

# Linha Verde da Resposta á Emergência

Report period: 1<sup>st</sup> September – 31<sup>st</sup> October 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.

**101,139** Total Cases Registered

**3,498** Cases Registered Oct 2022

**88%** Feedback Rate Oct 2022

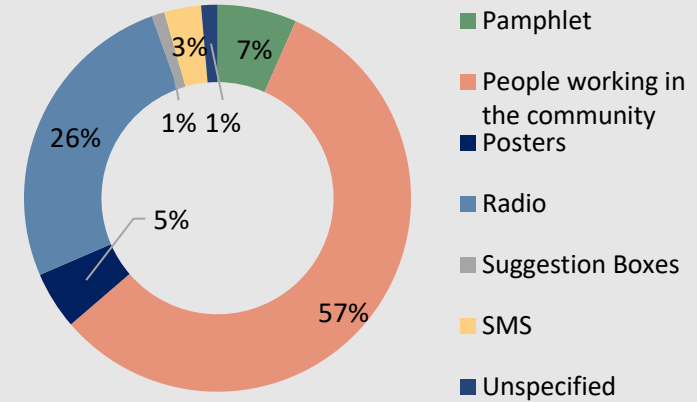


## CUMULATIVE DATA OVERVIEW PERIOD: 1<sup>ST</sup> JANUARY – 31<sup>ST</sup> OCTOBER 2022

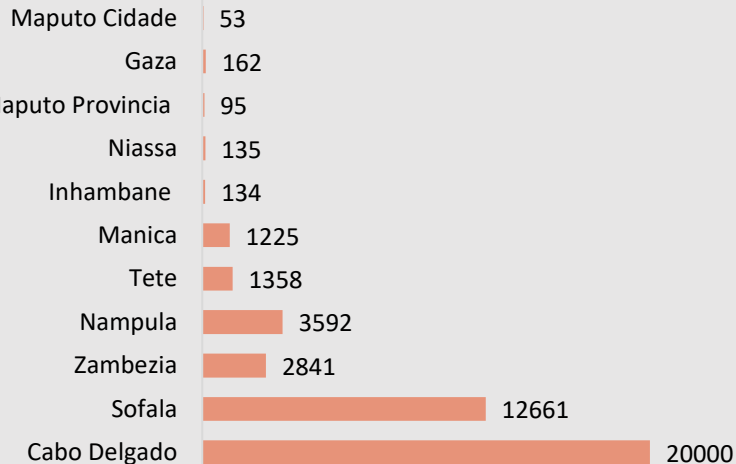
### CALLER PROFILE



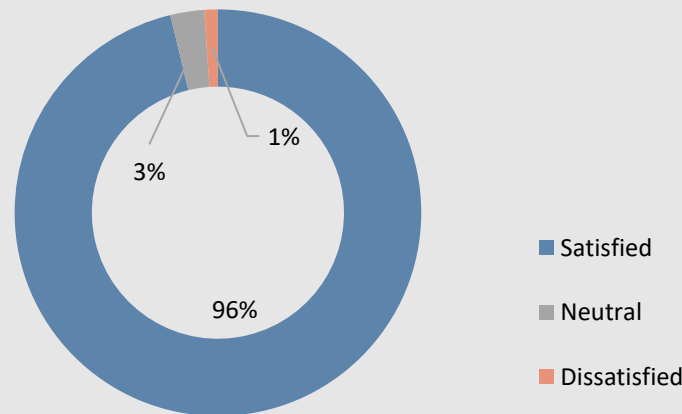
### KNOWLEDGE ABOUT LINHA VERDE 1458



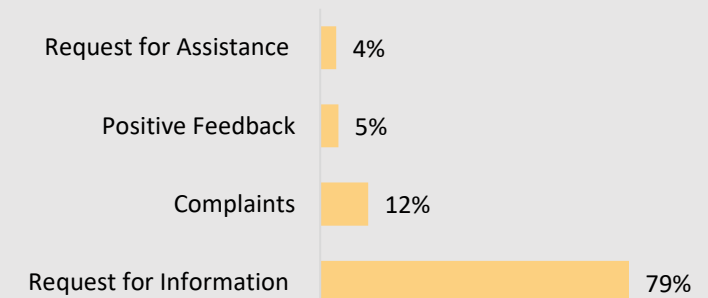
### CASES BY PROVINCE



### SATISFACTION



### CASE TYPE



# TYPES OF CASES REGISTERED PER MONTH

## 1<sup>ST</sup> NOVEMBER 2021 – 31<sup>ST</sup> OCTOBER 2022

### 1<sup>st</sup> – 31<sup>st</sup> October 2022

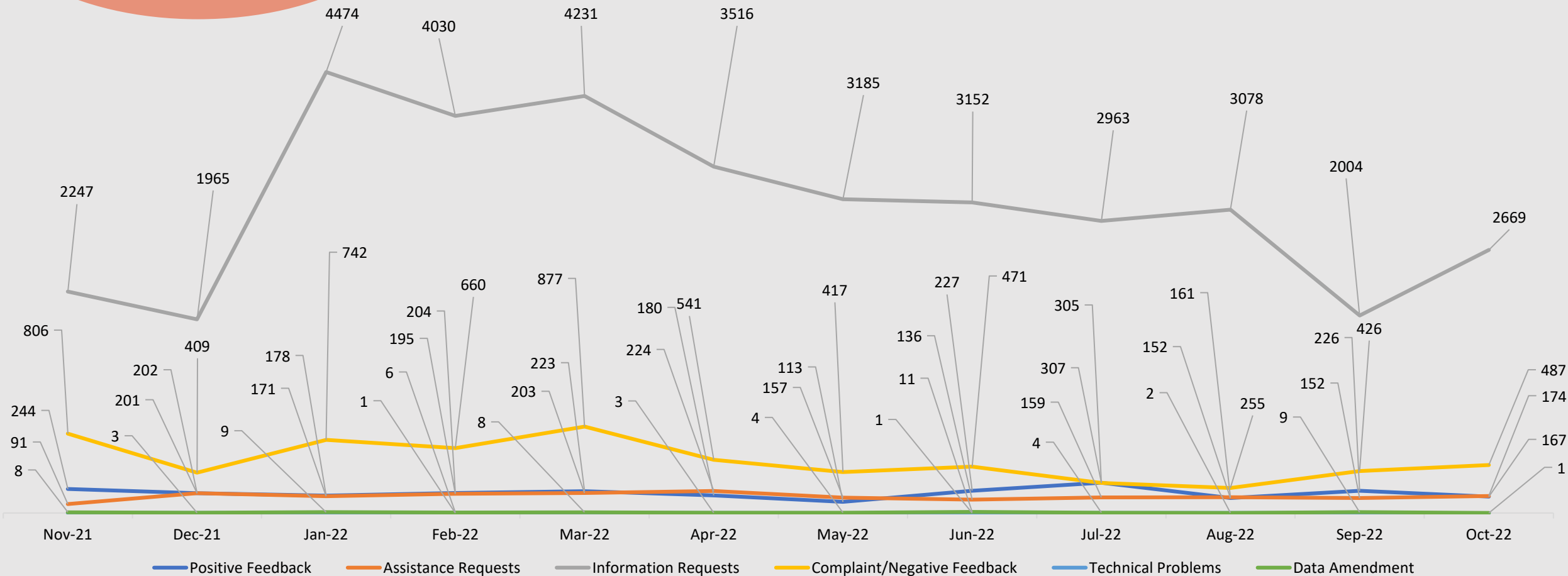
Nr. Total Registered Cases:

**3,498**

Nr. of calls from the northern region:

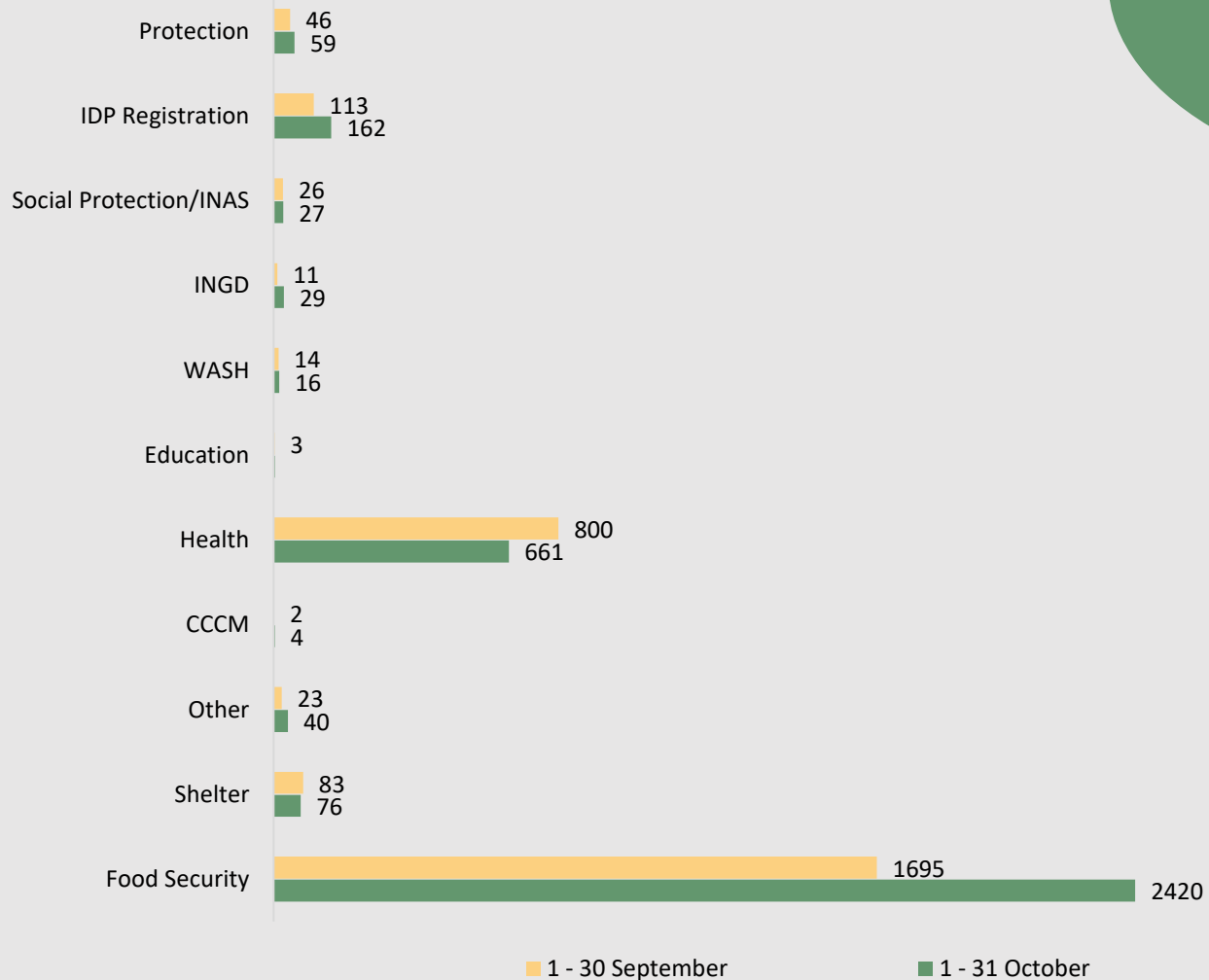
**2,665**

**76%** of the cases registered through Linha Verde 1458 between October 1<sup>st</sup> – 31<sup>st</sup> came from the northern region.



# CASES PER SECTOR

## 1<sup>ST</sup> SEPTEMBER – 31<sup>ST</sup> OCTOBER 2022



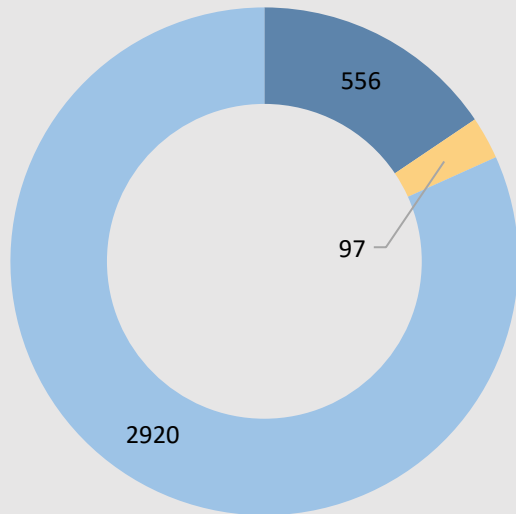
For the present month Food Security remains the sector with most cases with 69% of total cases registered by Linha Verde 1458. This is an increase in 9 percentage points from last month. About 75% are calls for information requests on distribution timing for food. Requests for information on Covid-19, 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> – 31<sup>ST</sup> OCTOBER 2022



Cases Registered  
3,498  
Feedback rate October 2022:  
88%



■ Referred Cases  
■ Referred Cases Feedback  
■ First Call 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 Feedback	First Call Resolution
Food Security	341	53	2059
Shelter	4	0	72
Other	0	0	38
CCCM	4	0	0
Health	1	0	660
Education	4	0	0
WASH	16	5	0
Social Protection/INAS	24	8	3
IDP Registration	100	30	62
INGD	8	0	21
Protection	54	1	5
<b>Total</b>	<b>556</b>	<b>97</b>	<b>2920</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> SEPTEMBER – 31<sup>ST</sup> OCTOBER 2022

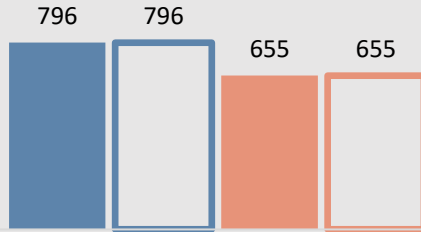
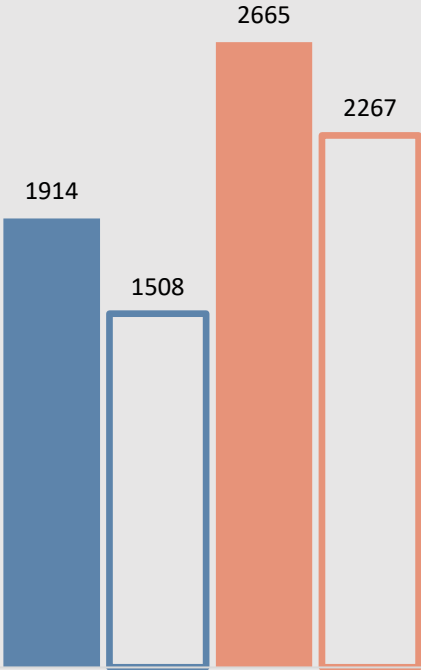


1<sup>st</sup> – 31<sup>st</sup> October 2022  
**Cases Registered:**  
 2665  
**Feedback provided:**  
 2267

1<sup>st</sup> – 31<sup>st</sup> October 2022  
**Cases Registered:**  
 117  
**Feedback provided:**  
 94

1<sup>st</sup> – 31<sup>st</sup> October 2022  
**Cases Registered:**  
 61  
**Feedback provided:**  
 54

1<sup>st</sup> – 31<sup>st</sup> October 2022  
**Cases Registered:**  
 655  
**Feedback provided:**  
 655



Northern Region response

Central Region response

Southern Region response

COVID-19

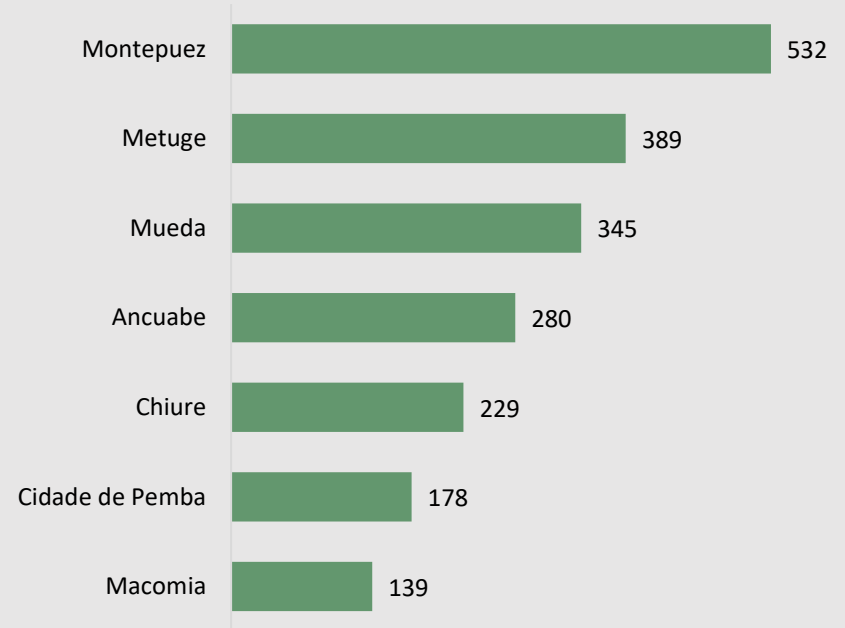
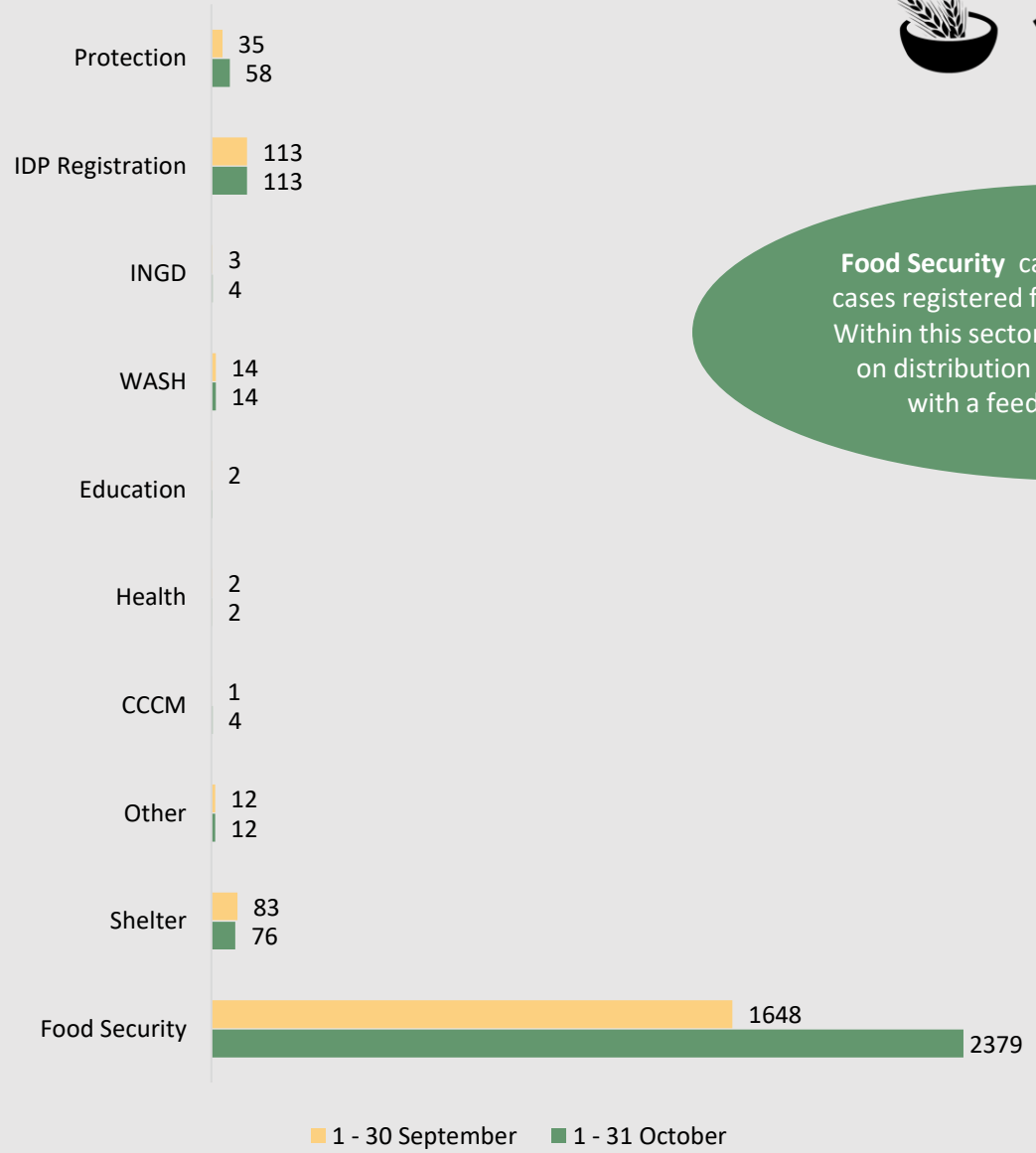
■ Registered Cases 1 - 30 September   
  Feedback Provided 1 - 30 September   
 ■ Registered Cases 1 - 31 October   
  Feedback Provided 1 - 31 October

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

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



**Food Security** cases represent 86% of all cases registered from the northern region. Within this sector request for information on distribution timing account for 52% with a feedback rate of 100%.



# NORTHERN REGION RESPONSE

## 1<sup>ST</sup> SEPTEMBER – 31<sup>ST</sup> OCTOBER 2022

**September**  
Cases Registered:  
**1914**  
Feedback Provided:  
**79%**

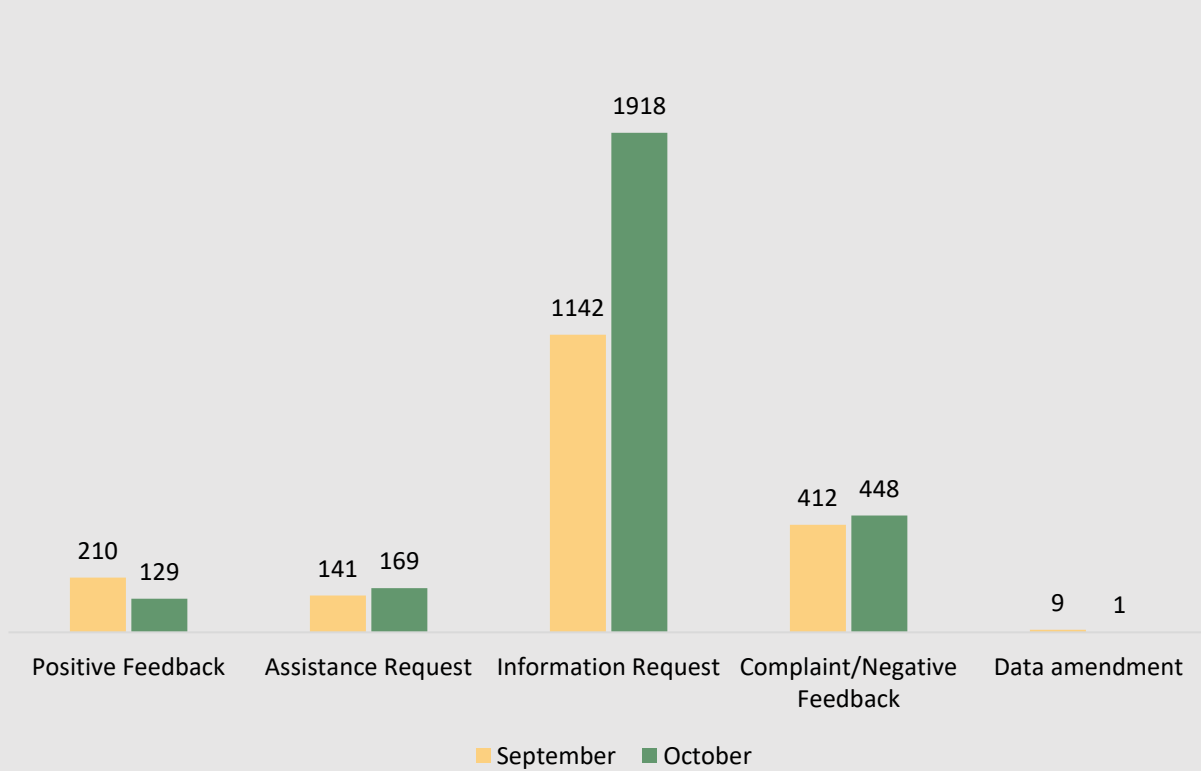
**October**  
Cases Registered:  
**2665**  
Feedback Provided:  
**85%**

**September**  
Cases Registered:  
**141**  
Feedback provided:  
**65%**

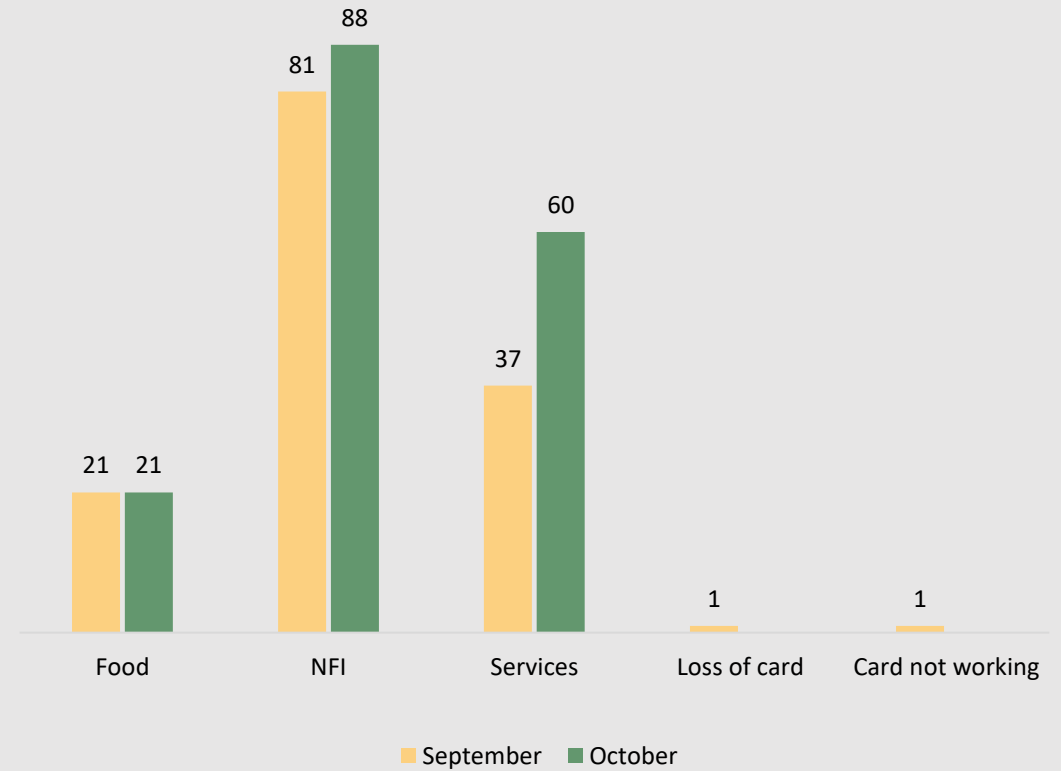
**October**  
Cases Registered:  
**169**  
Feedback provided:  
**76%**



### CASE TYPES



### ASSISTANCE REQUEST



# NORTHERN REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> SEPTEMBER – 31<sup>ST</sup> OCTOBER 2022

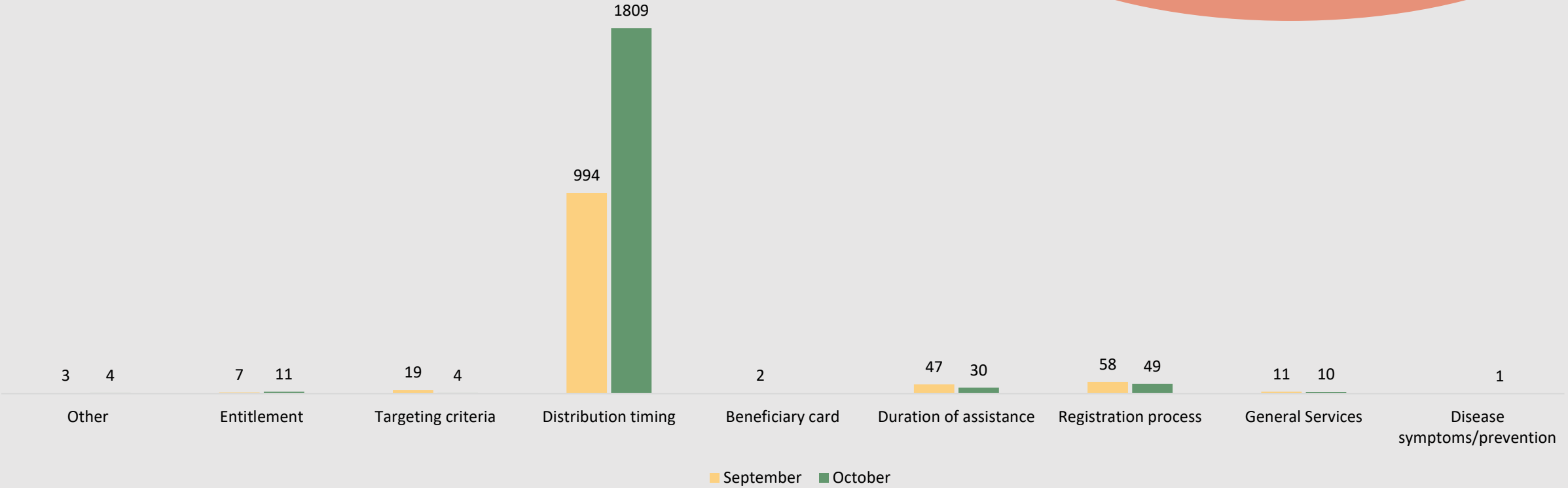
**September**  
Cases registered:  
**1141**  
Feedback provided:  
**98%**

**October**  
Cases registered:  
**1918**  
Feedback provided:  
**100%**



**Linha Verde 1458** registered a considerable decrease of calls **regarding distribution timing**. However, it remains predominant of information requests. The 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> SEPTEMBER – 31<sup>ST</sup> OCTOBER 2022



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



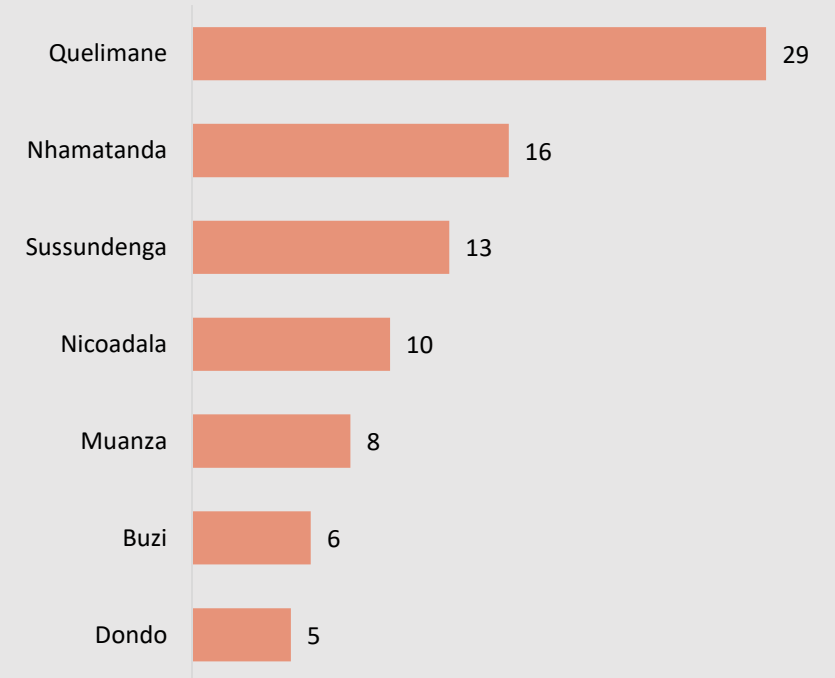
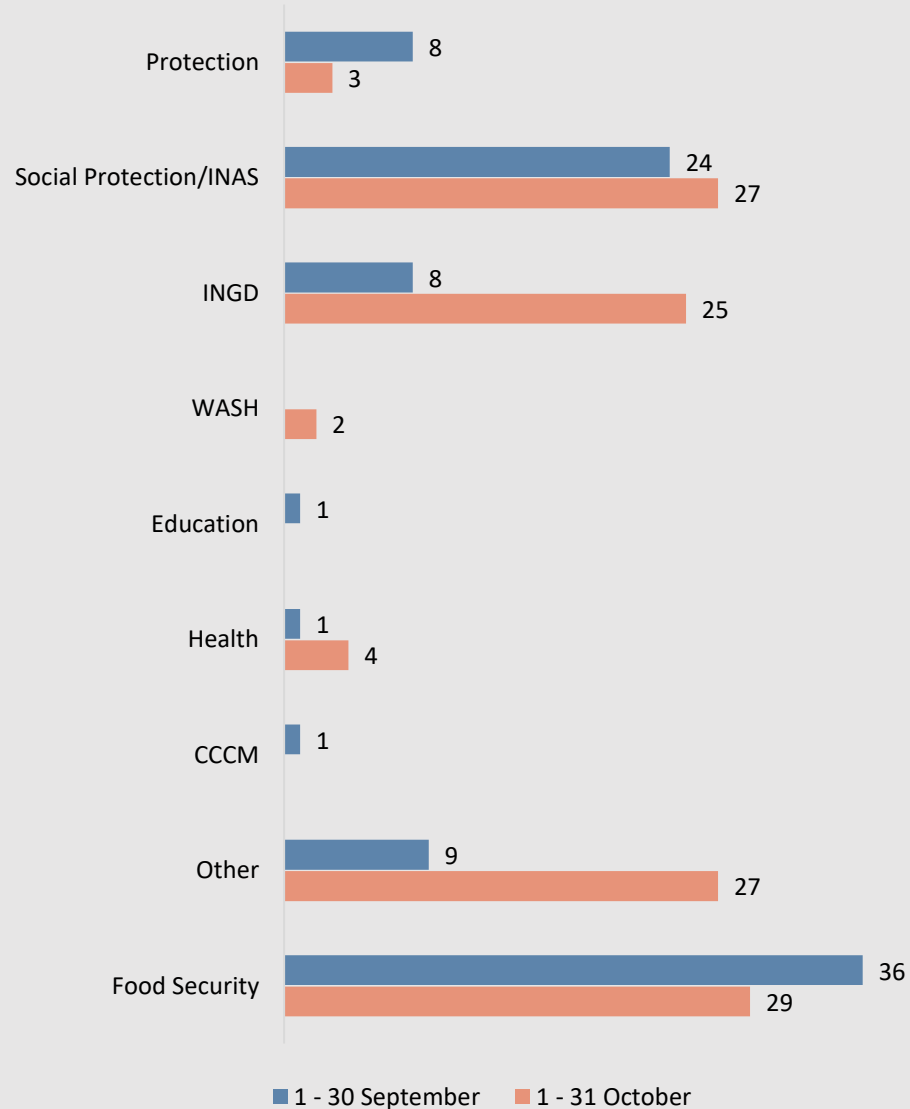
Complaints – Abuses of power

Complaints – Access barriers

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



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



# CENTRAL REGION RESPONSE 1<sup>ST</sup> SEPTEMBER – 31<sup>ST</sup> OCTOBER 2022

**September**  
Cases Registered:  
**88**  
Feedback Provided:  
**85%**

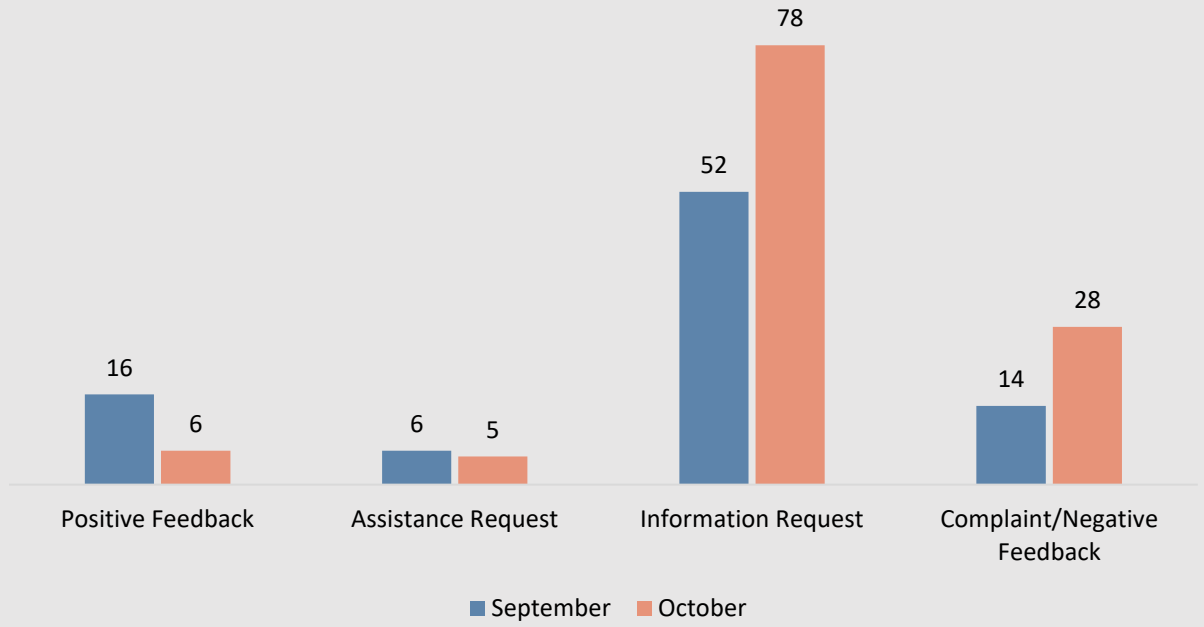
**October**  
Cases Registered:  
**117**  
Feedback Provided:  
**82%**

**September**  
Cases Registered:  
**6**  
Feedback Provided:  
**100%**

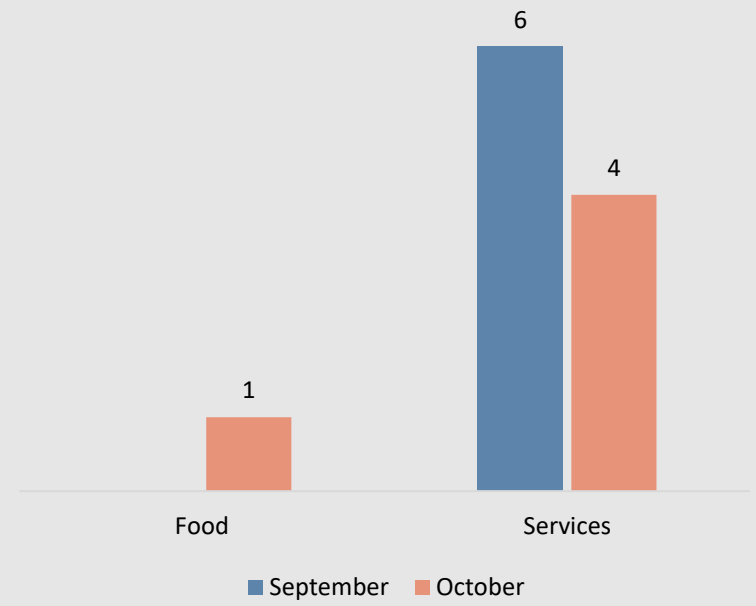
**October**  
Cases Registered:  
**5**  
Feedback Provided:  
**40%**



## CASE TYPES



## ASSISTANCE REQUEST



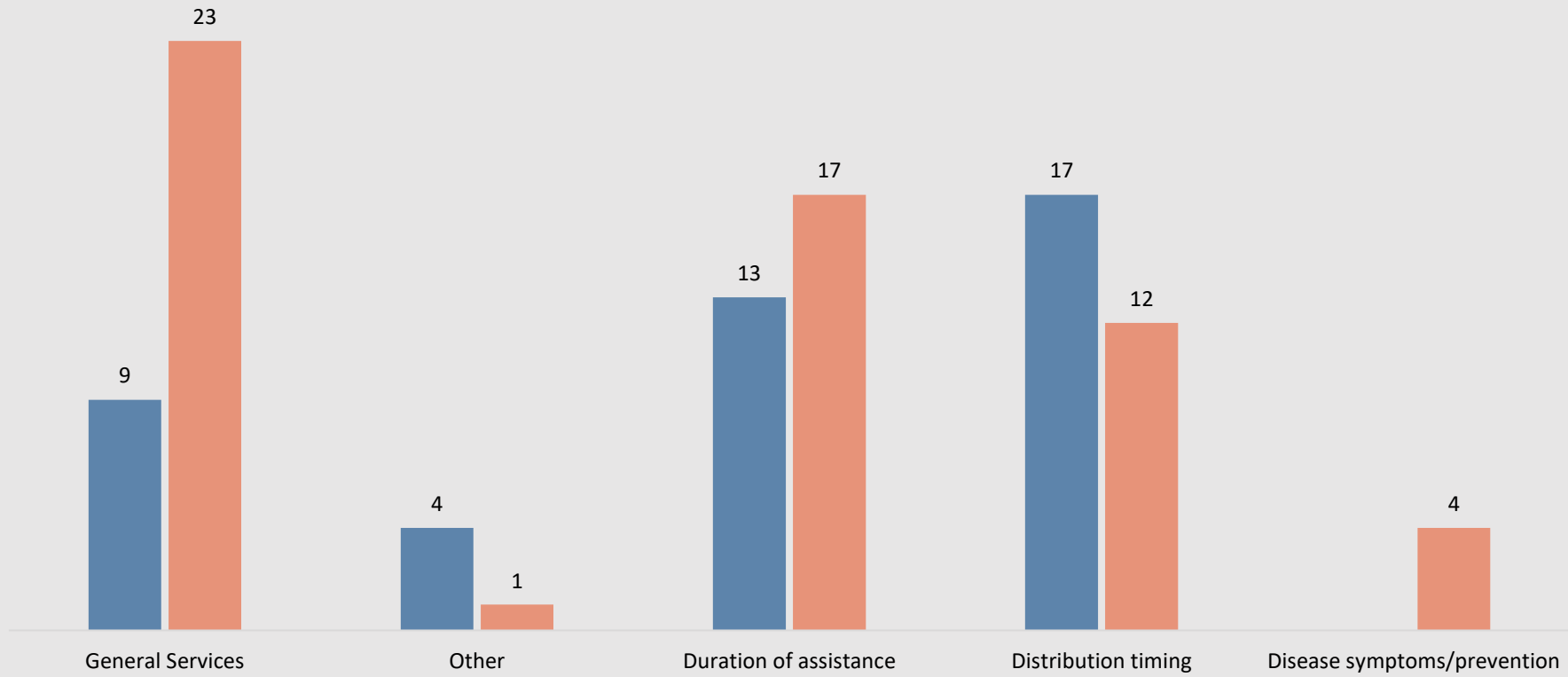
# CENTRAL REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> SEPTEMBER – 31<sup>ST</sup> OCTOBER 2022



**September**  
Cases Registered:  
**51**  
Feedback Provided:  
**100%**

**October**  
Cases Registered:  
**78**  
Feedback Provided:  
**100%**

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



■ September ■ October

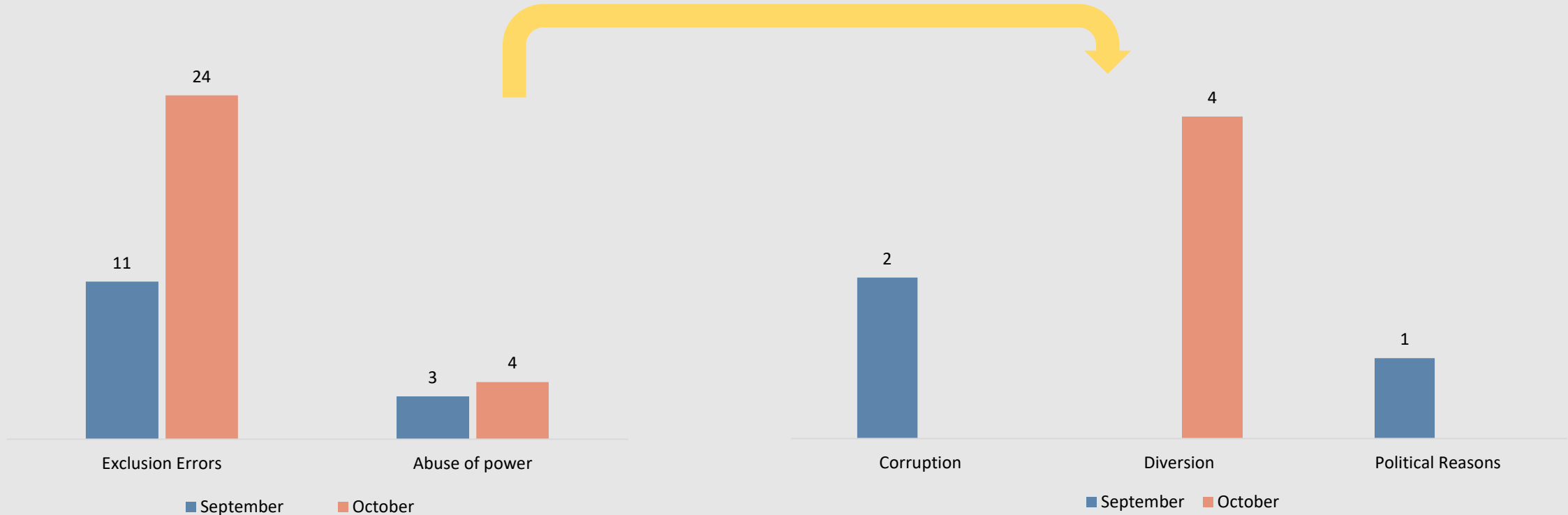
**CENTRAL REGION RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> SEPTEMBER – 31<sup>ST</sup> OCTOBER 2022**



**CENTRAL REGION RESPONSE  
BREAKDOWN OF ABUSES OF POWER  
1<sup>ST</sup> SEPTEMBER – 31<sup>ST</sup> OCTOBER 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.

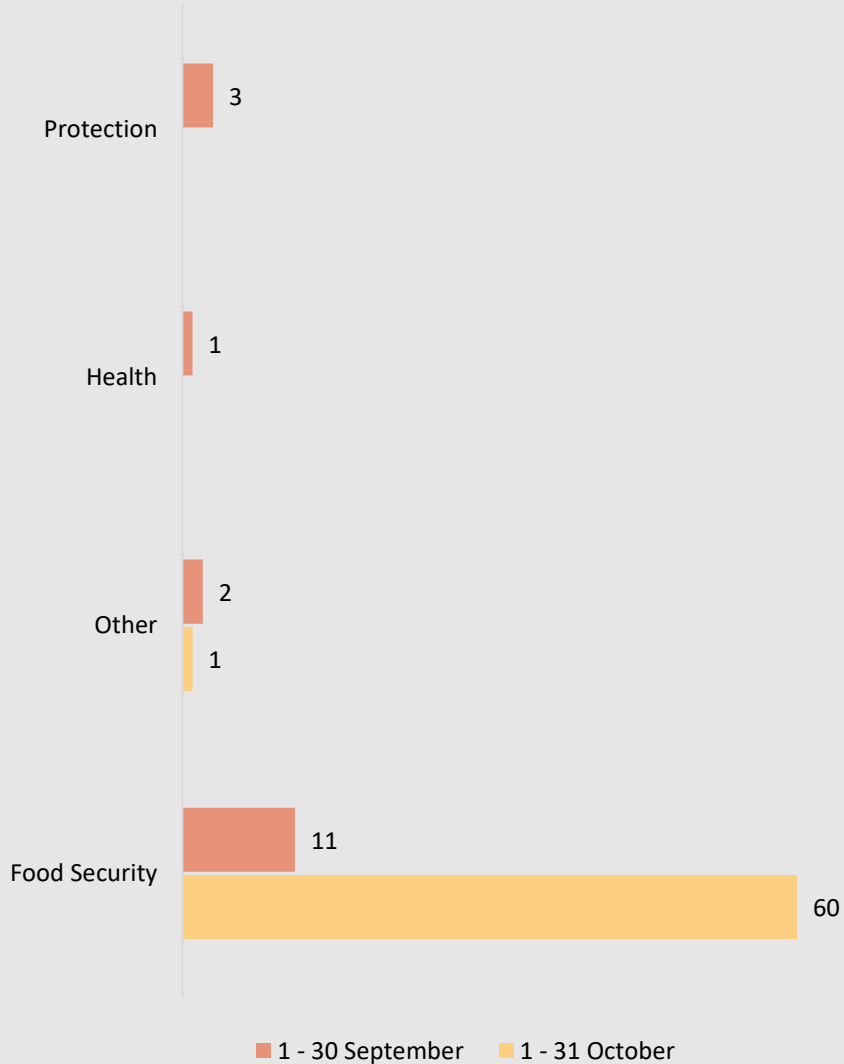
**Corruption:** refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



**Complaints – Abuses of power**

## SOUTHERN REGION: DROUGHT RESPONSE CASES PER SECTORS

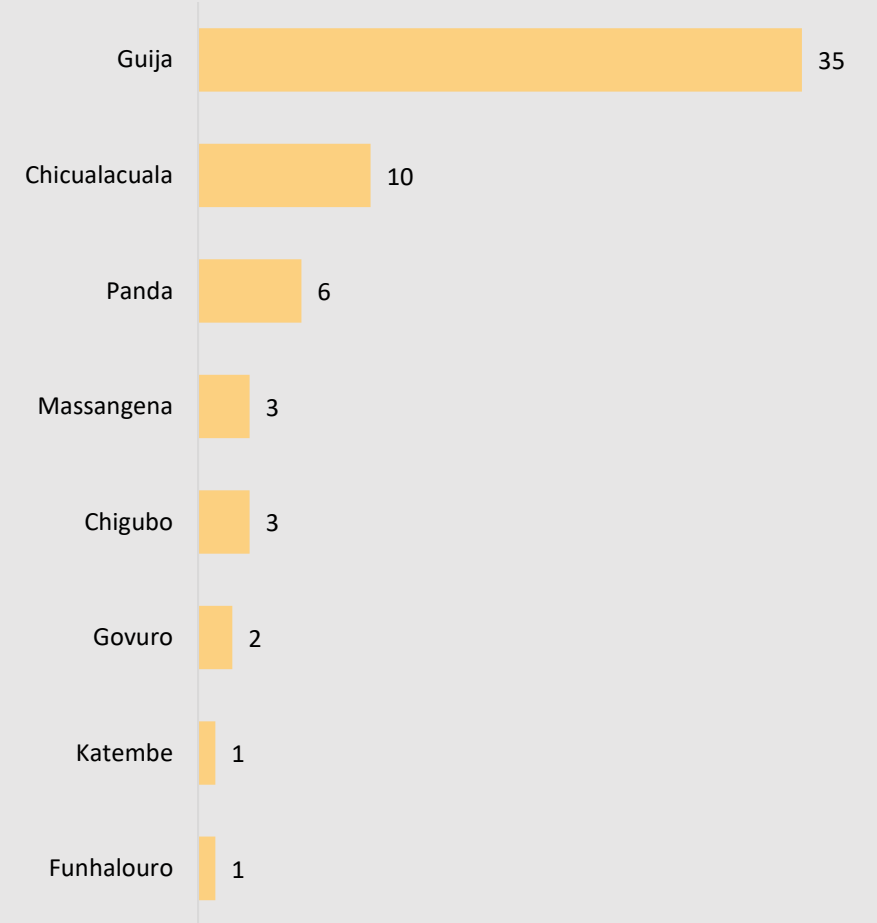
1<sup>ST</sup> SEPTEMBER – 31<sup>ST</sup> OCTOBER 2022



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

## SOUTHERN REGION: DROUGHT RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES

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



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



**SHELTER-FOOD SECURITY**

"I am displaced from Dinepa to Namapa village since September 2022 due to armed attacks. I live with 9 members of my family in my own house. I was registered by the community leader, and I am a beneficiary of food assistance from WFP and partners. I called to thank the IOM organization which on 01/10/2022 offered 90kg of rice, 18kg of beans, 8l of cooking oil, 2 blankets, 2 mosquito nets, 1 kitchen set, 1 canvas, 1 panel and its accumulator and 3 lamps."

**Female, Erati, Nampula**

**FOOD SECURITY**

"I am displaced from Macomia, and I have been in the district of Metuge since 2019. I called to thank WFP for having received the food kit containing 50kg of rice, 4l cooking oil and 10kg of beans on 10/22/2022."

**Male, Metuge, Cabo Delgado**

**CHILD PROTECTION**

"I'm calling from Angoche to thank Linha Verde 1458 because in December 2021 I reported that my daughter was sexually abused and after so many months the problem was solved. I am very satisfied with the way the case was resolved. The perpetrator is currently in prison. My daughter had complete follow-up care and I am very grateful to the partners who helped."

**Male, Angoche, Nampula**

**FOOD SECURITY**

"I call to thank you for the food I received on 19/10/2022 through WFP and SEPPA. I received 50kg of corn flour, 20kg of beans, 6l of cooking oil and 2kg of salt. I suffered from drought due to the weak rains and lost everything in the field. I am a native of the Muphendulo neighborhood and I have a household of 7 members. I ask partners to continue to support for an extended period."

**Male, Chicualacuala, Gaza**

**FOOD SECURITY**

"I called to thank you for the support I received from SEPPA on 10/26/2022. I received 50kg of rice, 4l of cooking oil and 10kg of beans. I have been displaced from Ancuabe since March 2022, I currently live in Montepuez in Mapupulo village."

**Female, Montepuez, Cabo Delgado.**

**FOOD SECURITY**

"I call to thank you for having received 50kg of corn flour, 20kg of rice, 20kg of beans, 6l of cooking oil and 2kg of salt on 10/19/2022, distributed by the WFP brigade in partnership with Kulima. I am a native of Madjimisse and I have a household of 5 people, I suffered with the drought due to the lack of rain where I lost everything in the field. I am a beneficiary of food assistance implemented by WFP-Kulima. I ask that partners continue to help for a longer time."

**Female, Guija, Gaza**

# FOOD SECURITY



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

Cases Registered:

**2420**

Feedback Provided:

**2118**

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

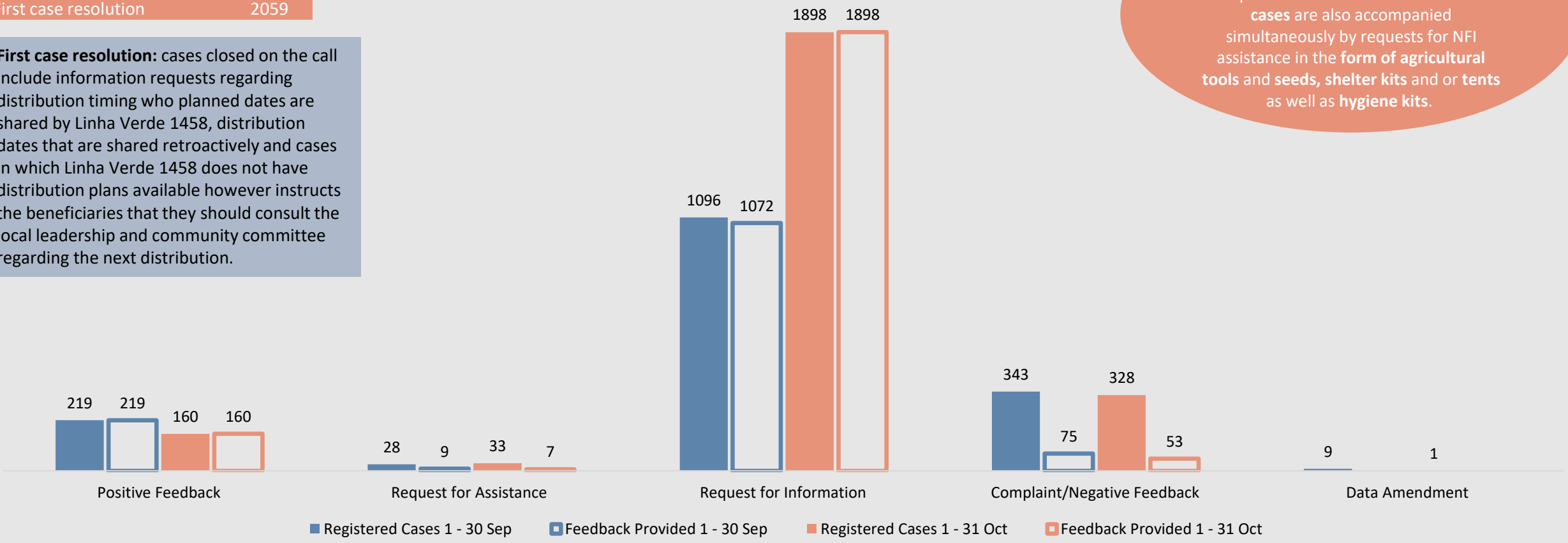
96% of the cases registered here are from the northern region of the country.

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	9
Zambezia	10
Manica	9
Tete	1
Nampula	260
Cabo Delgado	2068
Inhambane	9
Gaza	51
Niassa	3

Referred Cases	341
Referred Cases Feedback	53
First case resolution	2059

**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.





# COVID-19



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

Cases Registered:

**661**

Feedback Provided:

**660**

# EDUCATION

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

Cases Registered:

**4**

Feedback Provided:

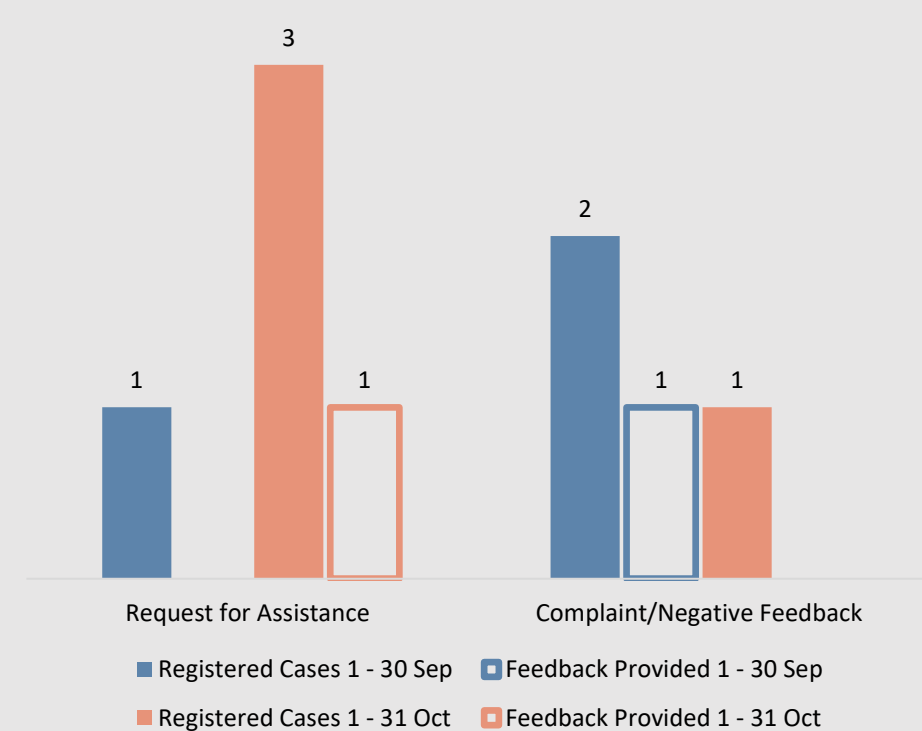
**1**

Sofala	343
Zambezia	110
Manica	75
Tete	36
Nampula	61
Cabo Delgado	12
Inhambane	1
Gaza	6
Maputo Cidade	1
Niassa	11
Maputo Provincia	5

Sofala	1
Cabo Delgado	3

Referred Cases	4
Referred Cases Feedback	1
First Call Resolution	0

Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	660



## SHELTER/NFI

## CCCM



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

Cases Registered:

76

Feedback Provided:

72

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

Cases Registered:

4

Feedback Provided:

0

Cabo Delgado 4

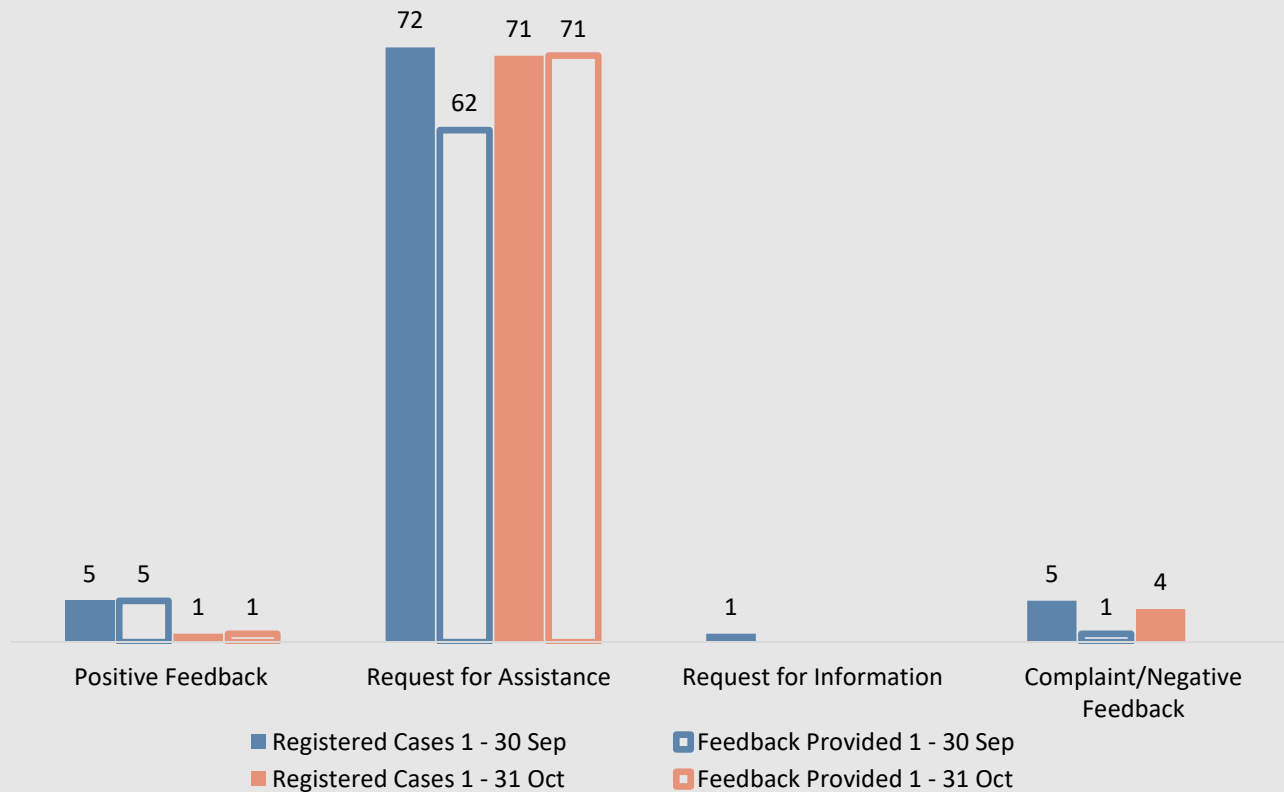
Referred Cases 4

Referred Cases Feedback 0

First Call Resolution 0

Nampula 8  
Cabo Delgado 68

Referred Cases 4  
Referred Cases Feedback 0  
First Call Resolution 72



## WASH



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

Cases Registered:

16

Feedback Provided:

5

## IDP REGISTRATION

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

Cases Registered:

162

Feedback Provided:

92

Manica	2
Cabo Delgado	13
Nampula	1

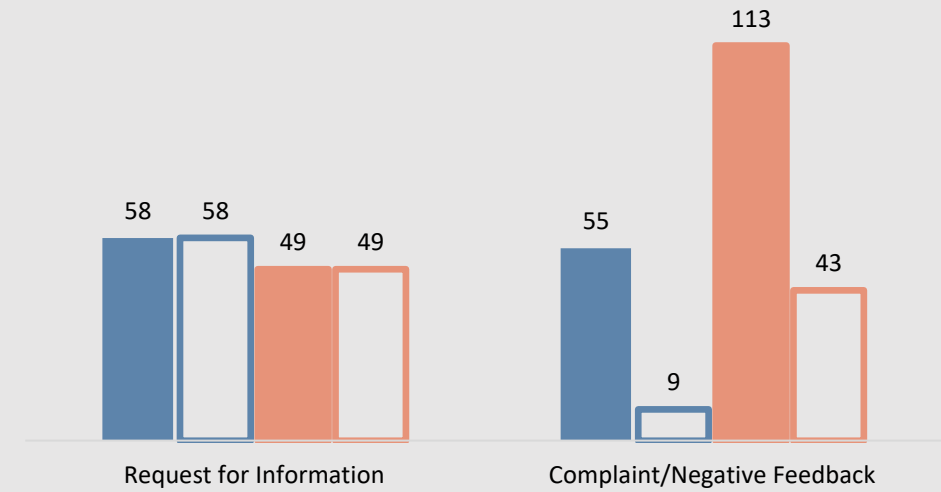
Referred Cases	16
Referred Cases Feedback	5
First Call Resolution	0

Nampula	32
Cabo Delgado	130

Referred Cases	100
Referred Cases Feedback	30
First Call Resolution	62



■ Registered Cases 1 - 30 Sep     □ Feedback Provided 1 - 30 Sep  
■ Registered Cases 1 - 31 Oct     □ Feedback Provided 1 - 31 Oct



■ Registered Cases 1 - 30 Sep     □ Feedback Provided 1 - 30 Sep  
■ Registered Cases 1 - 31 Oct     □ Feedback Provided 1 - 31 Oct

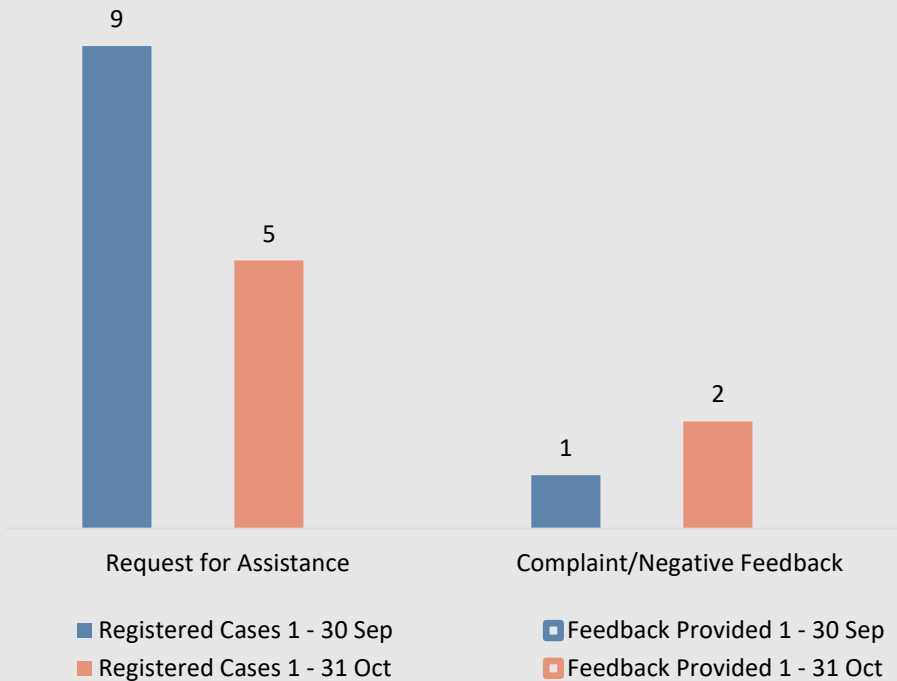
## PROTECTION



Nampula	1
Cabo Delgado	6
Referred Cases	7
Referred Cases Feedback	0
First Call Resolution	0



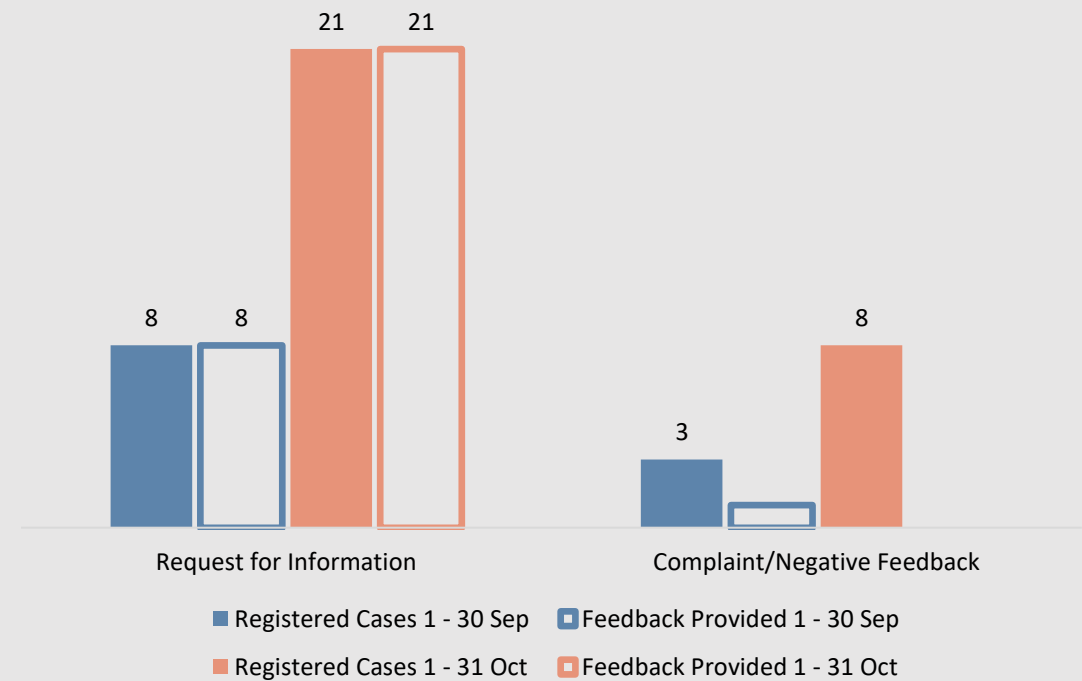
**Protection sector cases include:**  
Civil Documentation - 5 cases



## INGD



Sofala	20
Manica	4
Tete	1
Cabo Delgado	3
Niassa	1
Referred Cases	8
Referred Cases Feedback	0
First Call Resolution	21



# CHILD PROTECTION



Sofala	1
Zambezia	2
Nampula	6
Cabo Delgado	12

Referred Cases	14
Referred Cases Feedback	1
First Call Resolution	5

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

Cases Registered:  
**19**  
Feedback Provided:  
**19**

**Child Protection sector includes:**

- Rape – 5 cases
- Rape (info) – 1 case
- Forced marriage – 1 case
- Forced marriage (info) – 3 cases
- Physical assault - 1 case
- Physical assault (info) - 1 case
- Psychological abuse - 8 cases

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

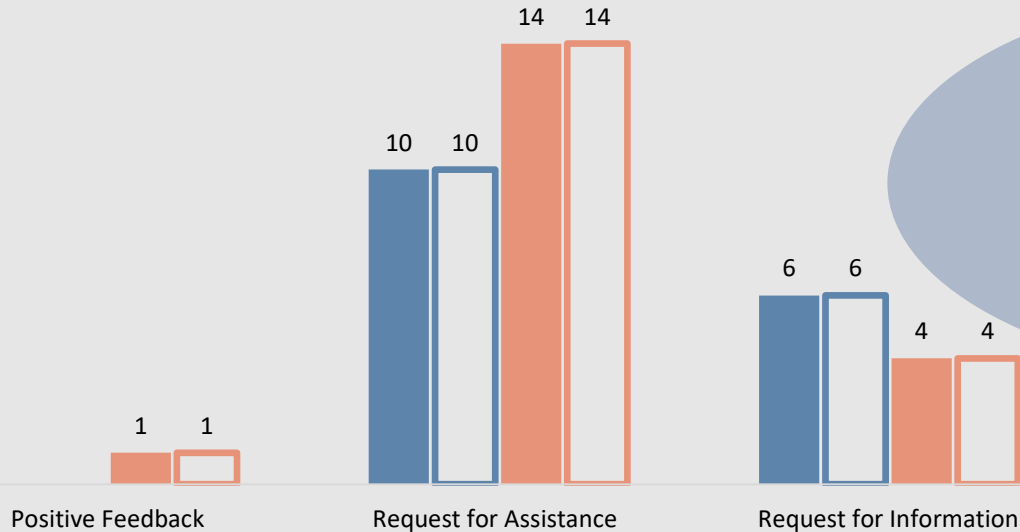
Cases Registered:  
**33**  
Feedback Provided:  
**33**

Nampula	1
Cabo Delgado	32
Referred Cases	33
Referred Cases Feedback	0
First Call Resolution	0

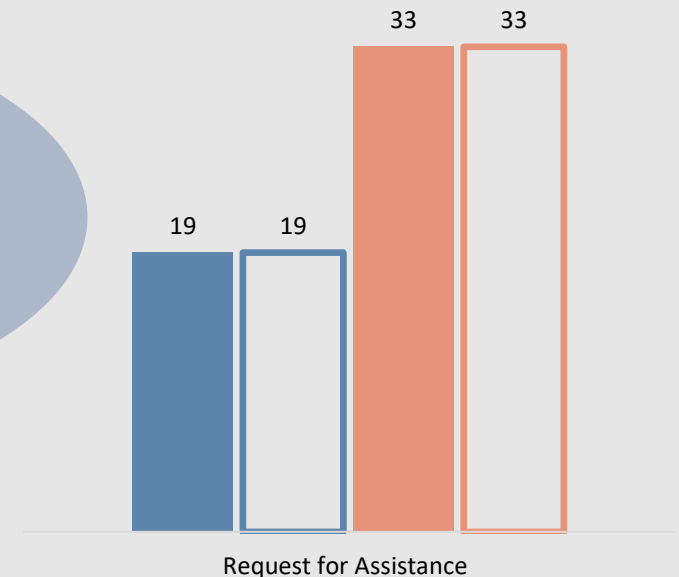
**GBV sector includes:**

- Rape - 7 cases
- Physical assault - 9 cases
- Denial of resources – 1 case
- Psychological abuse - 16 cases

**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 an undetermined amount of time for resolution by **service provider** . **Forced marriage (info)** are cases where callers want to know what forced marriage is.



■ Registered Cases 1 - 30 Sep   ■ Feedback Provided 1 - 30 Sep  
■ Registered Cases 1 - 31 Oct   ■ Feedback Provided 1 - 31 Oct



■ Registered Cases 1 - 30 Sep   ■ Feedback Provided 1 - 30 Sep  
■ Registered Cases 1 - 31 Oct   ■ Feedback Provided 1 - 31 Oct

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

## 1 – 31 OCTOBER 2022

### Overview

- ❖ **3,498** cases were registered via Linha Verde 1458 throughout the month of October 2022. The feedback is registered at **88%**. Below is the disaggregation of feedback provided to concerns raised via **first case resolution (during the call) and referred cases**.
  - **84%** of cases received were closed during the call (first case resolution).
  - **16%** of the cases received were referred, of the cases referred, of **which 17% received feedback**. There are descriptions in the sector analysis of the feedback received for the referred cases.
- ❖ During this month:
  - **76%** of cases registered are from the Northern region covering concerns raised regarding the humanitarian assistance.
  - **19%** were regarding Covid-19.
  - **3%** were from the central region.

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

- ❖ A total of **2,665** cases were registered relating to the humanitarian assistance and needs in the northern region of the country. **2,381** cases are related to **food assistance**, **162** are issues related to **registration of Internally Displaced Persons**, **76** concerns citing needs relating to **shelter items**, **58 protection cases**, **15 WASH** related cases.

### Food Assistance

- ❖ Of the **2,381** cases registered relating to food assistance programmes, **1,857** are information requests, **366** complaints, **32** expressed needs (assistance requests) and **127** positive feedbacks.

### Information Requests

- ❖ The information requests are divided as follows:
  - **1,809** IDP's called seeking information on **distribution timing**. Linha Verde 1458 shared information on distribution plans made available and for the ones not available, Linha Verde 1458 advised callers to consult with local leaders regarding the planned distribution dates as informed by partners. Most have come from **Montepuez, Mueda and Pemba**.
  - **161** information requests from people affected by cyclone Gombe regarding **distribution timing** and **duration of assistance and entitlement**, seeking to confirm information received at the community level. The calls were received from **Monapo, Meconta, Mongincual, Erati, Nacala Velha, Nacala a Porto, Ilha de Mozambique and Cidade de Nampula in Nampula province**.

- **8 entitlement** related queries were received from people who wanted to know why they did not receive dates along with their food ration, citing that they knew that other beneficiaries from other communities received dates. The calls came from Metuge, Macomia, Chiure.
- **4** queries on **targeting criteria** were received from people trying to understand if they fall under the criteria to receive food assistance the came from, Montepuez, Pemba and Metuge.

### Complaints

- ❖ **324** complaints were received regarding food assistance interventions. **225** were claims of **exclusion errors**, **19** regarding **distribution issues**, **55** claims of **abuses of power**, **9** regarding **quality** and the rest were **access issues**, and **quantity** related complaints.
- ❖ Of the **225** exclusion errors:
  - The majority were received from IDP's who say their names were removed from beneficiary lists and have not received assistance since August/September 2022. These calls are from **Macomia, Montepuez, Ancuabe, Mueda, Metuge, Chiure, Pemba**. 40 of these were from **Nampula (Rapale, Monapo, Erati, Mongincual and Mossuril)**.
  - Others are from IDP's who have indicated that they did not have access to assistance because they were not able to produce the "formal statement" (Declaracao) that identifies them as an IDP, these were from Erati, Mogincual, Monapo and Rapale.
- ❖ **54** abuse of power claims were registered, they are divided as follows:
  - **28 corruption claims** were received; 14 of the claims coming from **Macomia (Nanga A), Nampula (Namareca and Nolone B), Montepuez (Ntele) and Ancuabe (Nangumi)** where callers alleged that distribution teams were charging an undisclosed fee for the food rations. Another 14 claims are made by IDP's in **Montepuez (Ujama, Namputo, Ntele), Rapale (Bairro dos antigos combatentes, Namuali, Bairro Nova)**, Mueda, Macomia, Ancuabe, and Metuge, citing that local leaders charge families between 250mt to 2500mt to access to food assistance. It was verified by WFP CFM focal points that non-IDP's came to the distribution point in hope to offer money to humanitarian actors in order to access assistance at a fee.
  - **14 claims of diversion**, 12 of which stated that local leaders and humanitarian actors were collaborating to steal rations. The cases were received from Metuge, Ancuabe, Montepuez and Chiure in Cabo Delgado and Bairro Nolone B in Nampula.
  - The final two cases were against humanitarian actors performing distribution activities in Ibo (Igreja) and Macomia (Chinavane). It was verified by WFP CFM focal points after interaction with partners that non-beneficiaries had brought money to the distribution points in the hope to access food at a fee. These people were reminded that food assistance is free and conducted on the basis of targeting criteria.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

## 1 – 31 OCTOBER 2022

- **11** fraud claims whereby IDP's claim that local leaders have included non-beneficiaries in lists to receive assistance were received from **Macomia, Montepuez, Ancuabe, Mueda, Metuge in Cabo Delgado and Erati and Meconta in Nampula**.
- **1** claim involved police taking rations from beneficiaries and selling them. This was received from Meconta in Nampula.
- ❖ **19** distribution issue complaints were received from IDP's in Ancuabe (Cujupane, Nanjua, Nacussa B), Montepuez (Momane, Nacimoja), Metuge (Bandar, Centro agrario, Pachinuapa) and Meculane in Chiure. Callers have complained that only few people are receiving assistance in the communities and larger numbers are not being included. WFP CFM focal points have indicated that a lot of these complaints relate to the funding restrictions and the reduction of lists to include the most vulnerable.
- ❖ **9 quality** complaints were received related to beans distributed in Metuge (Ngalane, Namuapala and Nangua 2), Mueda (Mpeme), Ancuabe (Nanjua A). All callers claimed that the beans were difficult to cook, and others claimed that they had gone bad.

### Registration of IDP's in host communities

- ❖ Total number of cases related IDP registration are **162**, with **113** being complaints of exclusion and **49** information requests as follows.

### Information Requests

- ❖ **49** information requests were received from people who said they are IDP's requesting for access to assistance. Linha Verde 1458 informs IDP's that it is important for them to follow procedures as prescribed by local government and local leaders in registering themselves in the communities when they arrive. The majority were received from Erati, in Nampula, Metuge, Mueda and Macomia, Ancuabe and Pemba.

### Complaints

- ❖ **113** complaints of exclusion were received mostly from Macomia, Erati (Nampula), Metuge, Ancuabe, Montepuez, Pemba, Chiure and Mueda. People who say they are IDP's, also complain that they have made various attempts to register themselves in the local community and unfortunately still do not receive assistance despite this. Linha Verde 1458 has provided sensitization regarding their continued attempt to do this and has also sensitized people regarding vulnerability criteria that could influence their inclusion such as having a source of income.

### WASH

- ❖ **14 WASH** related cases have been registered. **11** were **assistance requests**, and **3** were **complaints**.

### Assistance requests

- ❖ The majority were from **Mueda (Eduardo Mondlane and Chilindi sites and Mocongolo)**, asking for additional water points and general access to water.

- ❖ Requests from **Corrane in Meconta in Nampula** are for **hygiene items**.
- ❖ Requests from **Saul in Metuge and Nanona and Milamba in Ancuabe** are for access to water.

### Complaints

- ❖ **All complaints were received from Mueda**. **1** from **Namdimba** where an IDP claims that some families did not receive the voucher for latrine covers. A complaint from **Mpeme** comes from an IDP who says the community would prefer Solidarites International to refill the water tanks in the morning and not in the afternoon. An IDP from **Eduardo Mondlane** has complained about the reduction in water being delivered to the site saying that previously two trucks of water were delivered to the site and now only one has been delivered to the site indicating that it is not enough to cover their needs.

### Shelter and NFI's

- ❖ **76** shelter related cases were received throughout October 2022. **71** were assistance requests, **4** exclusion error complaints, and **1** positive feedback.

### Assistance requests

- ❖ **Nangade (Ntamba, Ntoli sites): 14** requests for assistance were received for tarpaulins, blankets, and kitchen utensils. A few have also requested for agricultural tools.
- ❖ **Mueda (Eduardo Mondlane, Mpeme, Lyanda sites): 15** IDP's have requested tarpaulins, blankets, and kitchen utensils.
- ❖ **Montepuez (Massasse, Nacaca, Lusaka, Piloto sites): 10** IDP's have requested tarpaulins, blankets, grass mats, kitchen utensils and some hygiene items as well as agricultural tools.
- ❖ **Metuge (Nicavaco, 25 de Junho, Bandar sites): 8** IDP's have requested kitchen utensils, blankets, grass mats, and mosquito nets.
- ❖ **Macomia (Chinavane site): 5** IDP's have requested tarpaulins, blankets, kitchen utensils and mosquito nets.
- ❖ **Ancuabe (Cujupane, Ngewe, Natove): 5** IDP's have requested agricultural tools, tarpaulins, and kitchen utensils.
- ❖ **Meconta (Corrane, 25 de Setembro): 3** requests, kitchen utensils, mosquito nets, grass mats.
- ❖ **Balama (Angalia and Marimba) 3, Chiure (Jonga, Niquereta) 3:** IDP's from Balama requested tarpaulins, kitchen utensils and blankets as well as shovels and rakes. IDP's from Chiure have requested for tarpaulins, kitchen utensils, blankets, lamps, mosquito nets and machetes.
- ❖ **Erati e Muecate:** 2 IDP's have requested for assistance in tarpaulins, agricultural tools, blankets, mosquito nets and kitchen utensils.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

## 1 – 31 OCTOBER 2022

### Complaints

- ❖ **3 exclusion error** claims received from **Erati**: callers have complained that IDP's from Muidumbe, Mocimboa da Praia, Palma have been **excluded from distribution of shelter items in Erati, Nampula**.
- ❖ **1 caller from Maningane in Chiure** complained that the recent arrivals were not being included in the shelter assistance.

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

- ❖ **117** were registered from the central region of the country. The cases were regarding the Covid-19 Social Protection Program, weather related queries and general enquiries regarding the service and previous food assistance beneficiaries calling to enquire if their communities can be included in WFP food assistance programs.

### Previous Food Assistance beneficiaries

#### Information Requests

- ❖ **18** previous food assistance beneficiaries in Dombe, Gondola and Sussundenga in Manica and Buzi in Sofala have called to request for food assistance, expressing that they are facing needs.
- ❖ **10** callers from Nicoadala, Mocuba, Quelimane and Milange have called to ask when the next distribution would be taking place.

### INAS Covid-19 Assistance Program

- ❖ **27** cases were received from Quelimane in Zambezia, Majority of which are complaints of exclusion from people who say they are beneficiaries of the program.

### Complaints

- ❖ **24** complaints of exclusion were received from people who say they were registered as beneficiaries to receive the INAS Covid-19 assistance however, they complain that they have not received the transfers from the start of the program. Others claim to have been registered and also say they received the mobile phones and complain that they are not receiving the transfers.

### Information requests

- ❖ Only **2** people called to ask when they would receive the next transfer.

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

- ❖ A total of **59** protection cases were registered via Linha Verde 1458
  - **7 protection cases**, of which 5 are related to **civil documentation**, one of which is a complaint of corruption in Namdimba, stating that an organization providing civil documentation service charged them between 300 and 500 mt upon collection of their documents. 4 were requests for assistance in civil documentation (ID documents) from Meculane and Nherile in Chiure, Mossuril in Nampula and Namapala in Metuge. 1 request for assistance in relocation from Ntoli in Nangade.
  - **8 child protection** cases have been registered via Linha Verde 1458 hotline service. 5 were information requests related to **forced marriage, physical assault**, from Nacala-Velha, Nacala Porto, and Angoche . The 3 rape cases reported via the hotline service from Meconta, Cidade de Nampula and Chiure were referred to health services.
  - AIFO community agents registered **33 GBV** cases among persons with different types of disabilities in Metuge and Montepuez via Linha Verde 1458 online platform. **16 cases of psychological/emotional abuse, 9 physical assault** cases and **8 rape** cases of which 3 are of **sexual violence by intimate partners**. AIFO focal points also registered **11** child protection cases among persons with disability and referred the cases to services. 9 were psychological/ emotional abuse cases and 2 rape cases.

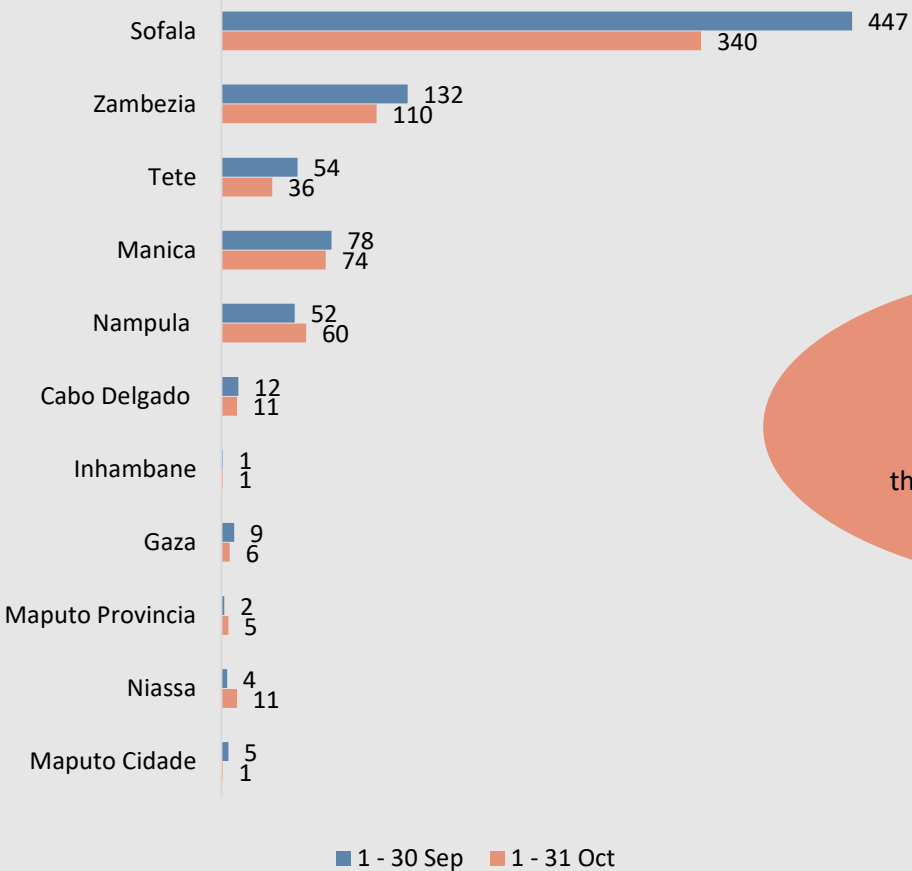


## Trends: Covid-19

# COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

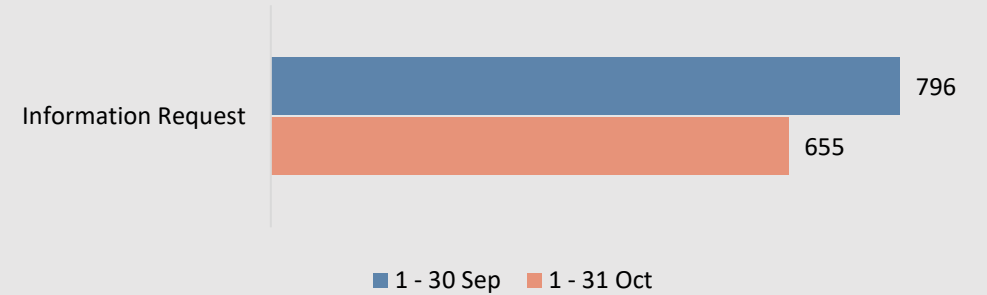
1<sup>ST</sup> SEPTEMBER – 31<sup>ST</sup> OCTOBER 2022

## CASES BY PROVINCE

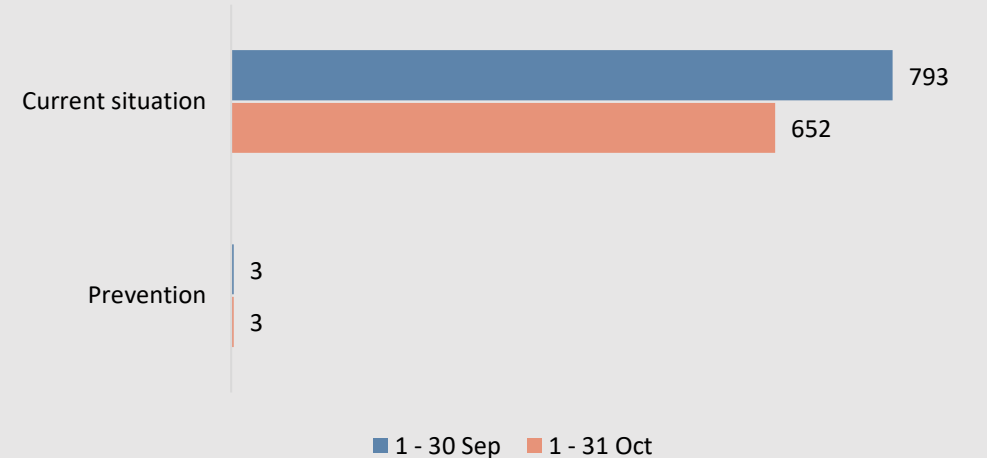


**1<sup>st</sup> – 31<sup>st</sup> October 2022**  
 Nr. of cases about Covid-19:  
**655**  
 19% of the cases registered through  
 the Linha Verde 1458 between October  
 1<sup>st</sup>- 31<sup>st</sup> were Covid-19 related.

## CASE TYPES



## INFORMATION REQUEST



❖ Demonstrating a consistent steady decline regarding Covid-19 concerns shared via Linha Verde 1458. **655** information requests were received regarding the current situation of Covid-19 in the country.

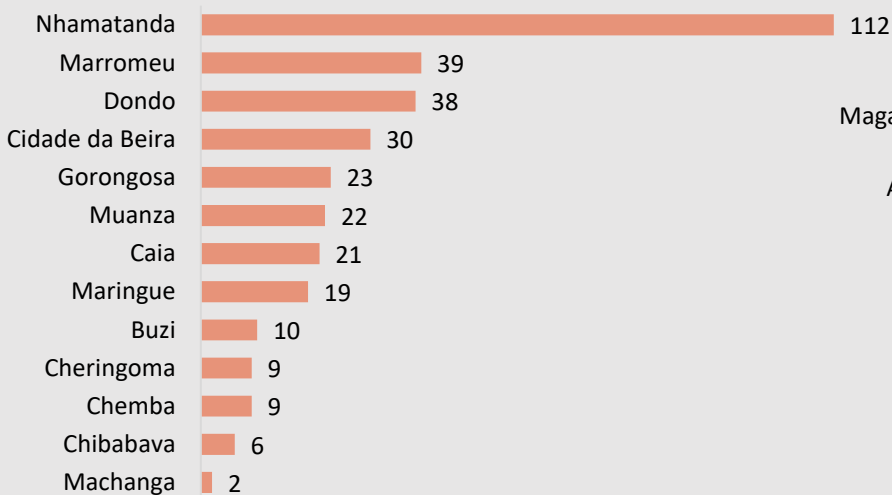
- Sofala (340), Zambezia (110), Manica (74), Nampula (60), Tete (36), Cabo Delgado (11) and Niassa (11)



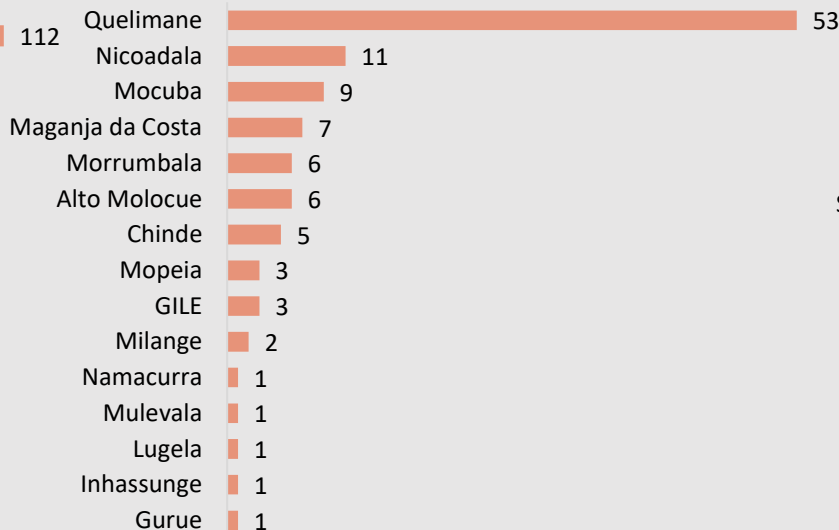
# COVID-19: LOCATIONS OF COVID-19 CALLS

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

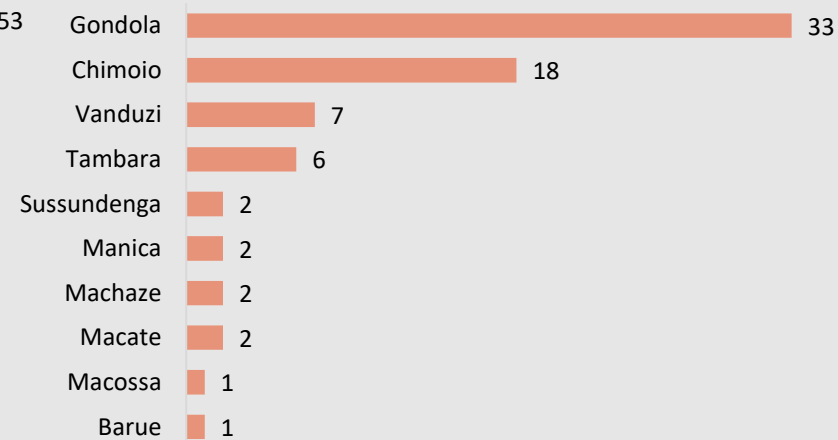
## Sofala - 340



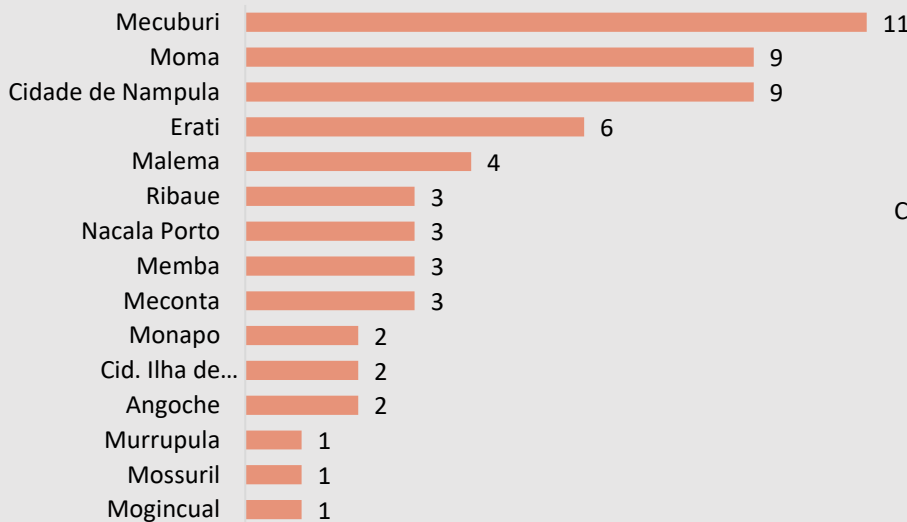
## Zambezia - 110



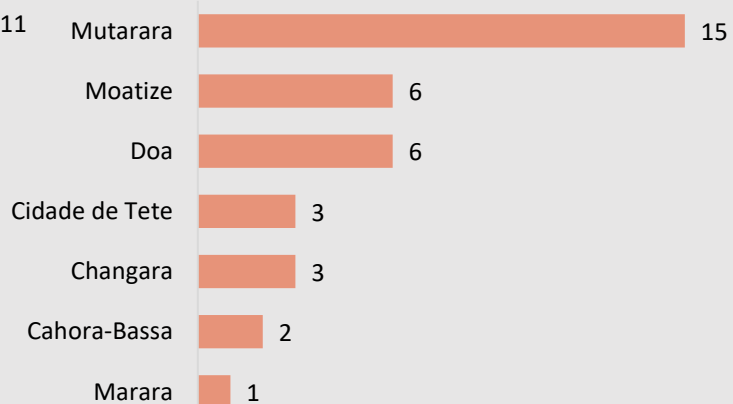
## Manica - 74



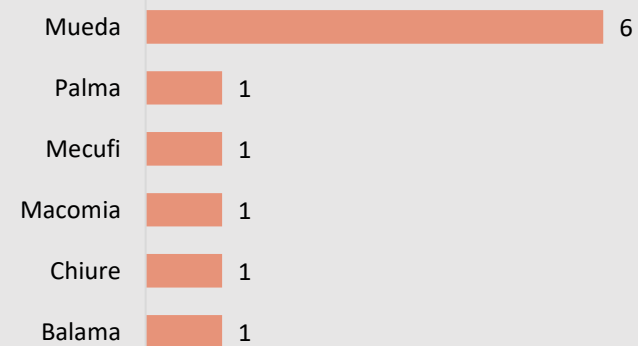
## Nampula - 60



## Tete - 36



## Cabo Delgado - 11

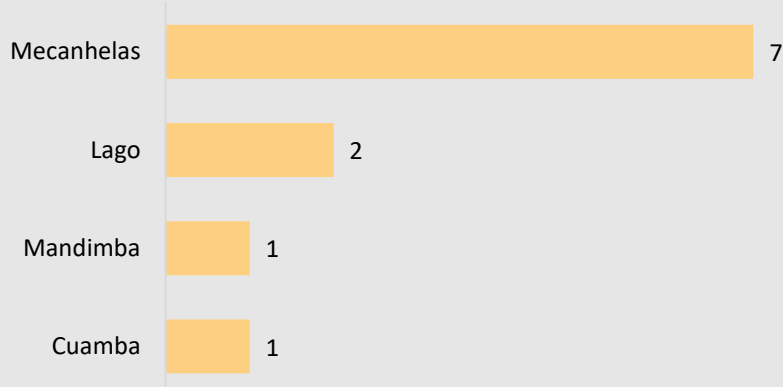


# COVID-19: LOCATIONS OF COVID-19 CALLS

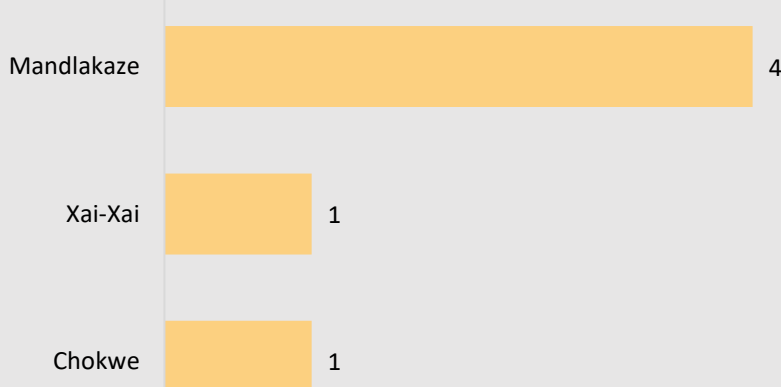
1<sup>ST</sup> – 31<sup>ST</sup> OCTOBER 2022



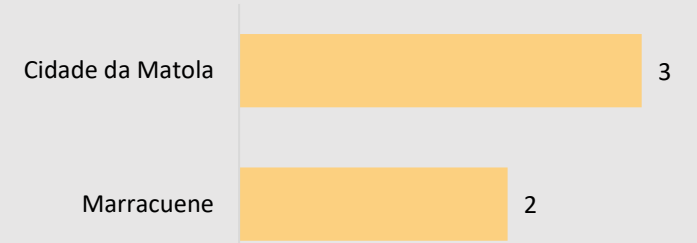
## Niassa - 11



## Gaza - 6



## Maputo Provincia - 5



## Inhambane - 1



## Maputo Cidade - 1

