

# Linha Verde da Resposta á Emergência

Report period: 1<sup>st</sup> October – 30<sup>th</sup> November 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.

**103,658** Total Cases Registered

**2,519** Cases Registered  
Nov 2022

**82%** Feedback Rate Nov 2022

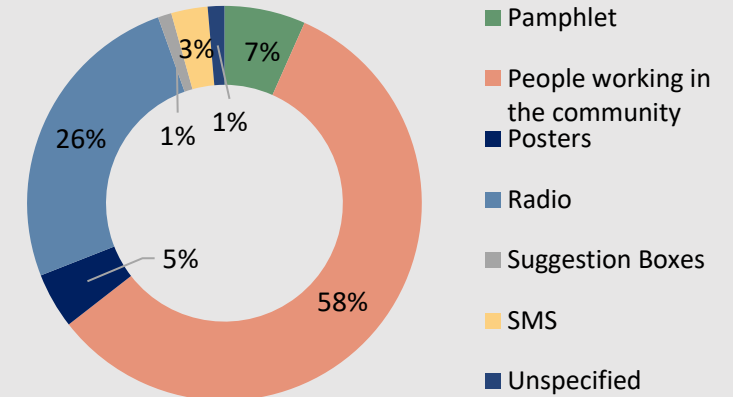


## CUMULATIVE DATA OVERVIEW PERIOD: 1<sup>ST</sup> JANUARY – 30<sup>TH</sup> NOVEMBER 2022

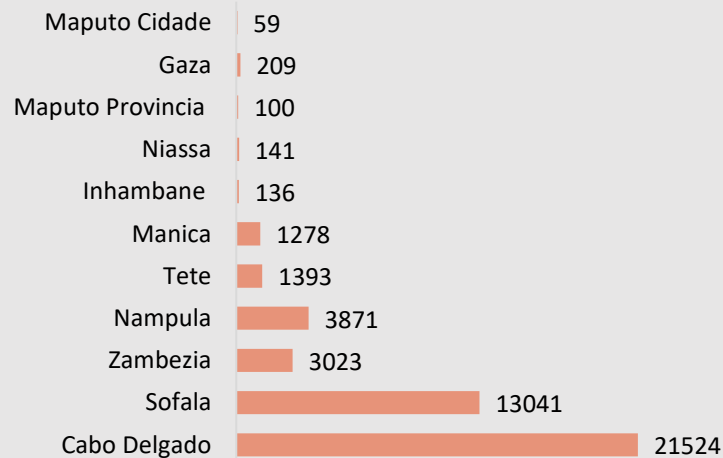
### CALLER PROFILE



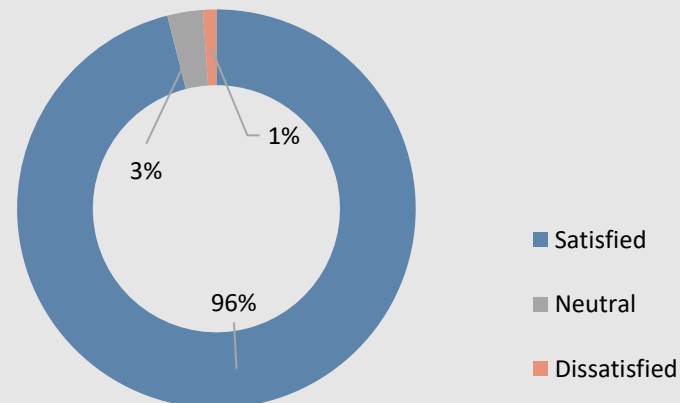
### KNOWLEDGE ABOUT LINHA VERDE 1458



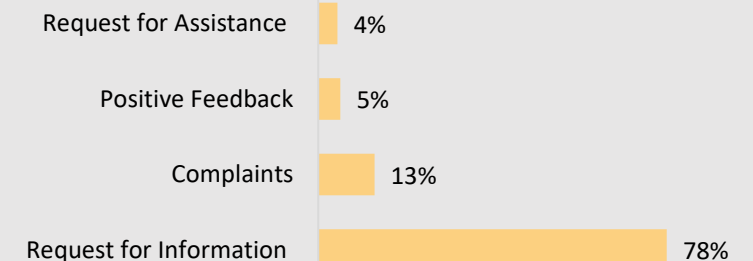
### CASES BY PROVINCE



### SATISFACTION



### CASE TYPE



# TYPES OF CASES REGISTERED PER MONTH

## 1<sup>ST</sup> DECEMBER 2021 – 30<sup>TH</sup> NOVEMBER 2022

**1<sup>st</sup> – 30<sup>th</sup> November 2022**

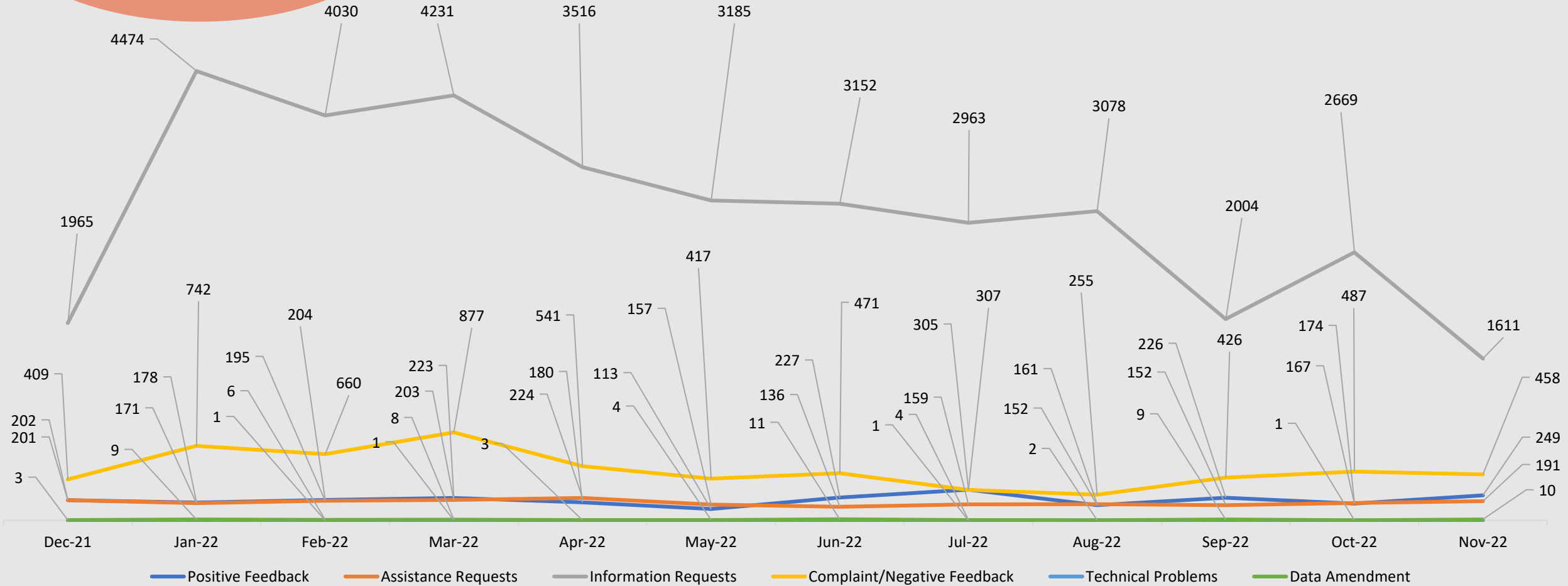
Nr. Total Registered Cases:

**2,519**

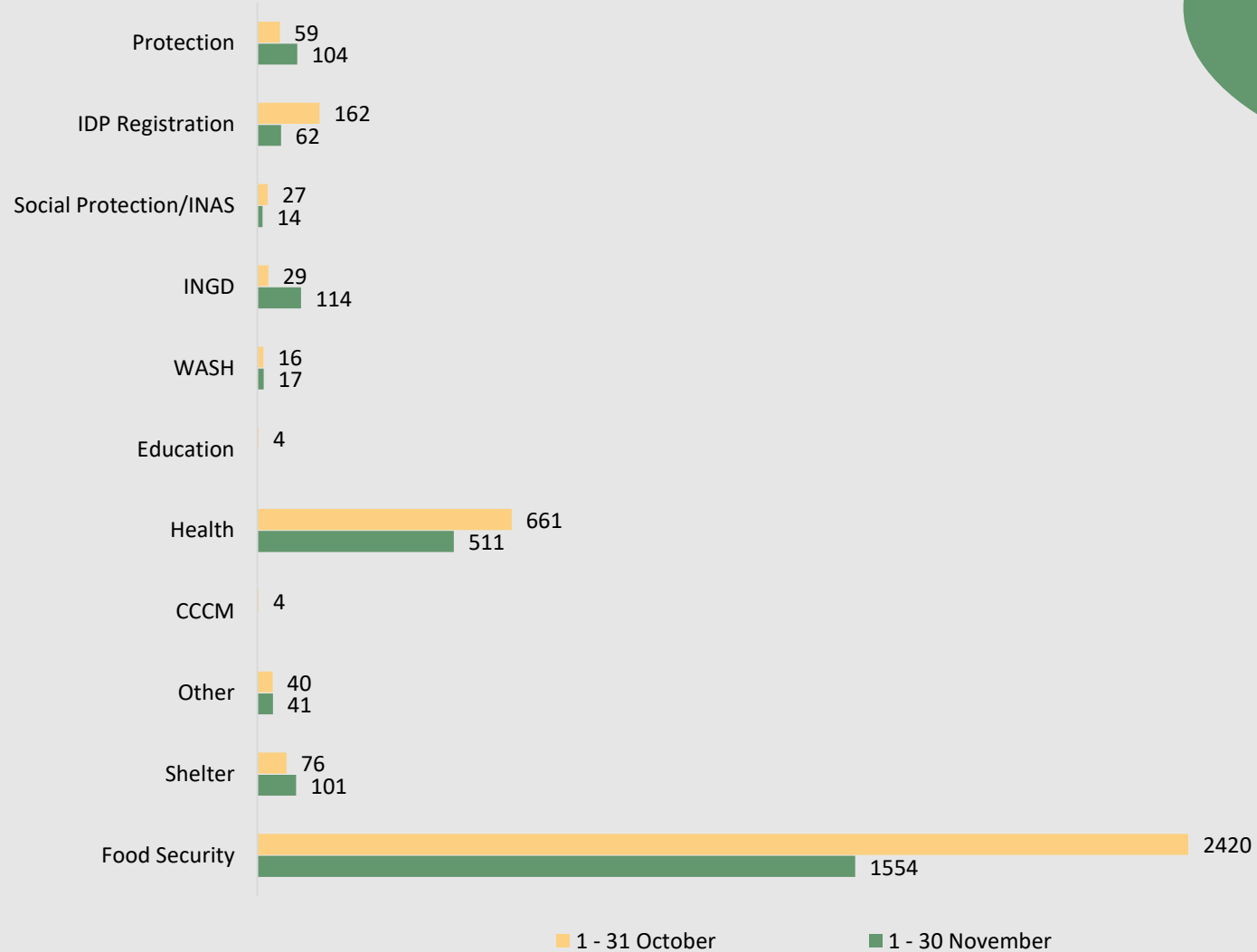
Nr. of calls from the northern region:

**1,755**

**70%** of the cases registered through Linha Verde 1458 between November 1<sup>st</sup> – 30<sup>th</sup> came from the northern region.



## CASES PER SECTOR 1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022



With an accentuated decrease from last month Food Security remains the sector with most cases registered by Linha Verde 1458, with 57% 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

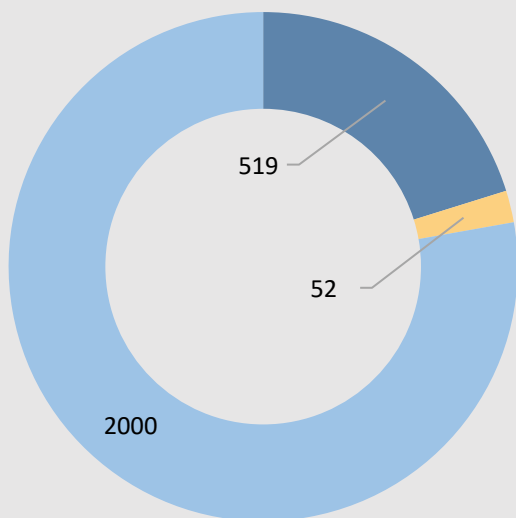
## FEEDBACK ANALYSIS PER SECTOR

1<sup>ST</sup> – 30<sup>TH</sup> NOVEMBER 2022



Cases Referred  
519  
First Call Resolution  
2000

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.



■ Referred Cases  
■ Referred Cases Feedback  
■ First Call Resolution

Sectors	Referred Cases	Referred Cases Feedback	First Call Resolution
Food Security	430	39	1124
Shelter	5	0	96
Other	0	0	41
Health	0	0	511
Education	1	0	0
WASH	15	0	2
Social Protection/INAS	13	10	1
IDP Registration	35	0	27
INGD	1	0	113
Protection	19	3	85
<b>Total</b>	<b>519</b>	<b>52</b>	<b>2000</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> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022

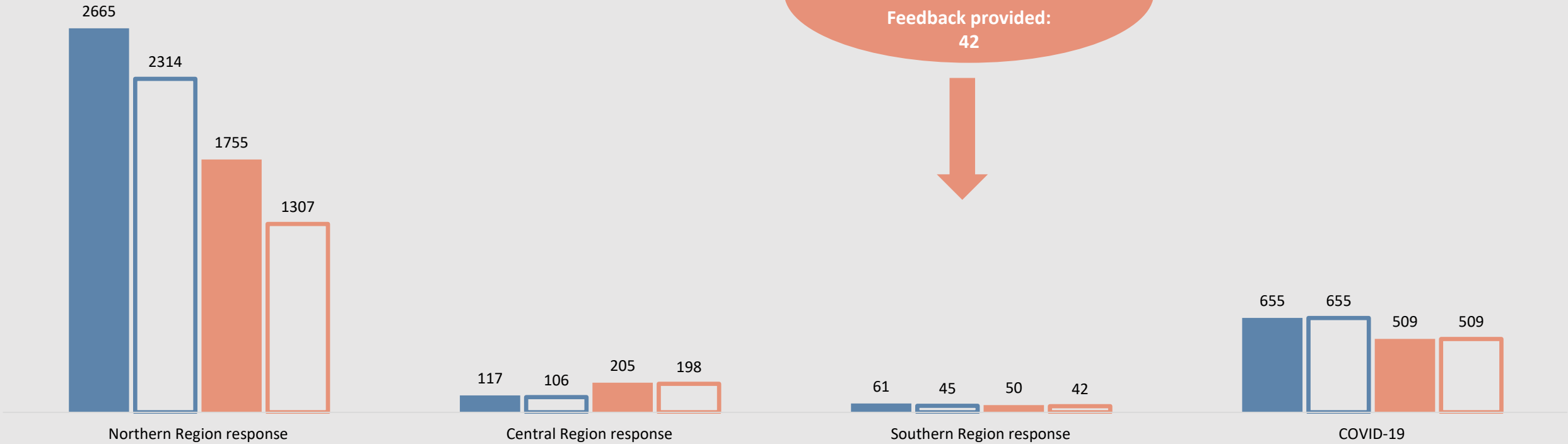


1<sup>st</sup> – 30<sup>th</sup> November 2022  
**Cases Registered:**  
 1755  
**Feedback provided:**  
 1307

1<sup>st</sup> – 30<sup>th</sup> November 2022  
**Cases Registered:**  
 205  
**Feedback provided:**  
 198

1<sup>st</sup> – 30<sup>th</sup> November 2022  
**Cases Registered:**  
 50  
**Feedback provided:**  
 42

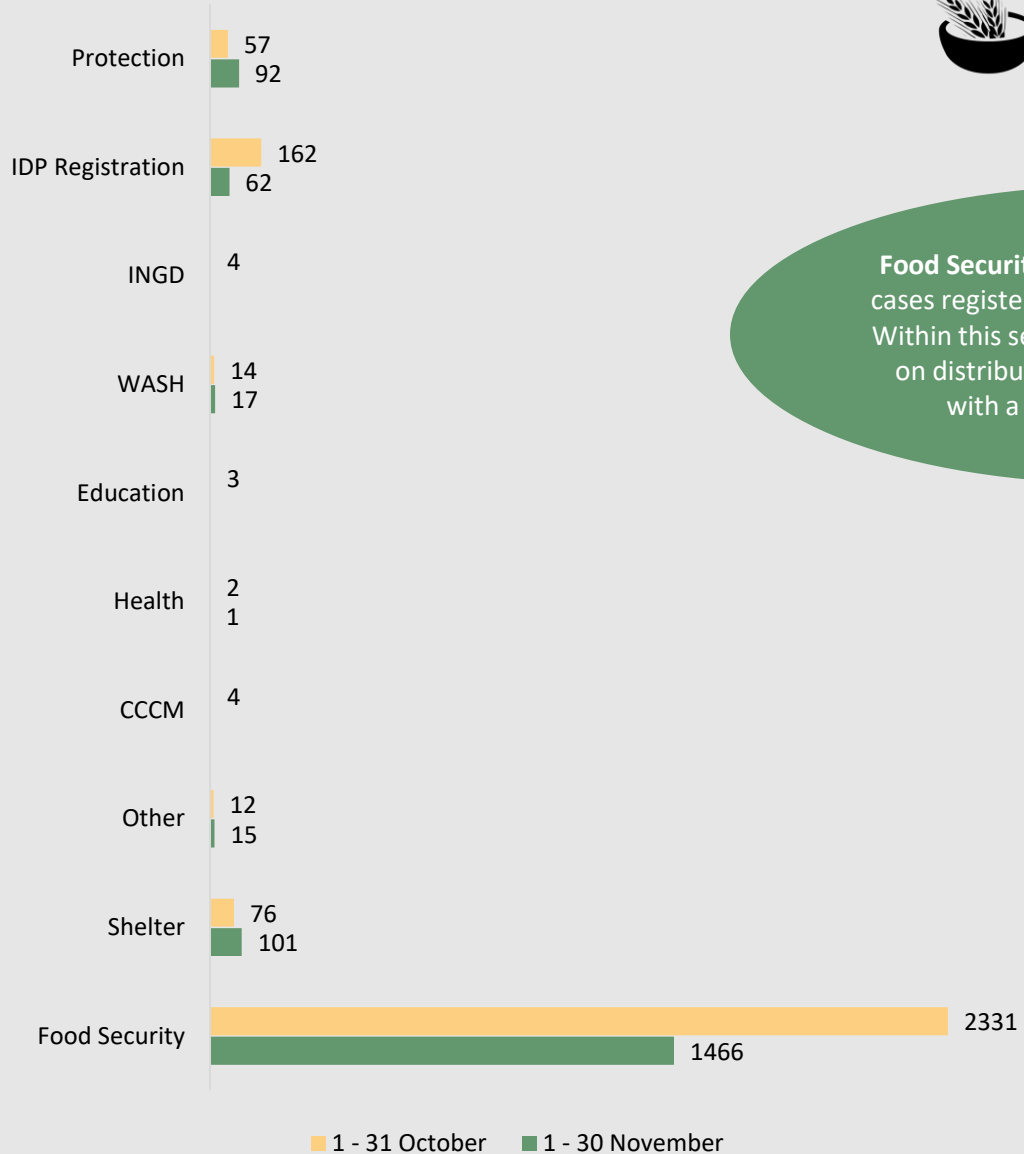
1<sup>st</sup> – 30<sup>th</sup> November 2022  
**Cases Registered:**  
 509  
**Feedback provided:**  
 509



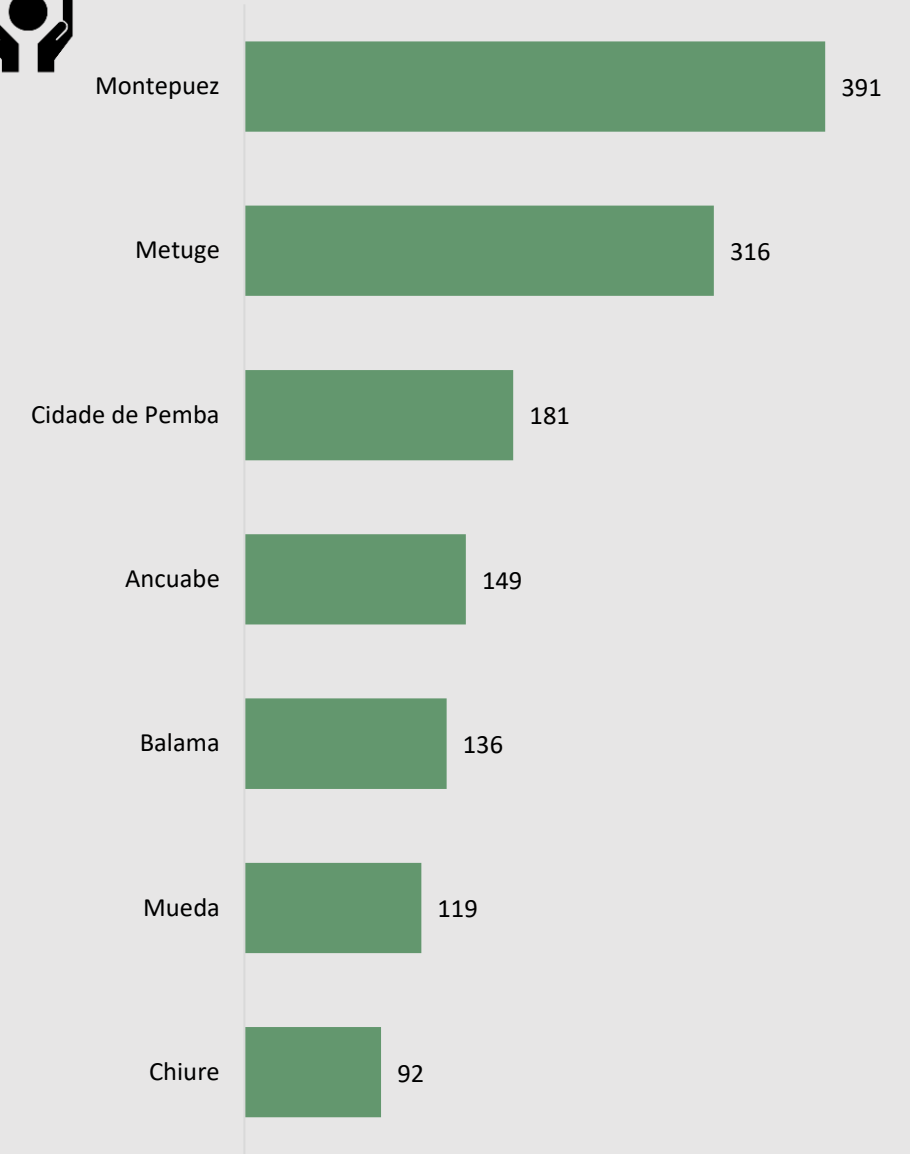
■ Registered Cases 1 - 31 October   
 ■ Feedback Provided 1 - 31 October   
 ■ Registered Cases 1 - 30 November   
 ■ Feedback Provided 1 - 30 November

# NORTHERN REGION RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES 1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022

# NORTHERN REGION RESPONSE CASES PER SECTORS 1<sup>ST</sup> – 30<sup>TH</sup> NOVEMBER 2022



**Food Security** cases represent 84% of all cases registered from the northern region. Within this sector request for information on distribution timing account for 57% with a feedback rate of 100%.



1 - 31 October    1 - 30 November

# NORTHERN REGION RESPONSE

## 1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022

**October**  
Cases Registered:  
**2665**  
Feedback Provided:  
**87%**

**November**  
Cases Registered:  
**1755**  
Feedback Provided:  
**75%**

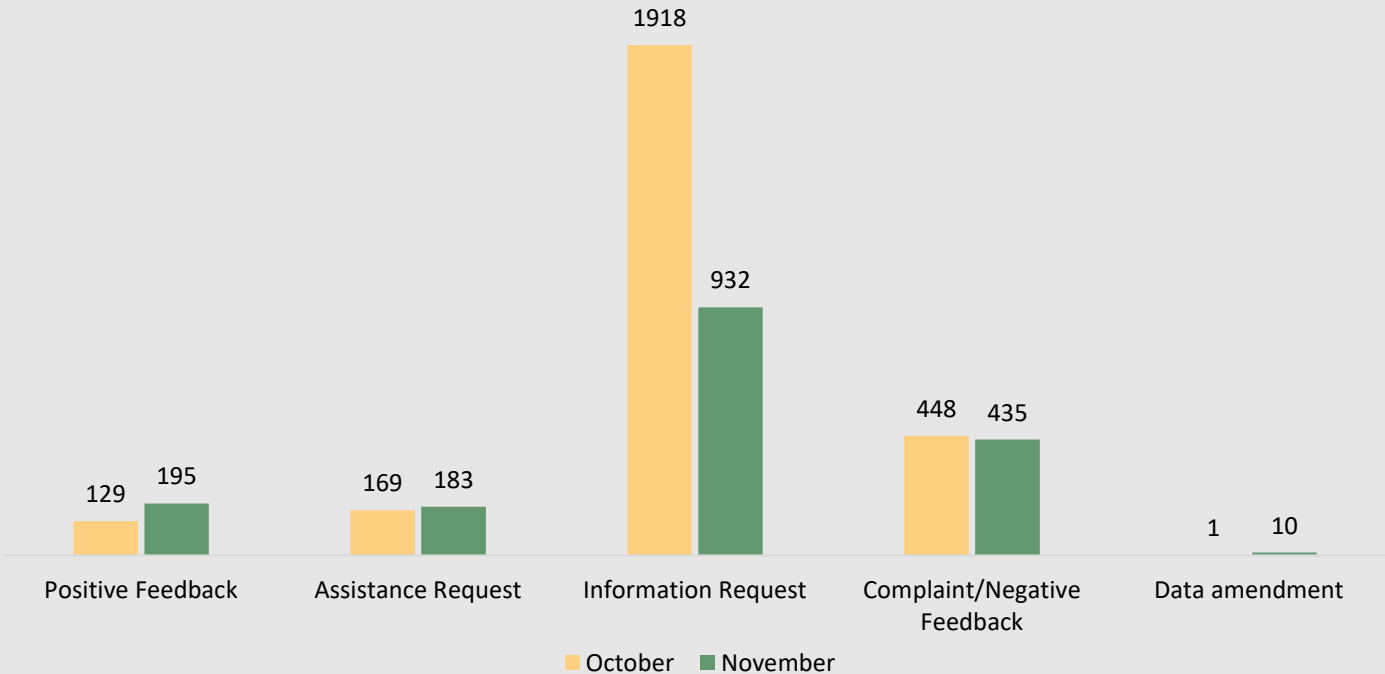
**October**  
Cases Registered:  
**169**  
Feedback provided:  
**82%**

**November**  
Cases Registered:  
**183**  
Feedback provided:  
**83%**

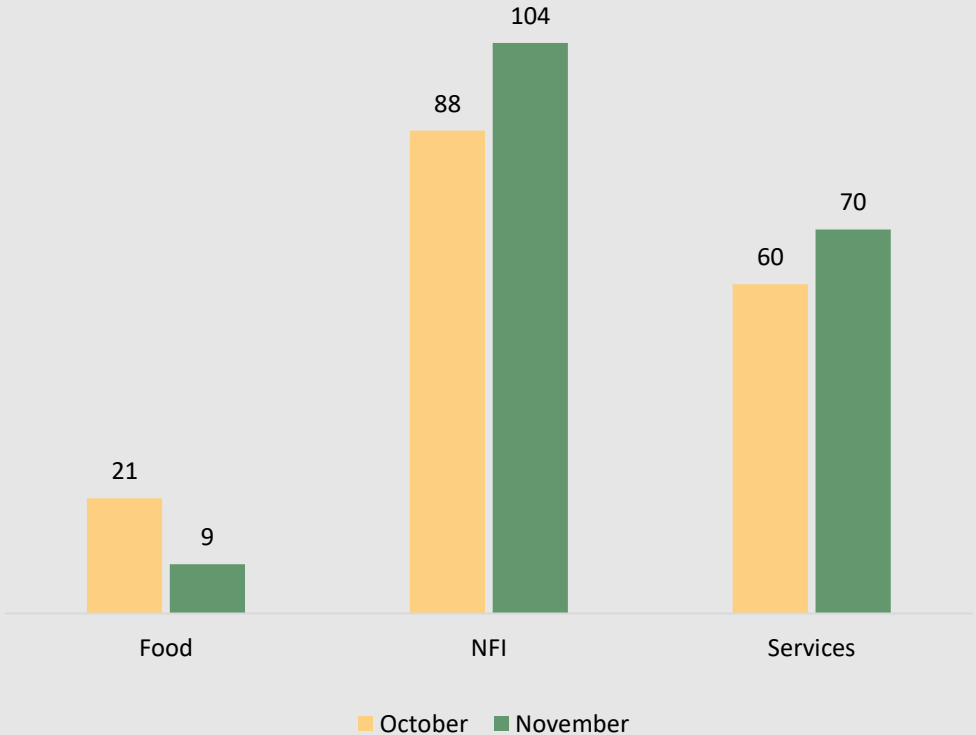


**NFI**

### CASE TYPES



### ASSISTANCE REQUEST



# NORTHERN REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022

**October**  
Cases registered:  
**1918**  
Feedback provided:  
**99%**

**November**  
Cases registered:  
**932**  
Feedback provided:  
**100%**



**Linha Verde 1458** registered a considerable decrease of calls **regarding distribution timing**. However, it remains predominant of information requests. Majority of these calls where from beneficiaries stating that thee 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.





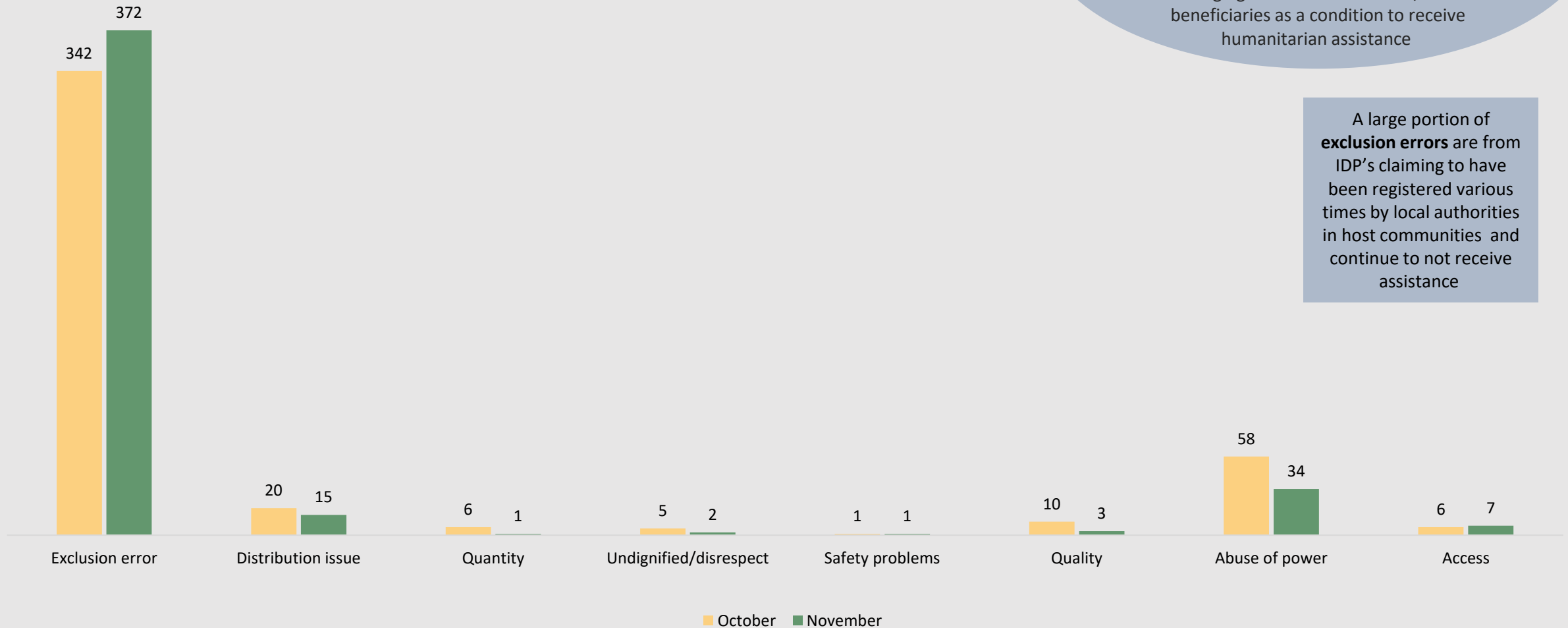
**NORTHERN REGION RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022**



**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

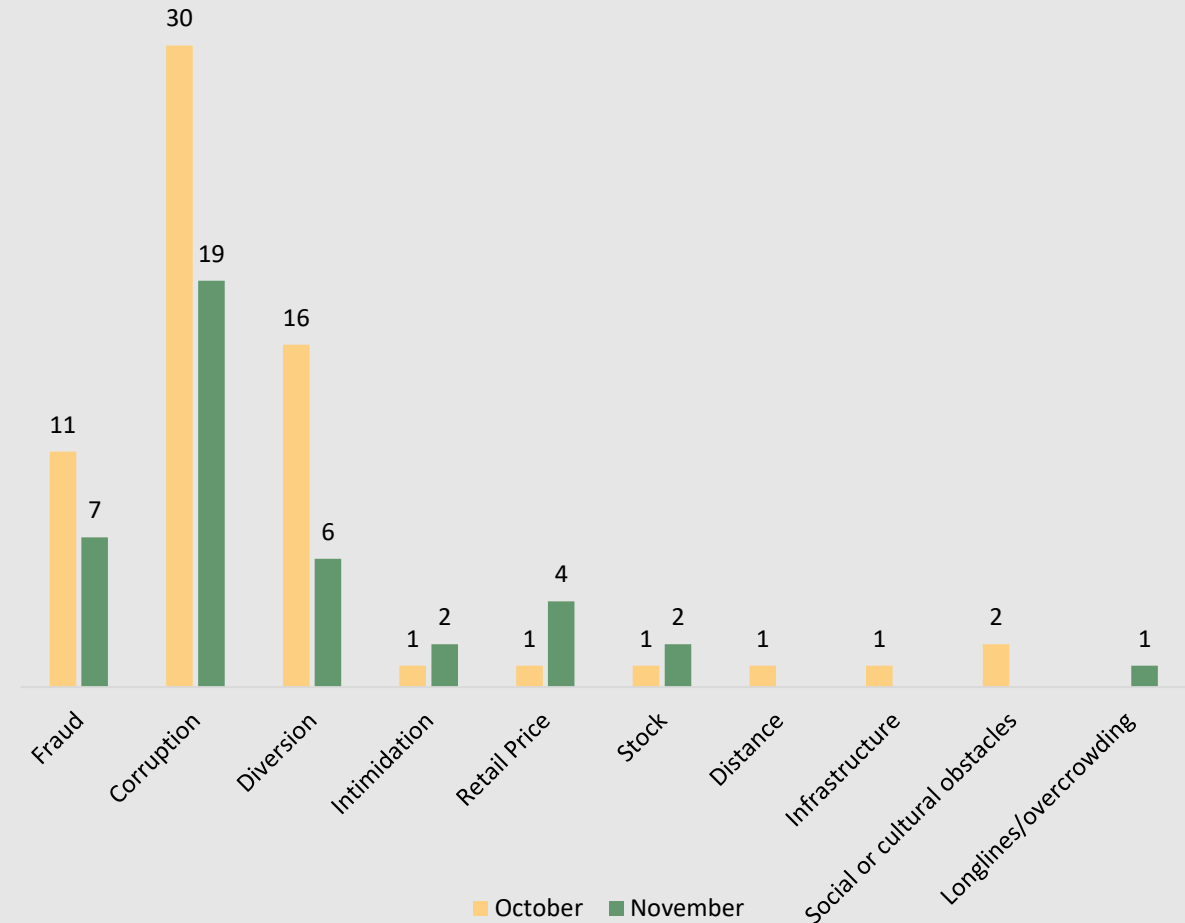
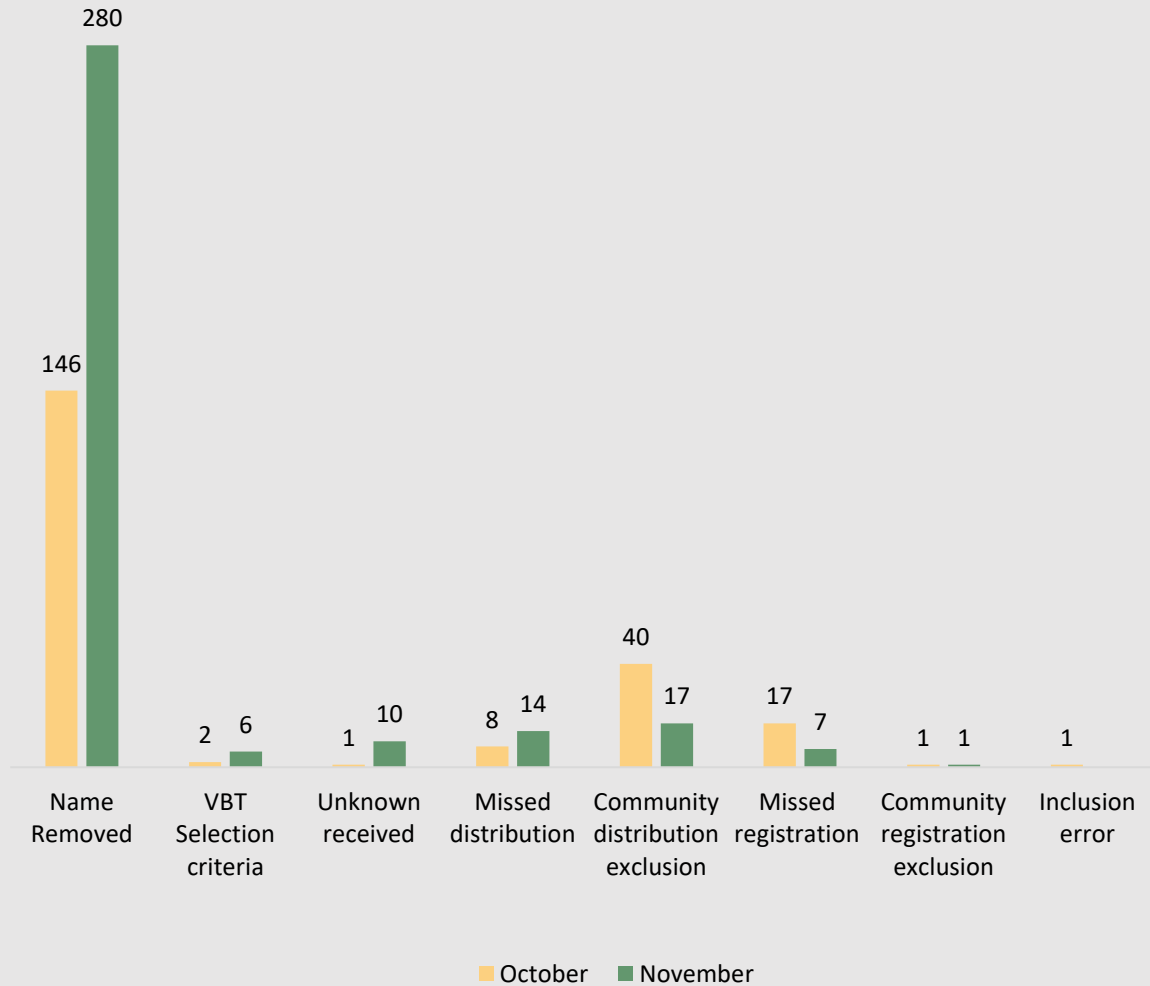
A large portion of **exclusion errors** are from IDP's claiming to have been registered various times by local authorities in host communities and continue to not receive assistance



**NORTHERN REGION RESPONSE  
EXCLUSION ERRORS  
1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022**



**NORTHERN REGION RESPONSE  
BREAKDOWN OF ABUSES OF POWER AND  
OTHER ACCESS BARRIERS  
1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022**



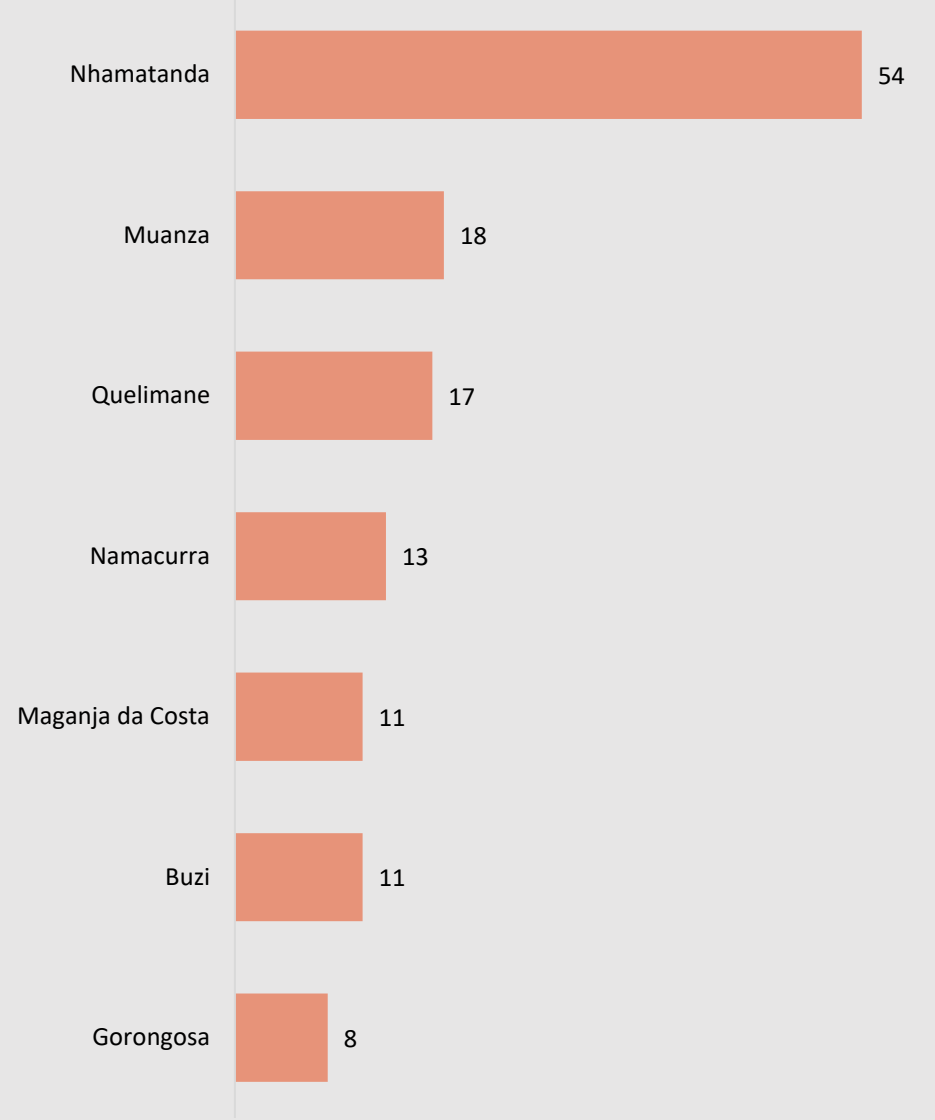
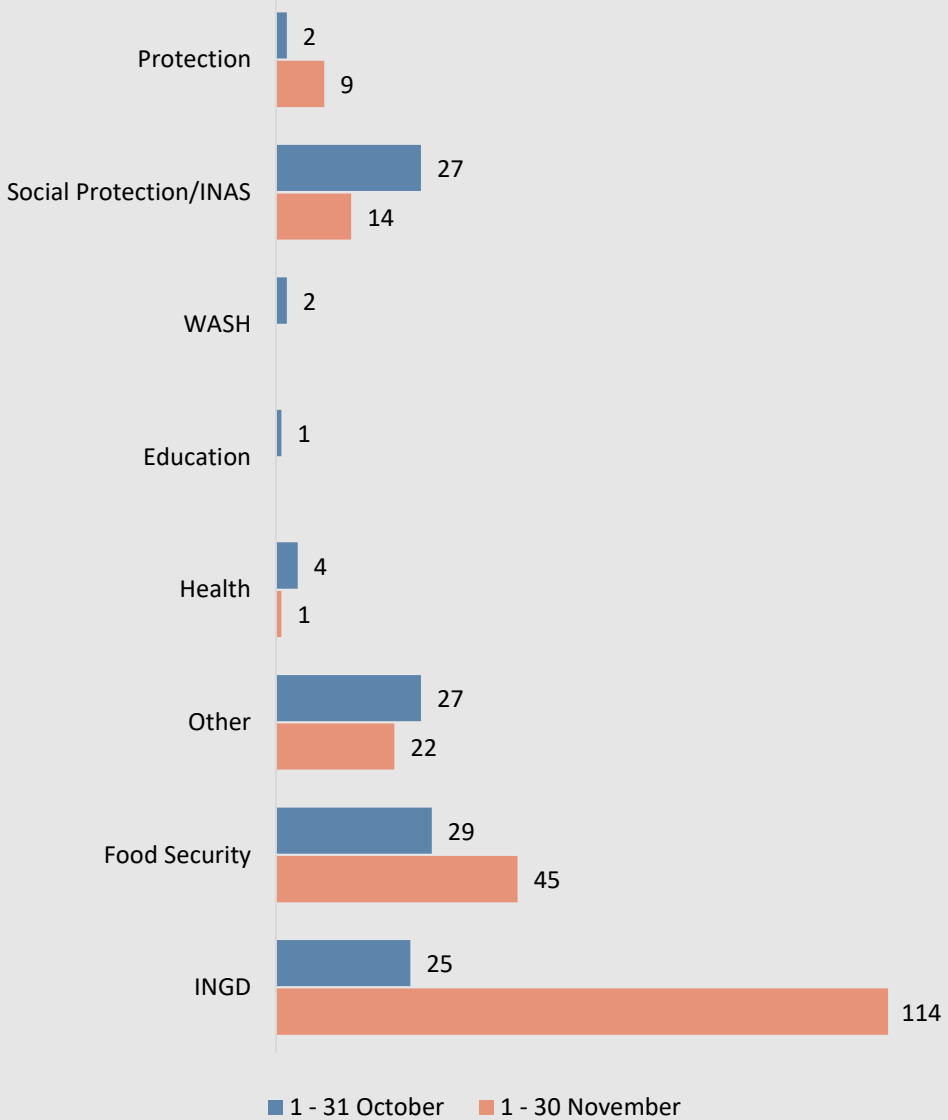
**Complaints – Abuses of power**

**Complaints – Access barriers**

**CENTRAL REGION RESPONSE  
CASES PER SECTORS  
1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022**



**CENTRAL REGION RESPONSE  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 30<sup>TH</sup> NOVEMBER 2022**



# CENTRAL REGION RESPONSE

## 1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022

**October**  
 Cases Registered:  
**117**  
 Feedback Provided:  
**91%**

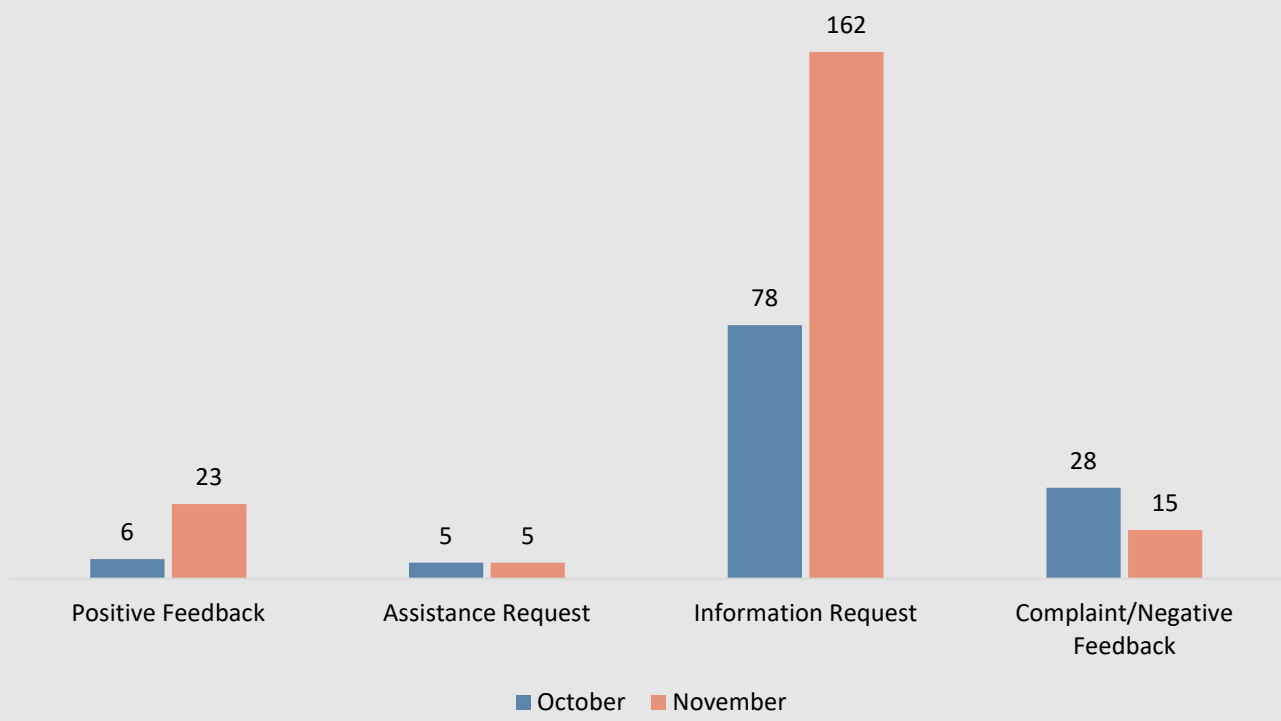
**November**  
 Cases Registered:  
**205**  
 Feedback Provided:  
**97%**

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

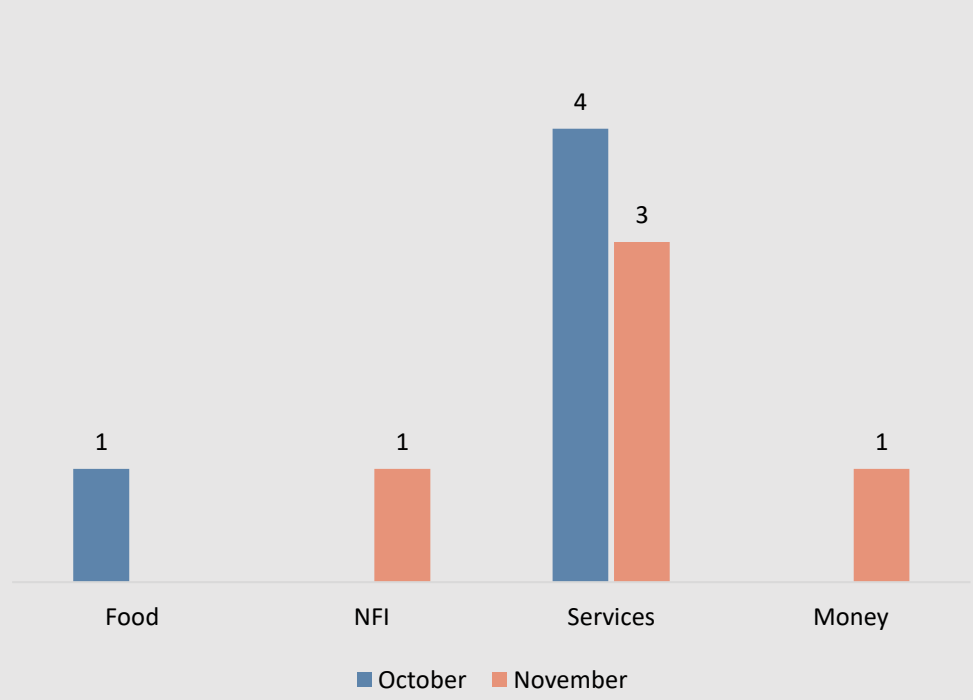
**November**  
 Cases Registered:  
**5**  
 Feedback Provided:  
**60%**



### CASE TYPES



### ASSISTANCE REQUEST



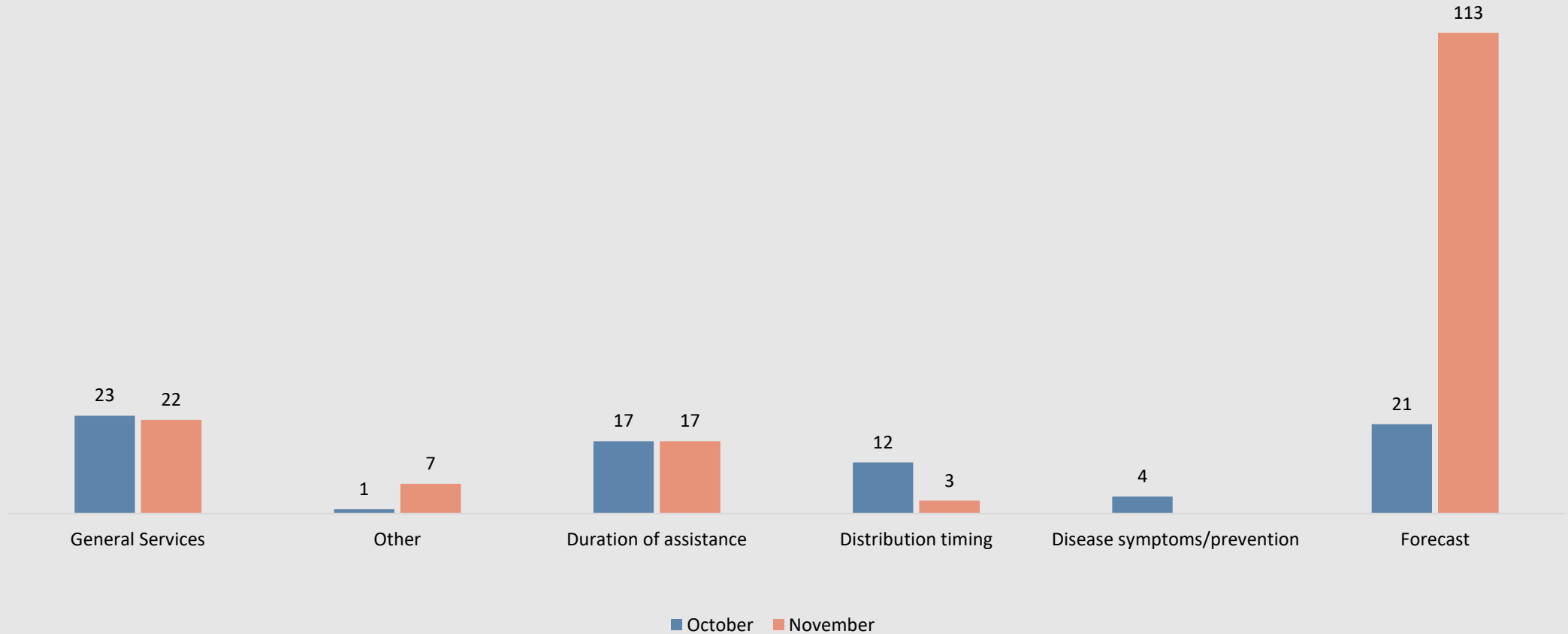
# CENTRAL REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022



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

**November**  
Cases Registered:  
**162**  
Feedback Provided:  
**100%**

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



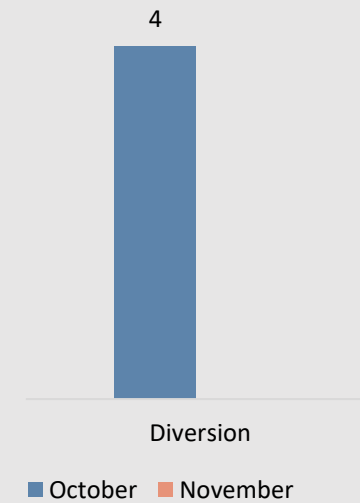
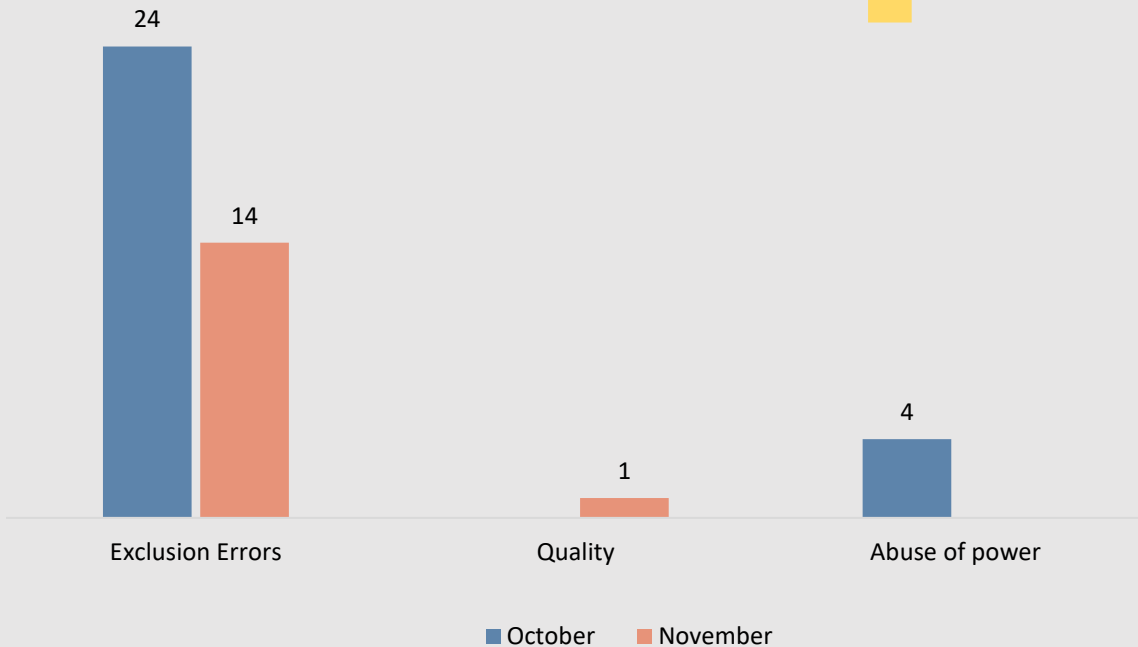
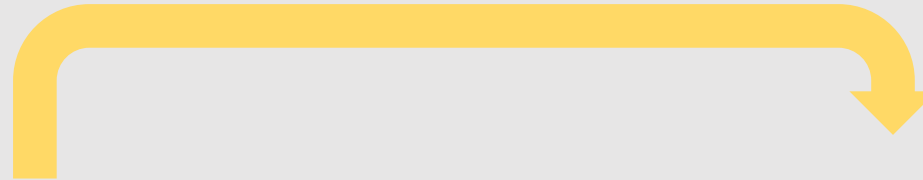
**CENTRAL REGION RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022**



**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.

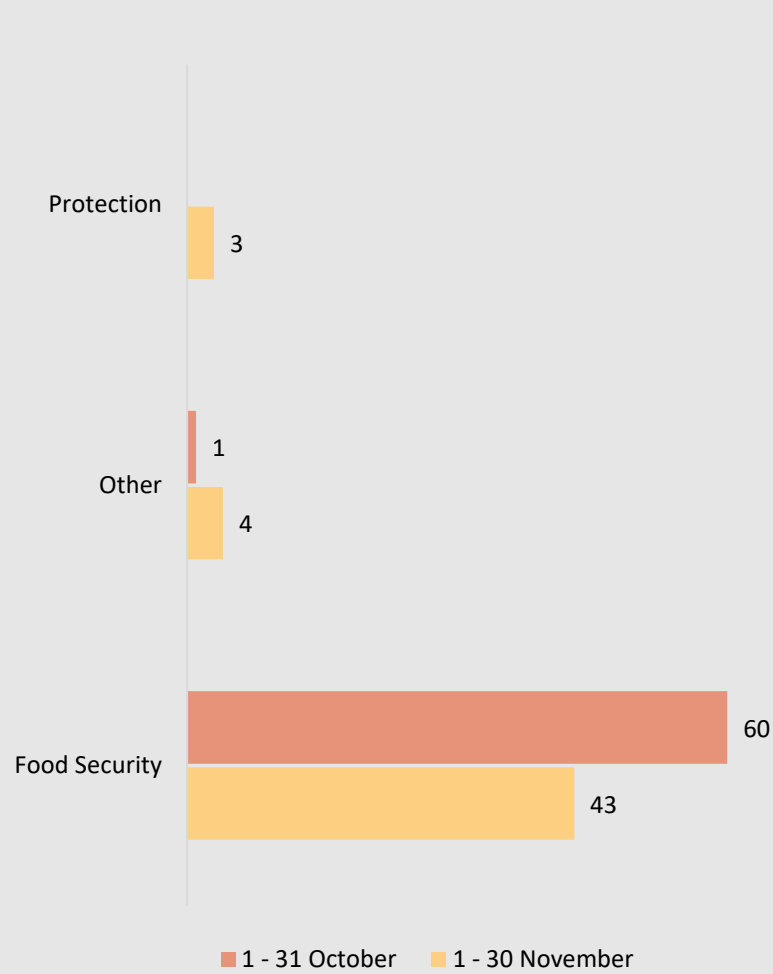
**Corruption:** refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



**Complaints – Abuses of power**

## SOUTHERN REGION: DROUGHT RESPONSE CASES PER SECTORS

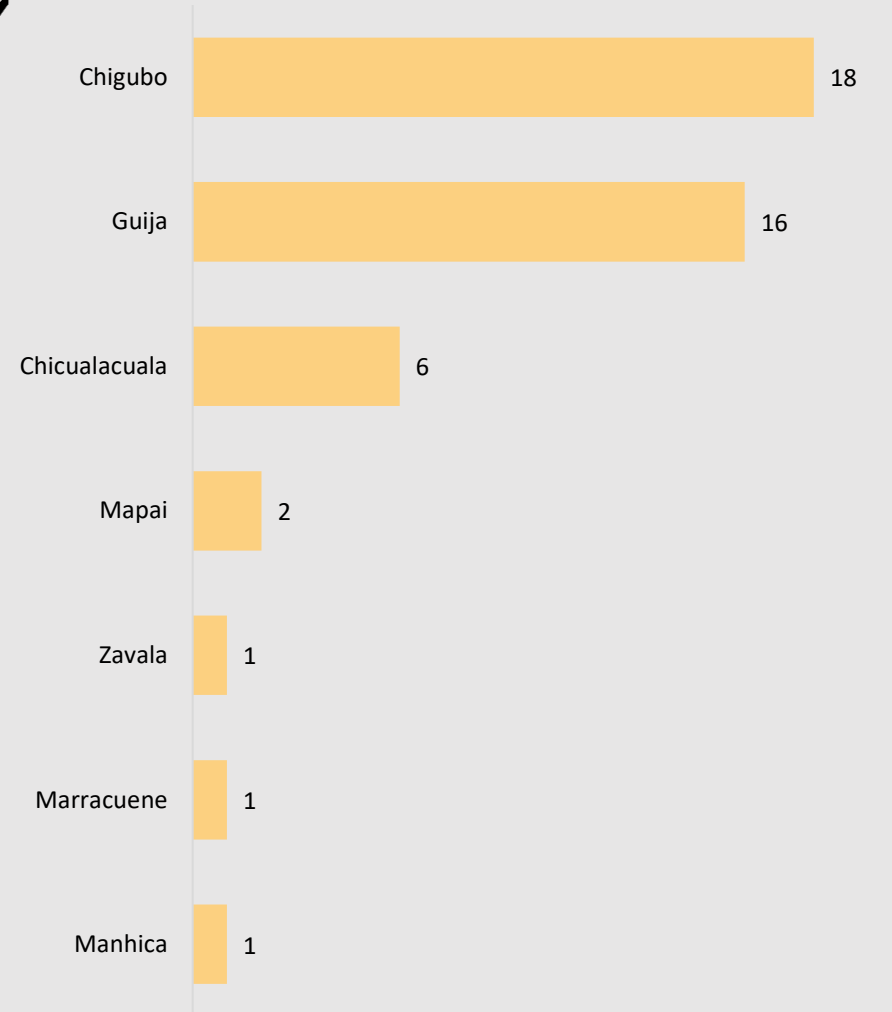
1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022



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> – 30<sup>TH</sup> NOVEMBER 2022



**POSITIVE FEEDBACK**  
**1<sup>ST</sup> – 30<sup>TH</sup> NOVEMBER 2022**

**SCHOOL FEEDING**

"I have been displaced from Mocímboa da Praia to Palma since July 2021. I currently live in the Incolarino community in a borrowed house with 4 members of my family. As a mother and guardian, my 12-year-old son, who is an EPC student in Incolarino, benefited from the support provided by the WFP School Feeding project. I'm calling to thank you for your support, my son received 15kg of rice, 3 liters of cooking oil, 3kg of beans and 3kg of salt on 11/24/2022. I would like to encourage partners to continue to aid for an extended period. **Female, Palma, Cabo Delgado**

**FOOD SECURITY**

"I am from Zambézia, Namacurra district, CFM community and I was affected by tropical cyclone Gombe. I am a beneficiary of food assistance provided by WFP and partners. I called to thank you for the support given to us by WFP. On 5/11/2022 I received 25kg of rice, 10kg of flour, 4 liters of cooking oil, 10kg of beans and 1kg of salt." **Female, Namacurra, Zambézia**

**WASH-FOOD SECURITY**

"I have been displaced from Ancuabe to Chiure since June 2022 due to armed attacks. I live with 3 relatives in the Administrative Post of Chiure, locality Milamba R.C. of Nacivare. I was registered by the local leader, and I am a beneficiary of food assistance provided by WFP and partners. In October 2022 I received 50kg of rice, 10kg of beans, 4L of oil. I called Linha Verde 1458 to thank them for providing clean water in the center where I live." **Male, Chiure, Cabo Delgado**

**SHELTER-FOOD SECURITY**

"I called to say thank you for the support in tarpaulins received today on 11/23/2022 distributed by Red Cross. I have been displaced from Mocímboa da Praia to Montepuez since November 2020. I currently live in in the R.C. of Nanhupo B with 4 members of my family. I am a beneficiary of food assistance from WFP where I receive 1 voucher of 3600MT. Last distribution was November 2022, where I received the voucher from WFP." **Male, Montepuez, Cabo Delgado**

**FOOD SECURITY**

"I have been displaced from Mocímboa da Praia to Nampula since 2020 due to the armed attacks. I live in Nacala-a-Velha village in a borrowed house with 7 family members. I was registered by the community leader, and I am a beneficiary of food assistance provided by WFP and partners. On 3/11/2022 I received food: 70kg of rice, 11kg of beans, 4 liters of cooking oil. I call to thank for the support provided by WFP." **Female, Nacala-a-Velha, Nampula.**

**FOOD SECURITY**

"I am thankful for having received 50kg of maize, 8kg of cowpeas for consumption and 6 liters of cooking oil, 5 cans of maize, 5kg of sesame seeds and 5 kg of sorghum for agricultural production distributed by WFP in partnership with KULIMA on 11/12/2022. I am a native of the Mangundzuane community have a household of 9 members. I suffered from a drought and lost all crops. I would like to ask that the assistance continue longer and that they could include some rice in the basic food basket." **Male, Chigubo, Gaza**



# FOOD SECURITY



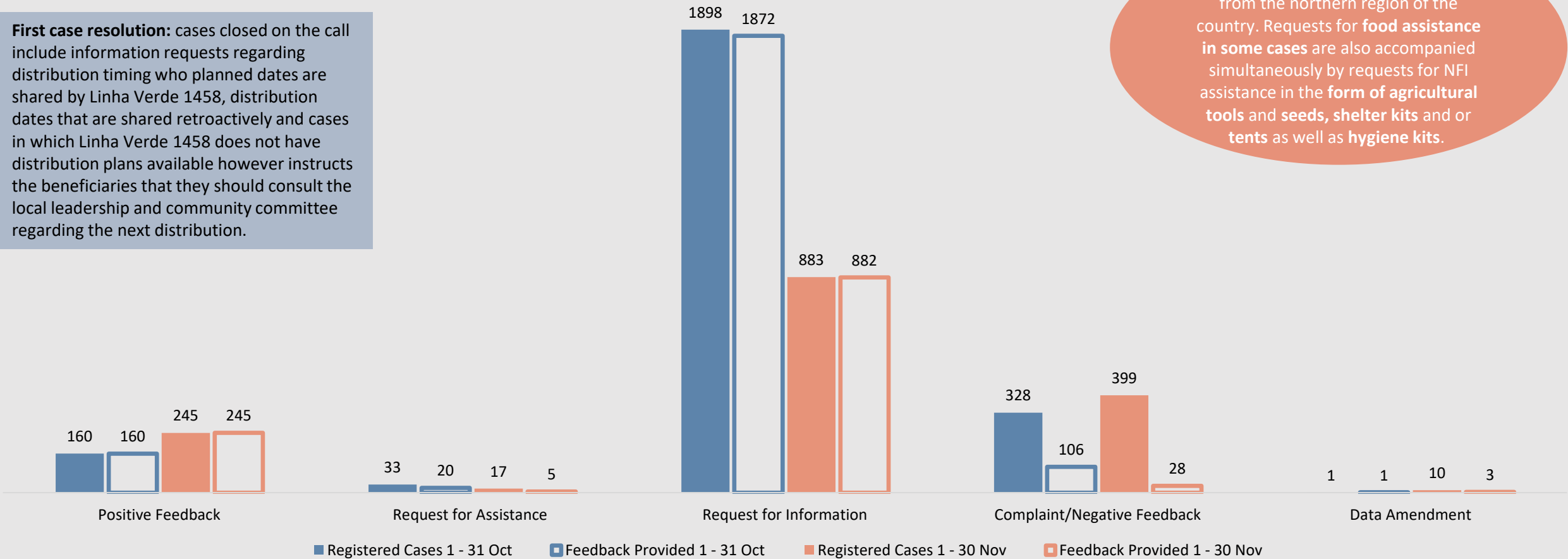
Sofala	18
Zambezia	27
Nampula	197
Cabo Delgado	1267
Gaza	43
Niassa	2

Referred Cases	430
Referred Cases Feedback	39
First case resolution	1124

**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.

**1<sup>st</sup> – 30<sup>th</sup> November 2022**  
 Cases Registered: **1554**  
 Feedback Provided: **1163**

**1<sup>st</sup> – 30<sup>th</sup> November 2022**  
 94% 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



**1<sup>st</sup> – 30<sup>th</sup> November 2022**

Cases Registered:

**511**

Feedback Provided:

**511**

Sofala	251
Zambezia	124
Manica	48
Tete	23
Nampula	45
Cabo Delgado	7
Inhambane	1
Gaza	3
Maputo Cidade	3
Niassa	3
Maputo Provincia	3
Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	511

# EDUCATION

**1<sup>st</sup> – 30<sup>th</sup> November 2022**

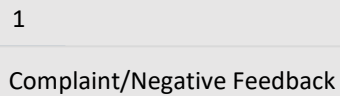
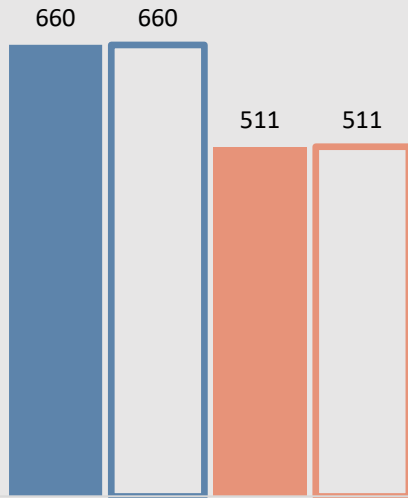
Cases Registered:

**1**

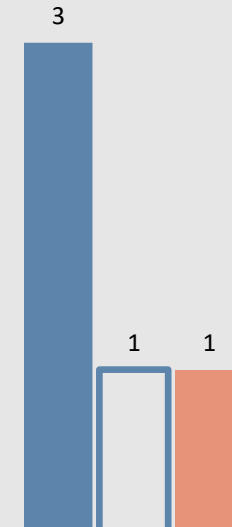
Feedback Provided:

**0**

Cabo Delgado	1
Referred Cases	1
Referred Cases Feedback	0
First Call Resolution	0



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



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

## SHELTER/NFI



**1<sup>st</sup> – 30<sup>th</sup> November 2022**

Cases Registered:

**101**

Feedback Provided:

**96**

Nampula	3
Cabo Delgado	98

Referred Cases	5
Referred Cases Feedback	0
First Call Resolution	96

## WASH



**1<sup>st</sup> – 30<sup>th</sup> November 2022**

Cases Registered:

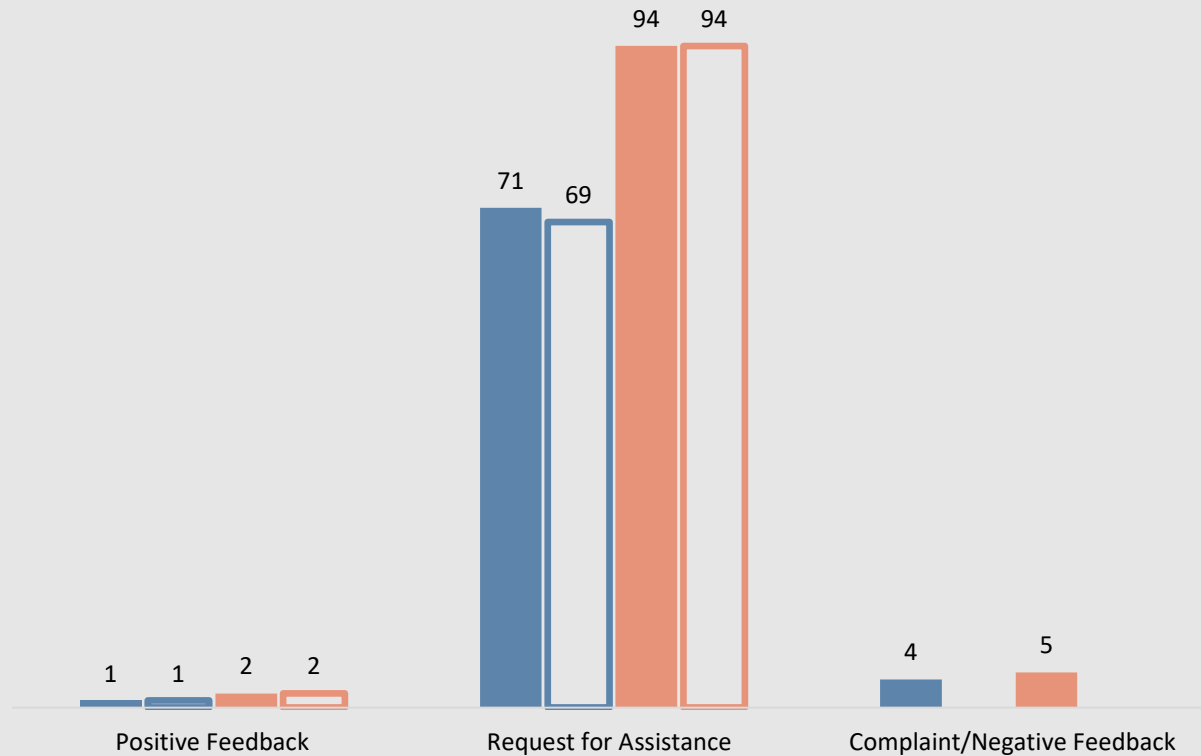
**17**

Feedback Provided:

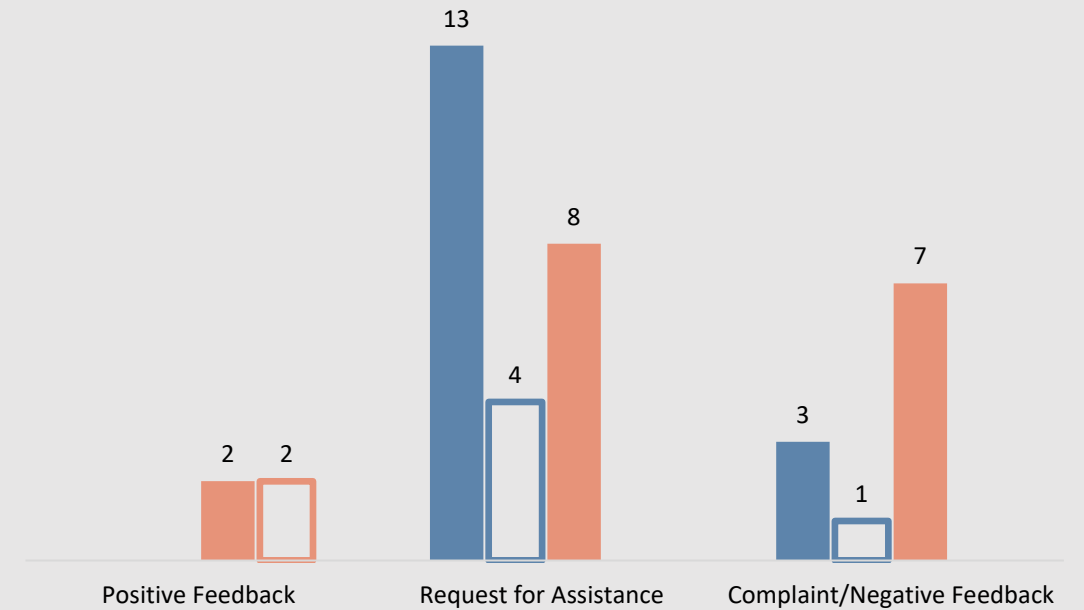
**2**

Nampula	2
Cabo Delgado	15

Referred Cases	15
Referred Cases Feedback	0
First Call Resolution	2



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



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

## PROTECTION



Niassa	1
Cabo Delgado	9
Nampula	2
Referred Cases	10
Referred Cases Feedback	0
First Call Resolution	0

### Protection sector cases include:

Civil Documentation - 11 cases  
Relocation - 1 case

**1<sup>st</sup> – 30<sup>th</sup> November 2022**

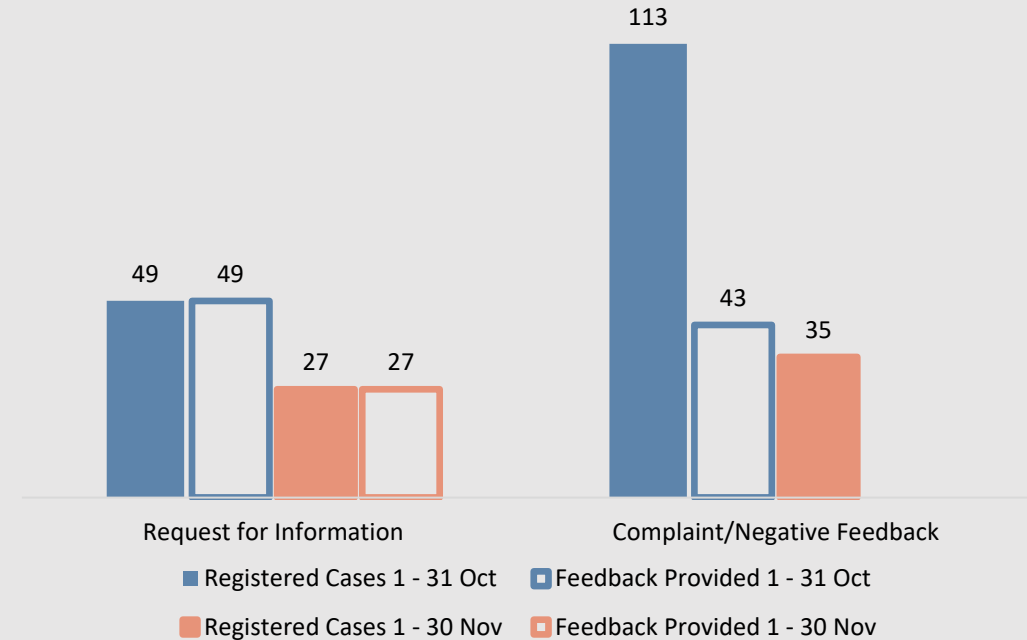
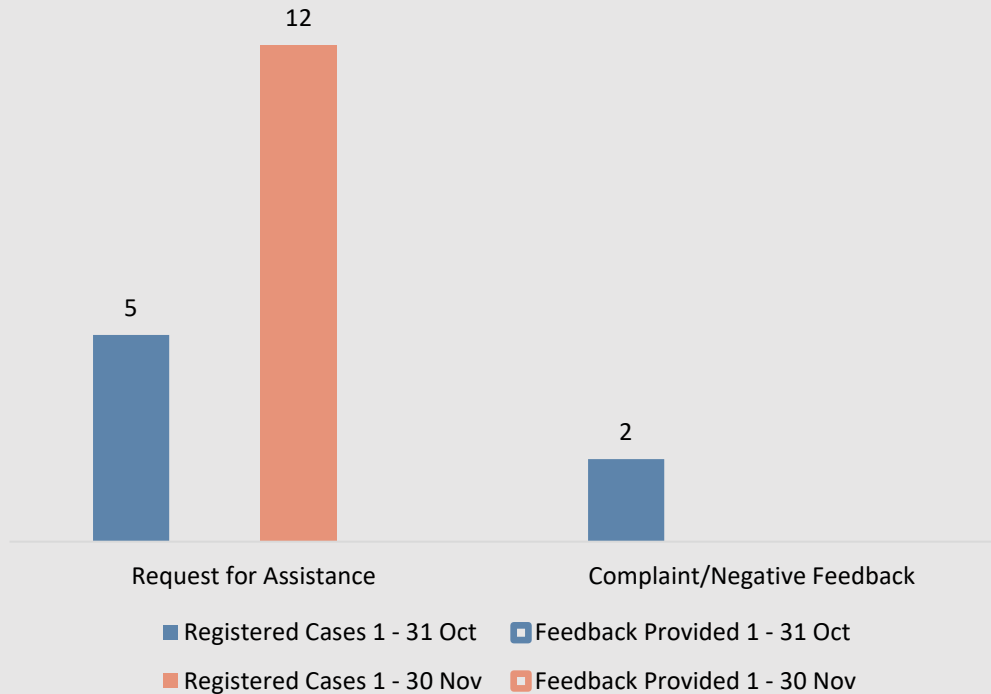
Cases Registered:  
**12**  
Feedback Provided:  
**0**

## IDP REGISTRATION

**1<sup>st</sup> – 30<sup>th</sup> November 2022**

Cases Registered:  
**62**  
Feedback Provided:  
**27**

Nampula	7
Cabo Delgado	55
Referred Cases	35
Referred Cases Feedback	0
First Call Resolution	27



# CHILD PROTECTION



Sofala	3
Zambezia	1
Manica	1
Nampula	2
Cabo Delgado	13
Maputo Cidade	1

Referred Cases	17
Referred Cases Feedback	3
First Call Resolution	4

**Child Protection sector includes:**  
 Rape – 4 cases  
 Forced marriage – 2 case  
 Forced marriage (info) – 4 cases  
 Physical assault - 1 case  
 Denial of resources – 1 case  
 Psychological abuse - 8 cases

**1<sup>st</sup> – 30<sup>th</sup> November 2022**  
 Cases Registered: **21**  
 Feedback Provided: **21**

**1<sup>st</sup> – 30<sup>th</sup> November 2022**  
 Cases Registered: **71**  
 Feedback Provided: **71**

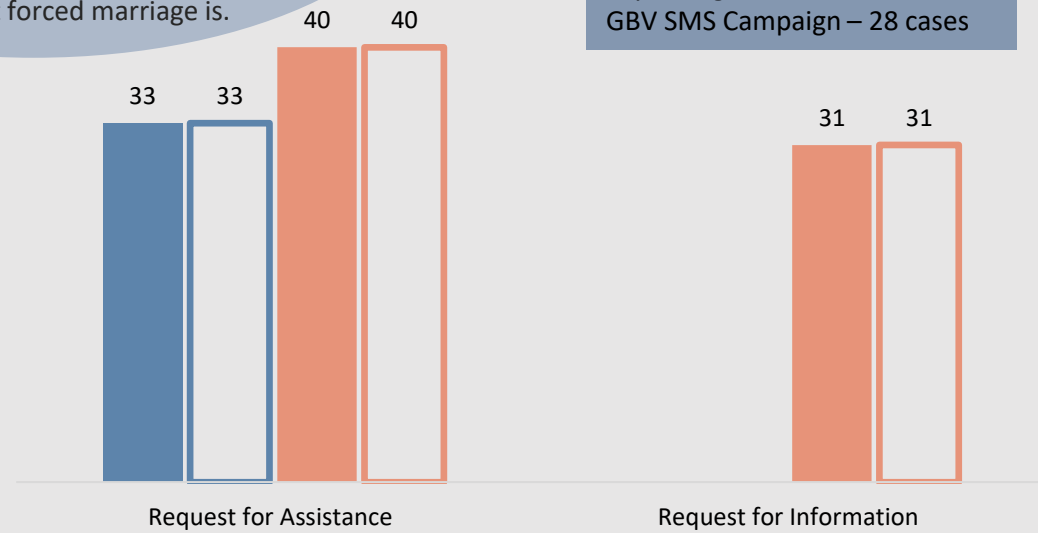
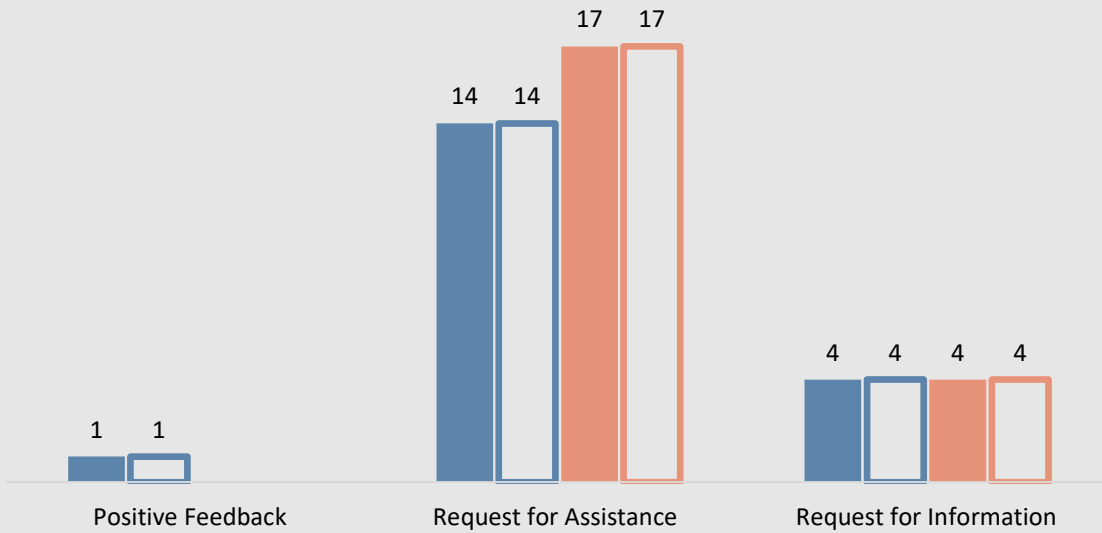
**Child Protection** cases are referred to **Linha Fala Criança** as well as **GBV** cases are referred to the GBV cluster for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider**. **Forced marriage (info)** are cases where callers want to know what forced marriage is.

# GBV

Zambezia	4
Nampula	9
Cabo Delgado	56
Maputo Provincia	1
Maputo Cidade	1

Referred Cases	40
Referred Cases Feedback	0
First Call Resolution	31

**GBV sector includes:**  
 Rape - 4 cases  
 Rape (info) – 1 case  
 Physical assault - 18 cases  
 Denial of resources – 2 cases  
 Psychological abuse - 16 cases  
 GBV SMS Campaign – 28 cases



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

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

# INGD

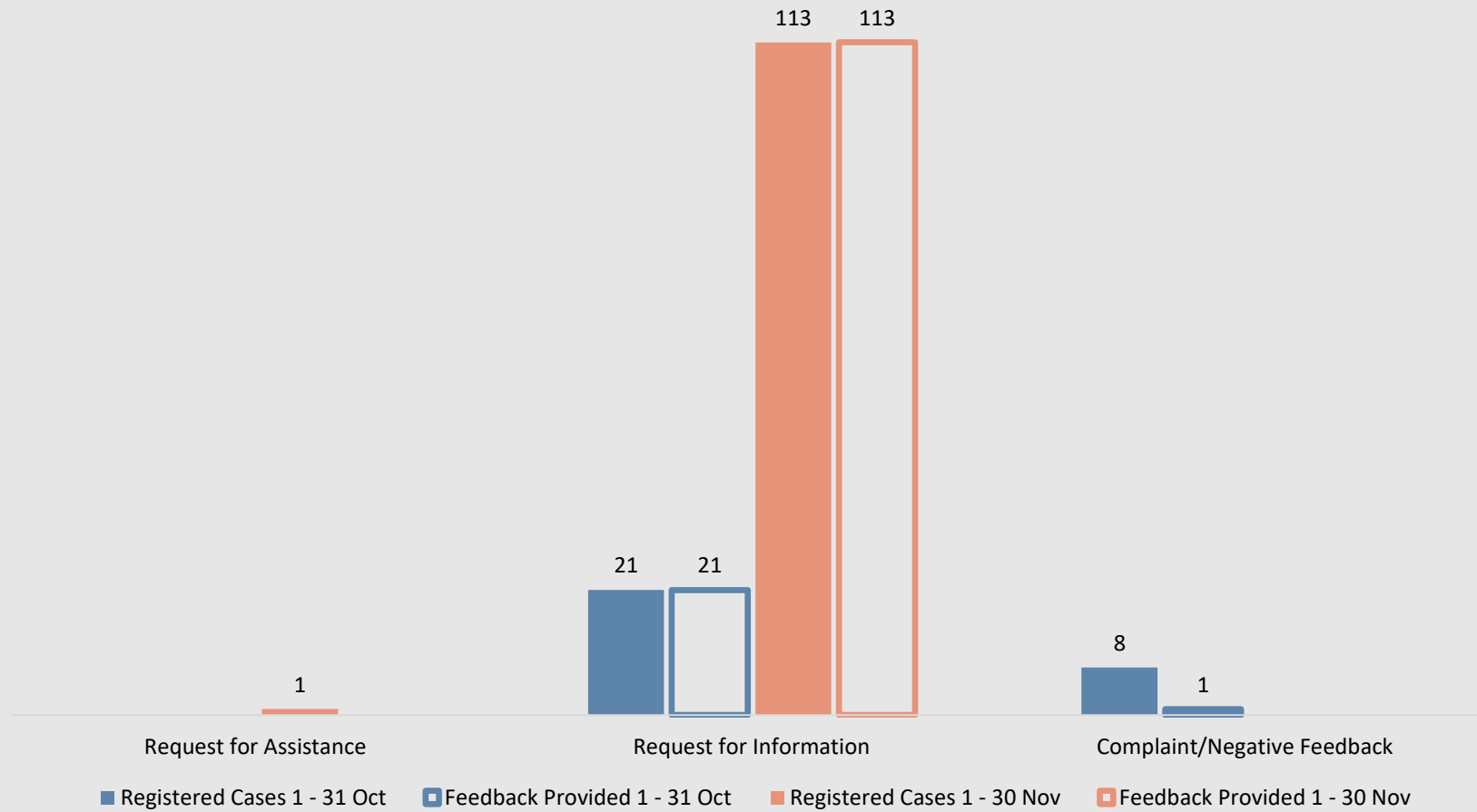
**1<sup>st</sup> – 30<sup>th</sup> November 2022**

Cases Registered:  
**114**

Feedback Provided:  
**113**

Sofala	98
Manica	3
Tete	7
Zambezia	6

Referred Cases	1
Referred Cases Feedback	0
First Call Resolution	113



# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVA

## 1 – 30 DE NOVEMBRO 2022

### Overview

- ❖ A total of **2,519** cases have been registered via Linha Verde 1458 throughout November 2022. The feedback rate is at **81.8%** demonstrating a limited decline in closure of referred cases. Below is a disaggregation of feedback provided to concerns raised via the service, on the call and closure rate of referred cases via the online platform.
  - **79%** of cases were closed during the call (first case resolution)
  - **21%** of cases registered were referred to cluster focal points for feedback of which only **10** percent have been closed with feedback.
- ❖ During this month:
  - **70%** of cases registered are from the northern region covering concerns raised regarding the conflict response.
  - 20% were regarding Covid-19.
  - 8% were from the central region.
  - 2% from the southern region.

### SMS Campaign for 16 Days of activism against Gender Based Violence

- ❖ Linha Verde 1458 in collaboration with the Cabo Delgado GBV AoR contributed to the 16 days SMS campaign on the 26th and 27th of November 2022 with SMSs in **Portuguese, Makua, and Makonde**.
- ❖ An SMS in **Portuguese** was sent to **145,233** contacts of users who had reached out to Linha Verde 1458 since January 2021. It read as follows: **“Obrigado uma rapariga ou um rapaz a se casar e uma violência que afeta os direitos fundamentais das crianças O casamento de uma criança menor de 18 anos é ilegal”**.
- ❖ The SMS in **Makonde** was sent to **2,178** contacts identified as Makonde speakers, it read: **“Paukalhidya dyo mwalhi au namba pa kulota valombwe axo ni mauvilo la nava pata muchino moe mpaga na matumise la vadioko. Ku lombwa na ndioko akanava kuwicha mika 18 axo nichino xa kuyoa”**.
- ❖ An SMS in **Makua** sent out to **17,977** Linha Verde 1458 users and it read: **“Wakhanhereriha ashinmwane uthelana issempuere inthakanela nithu tchintchi. Uthelana issempuere totho ihana miaka 18 nampaka cadeia”**.

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

- ❖ **1,755** cases were registered relating to humanitarian assistance and needs in the northern region. **1,466** are related to food assistance, **101** related to shelter assistance and needs, **92** related to protection, **62** IDP registration issues and **17** related to WASH.

### Food Assistance

- ❖ Of the **1,466** cases related to food assistance, 861 are information requests, **388 complaints**, **191 positive feedback** calls, **16 assistance requests** and **10 data amendment requests**.

### Information Requests

- ❖ The information requests are divided as follows:
  - **833** 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 **Balama, Nangade, Montepuez, Mueda, Metuge, Chiure, Meconta, Mocimboa da Praia, and Pemba**.
- ❖ **17** previous food assistance beneficiaries who had been affected by cyclone Gombe from **Meconta and Monapo in Nampula** enquired when they would receive assistance again. The majority stopped receiving assistance in March and June 2022.
- ❖ **9** queries on **targeting criteria** were received from people trying to understand if they fall under the criteria to receive food assistance the came from, Chiure, Ancuabe, Mueda, Ibo and Cuamba in Niassa. Some of them mentioned that they were either selling coal, had a motor taxi business and another specified that he was a casual construction worker.
- ❖ **3** requests for information on entitlement, some regarding the composition of food kits that comprise of high energy biscuits (Chiure), food assistance programmes whose beneficiaries are meant to receive mobile phones (Ancuabe) and a beneficiary who wanted to understand why he no longer received two value vouchers (Pemba).

### Complaints

- ❖ **388** complaints were received regarding food assistance interventions. **332** were claims of **exclusion errors**, **15** regarding **distribution issues**, **32** claims of **abuses of power**, **3** regarding **quality** and **6** were **access issues**.
- ❖ Of the **332** exclusion errors:
  - **276** IDP's claimed that their names had been removed from lists. Most were from Montepuez, Ancuabe, Pemba, Metuge, Chiure, Mueda, Cidade de Nampula, Meconta, Mossuril, Erati and Lichinga.
  - **10** IDP's claim that unknow people received and signed for their entitlements (Pemba). 14 claimed that they were absent at distributions. 18 claims that entire communities were excluded from the assistance (Namuno, Metuge, Meconta, Ancuabe, Mueda).
  - **7** IDP's claim to have been away while lists were being updated while 4 people have complained to have been excluded from the registration activities (Meconta, Chiure, Pemba).

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVA

## 1 – 30 DE NOVEMBRO 2022

- ❖ **32** abuse of power claims were registered, they are divided as follows:
  - **18** claims of **corruption** were received mostly from **Montepuez (Ntele, Nanhupo and Ujama), Chiure (Katapua and Maningane), Pemba (Eduardo Mondlane, Metula)**. IDP's claimed that they have been charged between **100 and 1500MT** to be registered in lists to receive food assistance. 15 of these were claimed to have been perpetrated by **local leaders** and 2 claimed to have been perpetrated by humanitarian actors.
  - **6** claims of **fraud** were received from Chiure (Katapua, Maningane and Navara), Montepuez (Nanhupo B, Ntele) and Nampula (Cidade de Nampula). Callers claimed that local leaders were including non-beneficiaries in lists.
  - **5** claims of **diversion** were registered from Pemba, Metuge and Ancuabe where callers claimed that local leaders forced them to divide their food kits with them and sold the items to non-beneficiaries.
  - **2** **intimidation** claims received from Ngapa in Mueda and Megarruma in Chiure. IDP's claimed that local leaders were forcing beneficiaries to share their entitlements with them and that they would be removed from lists if they did not comply.
- ❖ **15** **distribution issue** cases were received from **Montepuez, Metuge, Meconta, Mueda**. IDP's believed that food was being diverted for sale as they noted that an even lower number of beneficiaries were receiving assistance. The callers were informed that this reduction was most likely due to limited resources and assistance being made available only to the most vulnerable.
- ❖ **10** **data amendment** cases from IDP's who called Linha Verde 1458 to inform that they had relocated from one community to the next and would like their information to be updated against partner distribution and local leader distribution lists. They were from **Mocimboa da Praia, Mueda, Palma, Pemba, and Quissanga**.
- ❖ **5** **access issues** were reported due to **high prices** charged by retailers for redeemable food items like rice and cooking oil (Balama, Montepuez, Pemba). The other two were issues reported regarding availability of food items stock Balama and Mossuril).
- ❖ **3** **quality** complaints, 2 from **Nicavaco and Ntocota in Metuge** regarding the **beans**, beneficiaries complained that they were difficult to cook. The third complaint was regarding dust in the rice distributed in **Palma**.

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

- ❖ 62 cases concerned IDP registration, of which **35** are complaints of exclusion and **28** information requests.

### **Information Requests**

- ❖ **28** IDP's from **Mueda, Ancuabe, Cidade de Pemba, Montepuez, Metuge, Nangade and Balama** received clarification from Linha Verde 1458 regarding the steps they can take to register themselves in the host communities. Linha Verde 1458 has also provided information regarding eligibility criteria to for access to assistance as well as the current limitations of the assistance in order to manage general expectations of IDP's requesting for access to assistance.

### **Complaints**

- ❖ **36** people from Metuge, Ancuabe, Cidade de Pemba, Mueda, and Chiure claiming to be IDP's called Linha Verde 1458 complaining that they have not been included in food assistance, despite having registered themselves with the local leaders various times. Linha Verde 1458 forwards these cases to WFP CFM focal points for analyses and verification.

### **WASH**

- ❖ **17** **WASH** related cases have been registered, of which **8** were **assistance requests**, **7** were **complaints**, and **2** **positive feedback**.

### **Assistance requests**

- ❖ **2** assistance requests for hygiene items from **Angalia site in Balama and Marrupa site in Chiure**.
- ❖ The remaining **6** assistance requests are for additional water points and maintenance of existing water points in the following sites **Nova Vida and Mpeme in Mueda, Saul in Metuge, Ntamba in Nangade, Nanona in Ancuabe and Nroque in Chiure**.

### **Complaints**

- ❖ **3** **exclusion error** claims were received from 25 de Junho in Metuge, Napuluco in Macomia and Cidade de Nampula. IDP's, claim they did not receive hygiene items as their names had been removed from the lists. The IDP from Nampula claimed that registration of beneficiaries for distribution of hygiene items by UNICEF required either a covid-19 vaccination card or their ID cards and they complained that some had neither of those and as such would be excluded from the assistance. Linha Verde 1458 referred all cases the WASH cluster focal point.
- ❖ **2** other complaints were from **Namdimba and Lianda in Mueda** where callers complained that they were being charged 5 meticais to access water by local leaders and this meant that some would not access water as they do not have the money to pay for it. The remaining two cases, one from Nicavaco site in Metuge in who complained that he still had not been paid the agreed upon amount for installation of latrines at the site by humanitarian actor ADEL. The other case was from Lianda in Mueda, an IDP who claimed the person responsible for the water point was very disrespectful to IDP's calling them names.



# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVA

## 1 – 30 DE NOVEMBRO 2022

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

- ❖ **101** shelter assistance related cases were registered via Linha Verde 1458. **94 assistance requests, 5 complaints and 2 positive feedback** calls.

### **Assistance requests**

- ❖ **Mueda (Lianda, Mpeme, Namdima Sites): 24** IDP's have requested mostly for tarpaulins, kitchen items and blankets. They also mentioned that their tarpaulins are torn, and they are in desperate need of new ones.
- ❖ **Montepuez (Nacimoja, Nanhupo A, Marcune, Ujama, Chimoio, Lusaka sites): 20** IDP's have requested for tarpaulins, kitchen items, agricultural seeds, and tools as well.
- ❖ **Metuge (Ngalane, Nanlia, Bandar, Nicavaco, Ntocota, Manono): 20** IDP's have requested for tarpaulins, pots, shelter and agricultural tools, lamps and grassmats.
- ❖ **Ancuabe (Nanona, Nacussa, Milamba sites): 10** IDP's requested for blankets, tarpaulins, grass mats, clothing, and mosquito nets.
- ❖ **Nangade (Ntamba and Ntoli sites): 5** IDP's requested for agricultural inputs (seeds and tools), tarpaulins, lamps and kitchen utensils.
- ❖ **Ibo (Cumuamba site): 3** IDP's requested for tarpaulins, pots, mosquito nets, agricultural inputs (seeds and tools).
- ❖ **Chiure (Gihote, Meculane and Megarruma sites): 3** IDP's requested for tarpaulins, kitchen utensils, lamps, soap, agricultural tools, and seeds.

### **Complaints**

- ❖ **3** complaints were received from **Nicavaco site in Metuge**, **1 quantity** related complaint where a beneficiary mentioned that his NFI kit did not contain a lamp. **1** fraud claim caller claimed that the representative for IDP's from Maremano had included non-IDP's in the list for distribution of tarpaulins, kitchen utensils, blankets, solar lamps, and mosquito nets by Care and **one exclusion error** claim from an IDP who said that 26 people did not receive the NFI's that were distributed at the site.
- ❖ **2** of the other complaints were from Mueda (Ngapa) where an IDP complained that only new IDP's received tarpaulins whereas IDP's who had been there longer did not receive whilst they are also in need. One complaint was from Metuge (Nacopo site) in which an IDP claimed that the local leaders were forcing beneficiaries to give them part of the NFI's that they had received from AVSI.

### **Central Region: 1st – 30th November 2022**

- ❖ **184** calls were received from the central region of the country. **115** were **weather related concerns** as the storm and cyclone season is approaching, **45** food assistance related cases and **15** related to INAS Covid-19 assistance program, and 23 calls from people who were trying to understand what the hotline service is used for.

### **Previous Food Assistance beneficiaries**

#### **Positive Feedback and Information Requests**

- ❖ **23** people from **Namacurra, Maganja da Costa and Mocuba in Zambezia** called to convey their thanks for the food assistance they received.,
- ❖ **19** information requests were received from previous WFP assistance beneficiaries in **Buzi, Nhamatanda, Caia, Chemba, Cheringoma and Dondo in Sofala**. People called to ask that food assistance be provided again as they are struggling to make ends meet.
- ❖ **3** complaints were received from **Maganja da Costa and Mocuba in Zambezia**. **2** were **claims of exclusion** where callers claimed that beneficiaries' names had been removed from lists without explanation. **1 complaint was related to quality** in which the caller mentioned that the maize meal has insects and presented a bad smell. Linha Verde 1458 advised the caller not to consume the food and referred the case to WFP CFM focal point in Zambezia for follow-up.

### **INAS Covid-19 Assistance Program**

- ❖ A total of **14** cases were registered regarding the INAS Covid-19 assistance program. **11** complaints, **1** information request and **1** assistance request.

### **Complaints**

- ❖ **11** callers from Quelimane complained that they had not received assistance despite having been registered to receive the assistance. Linha Verde 1458 advised callers to reach out to local INAS offices and callers mentioned that they were told by INAS officials to wait until the 30th of November 2022

### **Protection: 1<sup>st</sup> – 30<sup>th</sup> November 2022**

- ❖ A total of **104** protection cases were registered via Linha Verde 1458, of which **36** were information requests regarding forced marriage and GBV resulting from the SMS sent on the 26th of November at the start of the 16 days of activism against GBV.
  - **12** general protection concern relating to requests for assistance in civil documentation from IDP's in **Cabo Delgado (Cidade de Pemba, Montepuez, Mueda and Chiure), Nampula (Cidade de Nampula, and Mongincual) and Niassa (Lichinga)**

## LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVA

### 1 – 30 DE NOVEMBRO 2022

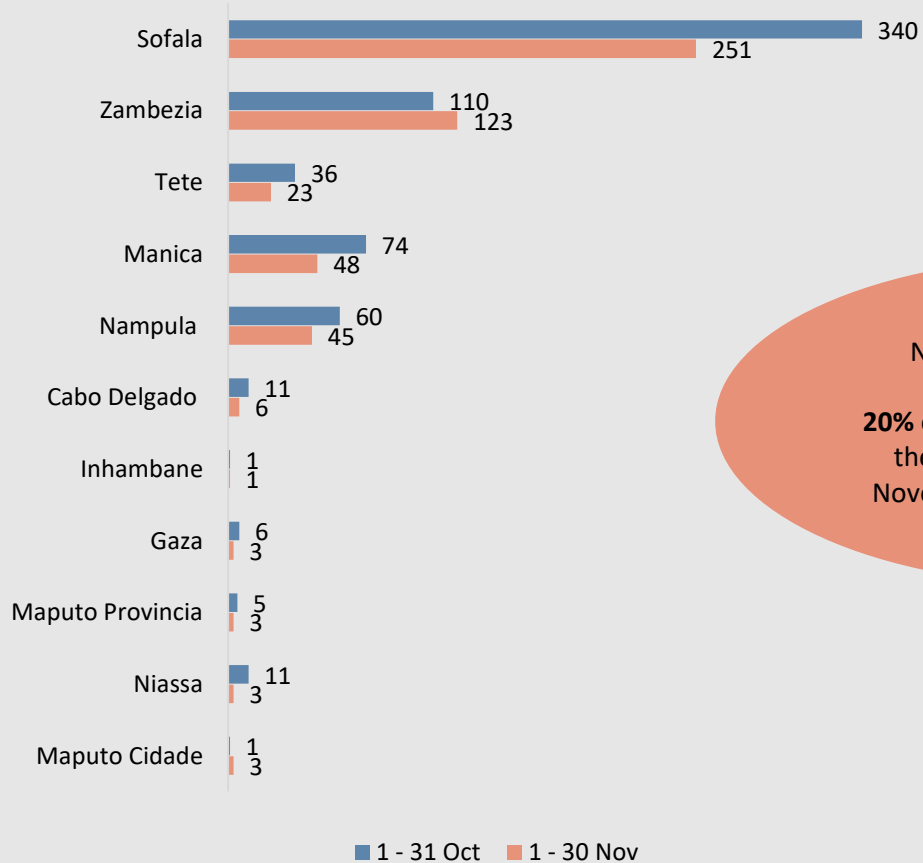
- **9 child protection** cases were reported via the hotline. **2 rape cases involving minors (Metuge), 2 forced marriage reports (Sofala and Nampula), 1 negligence and 1 request for food assistance** from someone claiming they are a guardian to 20 orphans both from Sofala. 3 GBV cases (physical violence) reported from Maputo Cidade, Maputo Province and Mecufi in Cabo Delgado. Linha Verde 1458 continues to work with Linha Fala Criança (LFC) in referral of child protection cases to essential survivor services. LFC in-turn provides Linha Verde 1458 with feedback on cases and Linha Verde 1458 can close cases with evidence that they are or have been managed.
- ❖ **AIFO community agents registered 48 cases** among persons with different types of disabilities in Metuge and Montepuez via Linha Verde 1458 online platform. **12** child protection related cases involving children below 18 years of age with disabilities, of which **8 are emotional/psychological abuse, 2 rape cases involving minors** which had already received assistance at health facilities and reported to authorities and **1 physical assault** case. **37 GBV** cases from Montepuez and Metuge in which majority are also psychological and emotional abuse of persons with disabilities due to their disabilities, followed by physical assault cases perpetrated by intimate partners and other are random acts of physical violence against persons with disabilities. **4 rape cases involving adults** that had already received assistance from health facilities and **2 cases of denial of resources**.

## Trends: Covid-19

# COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

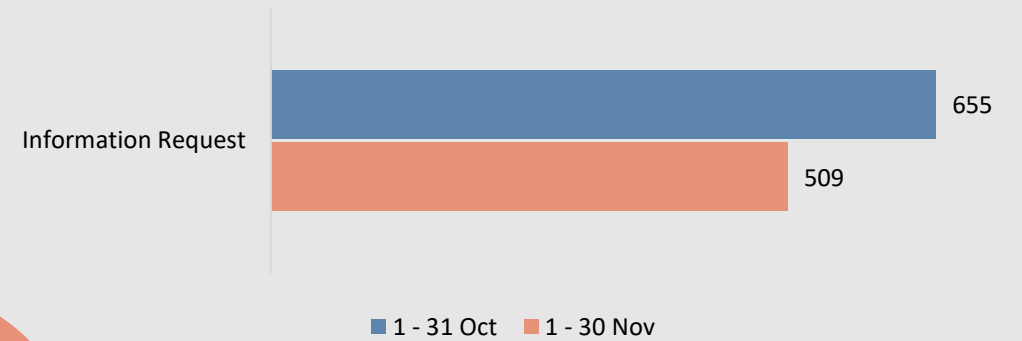
1<sup>ST</sup> OCTOBER – 30<sup>TH</sup> NOVEMBER 2022

## CASES BY PROVINCE

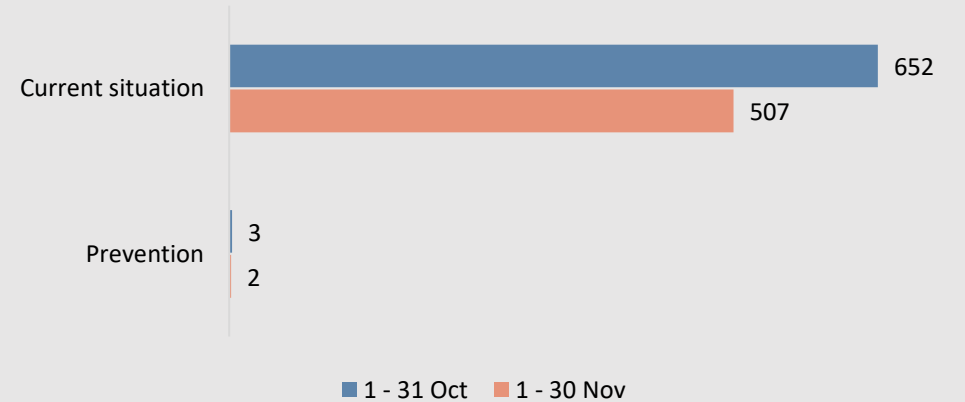


**1<sup>st</sup> – 30<sup>th</sup> November 2022**  
 Nr. of cases about Covid-19:  
**509**  
 20% of the cases registered through the Linha Verde 1458 between November 1<sup>st</sup>- 30<sup>th</sup> were Covid-19 related.

## CASE TYPES



## INFORMATION REQUEST



❖ Demonstrating a consistent steady decline regarding Covid-19 concerns shared via Linha Verde 1458. **509** information requests were received regarding the current situation of Covid-19 in the country.

❖ Sofala (251), Zambezia (123), Manica (48), Nampula (45), Tete (23), Cabo Delgado (6).