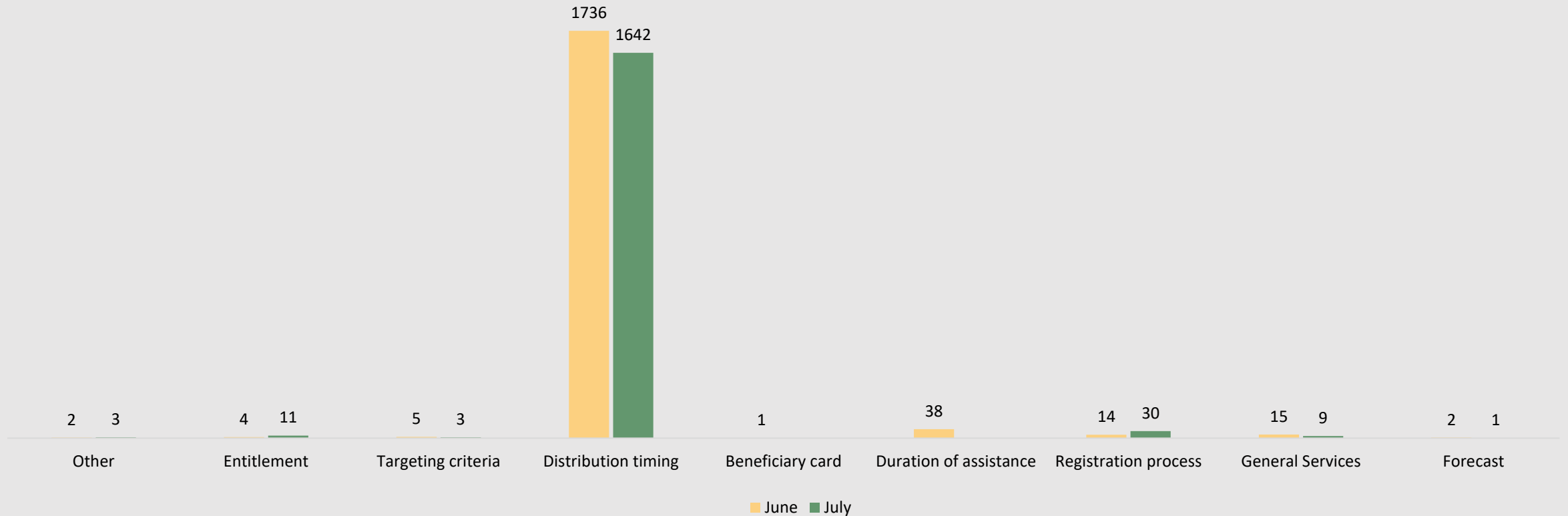
NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST JUNE – 31ST JULY 2022

June
Cases registered:
1817
Feedback provided:
100%

July
Cases registered:
1699
Feedback provided:
98%



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 JUNE – 31ST JULY 2022

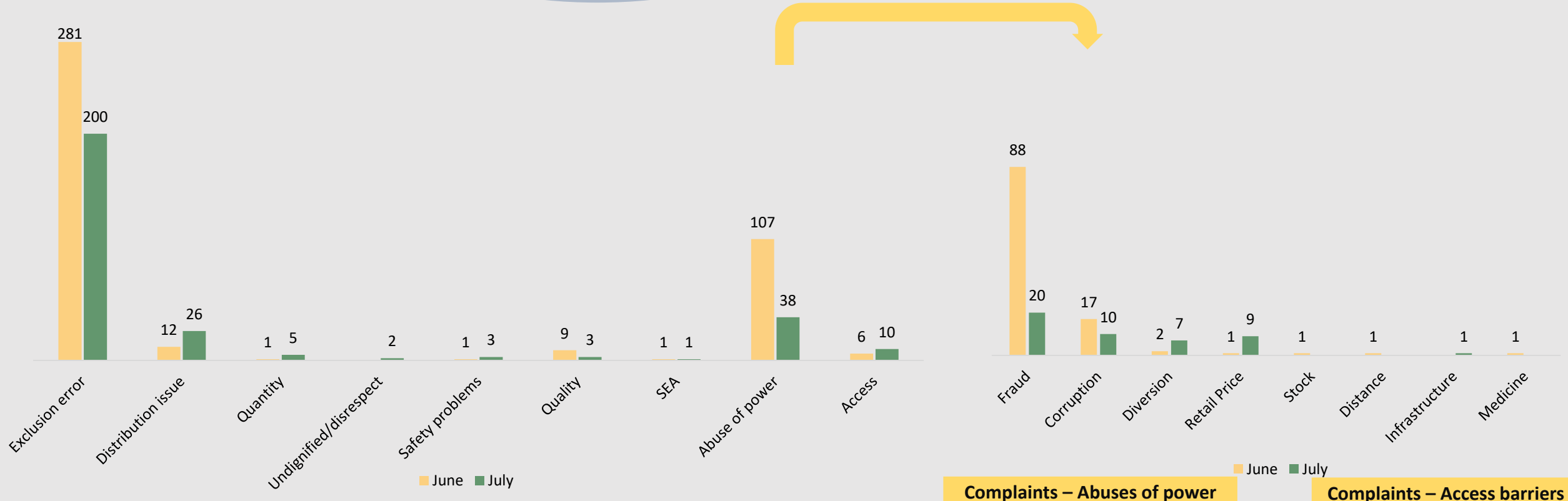


NORTHERN REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST JUNE – 31ST JULY 2022

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

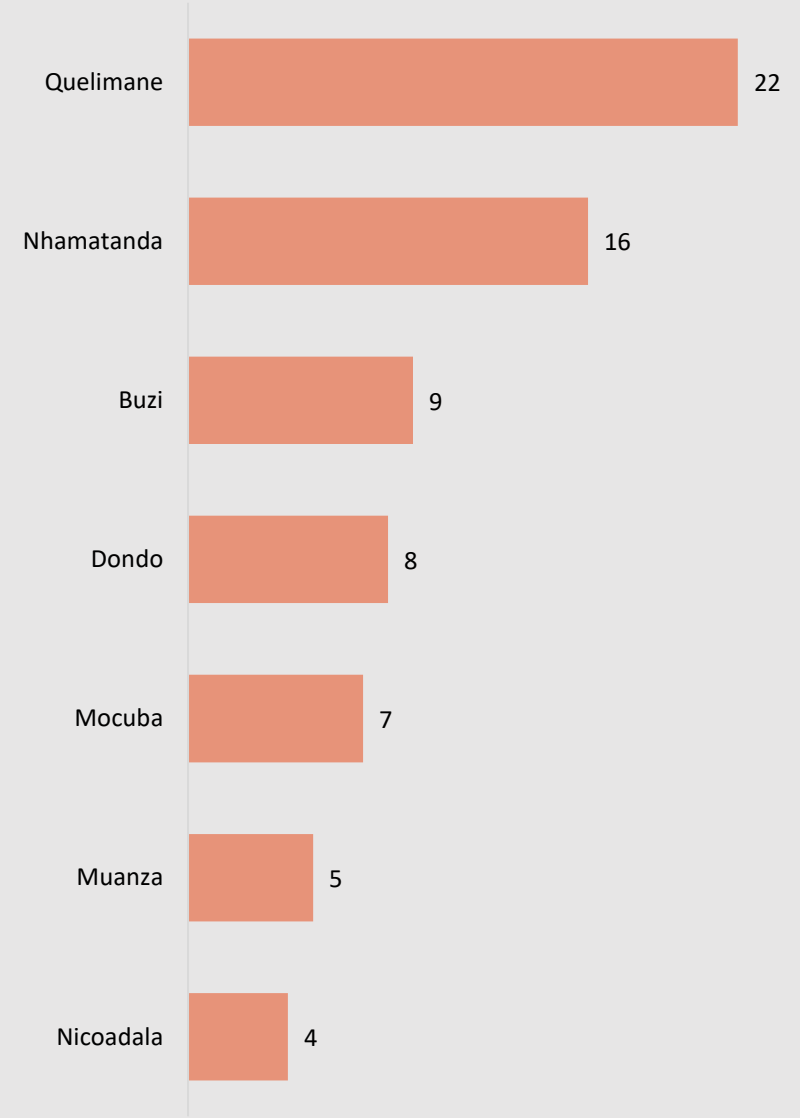
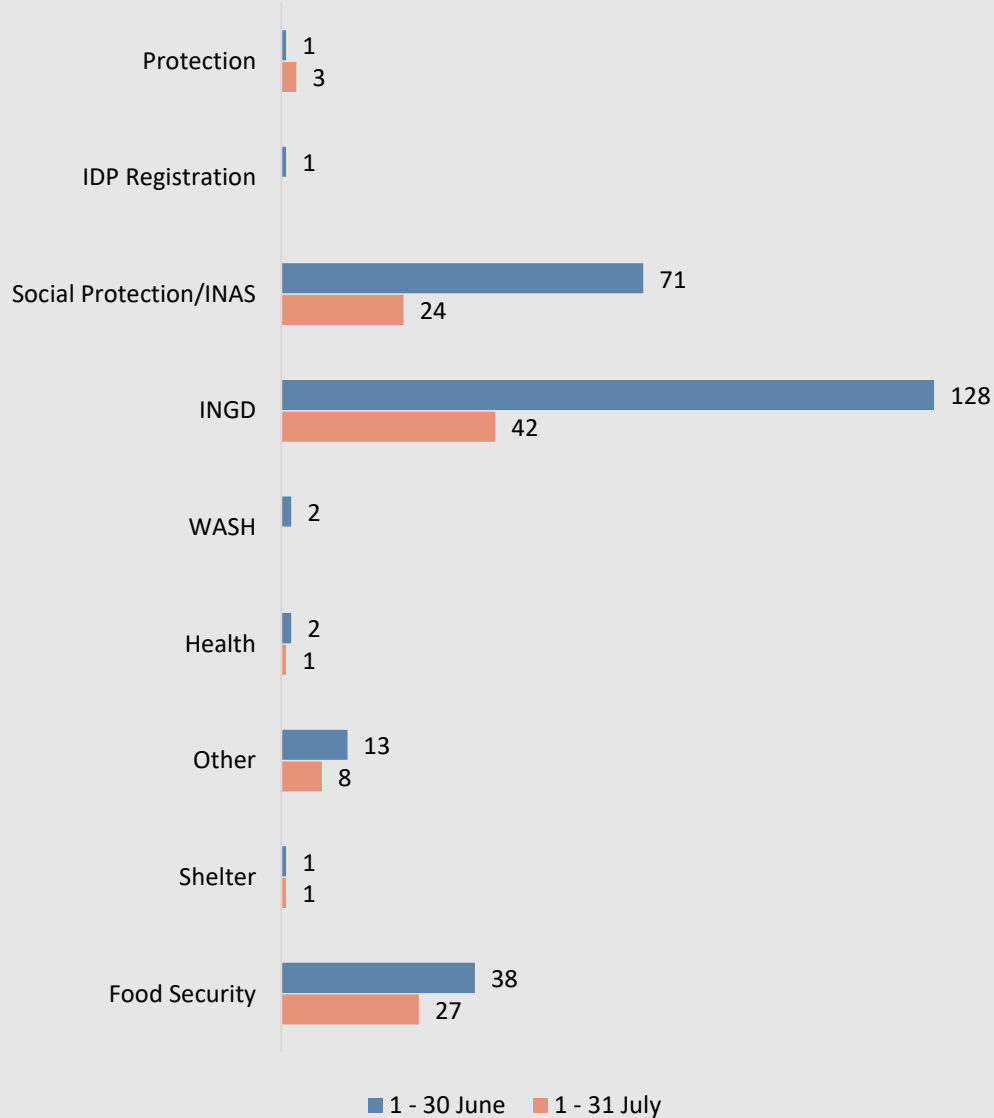


Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION RESPONSE
CASES PER SECTORS
1ST JUNE – 31ST JULY 2022**

**CENTRAL REGION RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 31ST JULY 2022**



CENTRAL REGION RESPONSE

1ST JUNE – 31ST JULY 2022

June
Cases Registered:
257
Feedback Provided:
82%

July
Cases Registered:
107
Feedback Provided:
69%

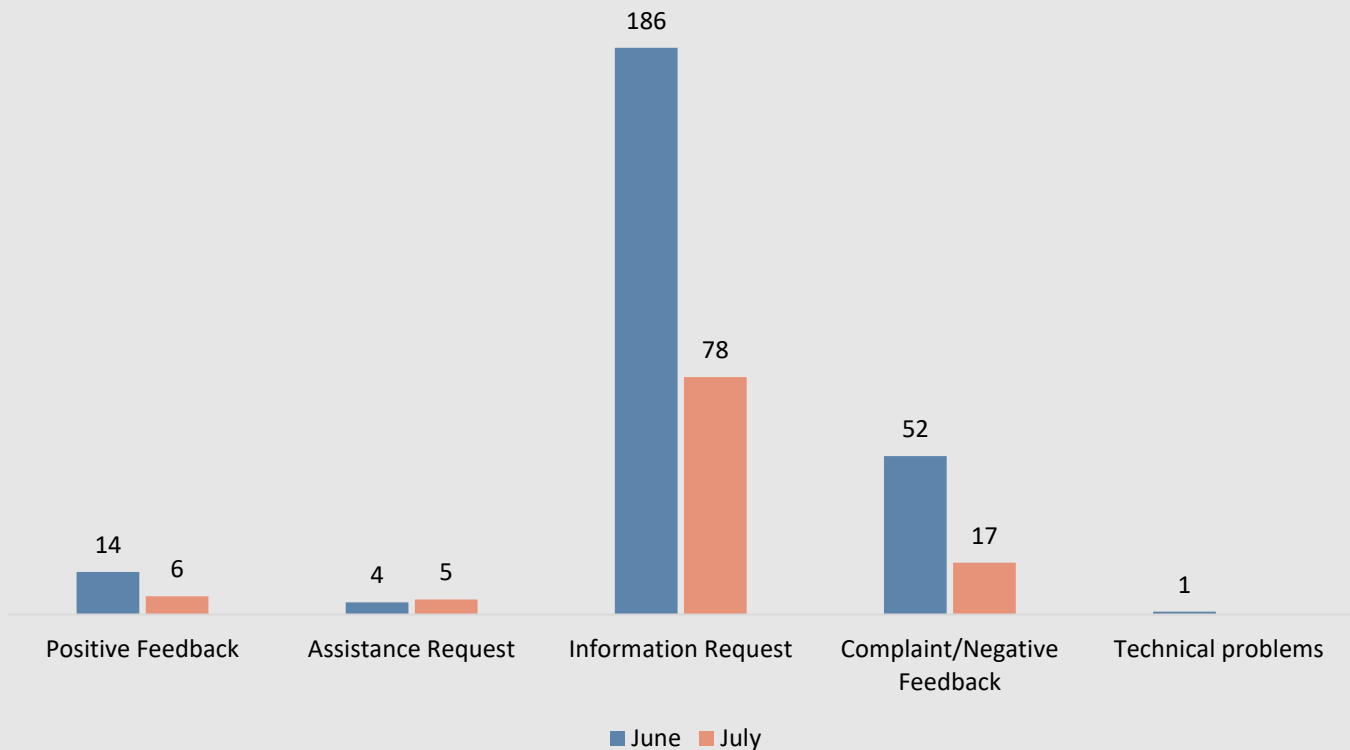
June
Cases Registered:
4
Feedback Provided:
75%

July
Cases Registered:
5
Feedback Provided:
60%

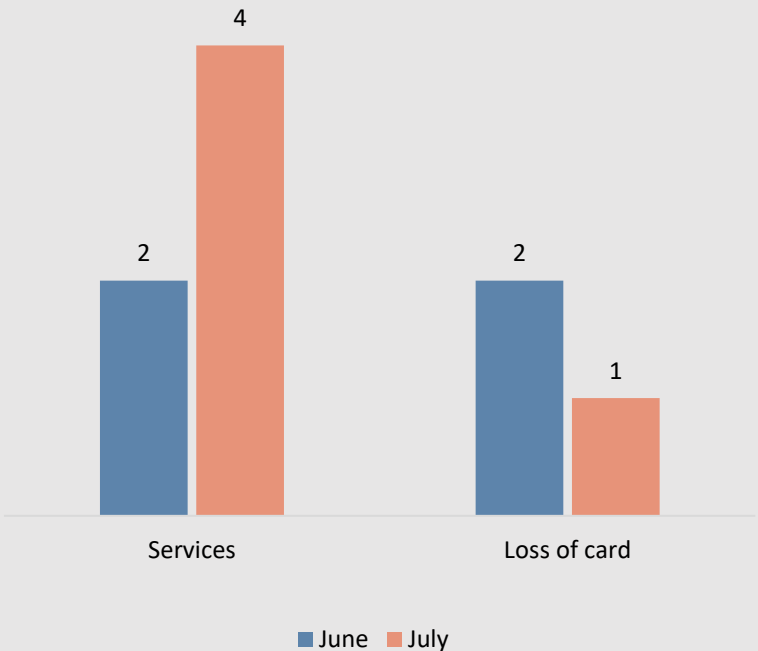


NFI

CASE TYPES



ASSISTANCE REQUEST



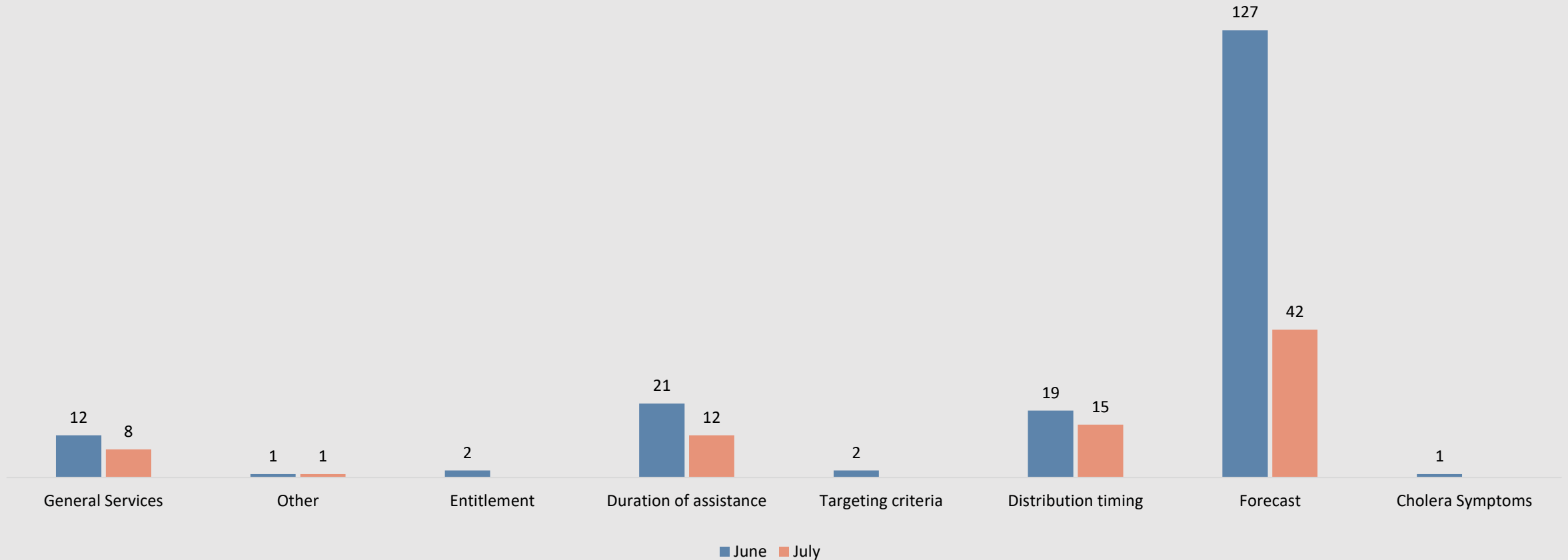
CENTRAL REGION RESPONSE INFORMATION REQUESTS 1ST JUNE – 31ST JULY 2022



June
Cases Registered:
185
Feedback Provided:
99%

July
Cases Registered:
78
Feedback Provided:
81%

General Services refer to cases which people call to ask what Linha Verde 1458 is and what are its objectives.



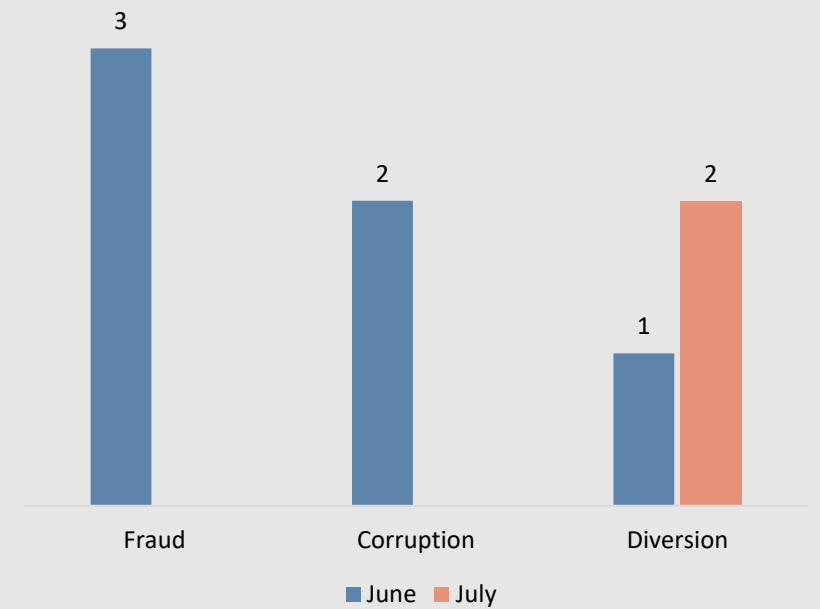
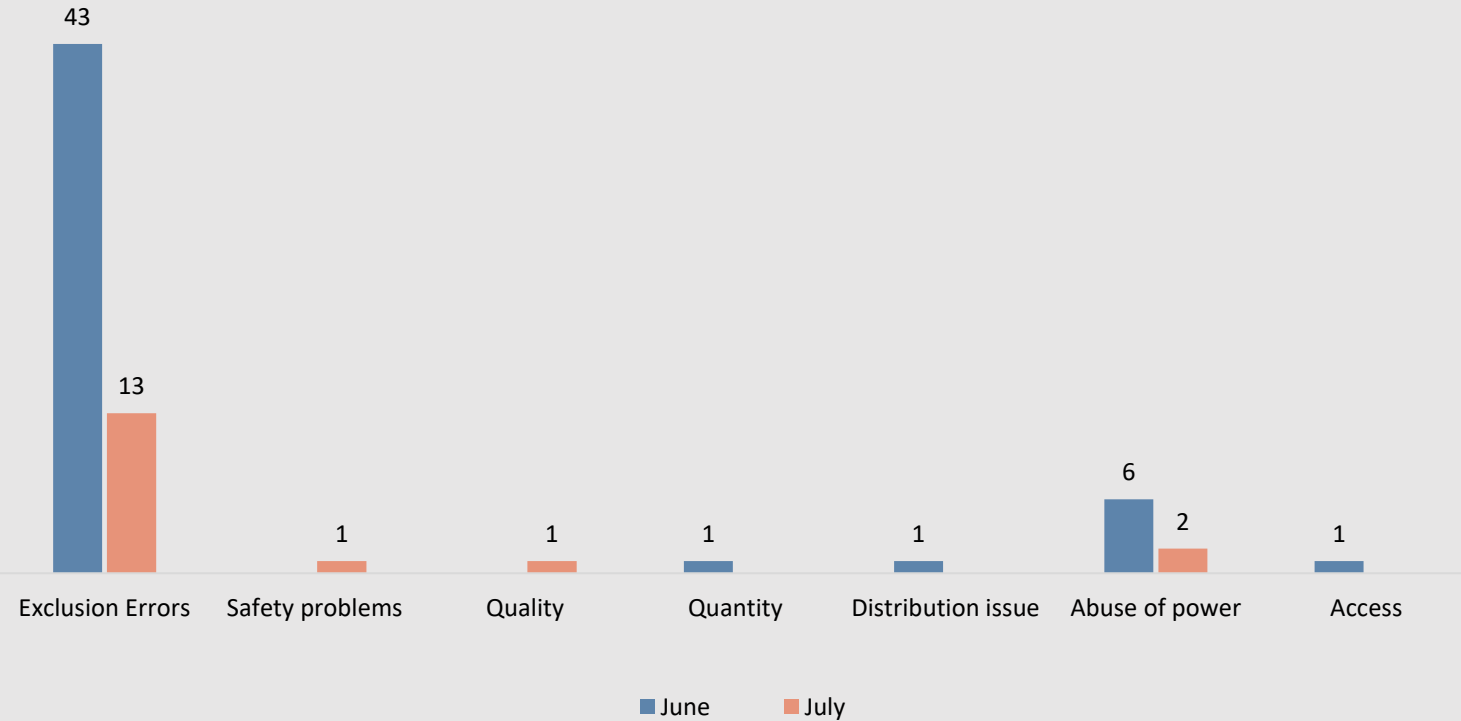
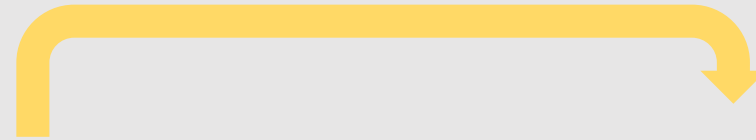
**CENTRAL REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST JUNE – 31ST JULY 2022**

**CENTRAL REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST JUNE – 31ST JULY 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

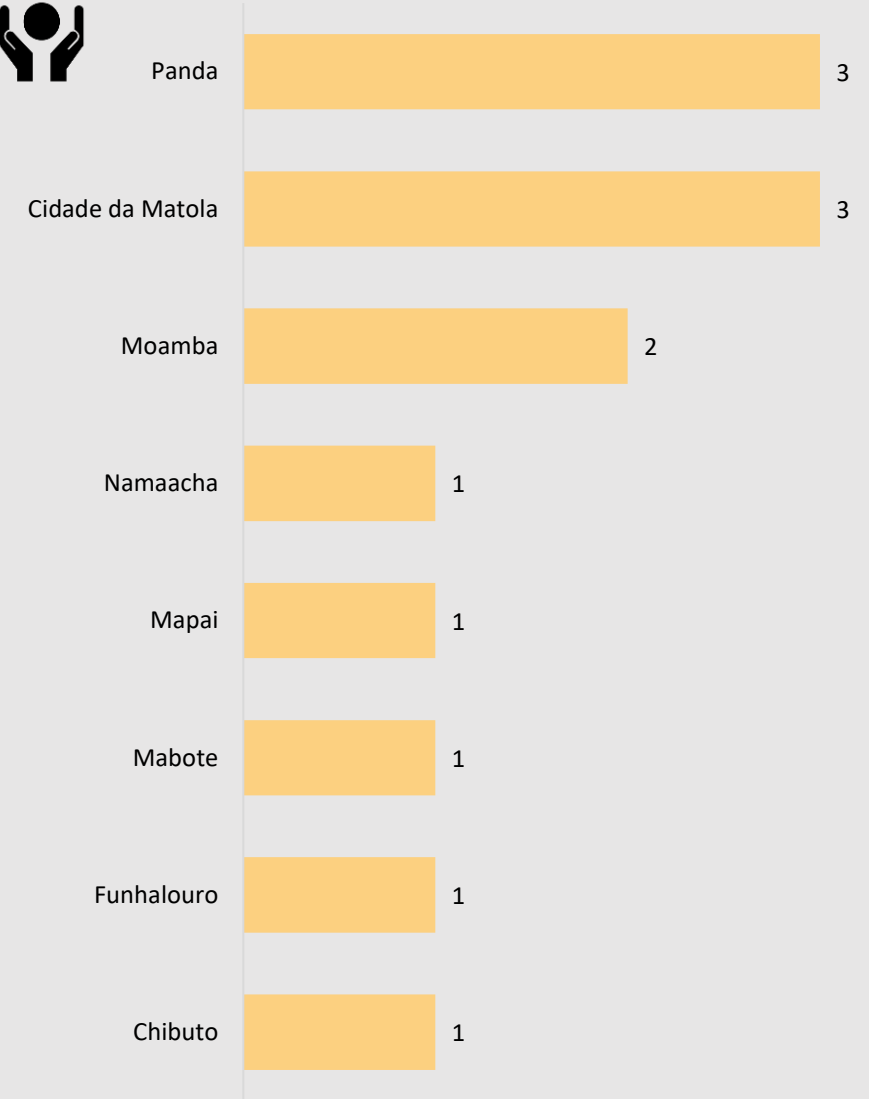
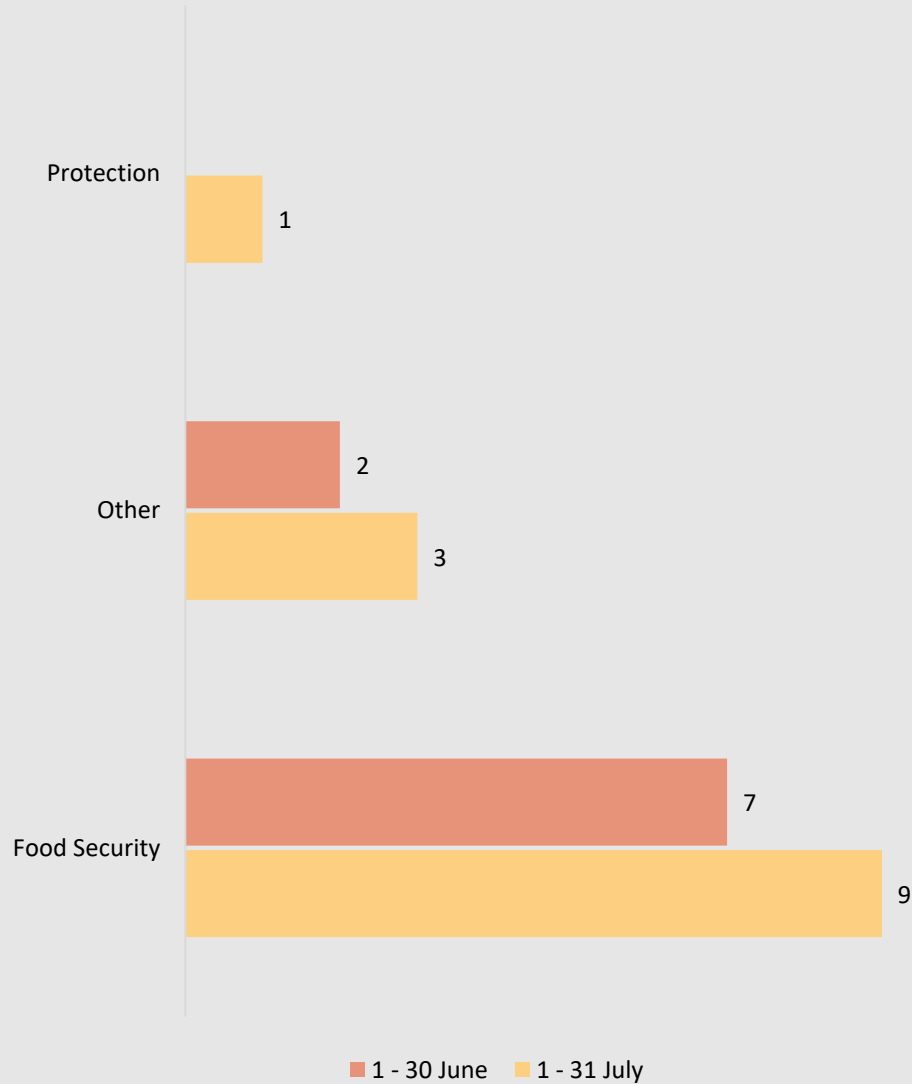
Complaints – Access barriers

**SOUTHERN REGION: DROUGHT RESPONSE
CASES PER SECTORS
1ST JUNE – 31ST JULY 2022**

**SOUTHERN REGION: DROUGHT RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 31ST JULY 2022**



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



POSITIVE FEEDBACK
1ST – 31ST JULY 2022



FOOD SECURITY/WASH

"I called to thank the WFP because on 27.07.2022 I received hygiene products: 2 bars of soap and 1 kg of washing powder. I suffered from the past Tropical Storm Gombe, which occurred on 11.03.2022. Currently I live in my own cabin with 5 people, the distribution site is at the EPC de Clube, the support is from the WFP." **Female, Meconta, Nampula**

SOCIAL PROTECTION/INAS

"I call from Zambezia, neighborhood of Lonje I am not a beneficiary I am an employee. I called Linha Verde 1458 to thank the work done by the INAS agents during the distribution of cell phones. These agents worked well since the area is difficult to access, to get there they had to cross a river and it was on a rainy day. They were very patient with the population, used easy to understand language." **Male, Quelimane, Zambezia**

FOOD SECURITY
"I moved from Muidumbe to Metuge, I have been in the Bandari Center since October 2020. The distribution took place on 19.07.2022 where I received a phone from the WFP. I called to thank you for the support."
Male, Metuge, Cabo Delgado

FOOD SECURITY

"I have been displaced from Palma district since June 2021, I currently live in the city of Pemba, in the Mizee neighborhood, Napai unidade. I called to thank you for the support I received from SEPPA, in which I received 1 bag of 50 kg of rice, 4 liters of oil and 10 kg of beans, in the month of July." **Female, Pemba, Cabo Delgado**

FOOD SECURITY

• "I have been displaced from Mocímboa da Praia since July 2020, currently residing in Montepuez at CR-Ntele. I am a beneficiary of support from WFP and partners. The last time I received was on 02.07.2022 the check for 3600MT in my community. Thank you very much for the support." **Female, Montepuez, Cabo Delgado**

SHELTER

"I have been displaced from Ancuabe since June 2022 to Metuge, Nanlia post, Nacopo village. I called to thank you because yesterday 07.21.2022 I received blanket, canvas, plates, spoons, cups, mosquito net, pans, knife. The distribution went very well and there was no deviation or confusion. But unfortunately, I don't know the name of the project that made the distribution." **Male, Metuge, Cabo Delgado**

FOOD SECURITY

Sofala	12
Zambezia	10
Tete	5
Nampula	437
Cabo Delgado	1762
Inhambane	5
Gaza	2
Niassa	7
Maputo Provincia	2



1st – 31st July 2022

Cases Registered:

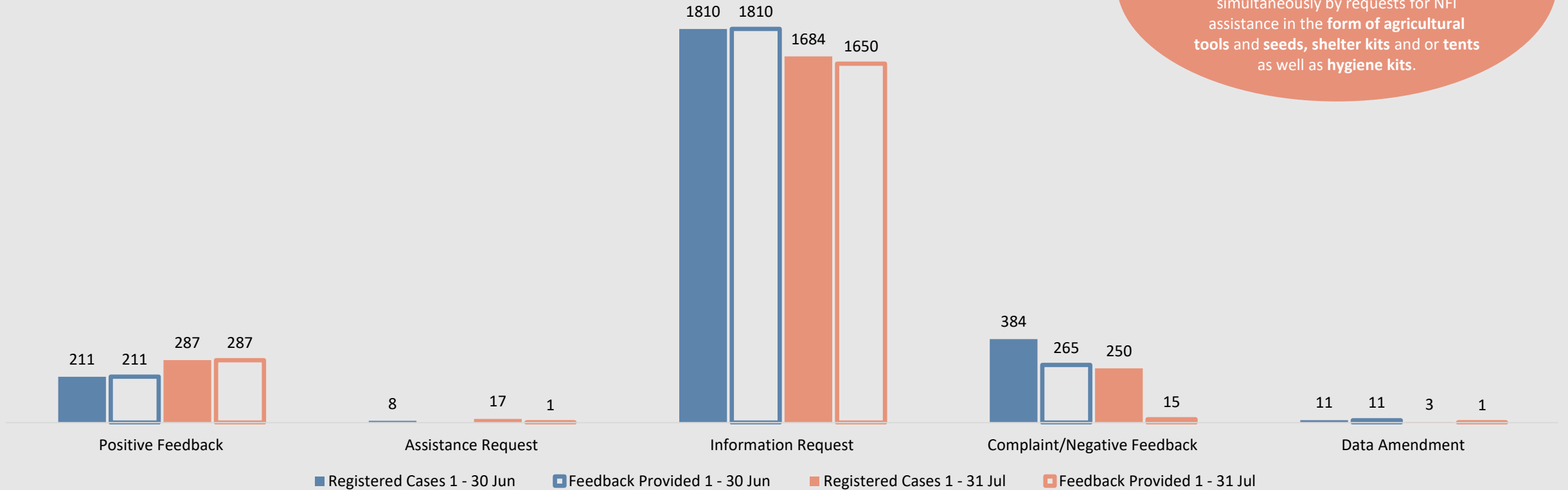
2242

Feedback Provided:

1944

1st – 31st July 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**.



HEALTH

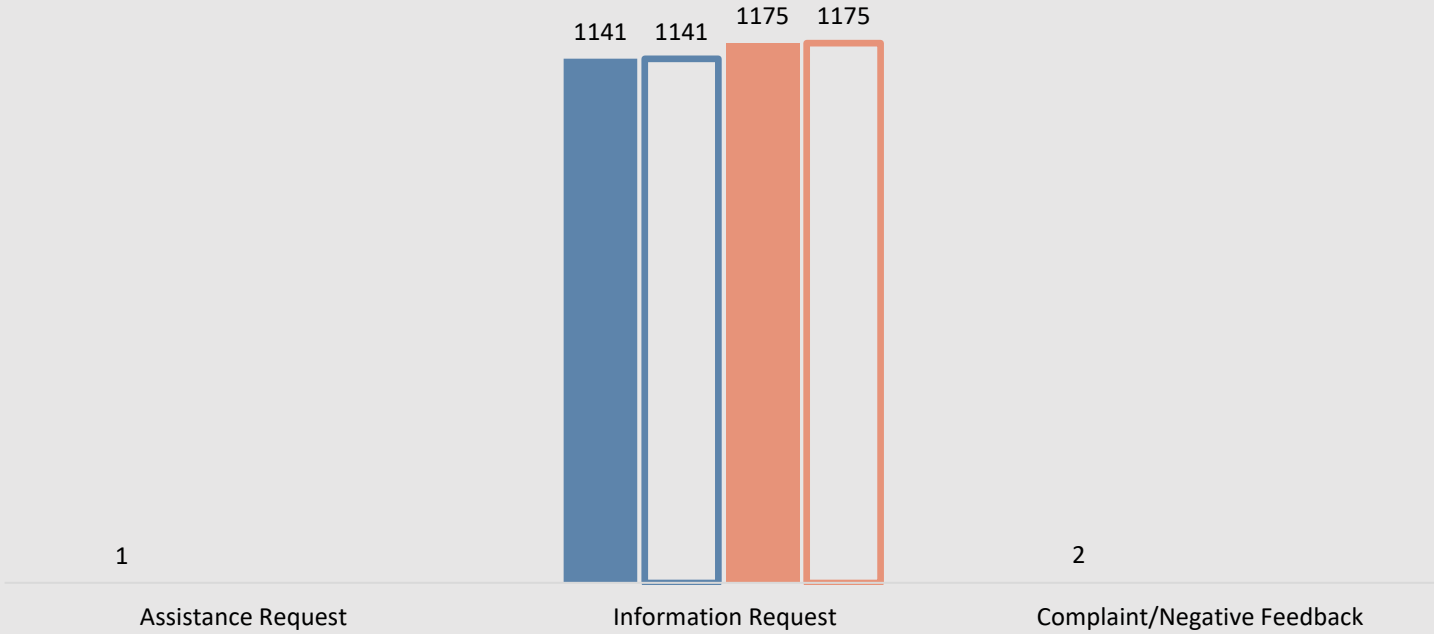


EDUCATION

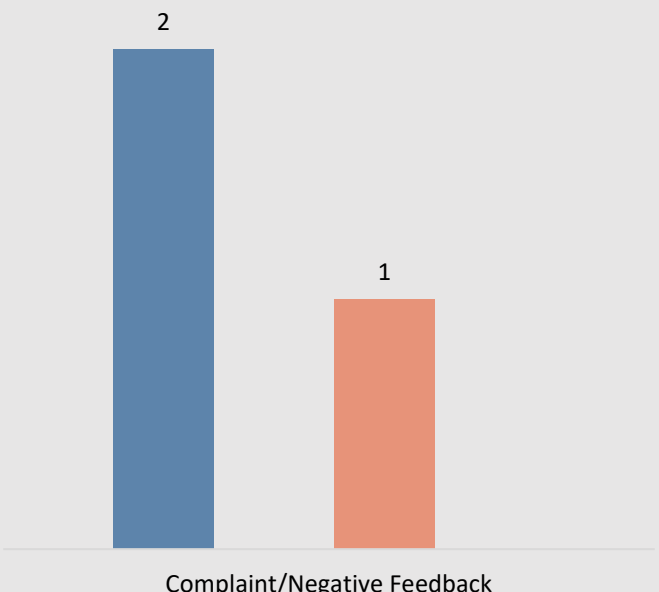
Sofala	584
Zambezia	251
Manica	120
Tete	79
Nampula	84
Cabo Delgado	18
Inhambane	2
Gaza	18
Maputo Cidade	2
Niassa	14
Maputo Provincia	3



Sofala	1
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■ Registered Cases 1 - 30 Jun □ Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul □ Feedback Provided 1 - 31 Jul



■ Registered Cases 1 - 30 Jun □ Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul □ Feedback Provided 1 - 31 Jul

PROTECTION



Nampula	1
Cabo Delgado	4

1st – 31st July 2022

Cases Registered:
5
Feedback Provided:
0

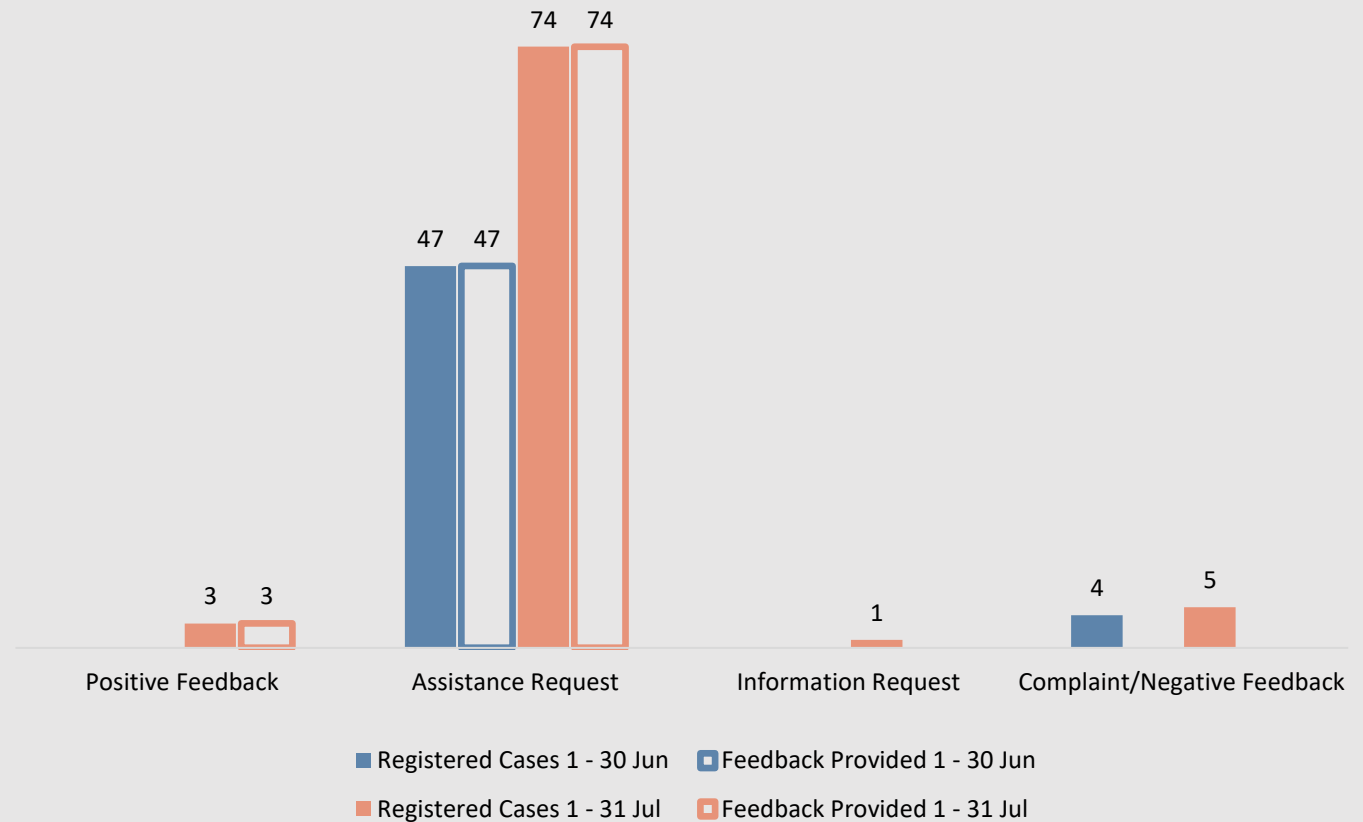
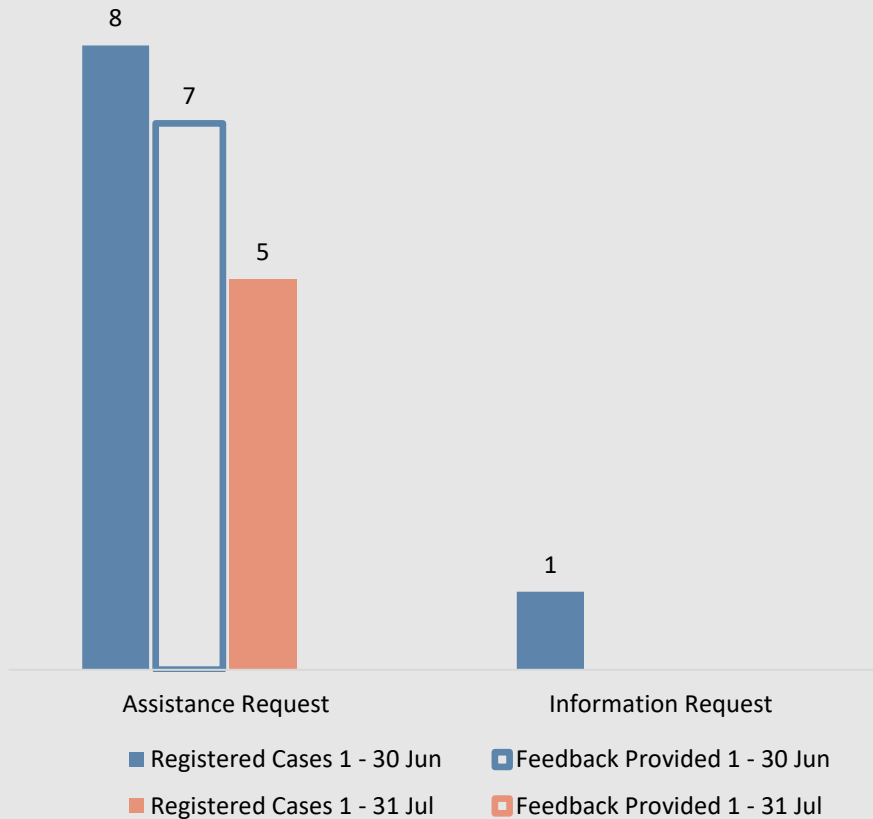
SHELTER AND NFI



1st – 31st July 2022

Cases Registered:
83
Feedback Provided:
77

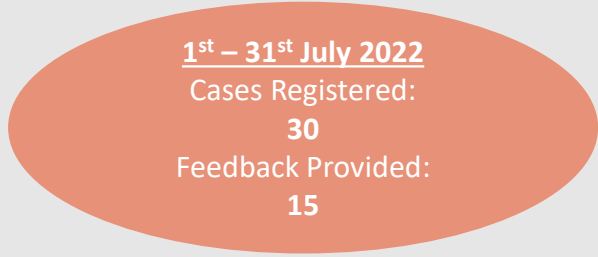
Cabo Delgado	72
Zambezia	1
Nampula	10



WASH

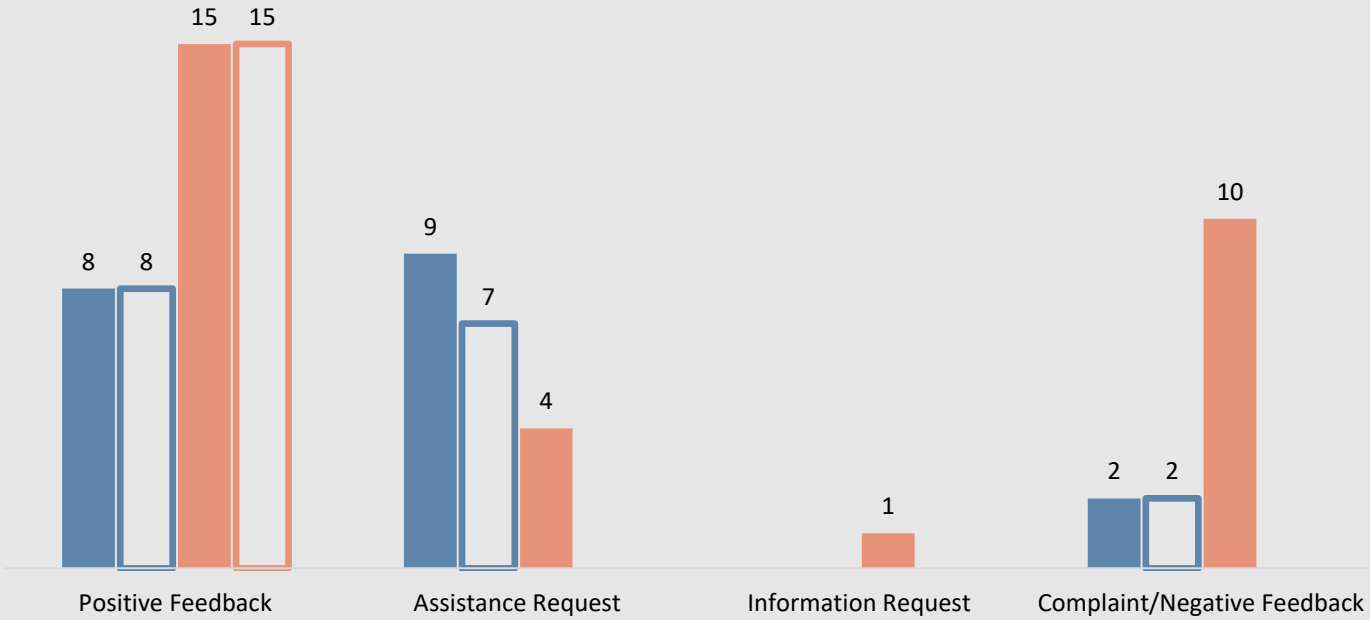


Nampula	15
Cabo Delgado	15

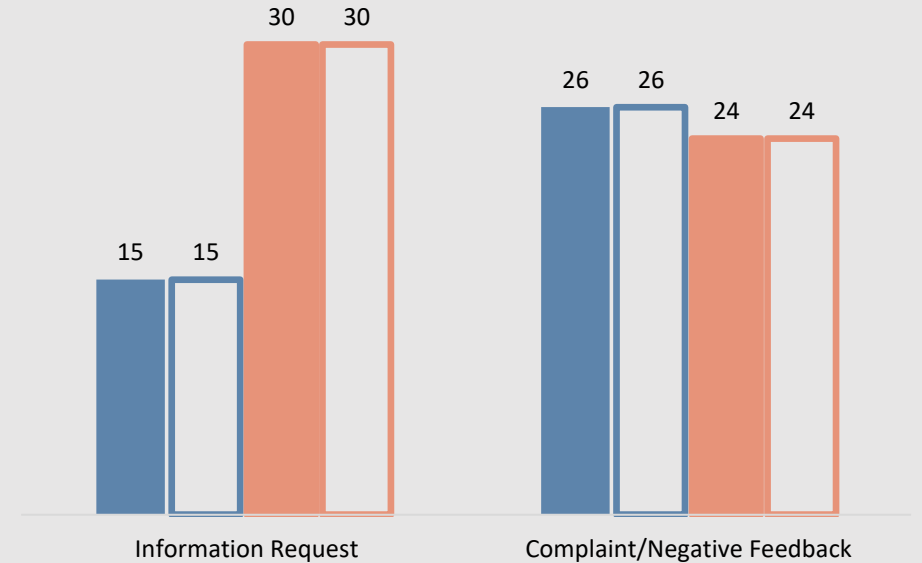


IDP REGISTRATION

Nampula	1
Cabo Delgado	53



■ Registered Cases 1 - 30 Jun □ Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul □ Feedback Provided 1 - 31 Jul



■ Registered Cases 1 - 30 Jun □ Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul □ Feedback Provided 1 - 31 Jul

CHILD PROTECTION



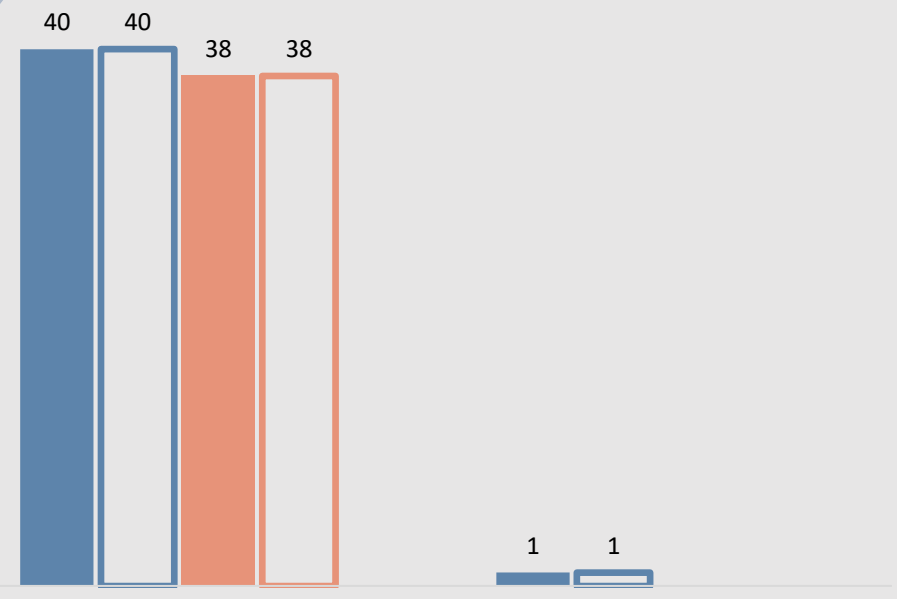
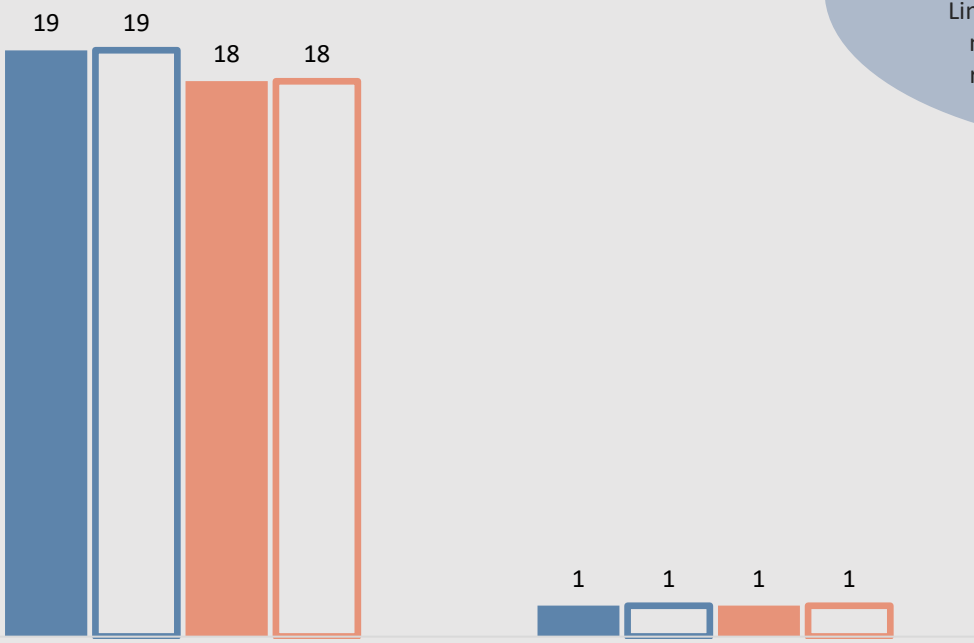
Zambezia	2
Nampula	2
Cabo Delgado	14
Maputo Provincia	1

1st – 31st July 2022
 Cases Registered: **19**
 Feedback Provided: **19**

1st – 31st July 2022
 Cases Registered: **38**
 Feedback Provided: **38**

Sofala	1
Cabo Delgado	37

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**



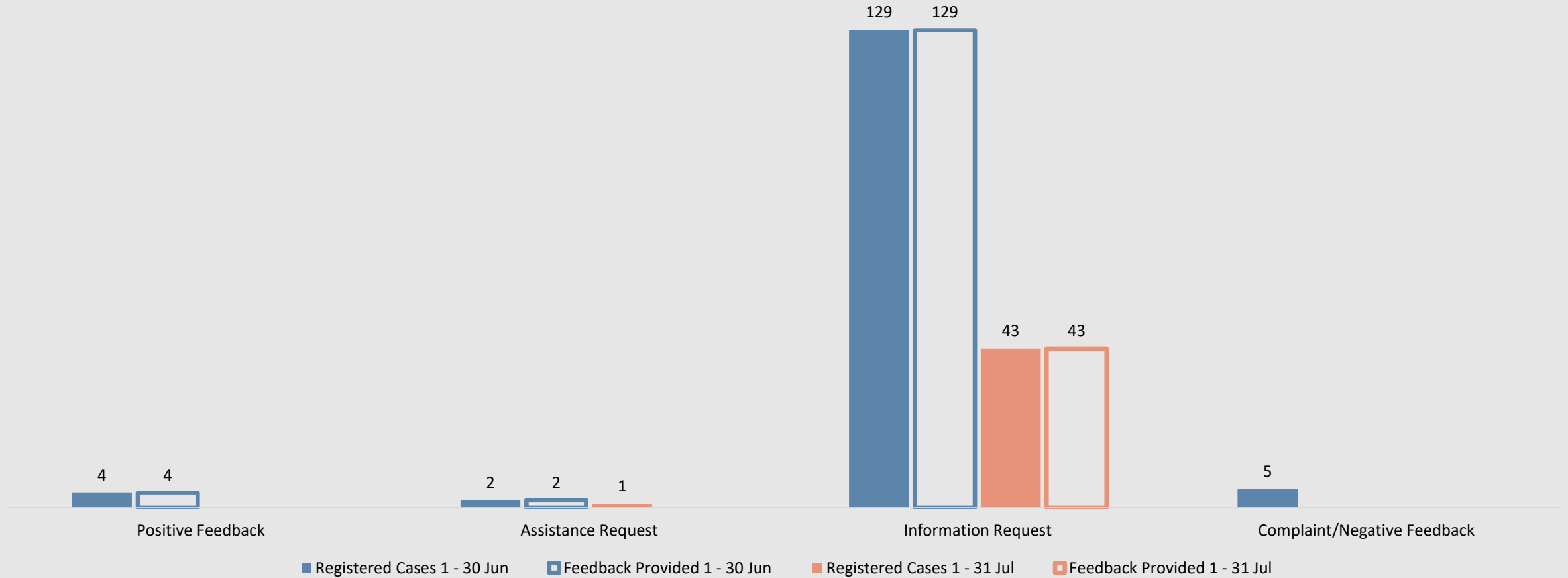
■ Registered Cases 1 - 30 Jun □ Feedback Provided 1 - 30 Jun
 ■ Registered Cases 1 - 31 Jul □ Feedback Provided 1 - 31 Jul

■ Registered Cases 1 - 30 Jun □ Feedback Provided 1 - 30 Jun
 ■ Registered Cases 1 - 31 Jul □ Feedback Provided 1 - 31 Jul

INGD

Sofala	34
Tete	4
Zambezia	4
Nampula	2

1st – 31st July 2022
Cases Registered:
44
Feedback Provided:
43



SOCIAL PROTECTION/INAS

Sofala	2
Zambezia	21
Tete	1
Nampula	1

1st – 31st July 2022

Cases Registered:
25

Feedback Provided:
4



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 – 31ST JULY 2022

Overview

- ❖ A total of **3,739** cases have been registered via the hotline service in the month of **July 2022**. With **91%** of cases being addressed within the same month.
 - **65%** of cases registered via Linha Verde 1458 concern humanitarian assistance in the northern region.
 - **31%** are concerns regarding the current situation around Covid-19 in the country.
 - **3%** of the cases registered are from the central region of the country.

Northern Region (IDP) Response: 1st – 31st July 2022

- ❖ A total of **2,444** cases were registered regarding humanitarian interventions in the northern region of the country, this includes (Cabo Delgado, Nampula and Niassa). **2,206** are related to **food assistance**, **83 Shelter assistance related cases**, **54 IDP registration** related cases, **31 WASH** related cases.

Food Assistance

- ❖ **Out of 2,206** cases related to food assistance, **1,655** cases were **requests for information** related to planned distributions, **284 positive feedback** calls received from food assistance program beneficiaries, **249** complaints, **17** assistance requests.

Information Requests

- ❖ The **1,655-information requests** are divided as follows:
 - **1,641** information requests related to distribution timing were received and responded to during the call. For those whom distribution information was not available during the call, Linha Verde 1458 ensured to call them back with information on planned distribution dates once available. Most calls come from **Cabo Delgado: Pemba, Metuge, Mueda, Ancuabe, Montepuez, Balama, Chiure; from Nampula: Monapo, Meconta, Memba, Cidade de Nampula and Ilha de Moçambique; and from Niassa: Lichinga, Marrupa and Sanga.**
 - **10** entitlement related information requests where 5 were from food assistance beneficiaries who wanted to confirm information regarding the reduction in rations. These were from **Pemba, Macomia, Mueda and Ancuabe in Cabo Delgado as well as Marrupa in Niassa.** Other entitlement cases were from Nampula (Monapo) where previous WFP food assistance programme beneficiaries were calling to confirm the new entitlements for the new beneficiaries receiving vouchers for 6742 Mt.
 - **3** information requests regarding targeting criteria have been received from Meconta in Nampula and Mueda and Ancuabe in Cabo Delgado.

Complaints

- ❖ **249** complaints were registered via Linha Verde 1458 throughout the month of July 2022, a notable decrease in the number of complaints in general from June 2022. Out of these **173 are exclusion error claims, 37 abuses of power, 27 distribution issue, 5 quantity, 3 safety issues.**
 - The same decrease noted in complaints has also been noted specifically in the exclusion error claims. **88** people affected by Gombe in **Nampula (Monapo)** claiming to be beneficiaries have called the hotline to complain that their names were not on the beneficiary lists in the previous distributions and that they had been removed without explanation.
 - Almost the same number of IDP's in Cabo Delgado (**Montepuez, Metuge, Mueda, Ancuabe, Pemba**) also had similar complaints of exclusion to the above as some claimed that their names were no longer on lists. Others complained that their rations or vouchers have been collected or received by persons unknown to them. Cases have been shared with WFP CFM focal points.
 - Linha Verde 1458 has also been informed that a lot of the times cases of mistaken identity happen where there are beneficiaries with the same names, and one ends up taking the ration of the other however they also prioritize verification of lists against the information obtained with consent from each caller by **Linha Verde 1458.**
- ❖ **37** reports of abuses of power were registered,
 - **21** claims of fraud were received. Of **these 8 were from Monapo in Nampula** where people who were affected by cyclone Gombe indicated that several members of affected populations was excluded from beneficiary lists because local leaders had included their family members and acquaintances. The rest: 12 from **Metuge (25 de Junho, Bandar), Montepuez (Nacaca), Mueda (Mpeme, Namdimba, Lianda)** also claim that local leaders have the claimed that they hear the names of the family members of local leaders being called during distributions.
 - **8 claims of corruption** received from Ancuabe, Montepuez, Mueda, and Nampula (Monapo and Meconta). Of these, **5 were against local leaders** charging people between **100 - 1500mt** to include their names in the list and 3 allegations were made against humanitarian actors indicating that places in the lists to receive food rations were being sold for between **500 - 1500mt.**
 - **7** complaints of **diversion** have been registered. 5 from Nampula (Cidade de Nampula, Monapo, Meconta) others were received from Ancuabe and Metuge in Cabo Delgado. 3 of which were made against local leaders and 4 against humanitarian actors indicating that rations are being sold to the beneficiaries and members of host communities.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 31ST JULY 2022

- ❖ **26 distribution issue** complaints were registered from **Cabo Delgado (Ancuabe, Metuge, Mueda) and Nampula (Monapo and Meconta)**. All were complaints of incomplete distribution activities where callers felt they were left with the impression or false information that distribution teams would return to complete the distribution activities and had since not done so at the time the people called Linha Verde 1458.
- ❖ **5** complaints regarding **quantity** were registered **from Meconta and Mossuril in Nampula and Lianda in Mueda, Cabo Delgado** where beneficiaries of WFP food assistance programme complained regarding the quantity of the rations indicating that in such difficult times the rations would not cover their needs.
- ❖ Few calls were received from people reporting disturbances that occurred and disrupted distribution activities, callers claimed they were caused by members of host communities in **Ancuabe (Milamba) and Mueda (Lianda)**.

Registration of IDP's in host communities

Information Requests

- ❖ 30 IDP's received clarification regarding how they can get themselves registered in their host communities and potentially receive assistance if eligible for it. Linha Verde 1458 tried to guide IDP's in this process especially where they are newly arrived in some communities and would like to either continue receiving assistance or would like to be registered to and stand eligible to receive assistance.
 - Calls were mostly received from Pemba, Metuge, Montepuez, Chiure, Ancuabe, Macomia.

Complaints

- ❖ Several exclusion error claims received from IDP's who claim to arrive in host communities and register themselves with the local leaders only to be find out that they are not included in beneficiary lists to receive assistance.

WASH

- ❖ Out of 30 **WASH** related cases, **15** were positive feedback and **10** were complaints, **4** assistance requests and **1** request for information.

Positive Feedback

- ❖ All **15** positive feedback calls came in from Nampula (Monapo, Meconta and Mogincual) from WFP food assistance beneficiaries who have also received soap and toothpaste.

Complaints

- ❖ All complaints were from IDPs in Montepuez, Metuge and Chiure, where local leaders are charging each family between 1, 2, 5 and 10 metical per bucket of 20L of water. IDP's complain that they cannot afford this. Linha Verde 1458 has been informed by the WASH cluster that when organizations and FIPAG install water sources in communities and sites, normally, a fee needs to be charged to all members of the community who access the water source to ensure that there is a fund available to fix the water pumps or taps whenever there is a breakdown/damage.

Assistance Requests

- ❖ 1 request for latrines from Nagua in Metuge, 1 request for hygiene kits from Bairro Timar in Chiure, 2 request for water sources from Chilindi and Namdimba in Mueda.

Shelter and NFI's

- ❖ A total of **83** calls related to shelter assistance were registered via Linha Verde 1458. **75** assistance requests, **4** complaints, **1** information request and **3** positive feedbacks.

Assistance requests

- ❖ **Mueda: 25** requests for kitchen utensils, tarpaulins and mosquito nets were received from IDP's **Lianda, Nanhala, Nambavala, Mpeme and Namdimba sites**.
- ❖ **Montepuez (Massasse, Campona, Nacaca, Mucone: 13** people living in the sites have requested for assistance in tarpaulins, blankets, kitchen utensils and lamps.
- ❖ **Metuge (Bandar, Namuapala, Nangua 2, Ngunga, Saul 2): 13** people living in the sites called requesting for assistance in tarpaulins, kitchen utensils, buckets, mosquito nets and soap.
- ❖ **Nampula (Meconta, Monapo and Cidade de Nampula): 11** people who were affected by Cyclone Gombe called Linha Verde 1458 requesting for assistance in tarps and building materials to repair and reconstruct their homes.
- ❖ **Chiure (Ocuá, Maningane, Rehile, Meriha): 5** people living in the sites have requested for assistance in tarpaulins, kitchen utensils, mosquito nets, grass mats, blankets and lamps.
- ❖ **Nangade (Ntamba and Ntoni sites): 4** requests for assistance were received for tarpaulins, and kitchen utensils.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 31ST JULY 2022

Complaints

- ❖ **2 exclusion error claims** were received from the IDPs in **Katapua, Chiure and Lusaka site in Montepuez** indicating that they did not receive the Shelter Kits distributed by Aga Khan.
- ❖ **2 complaints from IDP's in Katapua site in Chiure expressing indignation** and claiming that IDP's were **verbally abused by workers of a humanitarian organization** distributing machetes, axes, hoes, tarpaulins, and kitchen utensils. They requested that the organization remove the workers as they have no respect for IDP's.

Central Region: 1st – 31st July 2022

- ❖ **107 cases** were registered from the central region of the country. The calls came in from Zambezia, Sofala and Tete.

Weather related queries

- ❖ **43 calls** were received regarding weather related queries demonstrating a consecutive decline in concerns in the last three months. Most were received from Sofala, fewer from Zambezia and Tete.

INAS Covid-19 Assistance Program

- ❖ **22 cases** were registered regarding the INAS Covid-19 assistance program from Zambezia (Quelimane, Mocuba).

Complaints

- ❖ **12 exclusion error claims were received from callers in Quelimane:**
 - Some called to say that they had been registered as beneficiaries, received the phones however they complained because they did not receive the last transfer.
 - Others complained that they were registered and claimed to meet all the criteria to be beneficiaries but have since not been included in the program despite having been registered

Information requests

- ❖ **5 people** claiming to be beneficiaries of the Covid-19 assistance program called in to find out when they would receive the next transfer. 1 person called to ask to be part of the program.

IDP's and People affected by Cyclone Gombe - Zambezia and Tete

Information requests

- ❖ **9 information requests regarding distribution timing** have been received by a mix of people, **4** of the requests for information came from **IDP's from Cabo Delgado in Zambezia** and the rest were from people who were affected by **Cyclone Gombe. Zambezia (Mocuba, Nicoadala, Namacurra); Tete (Chifunde, Cidade de Tete)**

Previous Food Assistance beneficiaries

Information Requests

- ❖ **12 calls** were received from previous food assistance beneficiaries in **Buzi, Nhamatanda, Dondo and Marromeu** to ask whether WFP could consider providing food assistance to them.

Protection: 1st – 31st July 2022

- ❖ **63 protection cases** have been registered via Linha Verde 1458 online platform. With 11 being received via the hotline service 1458 and 52 being registered by AIFO community agents in Montepuez and Metuge.
 - **5 cases** registered **relating to civil documentation**, of which **4 were assistance requests** highlighting challenges faced by IDPs to **freely move, children having access to school and access to assistance**. The assistance requests were received from Mueda (Namdimba, Mpeme sites), Montepuez. **A complaint** was received from an IDP in Marcune claiming that they are **being charged 2000mt for birth certificates**, they have also requested to be linked with the civil documentation services in Balama where they have heard that IDP's are getting the service for free.
 - **6 people** called Linha Verde 1458 to report abuses related to children from different parts of the country (**Nampula (Ilha de Mozambique, Malema), Zambezia (Lugela, Mocuba) and Maputo (Namaacha)**). These cases have been shared with Linha Fala Criança and other child protection focal points for follow up and linkage to assistance and social protection. **AIFO community agents** registered **14 cases** of various types of abuses of children predominantly psychological abuses of children with disabilities. Majority of cases registered were from **Nangua 2 and Ngalane, in Metuge** and few others from **Montepuez (Ntele, Mahipa and Nacaca)**. Cases have referred to organizations providing services within the CP Aor.
 - **2 people** called Linha Verde 1458 to report cases of GBV from **Beira in Sofala and Pemba**. Linha Verde 1458 shared cases on to **GBV Aor** focal points. **AIFO community agents** registered **36 cases** of various types of GBV among persons with disabilities in **Metuge (Nangua 2, Ngalane, Bandar) and Montepuez (Ntele, Mahipa, Matunda, Nacaca)**. All cases have been referred to organizations for assistance with the GBV Aor.

Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

1ST JUNE – 31ST JULY 2022

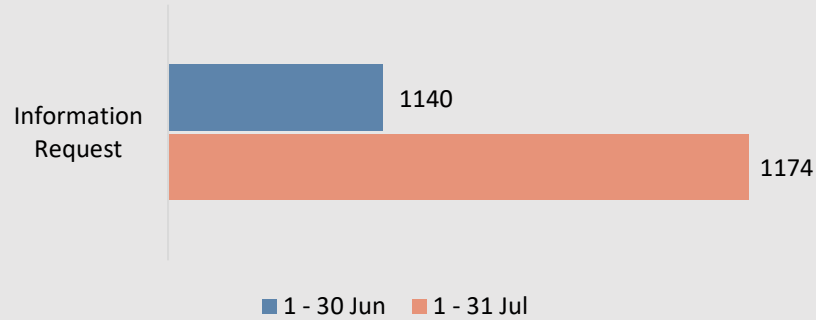
1 – 31 July 2022

Nr. of cases about Covid-19:

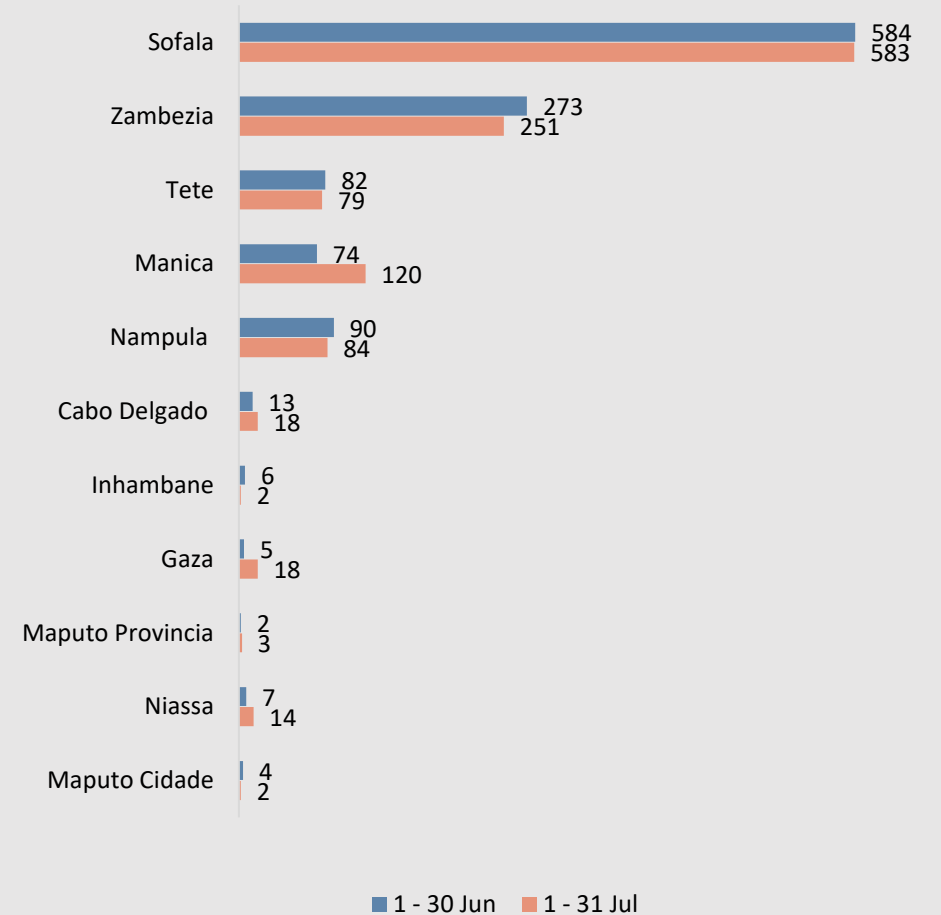
1,174

31% of the cases registered through the Linha Verde 1458 between July 1st-31st were Covid-19 related.

CASE TYPES

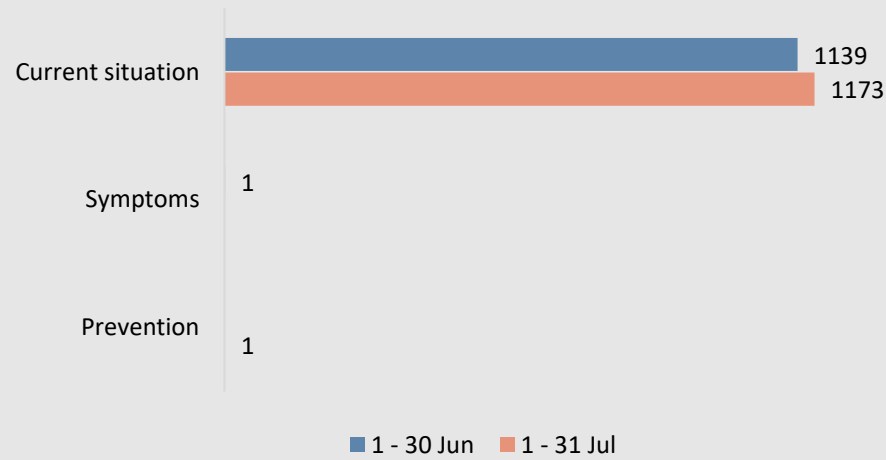


CASES BY PROVINCE

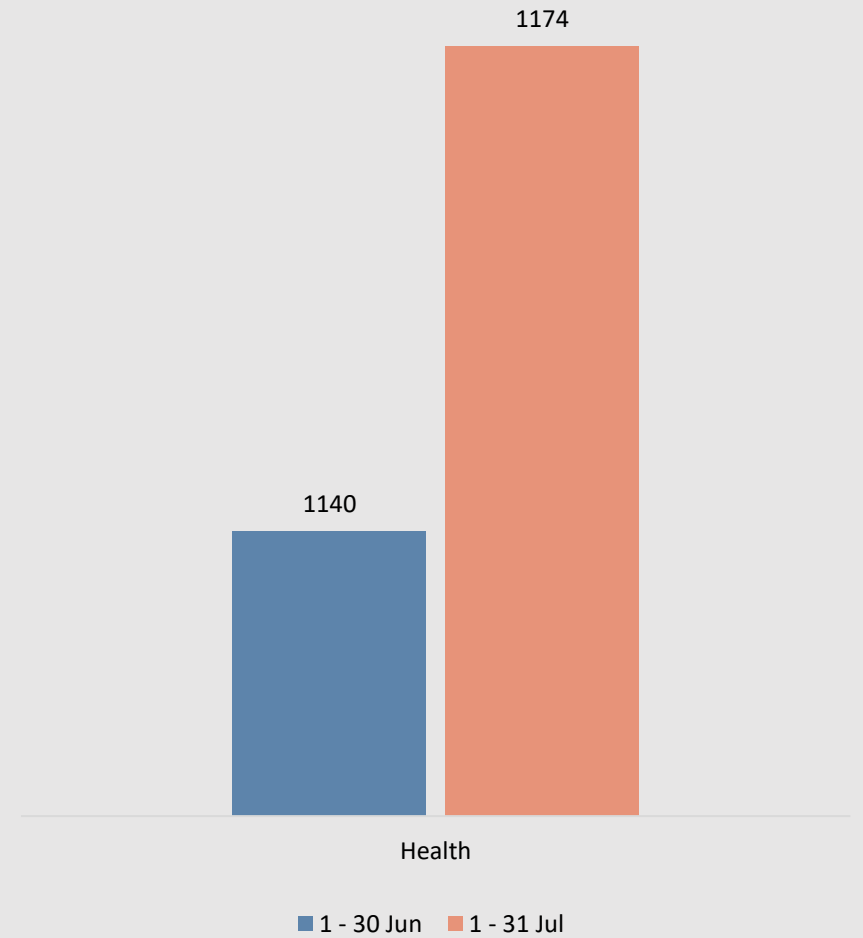


**COVID-19
CASE TYPE BY CATEGORY
SECTORS RELATED
1ST JUNE – 31ST JULY 2022**

INFORMATION REQUEST



SECTORS

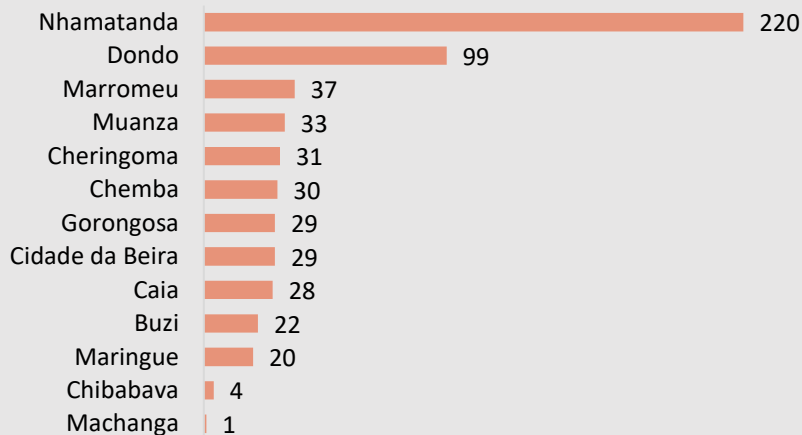




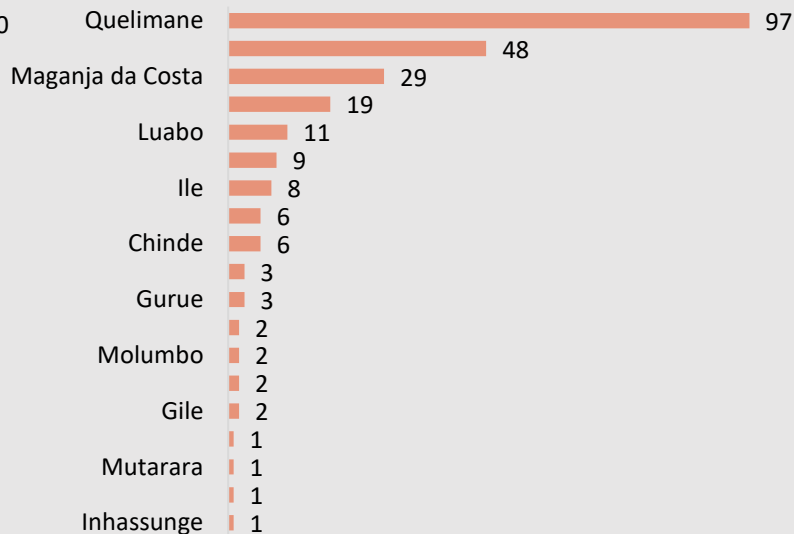
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST – 31ST JULY 2022

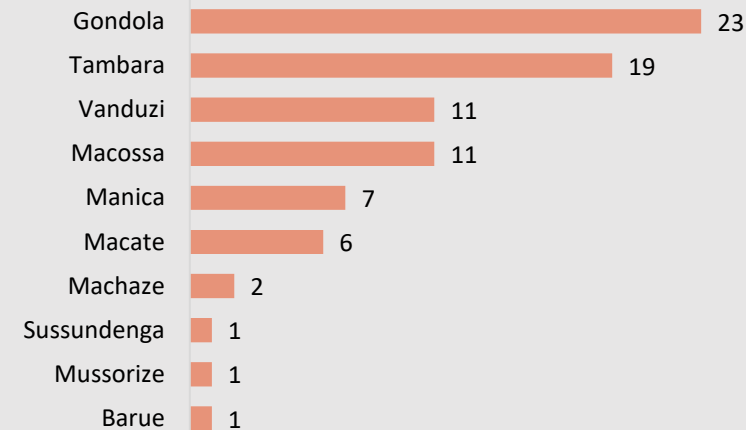
Sofala - 583



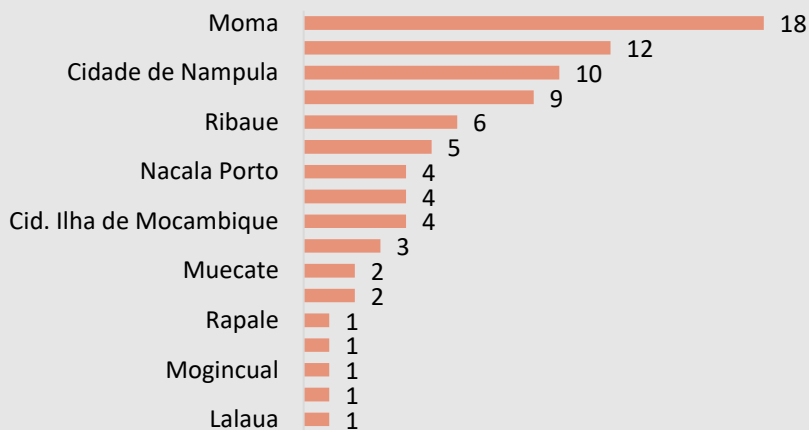
Zambezia - 251



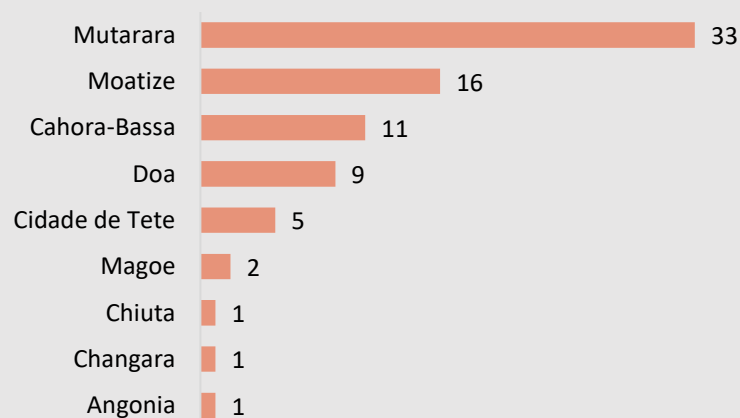
Manica - 120



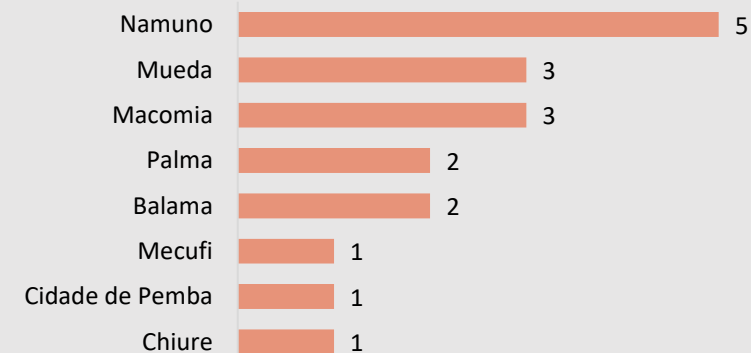
Nampula - 84



Tete - 79



Cabo Delgado - 18

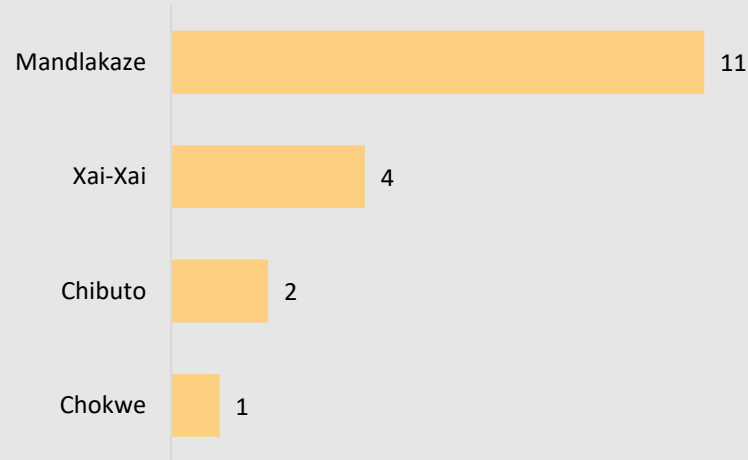


COVID-19: LOCATIONS OF COVID-19 CALLS

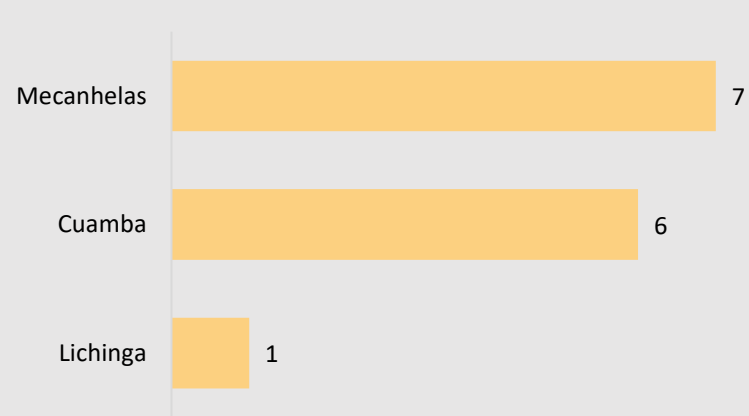
1ST – 31ST JULY 2022



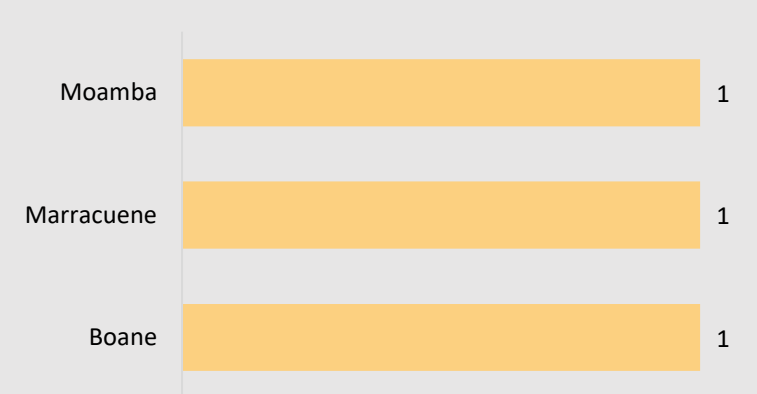
Gaza - 18



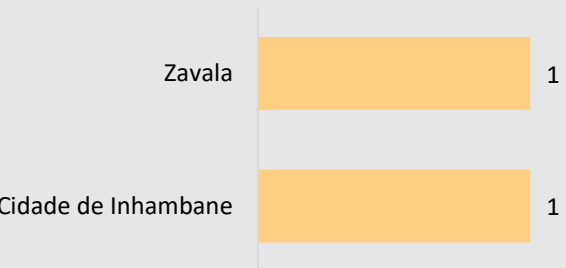
Niassa - 14



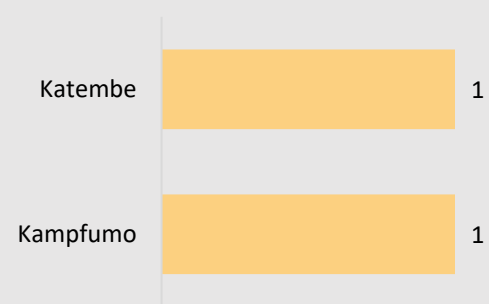
Maputo Provincia - 3



Inhambane - 2



Maputo Cidade - 2



NARRATIVE: COVID-19

1ST – 31ST JULY 2022

Covid-19: 1st – 31st July 2022

- ❖ **1,174** cases registered via Linha Verde 1458 regarding Covid-19. People continue to seek information regarding the **current situation** in the country, monitoring the number of cases in each of the provinces. Below is a breakdown of the provinces:
 - **Sofala (583), Zambezia (251), Manica (120), Nampula (84), Tete (79), Gaza and Cabo Delgado with 18 cases each and Niassa (14).**