

# Linha Verde da Resposta á Emergência

Report period; 1<sup>st</sup> July – 31<sup>st</sup> August 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.

**94,825** Total Cases Registered

**3,649** Cases Registered  
Aug 2022

**77%** Feedback Rate  
Aug 2022



## CUMULATIVE DATA OVERVIEW PERIOD: 1<sup>ST</sup> JANUARY – 31<sup>ST</sup> AUGUST 2022

### CALLER PROFILE



90% male

10% female

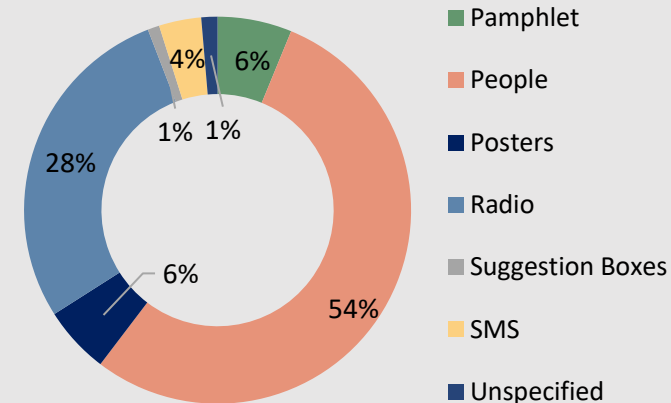


2% 17 and below

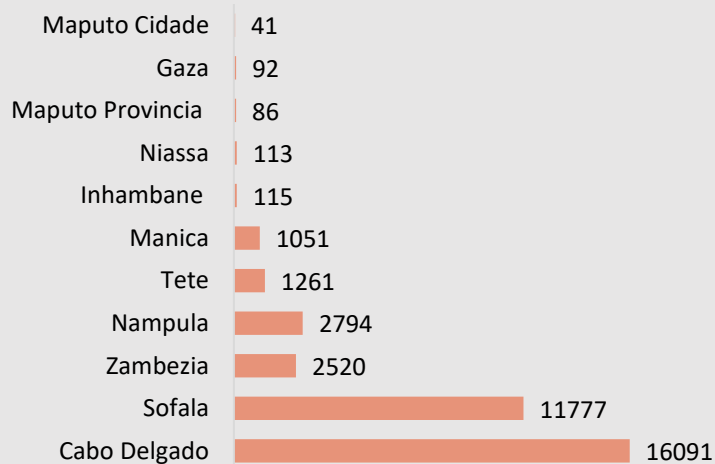
97% 18 to 59

1% 60 and above

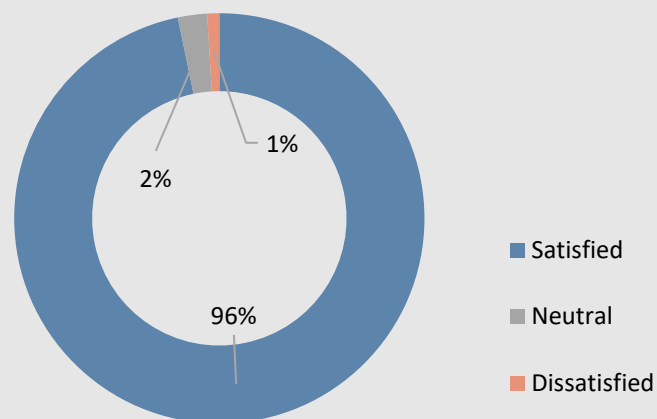
### KNOWLEDGE ABOUT LINHA VERDE 1458



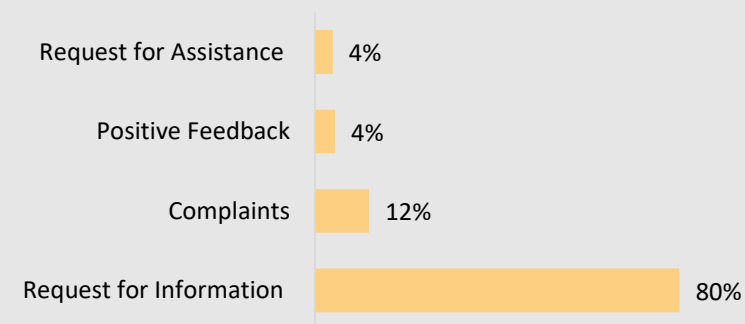
### CASES BY PROVINCE



### SATISFACTION



### CASE TYPE



# TYPES OF CASES REGISTERED PER MONTH

## 1<sup>ST</sup> SEPTEMBER 2021 – 31<sup>ST</sup> AUGUST 2022

**1<sup>st</sup> – 31<sup>st</sup> August 2022**

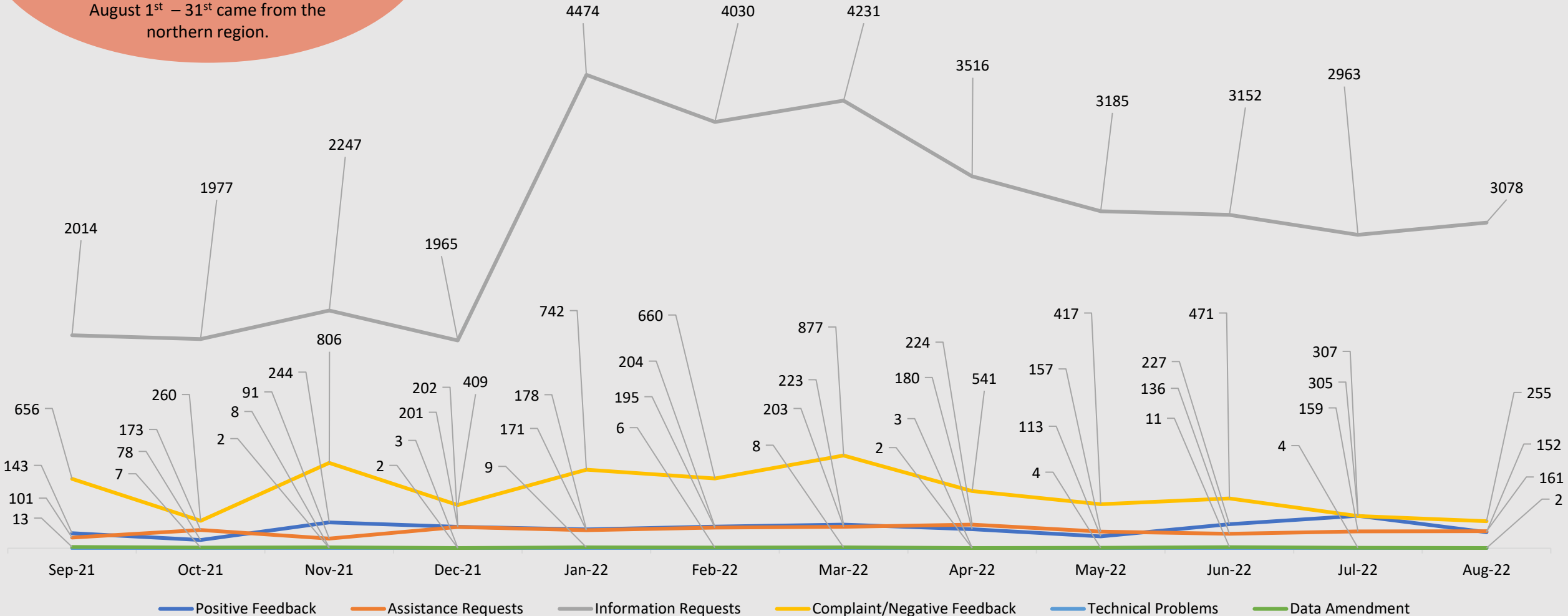
Nr. Total Registered Cases:

**3,649**

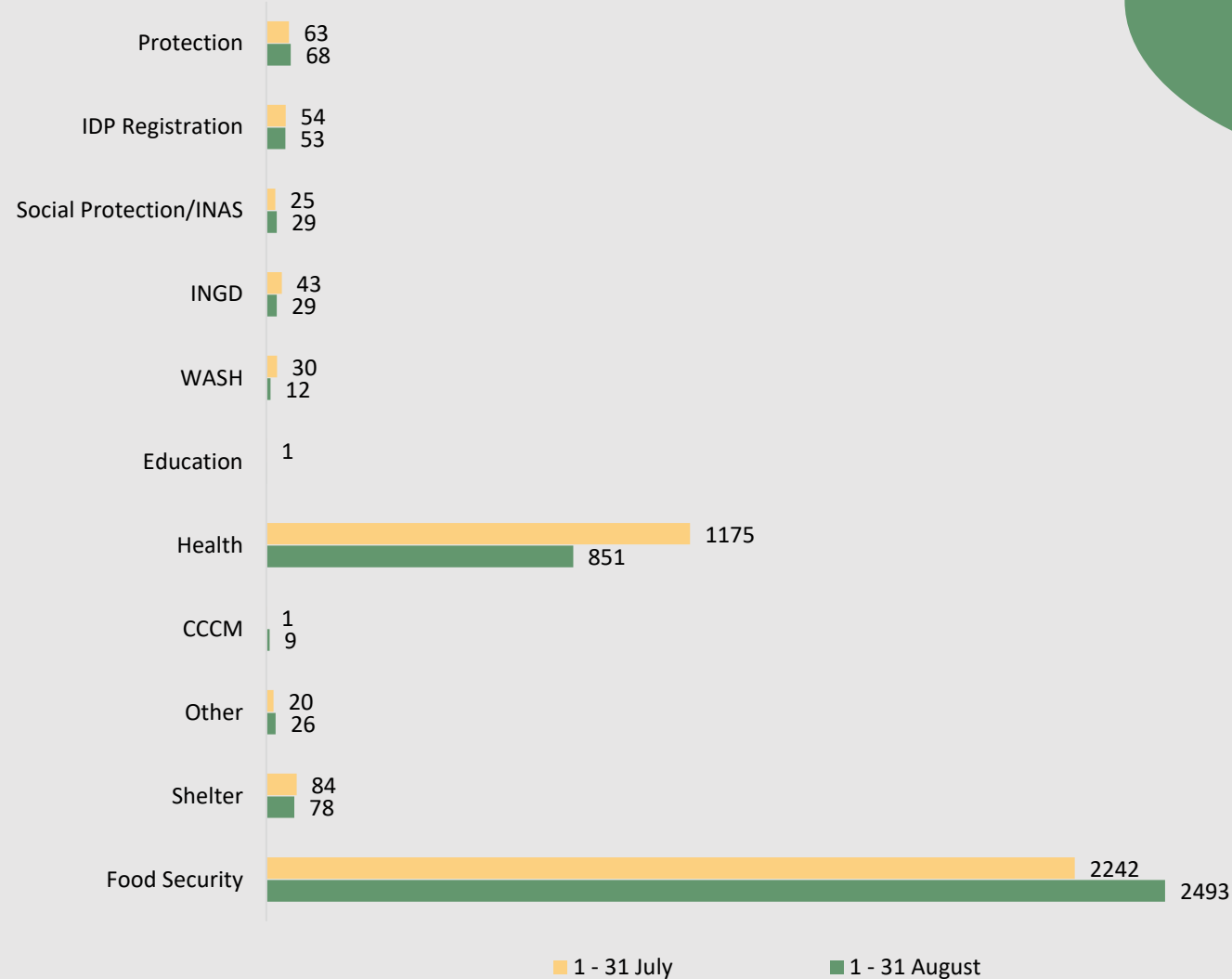
Nr. of calls from the northern region:

**2,686**

**74%** of the cases registered through Linha Verde 1458 between August 1<sup>st</sup> – 31<sup>st</sup> came from the northern region.



## CASES PER SECTOR 1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022



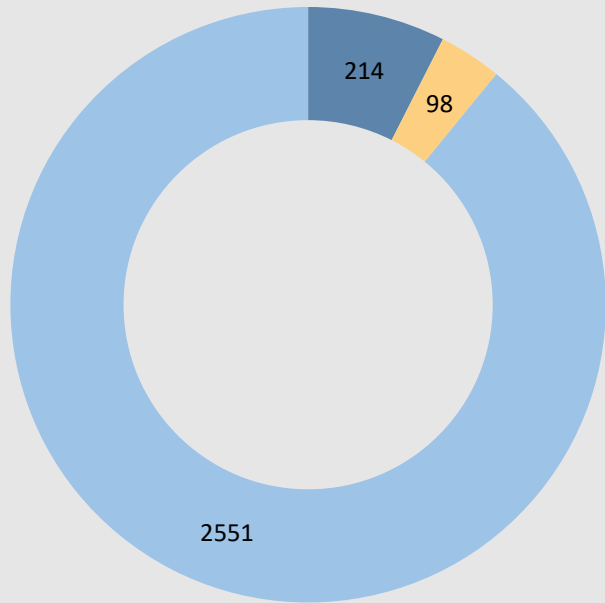
Food Security remains the sector with most cases registered by Linha Verde 1458, with 82% being calls for information requests on distribution timing for food. Requests for information on Covid-19, under the sector of Health continues a prevalent concern among callers despite the decreasing trend in the past few months

## FEEDBACK ANALYSIS PER SECTOR

1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022



Cases Registered  
3,649  
Feedback rate August 2022:  
77%



■ Referred Cases  
■ Referred Cases Feedback  
■ First Case Resolution

The table below shows a breakdown per sector of feedback provided to Linha Verde 1458 callers. 1. **Referred cases** are the nr of cases Linha Verde 1458 shared with cluster focal points and partners that require thorough verification/investigation usually in the field. This is the case for complaints -exclusion errors, abuse of power allegations. 2. **Referred Cases Feedback** is the number of cases that partners and focal points did a follow up on the case, find resolution or guide callers on steps to take to resolve the case. 3. **First call resolution** are the cases were Linha Verde 1458 was able to respond to during the very first call. This is the case for “information request” case type and subcategories.

Sectors	Referred Cases	Referred Cases with Feedback	First Case Resolution
Food Security	119	85	1655
Shelter	3	0	4
Other	0	0	26
CCCM	3	2	0
Health	0	0	849
Education	1	0	0
WASH	7	0	2
Social Protection/INAS	17	5	2
IDP Registration	3	2	0
INGD	1	0	25
Protection	60	4	4
<b>Total</b>	<b>214</b>	<b>98</b>	<b>2568</b>

❖ In the table Protection sector aggregates cases related to civil documentation, relocation requests, info requests on returns and GBV, Child Protection, PSEA .

# CASES PER REGION

## 1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022



1<sup>st</sup> – 31<sup>st</sup> August 2022

Cases Registered:  
2686  
Feedback provided:  
1869

1<sup>st</sup> – 31<sup>st</sup> August 2022

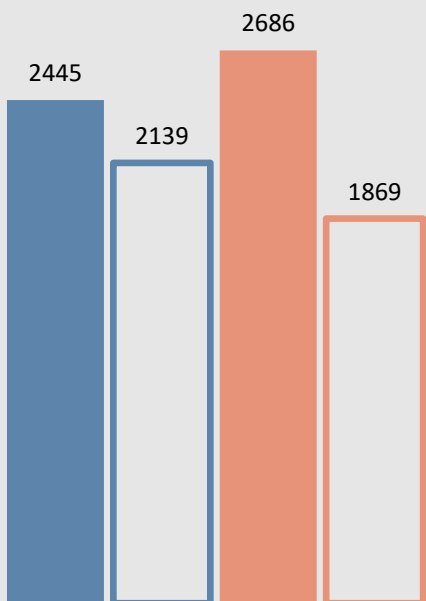
Cases Registered:  
105  
Feedback provided:  
76

1<sup>st</sup> – 31<sup>st</sup> August 2022

Cases Registered:  
11  
Feedback provided:  
11

1<sup>st</sup> – 31<sup>st</sup> August 2022

Cases Registered:  
847  
Feedback provided:  
847



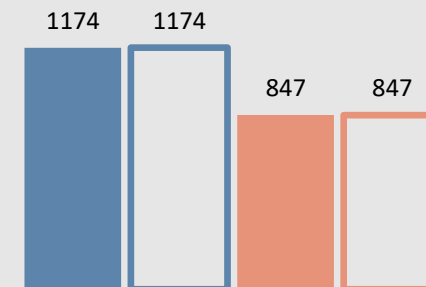
Northern Region response



Central Region response



Southern Region response



COVID-19

■ Registered Cases 1 - 31 July

■ Feedback Provided 1 - 31 July

■ Registered Cases 1 - 31 August

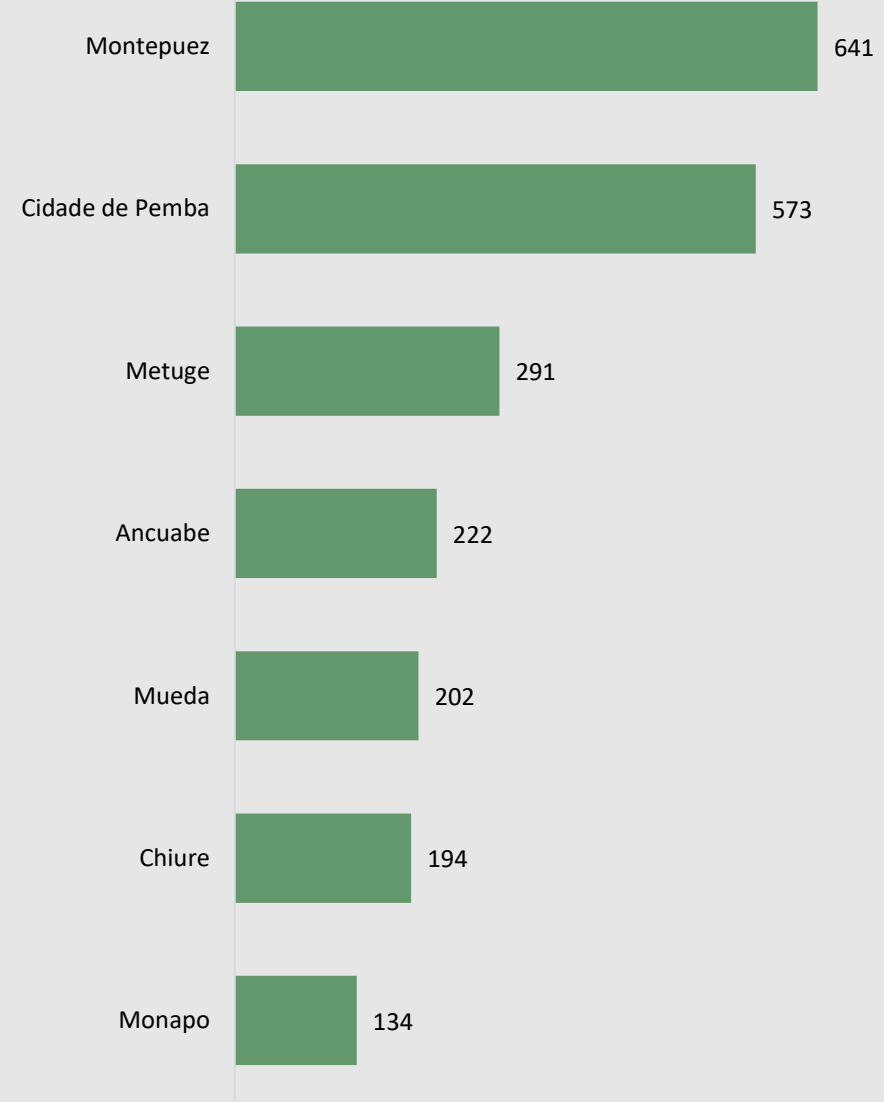
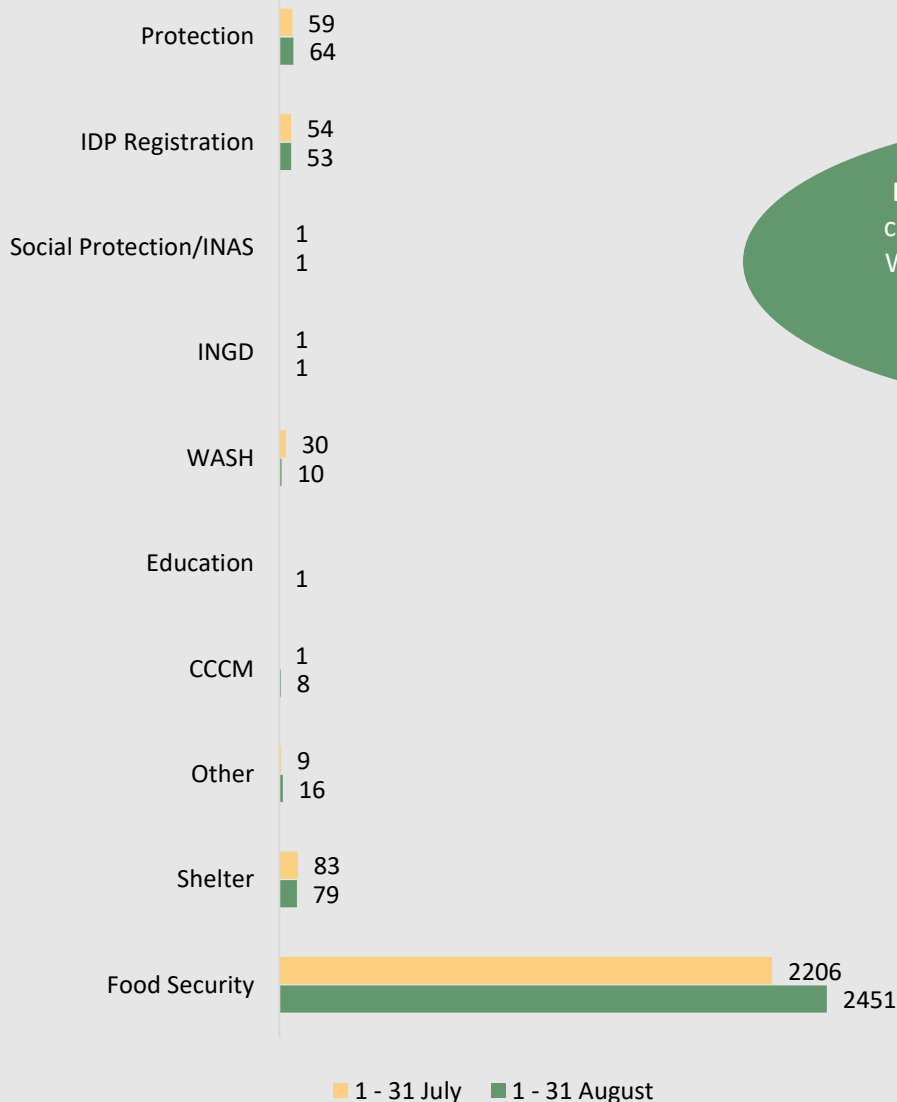
■ Feedback Provided 1 - 31 August

## NORTHERN REGION RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES 1<sup>ST</sup> – 31<sup>ST</sup> AUGUST 2022

## NORTHERN REGION RESPONSE CASES PER SECTORS 1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022



**Food Security** cases represent 91% of all cases registered from the northern region. Within this sector request for information on distribution timing account for 76% with a feedback rate of 69%.



# NORTHERN REGION RESPONSE

## 1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022

**July**  
Cases Registered:  
**2445**  
Feedback Provided:  
**87%**

**August**  
Cases Registered:  
**2686**  
Feedback Provided:  
**70%**

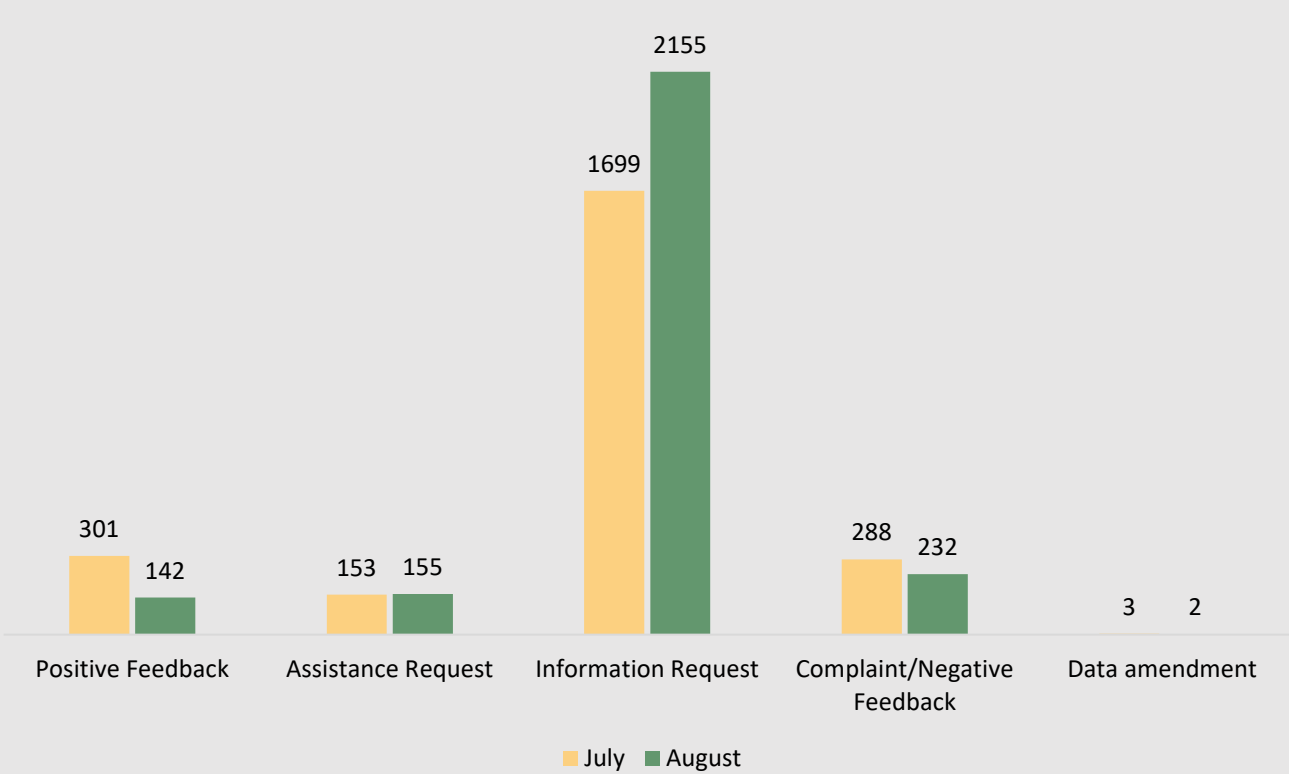
**July**  
Cases Registered:  
**153**  
Feedback provided:  
**83%**



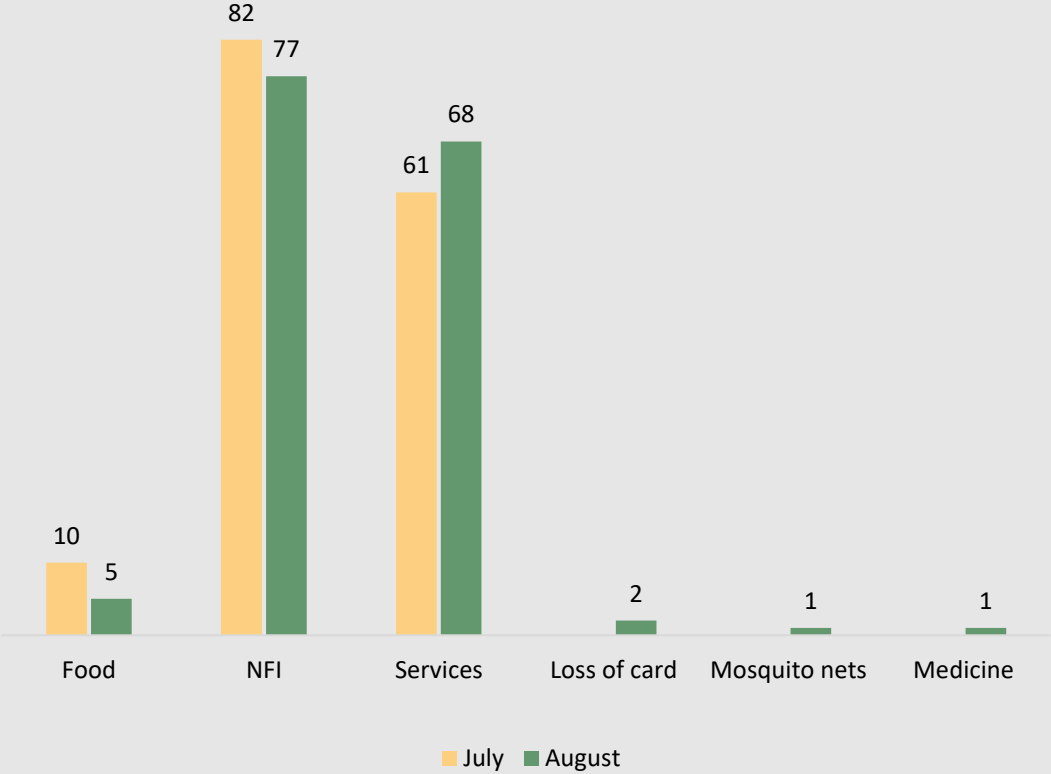
**NFI**

**August**  
Cases Registered:  
**155**  
Feedback provided:  
**77%**

### CASE TYPES



### ASSISTANCE REQUEST



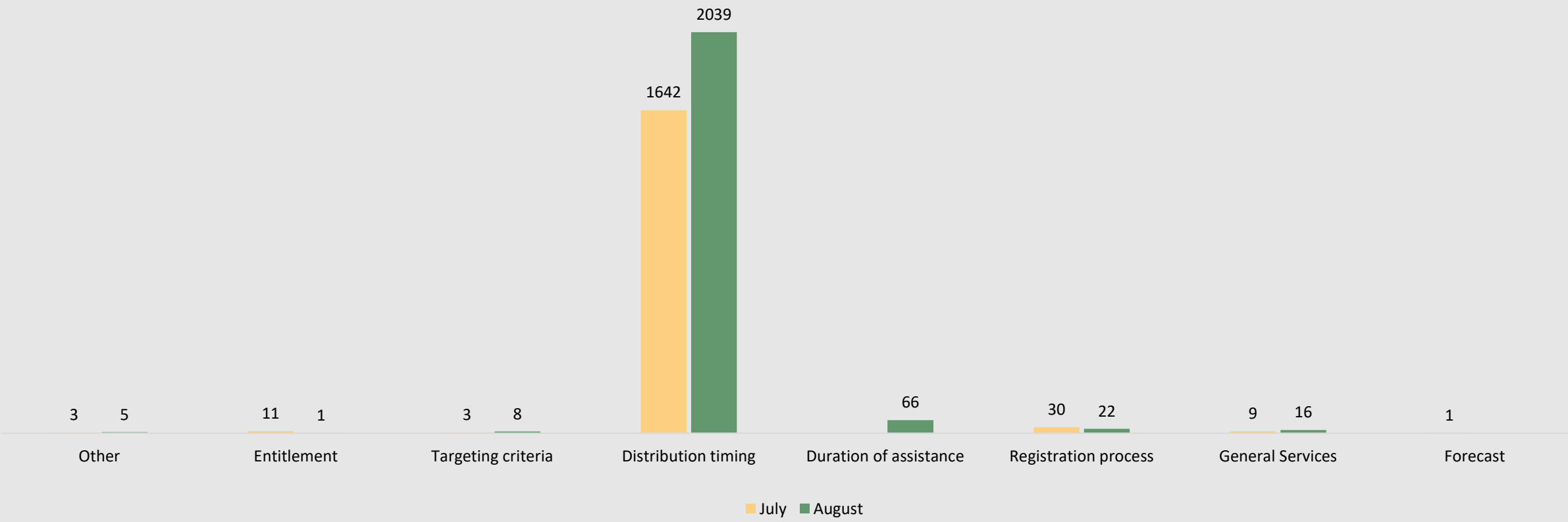
# NORTHERN REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022

**July**  
Cases registered:  
**1699**  
Feedback provided:  
**98%**

**August**  
Cases registered:  
**2155**  
Feedback provided:  
**70%**



**Linha Verde 1458** received a great number of calls regarding **distribution timing**. Majority of these calls were from beneficiaries stating that the food previously received already finished and they haven't received food and for months. **Duration of assistance:** beneficiaries of assistance for Gombe cyclone called to enquire if the assistance continues and when they will receive food.





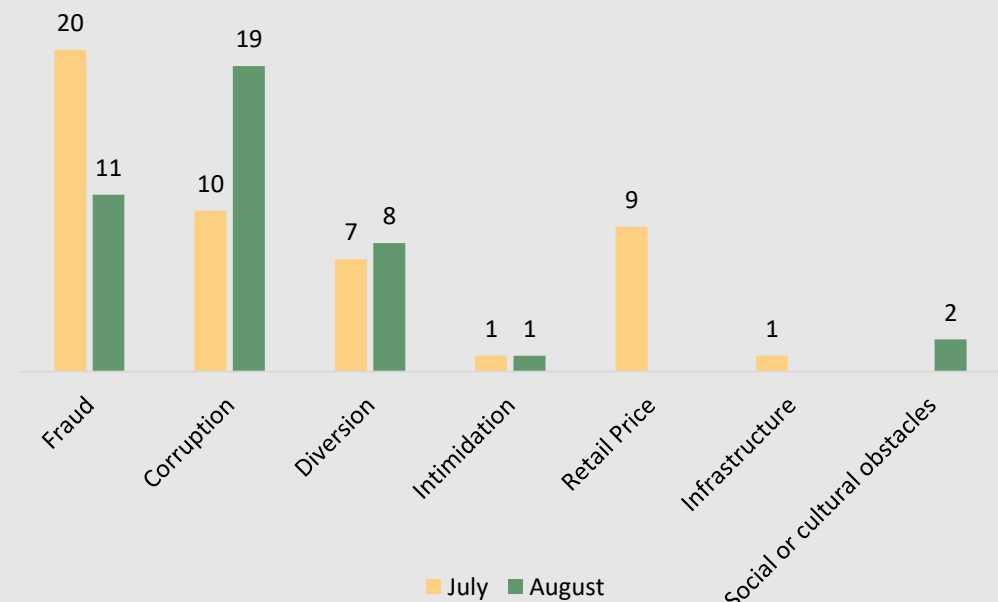
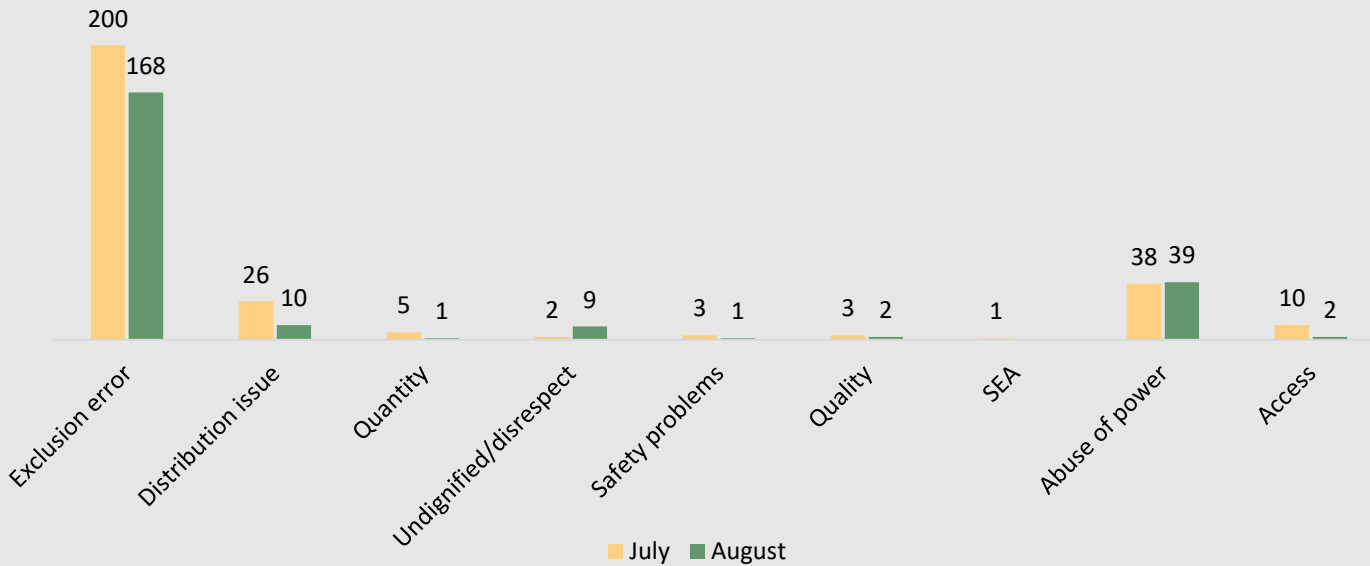
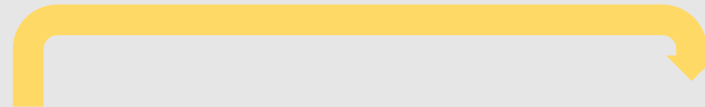
# NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022

# NORTHERN REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 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

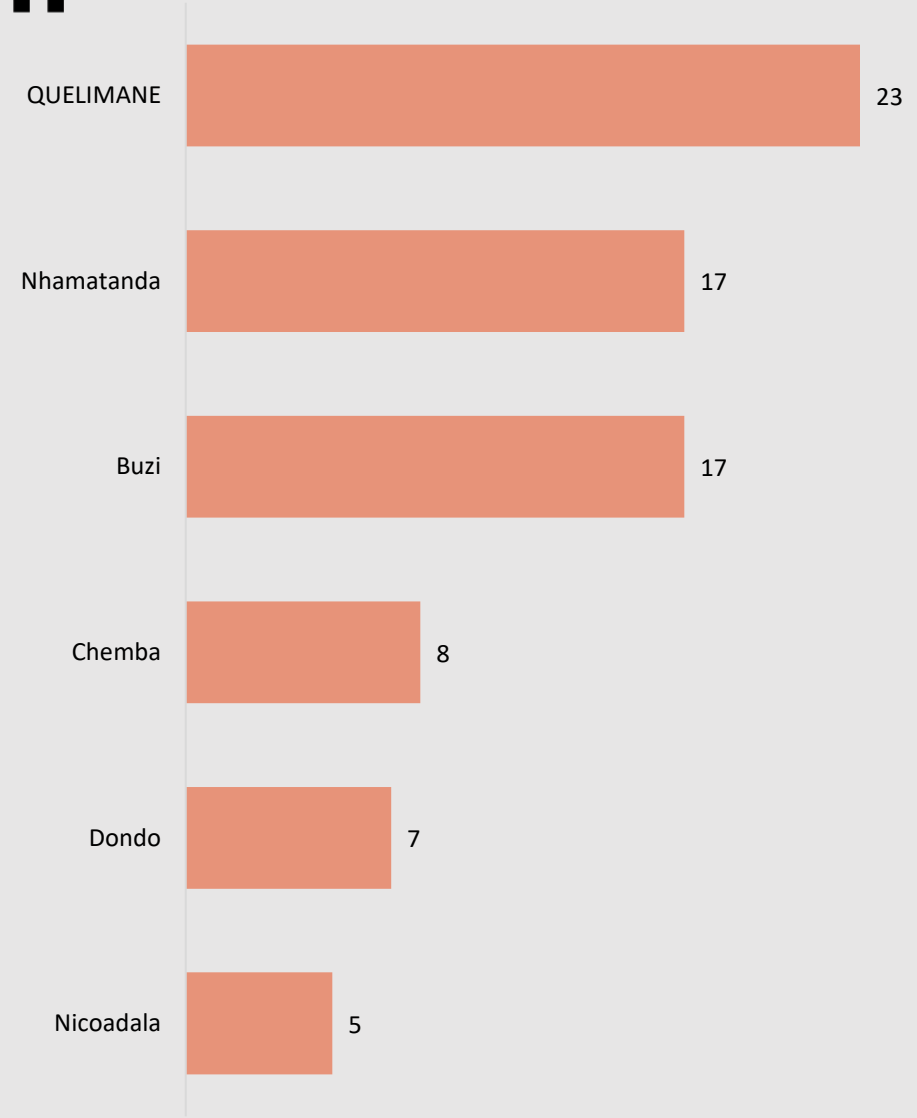
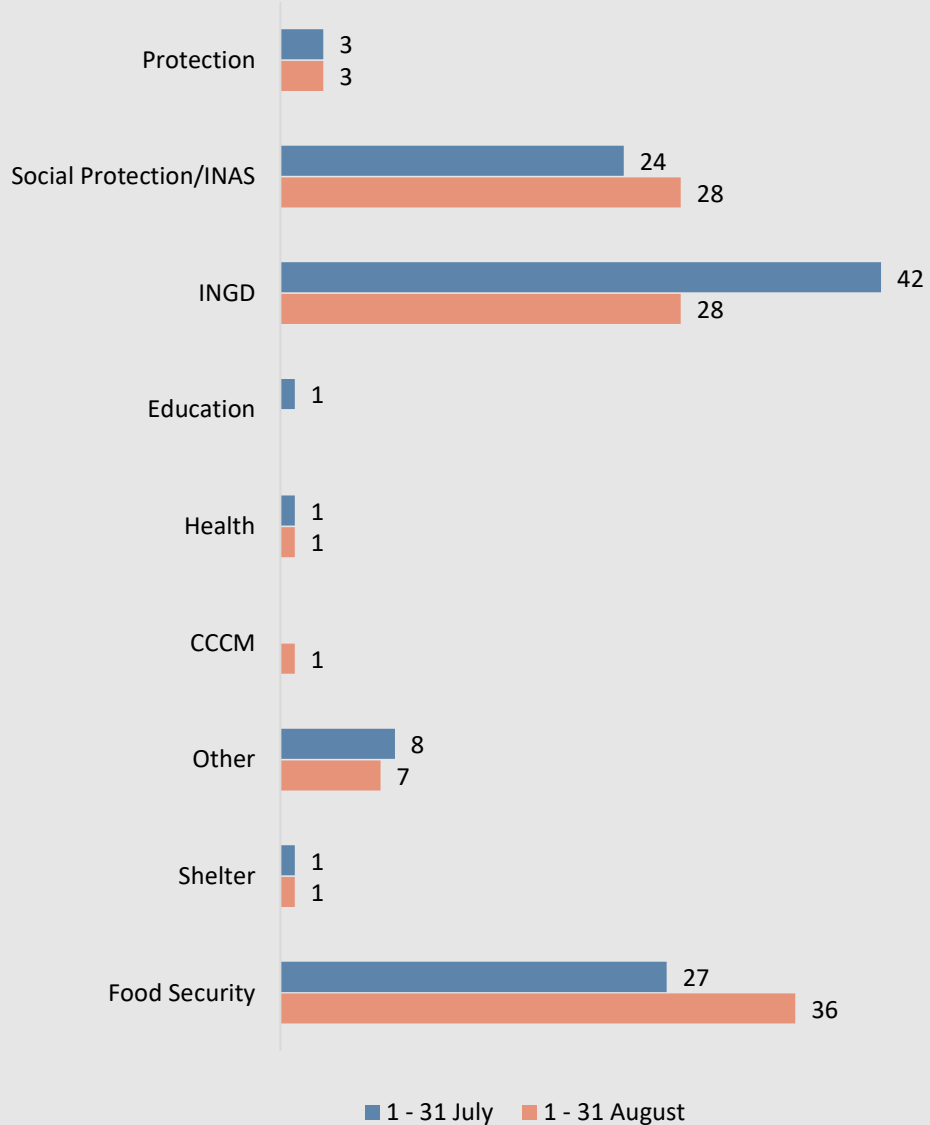


Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION RESPONSE  
CASES PER SECTORS  
1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022**

**CENTRAL REGION RESPONSE  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 31<sup>ST</sup> AUGUST 2022**



# CENTRAL REGION RESPONSE 1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022

**July**  
Cases Registered:  
**107**  
Feedback Provided:  
**69%**

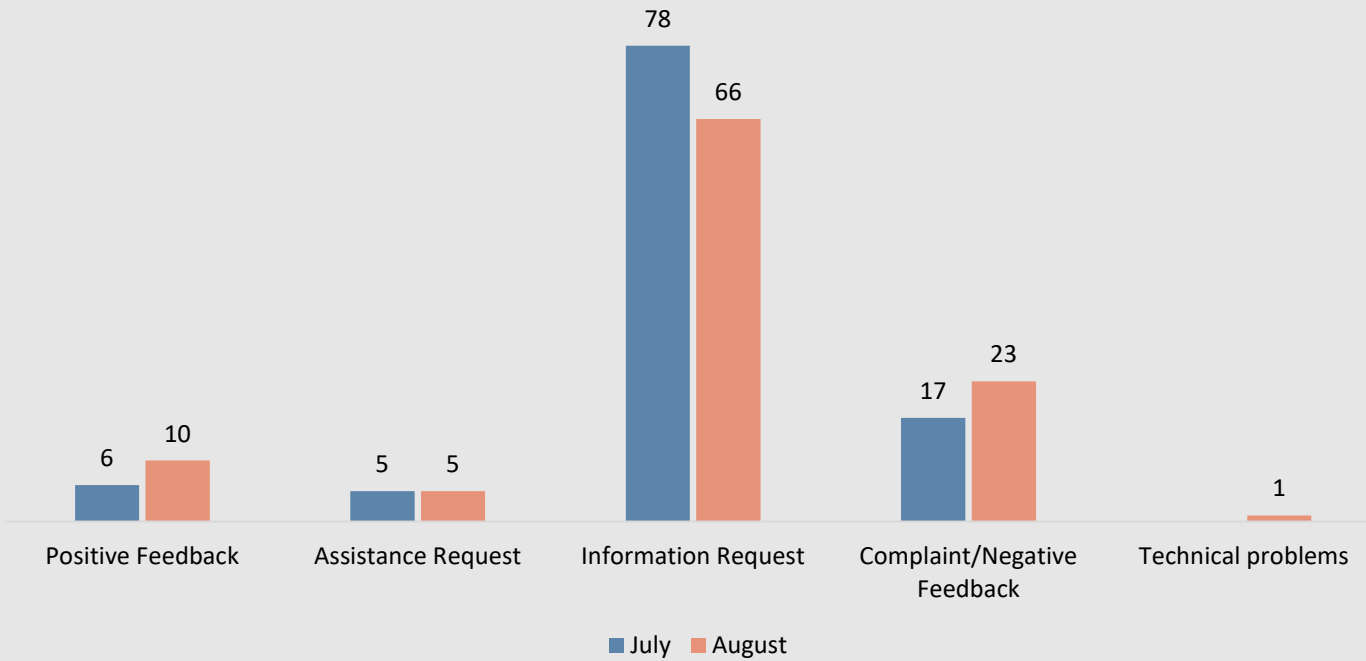
**August**  
Cases Registered:  
**105**  
Feedback Provided:  
**70%**

**July**  
Cases Registered:  
**5**  
Feedback Provided:  
**60%**

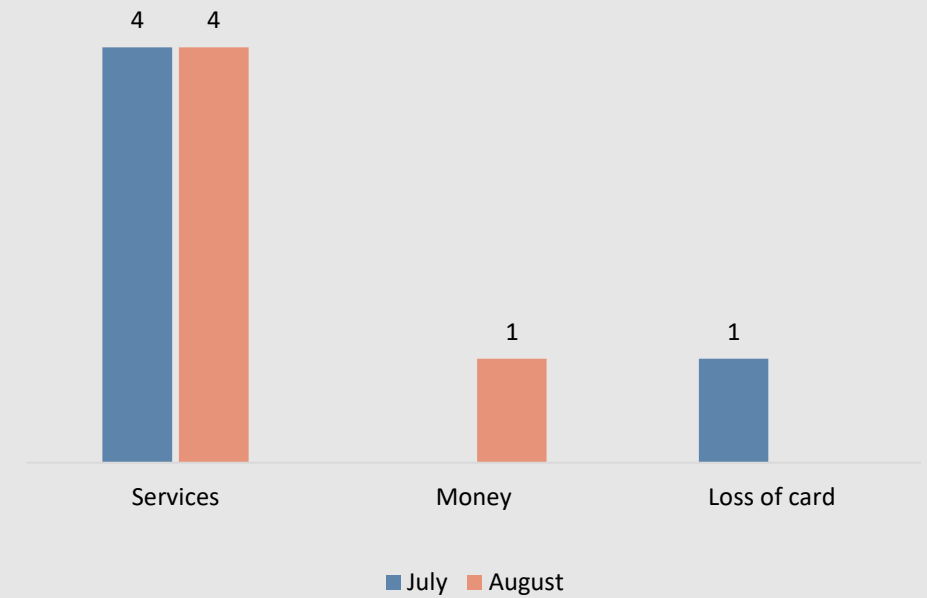
**August**  
Cases Registered:  
**5**  
Feedback Provided:  
**0%**



## CASE TYPES



## ASSISTANCE REQUEST



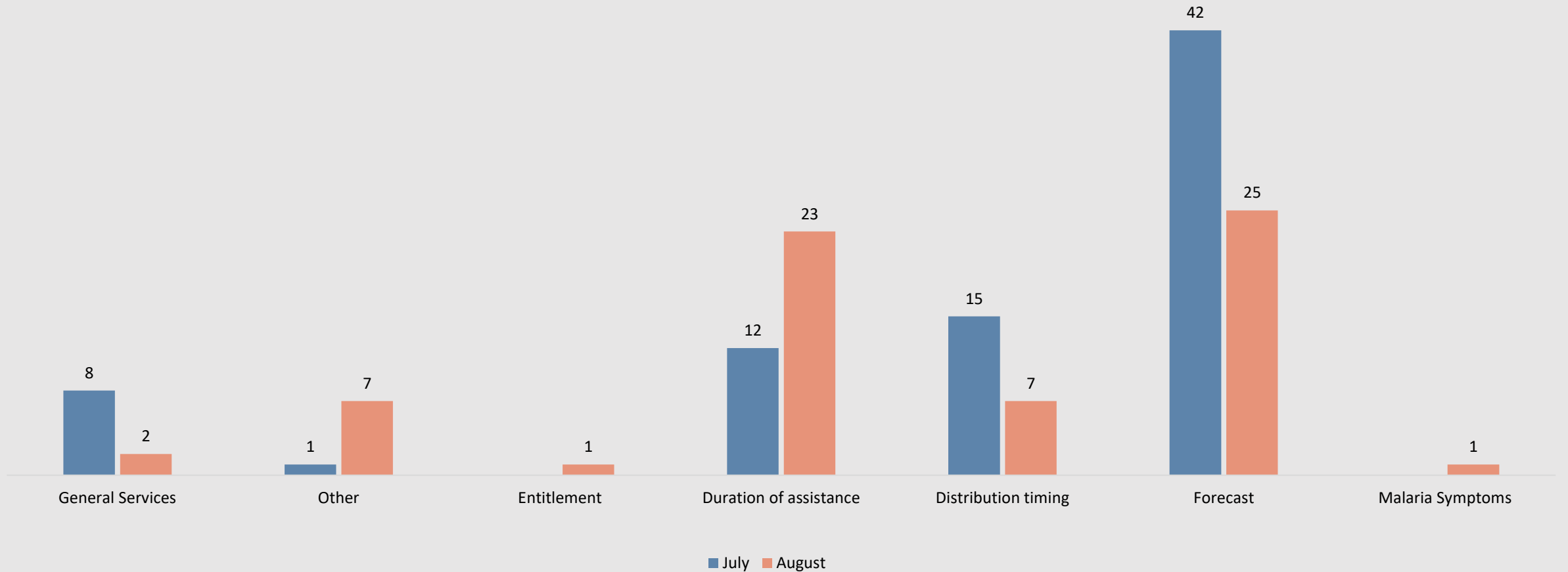
# CENTRAL REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022

**July**  
Cases Registered:  
**78**  
Feedback Provided:  
**81%**

**August**  
Cases Registered:  
**66**  
Feedback Provided:  
**88%**



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



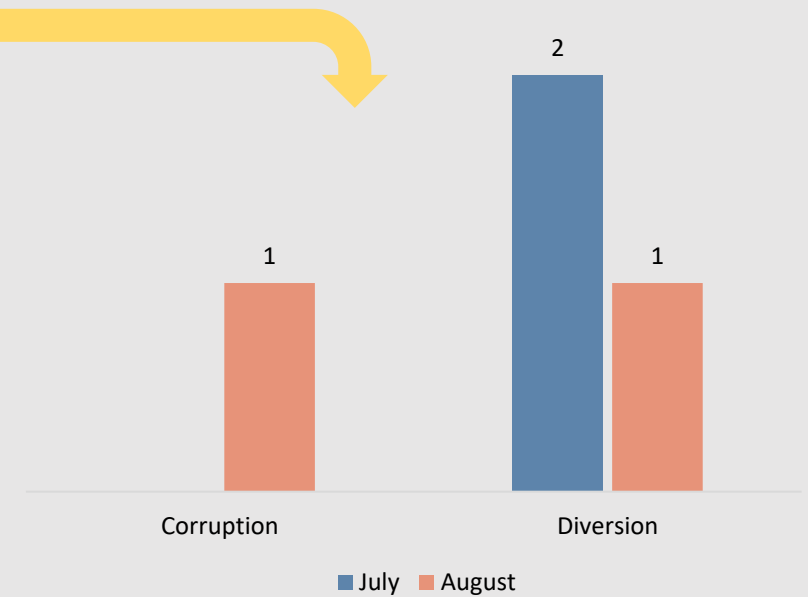
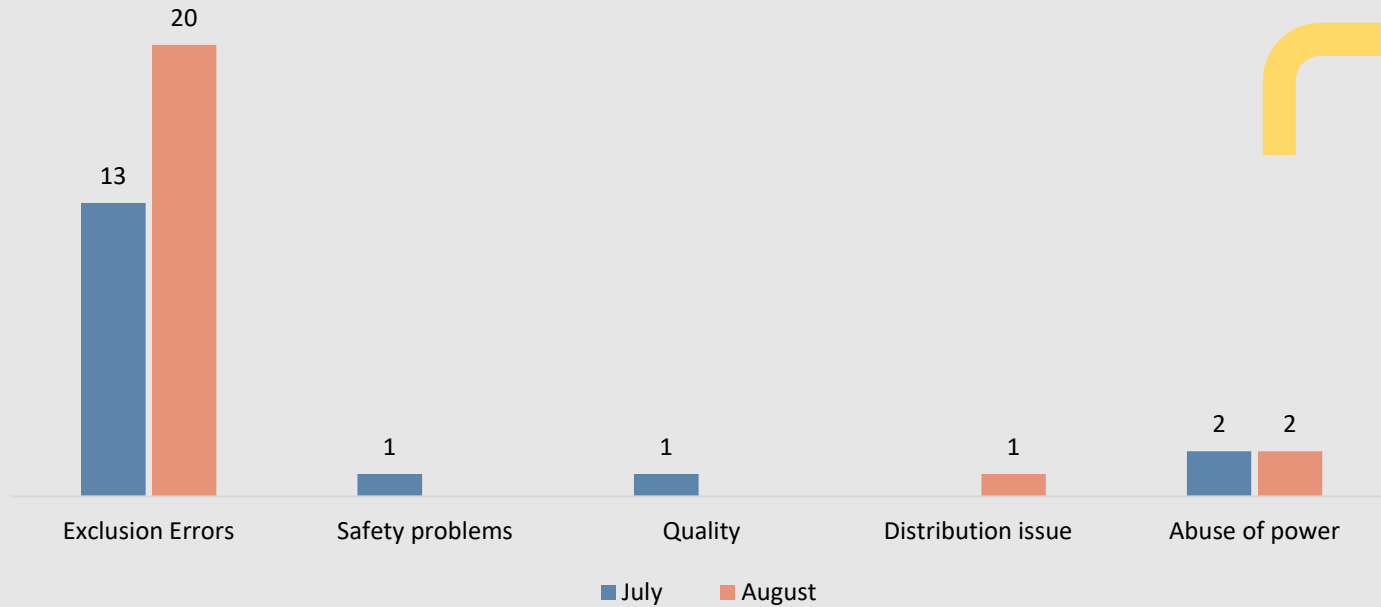
**CENTRAL REGION RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022**

**CENTRAL REGION RESPONSE  
BREAKDOWN OF ABUSES OF POWER AND  
OTHER ACCESS BARRIERS  
1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 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

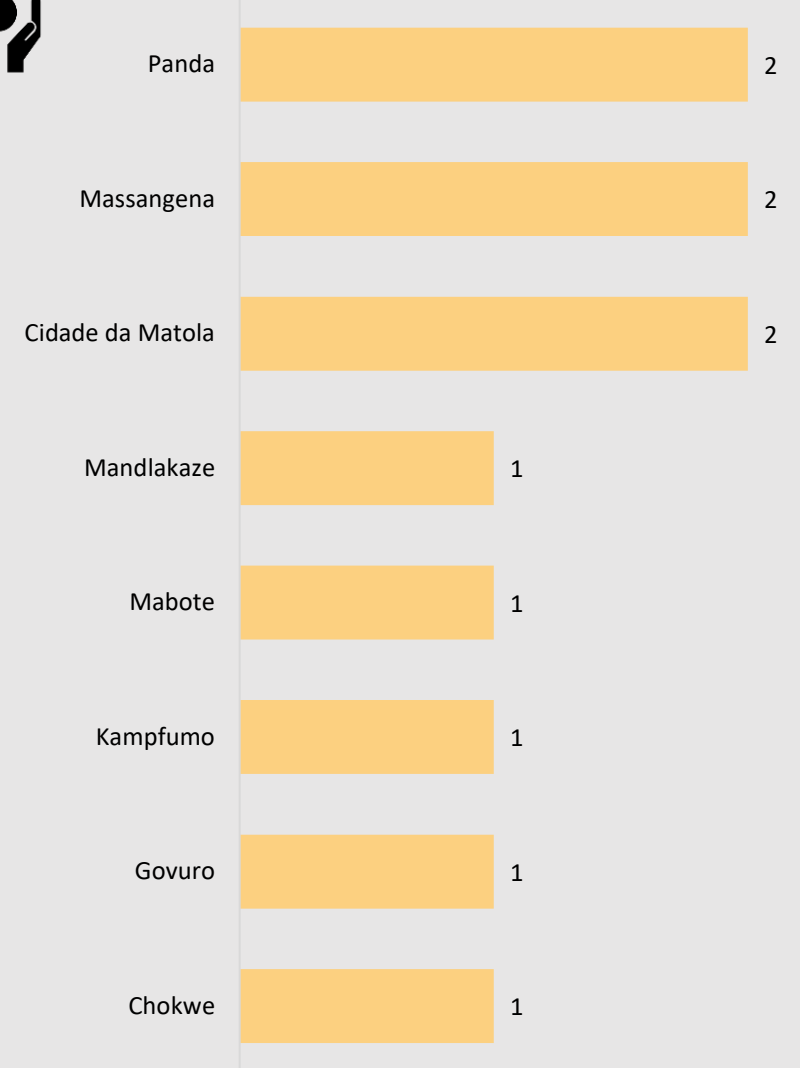
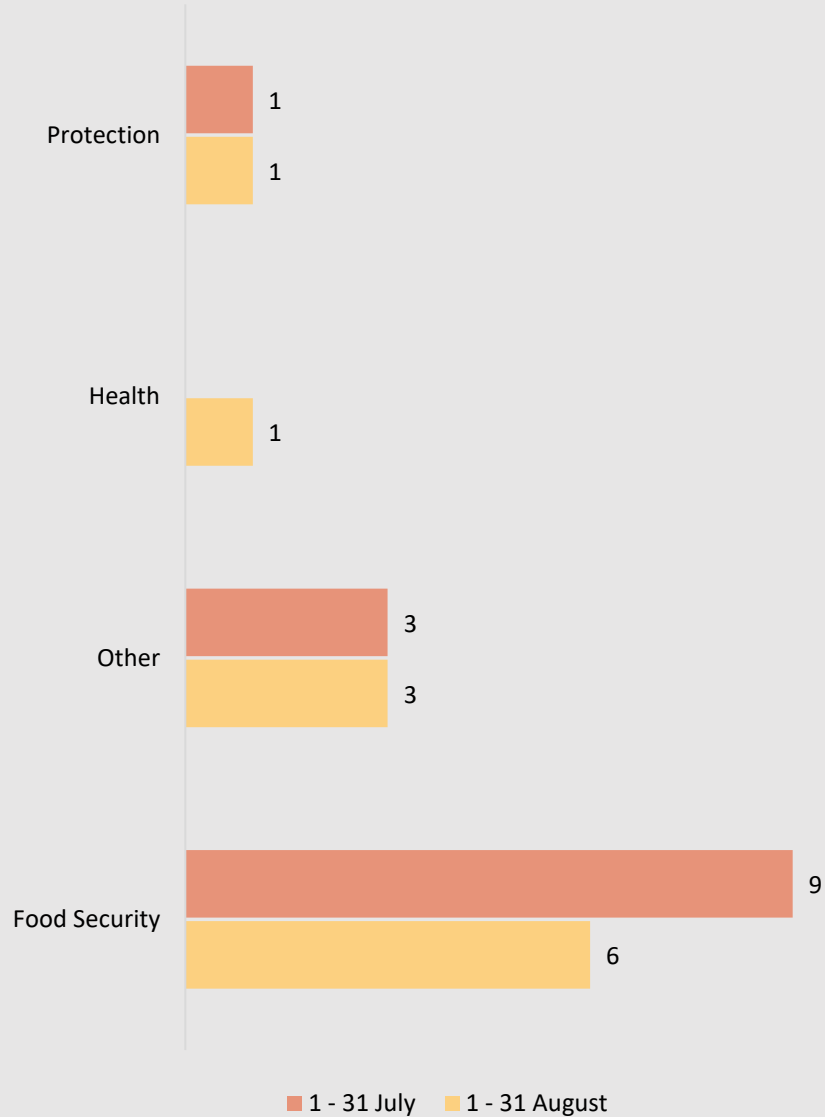
Complaints – Access barriers

**SOUTHERN REGION: DROUGHT RESPONSE  
CASES PER SECTORS  
1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022**

**SOUTHERN REGION: DROUGHT RESPONSE  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 31<sup>ST</sup> AUGUST 2022**



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



**POSITIVE FEEDBACK**  
**1<sup>ST</sup> – 31<sup>ST</sup> AUGUST 2022**



**FOOD SECURITY/WASH**

"I left Mocimboa da Praia for Montepuez in 2020 due to the armed attacks. I live in the Mararange Resettlement Center with 5 members of my family. I am a beneficiary of food assistance provided by WFP and partners. I called Linha Verde 1458 to thank WFP for the support I received on 10.08.2022 in 50kg of rice, 10kg of beans and 4l of cooking oil." **Female, Montepuez, Cabo Delgado**

**SOCIAL PROTECTION/INAS**

"I call to thank WFP because on the 13.08.2022, I received the monetary value of 4500MT from INAS via M-Pesa. I am a single mother of 2 children." **Female, Quelimane, Zambezia**

**FOOD SECURITY**

"I am displaced from Macomia and I have been in the district of Chiúre since July 2021. I called to thank the WFP for having received the food kit (50kg rice, 10kg beans, 4l cooking oil and 4packs ) on the 22.08.2022 in the community of Mecone." **Male, Chiúre, Cabo Delgado**

**SHELTER/WASH**

"I am from Nampula province, Mossuril district and I was affected by Cyclone Gombe along with my family of 4. I called to thank you for the support offered on 18.08.2022 where I received 4 capulanas, 4 pieces of underwear, 1 canvas, 1 hammer, 1 kg of construction nails, 2 buckets for hand washing. This support was provided by partners ANI and OKALIHARA." **Male, Mossuril, Nampula**

**FOOD SECURITY**

"I have been displaced from Quissanga district to Metuge district since 2020, I live with 10 people. I am a beneficiary of food assistance provided by WFP and partners, the last time I received food was on 25.08.2022. I called to thank you for the ration I've been receiving since I fled armed conflicts in Quissanga." **Female, Metuge, Cabo Delgado**

**SHELTER**

"I called to thank you for the support I received from WFP on 30.08.2022, which was a check in the amount of 3600MT. I have been displaced from Quissanga to Pemba since August 2020. I currently live in the Mahate community in a borrowed house with a household composed of 11 members, all displaced. I am a beneficiary of WFP food assistance. **Male, Cidade de Pemba, Cabo Delgado**

# FOOD SECURITY



**1<sup>st</sup> – 31<sup>st</sup> August 2022**

Cases Registered:

**2493**

Feedback Provided:

**1743**

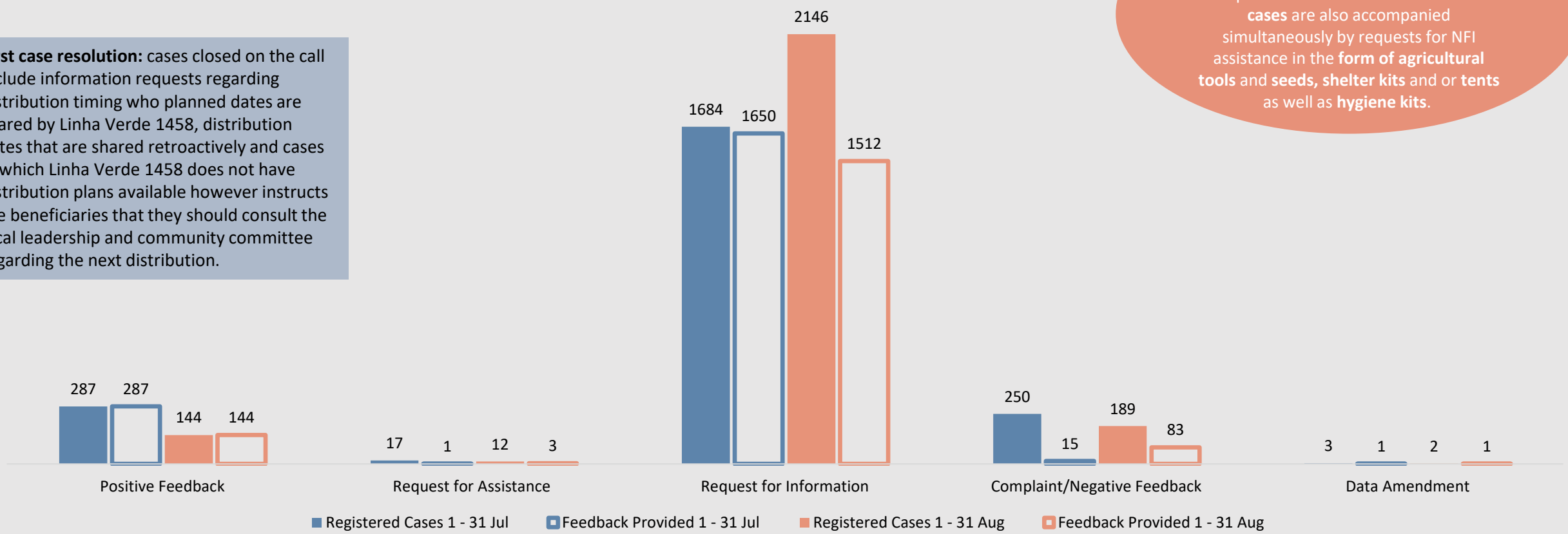
**1<sup>st</sup> – 31<sup>st</sup> August 2022**

**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**.

Sofala	27
Zambezia	5
Manica	2
Tete	2
Nampula	314
Cabo Delgado	2136
Inhambane	4
Gaza	2

Referred Cases	119
Referred Cases Feedback	85
First case resolution	1655

**First case resolution:** cases closed on the call include information requests regarding distribution timing who planned dates are shared by Linha Verde 1458, distribution dates that are shared retroactively and cases in which Linha Verde 1458 does not have distribution plans available however instructs the beneficiaries that they should consult the local leadership and community committee regarding the next distribution.





# HEALTH



**1<sup>st</sup> – 31<sup>st</sup> August 2022**

Cases Registered:  
**851**  
Feedback Provided:  
**849**

# SHELTER/NFI



**1<sup>st</sup> – 31<sup>st</sup> August 2022**

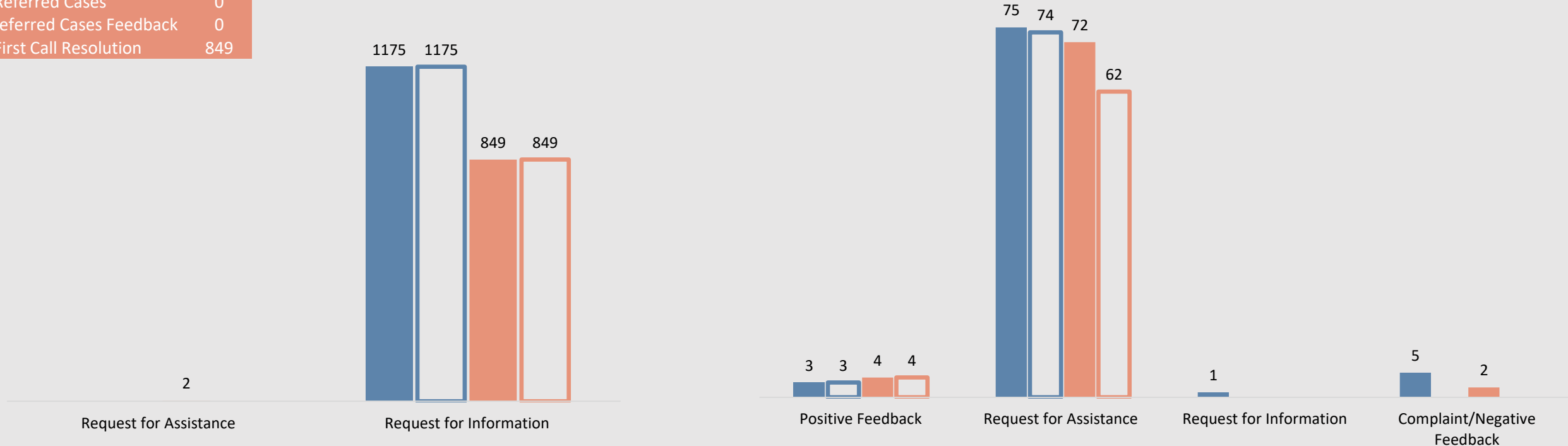
Cases Registered:  
**78**  
Feedback Provided:  
**66**

Sofala	435
Zambezia	162
Manica	85
Tete	58
Nampula	56
Cabo Delgado	16
Inhambane	8
Gaza	12
Maputo Cidade	5
Niassa	10
Maputo Provincia	4

Sofala	1
Nampula	6
Cabo Delgado	70
Niassa	1

Referred Cases	3
Referred Cases Feedback	0
First Call Resolution	4

Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	849



■ Registered Cases 1 - 31 Jul     Feedback Provided 1 - 31 Jul  
■ Registered Cases 1 - 31 Aug     Feedback Provided 1 - 31 Aug

■ Registered Cases 1 - 31 Jul     Feedback Provided 1 - 31 Jul  
■ Registered Cases 1 - 31 Aug     Feedback Provided 1 - 31 Aug

## WASH



**1<sup>st</sup> – 31<sup>st</sup> August 2022**

Cases Registered:

**12**

Feedback Provided:

**2**

## IDP REGISTRATION

**1<sup>st</sup> – 31<sup>st</sup> August 2022**

Cases Registered:

**53**

Feedback Provided:

**19**

Nampula	1
Cabo Delgado	11

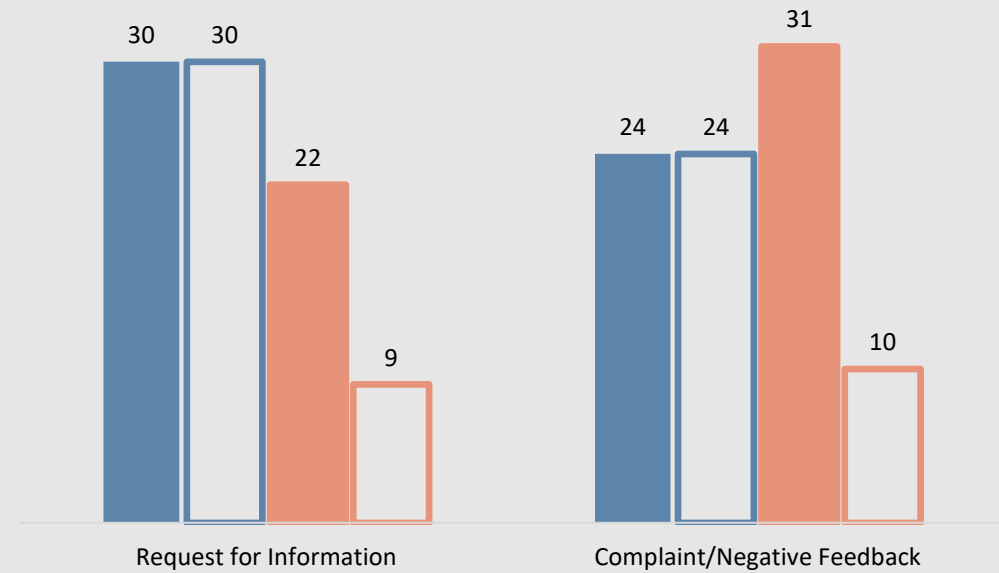
Referred Cases	7
Feedback Received	0
First Call Resolution	2

Nampula	2
Cabo Delgado	51

Referred Cases	3
Feedback Received	2
First Call Resolution	0



■ Registered Cases 1 - 31 Jul    ■ Feedback Provided 1 - 31 Jul  
■ Registered Cases 1 - 31 Aug    ■ Feedback Provided 1 - 31 Aug



■ Registered Cases 1 - 31 Jul    ■ Feedback Provided 1 - 31 Jul  
■ Registered Cases 1 - 31 Aug    ■ Feedback Provided 1 - 31 Aug

## PROTECTION

Cabo Delgado 6



Referred Cases 3

Feedback Received 0

First Call Resolution 0

1<sup>st</sup> – 31<sup>st</sup> August 2022

Cases Registered:

6

Feedback Provided:

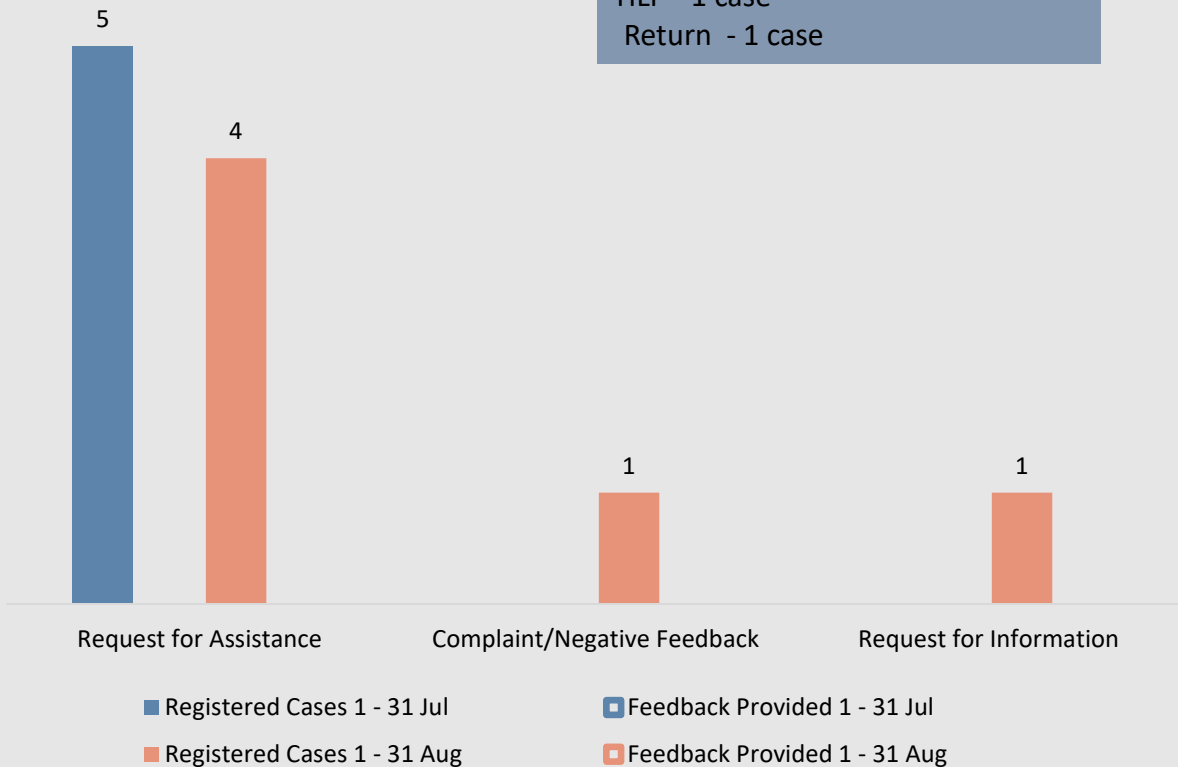
0

### Protection sector cases include:

Civil Documentation - 4 cases

HLP - 1 case

Return - 1 case



## CCCM



Manica 1

Cabo Delgado 7

Nampula 1

1<sup>st</sup> – 31<sup>st</sup> August 2022

Cases Registered:

9

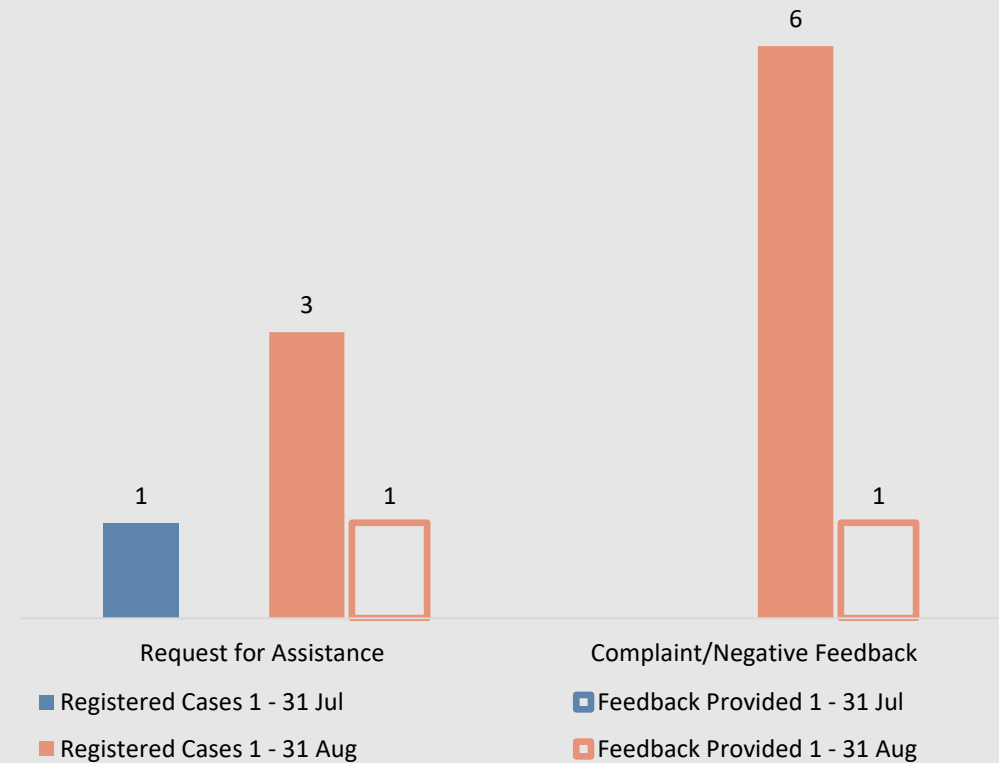
Feedback Provided:

2

Referred Cases 3

Feedback Received 2

First Call Resolution 0



# CHILD PROTECTION

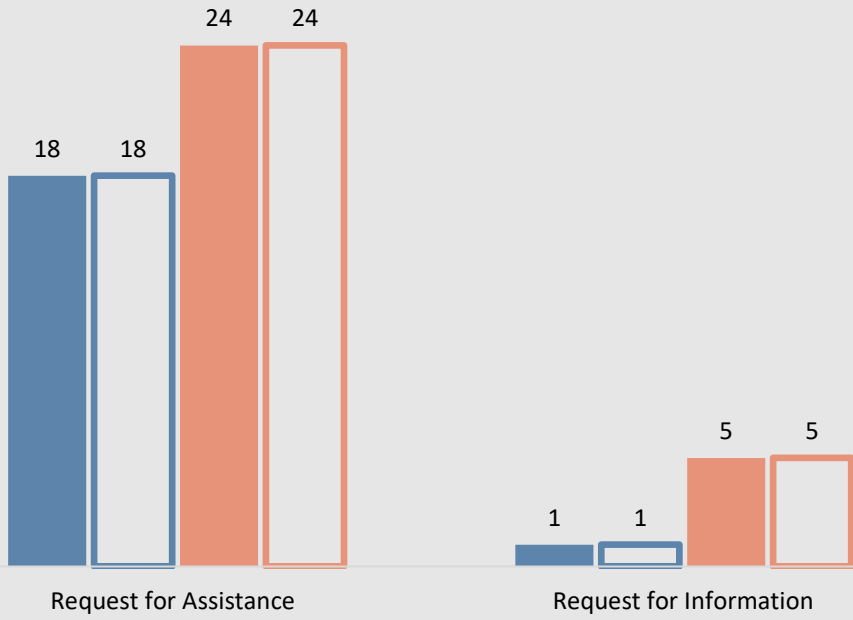


Sofala	1
Zambezia	1
Manica	1
Nampula	9
Cabo Delgado	16
Maputo Provincia	1

Referred Cases	24
Feedback Received	4
First Call Resolution	4

**1<sup>st</sup> – 31<sup>st</sup> August 2022**  
 Cases Registered: **29**  
 Feedback Provided: **29**

**Child Protection sector includes:**  
 Rape – 7 cases  
 Forced marriage - 7 cases  
 Physical assault - 4 cases  
 Psychological abuse - 8 cases  
 Denial of resources - 3 cases



Registered Cases 1 - 31 Jul    Feedback Provided 1 - 31 Jul  
 Registered Cases 1 - 31 Aug    Feedback Provided 1 - 31 Aug

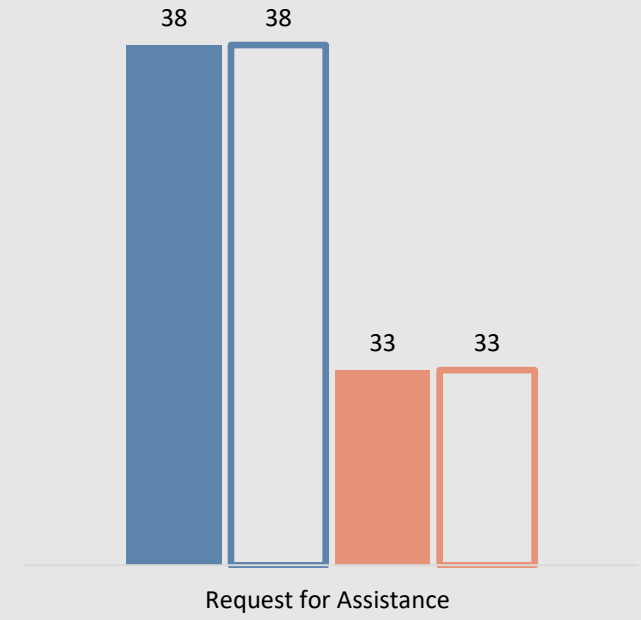
# GBV

**1<sup>st</sup> – 31<sup>st</sup> August 2022**  
 Cases Registered: **33**  
 Feedback Provided: **33**

Cabo Delgado	33
Referred Cases	33
Feedback Received	0
First Call Resolution	0

**GBV sector includes:**  
 Rape - 6 cases  
 Physical assault - 7 cases  
 Psychological abuse - 19 cases  
 Denial of resources - 1 case

**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 Jul    Feedback Provided 1 - 31 Jul  
 Registered Cases 1 - 31 Aug    Feedback Provided 1 - 31 Aug

# INGD

Sofala	23
Tete	2
Zambezia	3
Nampula	1

Referred Cases	1
Feedback Received	0
First Call Resolution	25

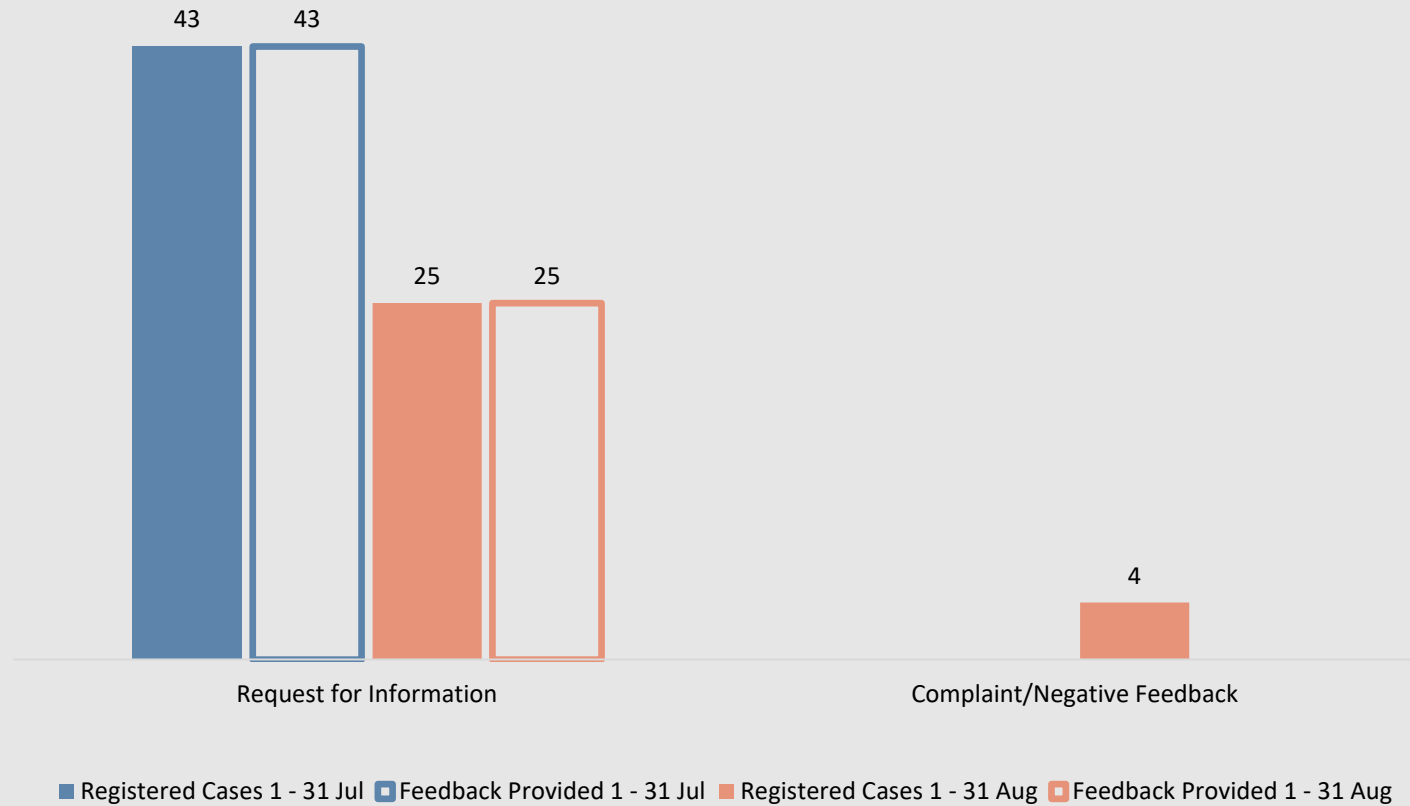
1<sup>st</sup> – 31<sup>st</sup> August 2022

Cases Registered:

29

Feedback Provided:

25



# SOCIAL PROTECTION/INAS

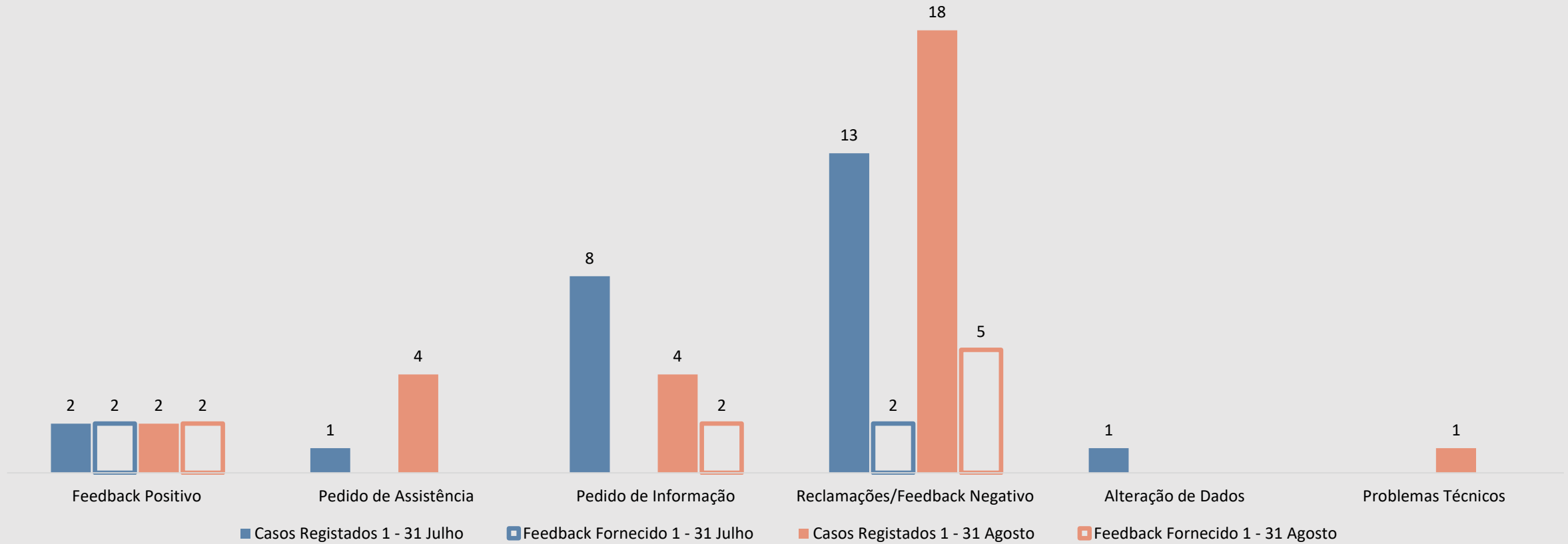
Sofala	3
Zambezia	25
Cabo Delgado	1

Referred Cases	17
Feedback Received	5
First Call Resolution	2

**1<sup>st</sup> – 31<sup>st</sup> August 2022**  
 Cases Registered: **29**  
 Feedback Provided: **9**



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 1458: NARRATIVE

## 1 – 31 AUGUST 2022

### Overview

- ❖ **3,649** cases have been registered through the hotline service in August 2022. Recording 92% cumulative feedback on cases since January 2022 and **77% feedback for cases registered, responded to on the line and referred during the month**. To improve monitoring of feedback provided and general AAP monthly, Linha Verde 1458 has included in this report a disaggregation of cases/ concerns responded to during the call (first case resolution) and cases referred to humanitarian actors and responded to within the same month.
  - **77%** of the cases received were closed during the call (first case resolution) and as result of referral
  - **5%** were referred.
- ❖ During this month:
  - 74% of cases registered are regarding humanitarian assistance in the northern region of Mozambique.
  - **23%** of cases registered were regarding Covid-19.
  - **3%** were from the central region of the country.

### Interagency Training for LV 1458 operators

- ❖ Between 15-19 of August 2022, Linha Verde 1458 operators received training from the different clusters regarding their roles and areas of intervention in the humanitarian response in the northern region and other parts of the country. The sessions provide the operators with background information to respond to queries received on the line. These trainings help equip them with skills on how to handle complex cases, it also highlights the possible information gaps and opportunities.
- ❖ Clusters that supported this activity were **WASH, Shelter, CCCM, Food Security and Livelihoods, Protection, GBV subcluster**.

### Northern Region (IDP) Response: 1<sup>st</sup> – 31<sup>st</sup> August 2022

- ❖ **2,686** cases were registered regarding humanitarian interventions in the northern region (Cabo Delgado, Niassa and Nampula). **2,451** are related to food assistance, **79** related to shelter assistance, **53** issues related to IDP registration in host communities and **10** related to **WASH**.

### Food Assistance

- ❖ Of the **2,451** cases were registered relating to food assistance. **2,112** cases are **requests for information**, **189** are **complaints**, **138** are **positive feedback** and **12** **assistance requests** for food and agricultural inputs.

### Information Requests

- ❖ The **2,112 information requests** are divided as follows:
  - ❖ **2,039** 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**: Montepuez, Pemba, Metuge, Ancuabe, Mueda, Chiure, Nangade, Balama, Mecufi;
    - **Nampula**: Monapo, Meconta, Nacala Velha, Erati, Rapale, Nacala Porto and Ilha de Moçambique.
  - ❖ **66** information requests regarding the **duration of assistance** mostly from Monapo, Meconta and Mogincual in Nampula, callers being people who were affected my cyclone Gombe.
  - ❖ **8** IDP's from **Pemba, Montepuez, Chiure, Ancuabe** and **Macomia**, called to verify what are the criteria for beneficiaries of food assistance programmes.
  - ❖ Linha Verde 1458 managed to address all information requests during the call as first case resolution due to information made available by WFP and food security cluster regarding food assistance programmes.

### Complaints

- ❖ 188 complaints were registered via Linha Verde 1458 throughout the month of August 2022, a notable decrease from 249 in July 2022. Out of these **135 are exclusion error claims, 37 abuses of power, 09 distribution issue, 2 quality, 2 access issues**:
  - **122** people claiming to be IDP's complaining that they did not receive assistance in the previous distribution, citing that their names are no longer on the list to receive food assistance from WFP and partner. Some mentioned that they were not aware of the distribution dates and thus were not at the distribution point on the day of distribution and thus did not receive their food kits. Complaints mostly came in from **Chiure, Mueda, Pemba, Ancuabe, Montepuez, Metuge and Balama** and **13** came from **Erati, Lalaua, Monapo, Meconta, Mossuril and Nacala porto**. People claiming to be beneficiaries and claiming to have been removed from lists without explanation.
- ❖ **37** reports of abuses of power were registered,
  - **18 claims of corruption** received from Cabo Delgado (Chiure, Mueda, Montepuez and Pemba) and Nampula (Nacala Porto). Of these, **11** were allegations against the **distribution team of the humanitarian actor**, reportedly charging people between **100 – 1500MT** to include their names in the list. **7 allegations** were made against **local leaders** indicating that places in the lists to receive food rations were being sold for between **200 – 1500MT**.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA 1458: NARRATIVE

## 1 – 31 AUGUST 2022

- **10 claims of fraud** made against local leaders, it was alleged that local leaders in **Cabo Delgado (Mueda, Pemba, Montepuez) and Nampula (Ilha de Mozambique and Cidade de Nampula)** have included their family members and acquaintances in the beneficiary lists.
- **8 claims of diversion** made against local leaders were received from Mueda, Ancuabe, Chiure and Pemba in Cabo Delgado and Rapale and Cidade de Nampula in Nampula. Callers cited that local leader sold rations received by their family members to beneficiaries.
- ❖ **9 distribution issue** complaints were registered from **Cabo Delgado (Ancuabe, Montepuez, Mueda)**. All were complaints of incomplete distribution activities where callers had received information that distribution teams would return to complete the distribution activities but had since not done so at the time the people called Linha Verde 1458.
- ❖ **4** complaints of **indignation** due to disrespectful treatment by distribution teams was received from Nacala Porto and Monapo.
- ❖ All complaints related to WFP food assistance have been referred to WFP CFM focal points and those related to other organizations have been channeled via the food security cluster coordinator.

### **Registration of IDP's in host communities**

#### **Information Requests**

- ❖ **23 information requests** were received regarding the IDP registration process. IDP's called requesting to be included in humanitarian assistance programmes, Linha Verde 1458 directs the callers to register themselves with host community leaders. The information requests were received from Pemba, Chiure, Ancuabe, Mueda, Montepuez and Metuge.

#### **Complaints**

- ❖ **31** complaints of exclusion were received from people who say they are IDP's indicating that they had made various attempts to register themselves with host community leaders and despite that had not been included in lists to receive assistance.

#### **WASH**

- ❖ **12** cases related to WASH have been registered. **7** assistance requests, **3** complaints and **2** positive feedback cases.

#### **Assistance requests**

- ❖ **6** assistance requests concern access to water or an increase in water sources, while callers have also highlighted the need for buckets to store water over longer periods of time. The requests were received from Mpeme and Namatil sites in Mueda, Ntamba in Nangade, Naua in Ancuabe and Nicavaco in Metuge.

#### **Complaints**

- ❖ **2** complaints were from IDP's in Meculane in Chiure citing that they had been excluded from the distribution of buckets by PLAN International.

#### **Shelter and NFI's**

- ❖ A total of **79** calls related to shelter assistance were registered via Linha Verde 1458. **73** were assistance requests, **4** complaints and **3** were positive feedback.

#### **Assistance requests**

- ❖ **Mueda: 28** requests for kitchen utensils, tarpaulins and mosquito nets were received from IDP's in **Lyanda, Mpeme and Namdimba sites**.
- ❖ **Nangade (Ntamba and Ntoni sites): 15** requests for assistance were received for tarpaulins, mosquito nets, lamps, and kitchen utensils.
- ❖ **Metuge (Nicavaco, Cahora Bassa, Impiri and Nangua sites): 7** people living in the sites called requesting for assistance in tarpaulins, kitchen utensils, buckets, mosquito nets and soap.
- ❖ **Macomia (Chinavane site): 6** people called requesting for assistance in tarpaulins, kitchen utensils and blankets.
- ❖ **Nampula (Meconta, Monapo and Mongincual): 6** people called Linha Verde 1458 requesting for assistance in tarpaulins and kitchen utensils, mosquito nets and lamps.

#### **Montepuez 6**

#### **Complaints**

- ❖ **4** complaints were received from Meculane in Chiure, from IDP's who claimed that they had been excluded from distribution of mosquito nets.

### **Central Region: 1<sup>st</sup> – 31<sup>st</sup> August 2022**

- ❖ **105** cases were registered from the central region covering Sofala, Manica, Tete and Zambezia. Highest number of cases are regarding food assistance (36) followed by cases regarding INAS Covid-19 assistance program (28) and the same number for queries regarding weather related events.

#### **Previous Food Assistance beneficiaries**

#### **Information Requests**

- ❖ **36** previous food assistance beneficiaries from **Sofala (Buzi, Nhamatanda, Chemba), Manica (Sussundenga) and Zambezia (Nicoadala, Quelimane, Namacurra)**. The majority are information requests regarding the likelihood of food assistance being provided to vulnerable groups in the central region.



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### *Weather related queries*

- ❖ **28** weather related queries were received and responded to on the call. **3** cases were complaints from Buzi in Sofala, people called claiming they had been **excluded** from a “post-cyclone” shelter reconstruction program for people who lost their homes after IDAI and did not manage to rebuild. These have been referred to INGD to facilitate identification of the actor and consciousness regarding possible exclusion of eligible people.

### *INAS Covid-19 Assistance Program*

- ❖ **28** calls were received from beneficiaries of the **INAS Covid-19 assistance program** in Quelimane and Nicoadala in Zambezia. Most were complaints.

### *Complaints*

- ❖ **19 complaints of exclusion** were received from people who claimed to be beneficiaries of the program saying they had not received the transfer that took place on the 22 of August 2022. Others that called indicated that they had not received any transfers since the beginning of the program despite being registered as beneficiaries of the program and had received the mobile phones.
  - **1** complaint of corruption was received from someone who called claiming that the local leader was charging them 20 mt to be registered as beneficiaries of the INAS program.

### *Information requests*

- ❖ **4** information requests were received regarding the timing of the next transfer from beneficiaries who did not know the program had ended pending the final transfer in September for those who had not received the transfer in August 2022.

### *Protection: 1<sup>st</sup> – 31<sup>st</sup> August 2022*

- ❖ **68** protection cases have been registered via Linha Verde 1458 online platform. **20** received via the hotline service and **49** registered by AIFO community agents in Metuge and Montepuez.
  - **3 assistance requests** have been registered from Ujama site in Montepuez, Impiri in Balama and Pulo in Metuge, IDP’s asking for help in getting identification documents. **1** complaint received from Nacaca in Montepuez where caller cited that they had been **charged 200, 500 and 1000MT** separately by the team that came in to help them apply for ID documents.
  - **1** call from and IDP living in Ntocota village requesting to be **relocated** to the site. **1** from an IDP in Nandimba seeking information regarding the best suitable time to return to Macomia.
  - **4** reports of **early marriage, sexual abuse, physical assault, and negligence of children** have been reported via Linha Verde 1458 from Meconta, Nacala Velha, Cidade de Nampula and Murrupula in Nampula. **4** information requests regarding early marriage law have been received via Linha Verde 1458 from Ilha de Mozambique, Moma, Meconta and Monapo in Nampula as well.
  - All assistance requests have been referred and all information requests responded to during the call AIFO community agents registered **49 protection cases** of which **15** are **child protection cases** from Montepuez and Metuge and **33 GBV cases** of various types from (Bandar, 25 de Junho, Nanhupo B, Unidade, Manono, Tratará, Mwaja, Nangua 2) in Montepuez and Metuge.

### **AWARENESS RAISING**



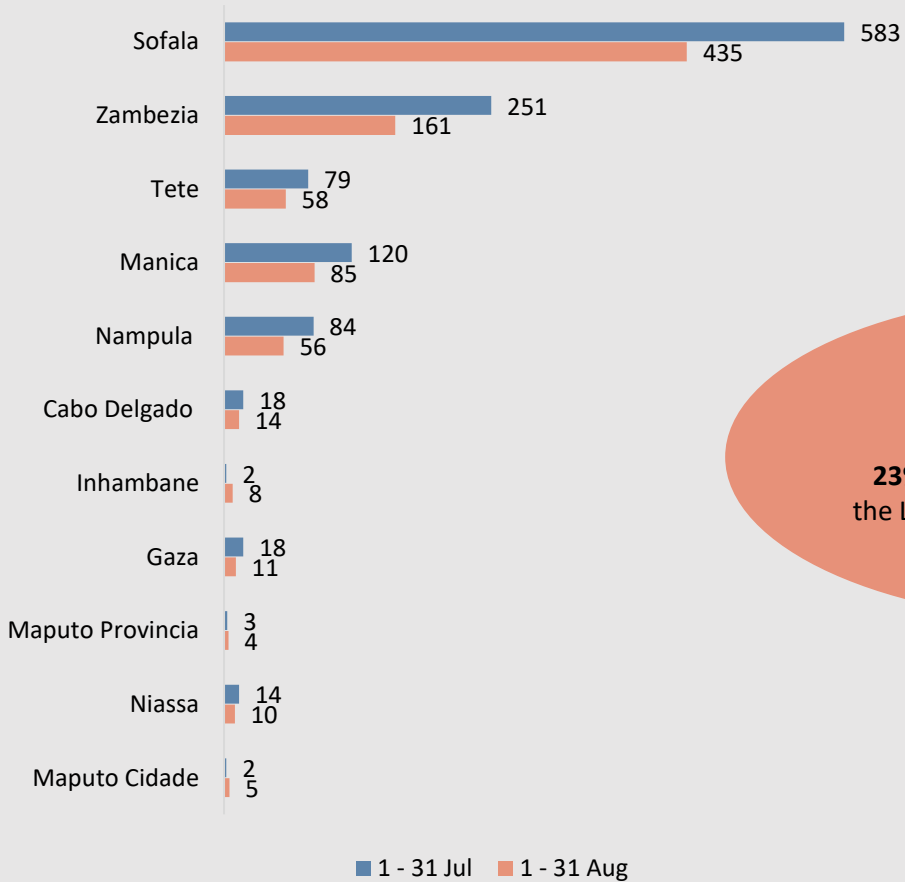
### **TRAINING FOR LINHA VERDE 1458 OPERATORS**

## Trends: Covid-19

# COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

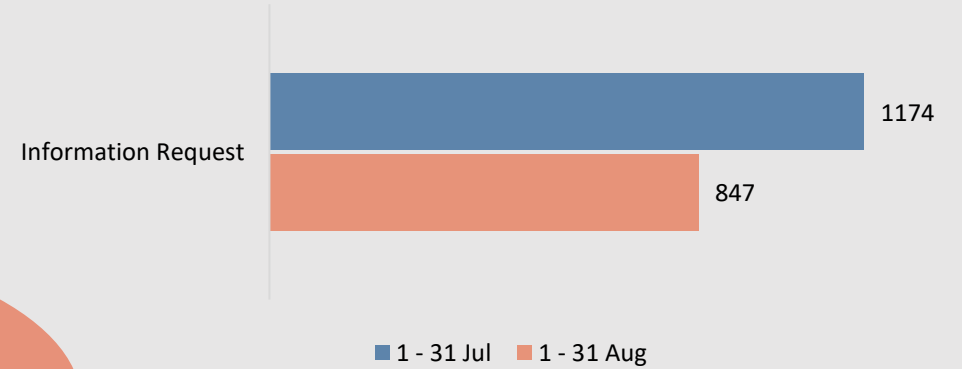
## 1<sup>ST</sup> JULY – 31<sup>ST</sup> AUGUST 2022

### CASES BY PROVINCE

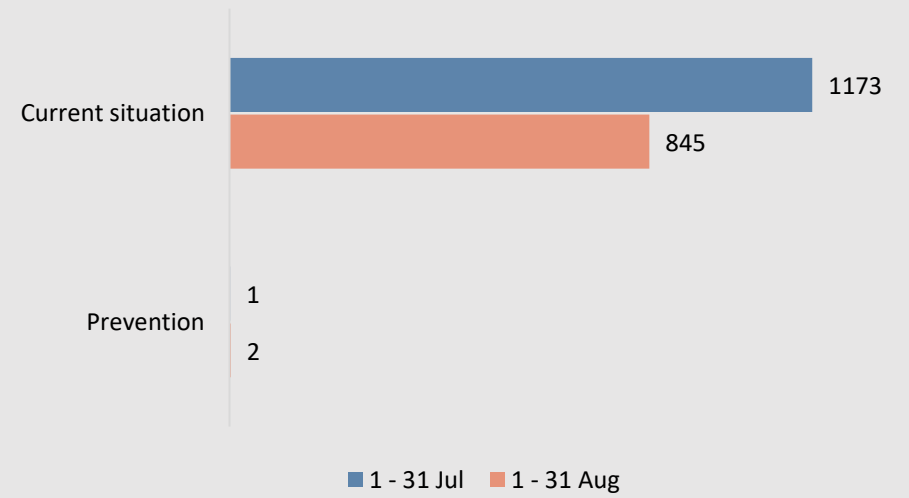


**1<sup>st</sup> – 31<sup>st</sup> August 2022**  
 Nr. of cases about Covid-19:  
**847**  
 23% of the cases registered through the Linha Verde 1458 between July 1<sup>st</sup>-31<sup>st</sup> were Covid-19 related.

### CASE TYPES



### INFORMATION REQUEST



❖ A total of **847** cases have been registered regarding Covid-19 from different parts of Mozambique. The majority case type is information request about the current situation.

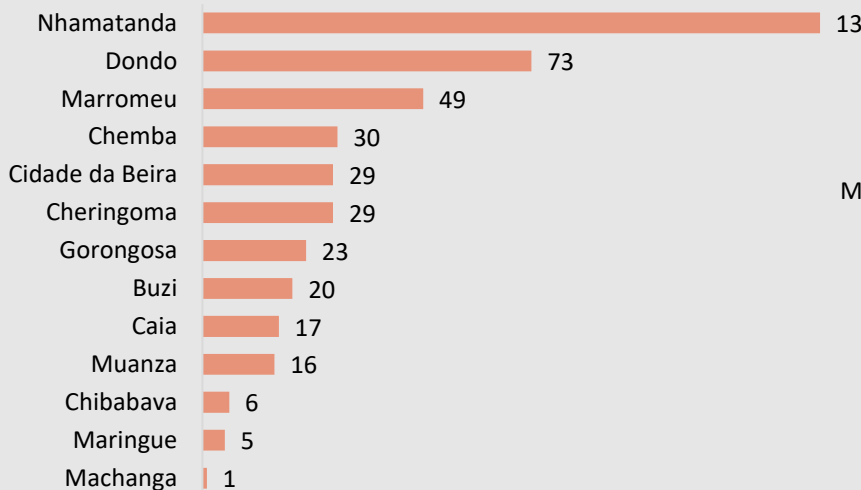
- Sofala (435), Zambezia (161), Manica (85), Tete (58), Nampula (56), Cabo Delgado (14), Gaza (11) and Niassa (10).



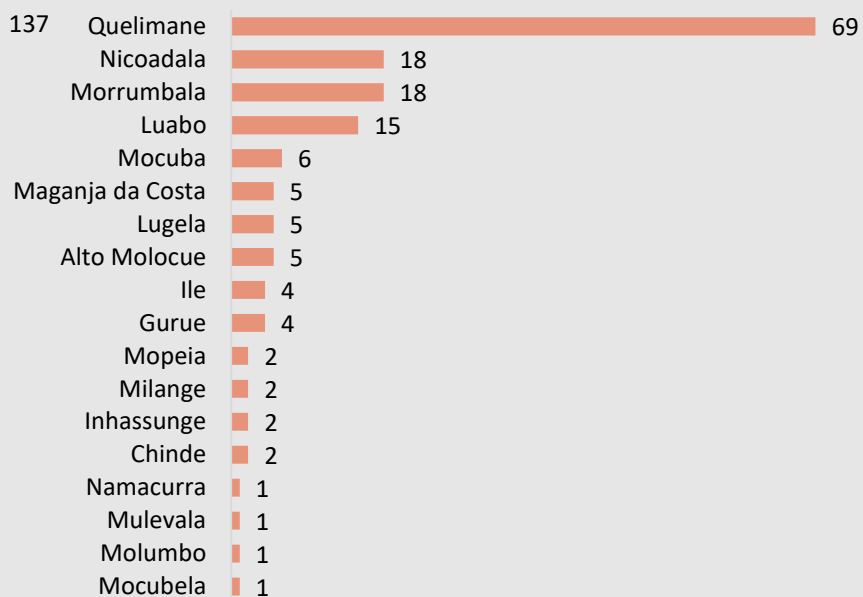
# COVID-19: LOCATIONS OF COVID-19 CALLS

1<sup>ST</sup> – 31<sup>ST</sup> AUGUST 2022

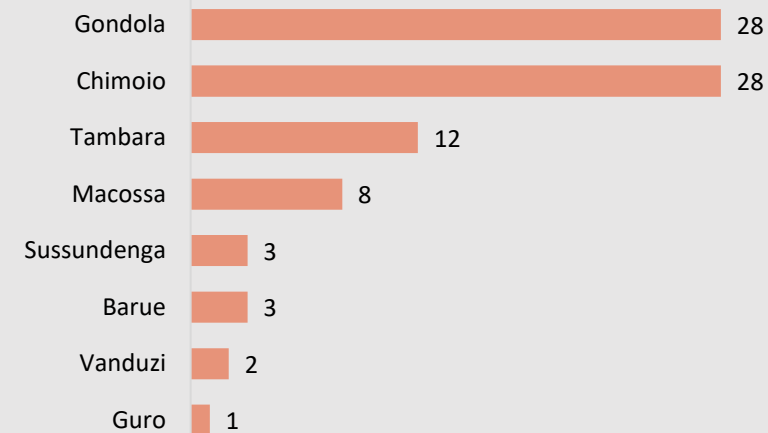
## Sofala - 435



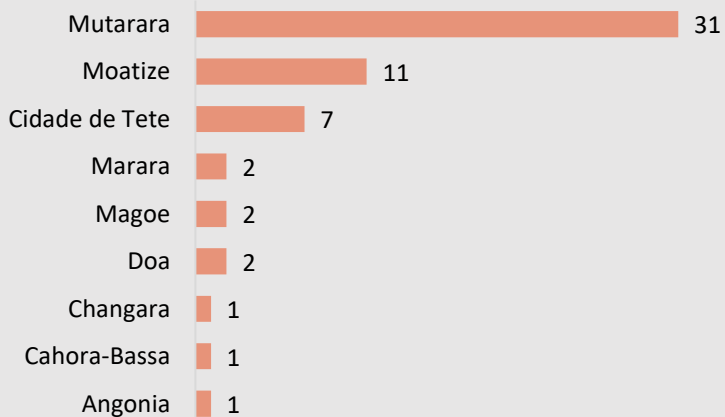
## Zambezia - 161



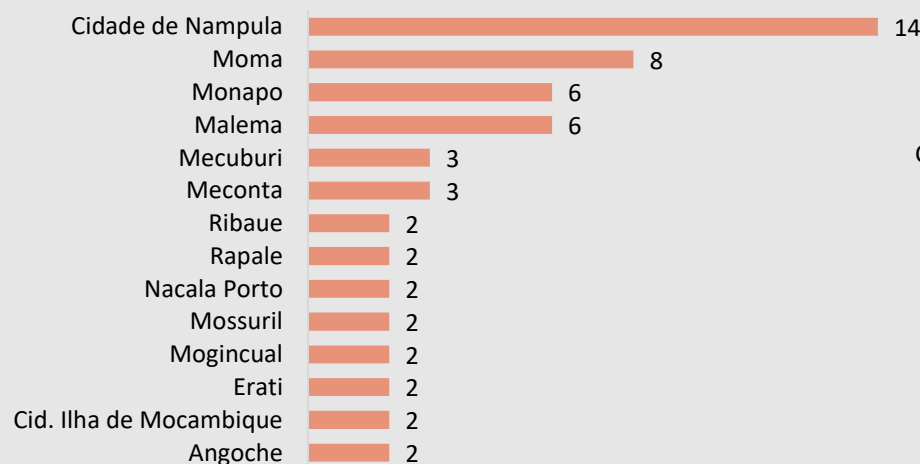
## Manica - 85



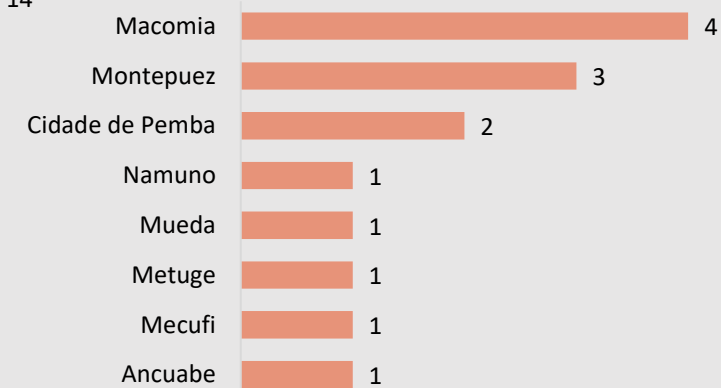
## Tete - 58



## Nampula - 56



## Cabo Delgado - 14

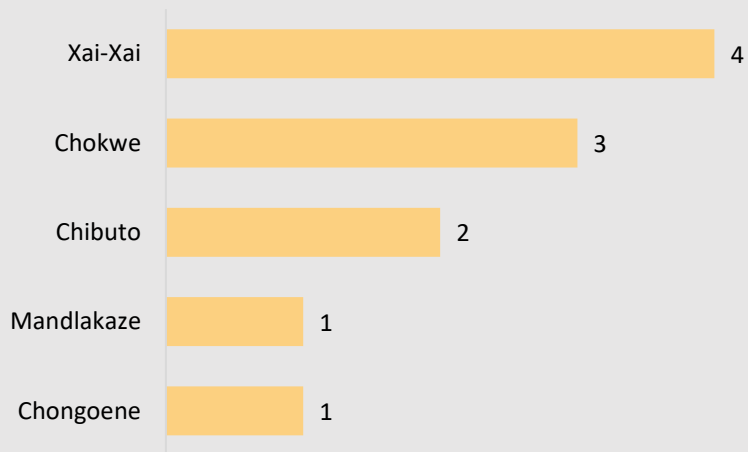


# COVID-19: LOCATIONS OF COVID-19 CALLS

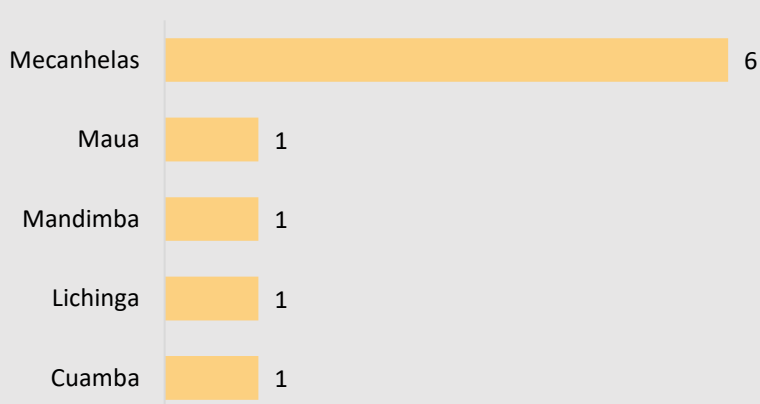
## 1<sup>ST</sup> – 31<sup>ST</sup> AUGUST 2022



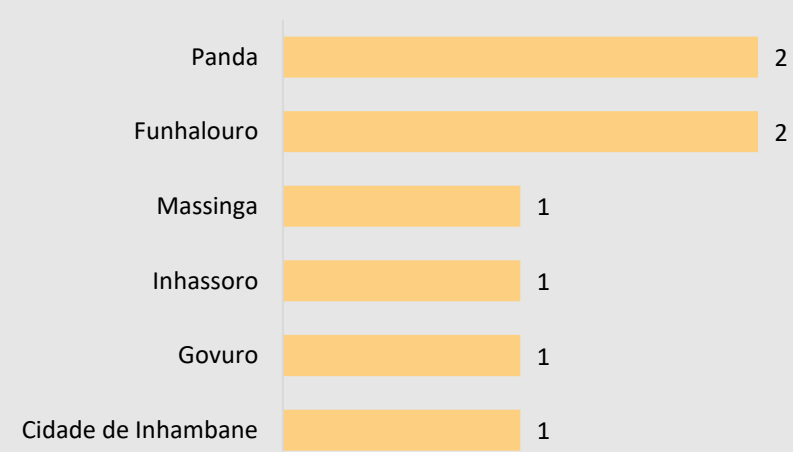
### Gaza - 11



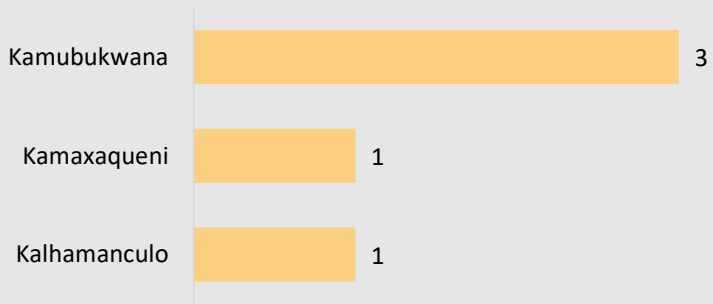
### Niassa - 10



### Inhambane - 8



### Maputo Cidade - 5



### Maputo Provincia - 4

