

Linha Verde da Resposta á Emergência

Report period: 1st November – 31st December 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.

106,086 Total Cases Registered

2,428 Cases Registered
Dec 2022

81% Feedback Rate Dec 2022



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

CALLER PROFILE



90% male

10% female

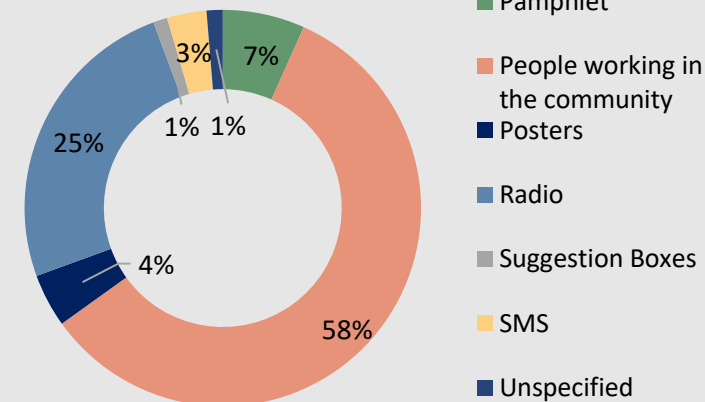


2% 17 and below

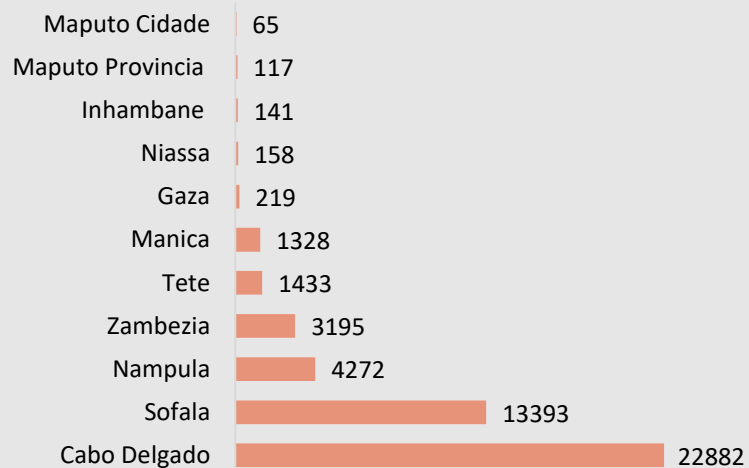
97% 18 to 59

1% 60 and above

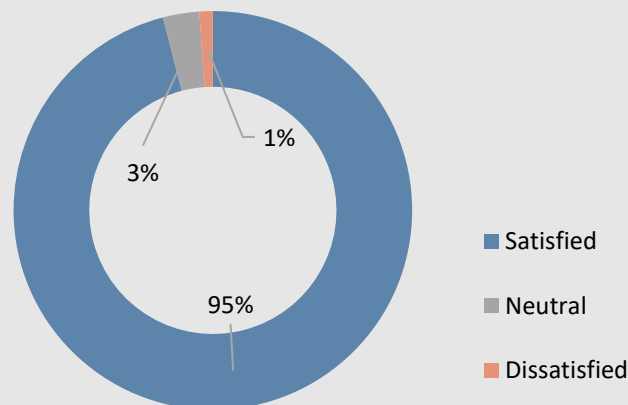
KNOWLEDGE ABOUT LINHA VERDE 1458



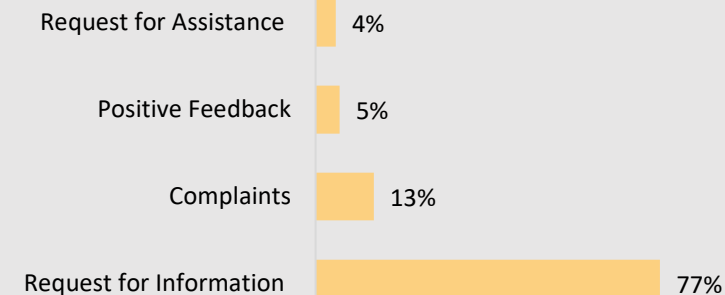
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST JANUARY – 31ST DECEMBER 2022

1st – 31st December 2022

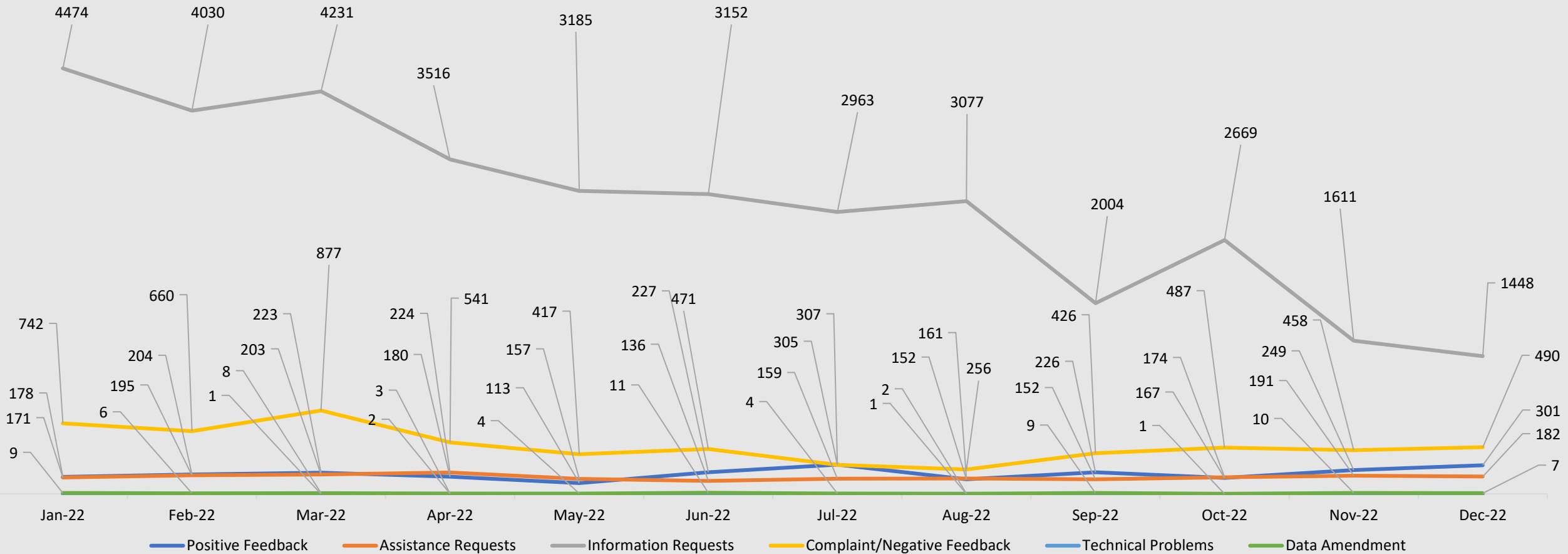
Nr. Total Registered Cases:

2,428

Nr. of calls from the northern region:

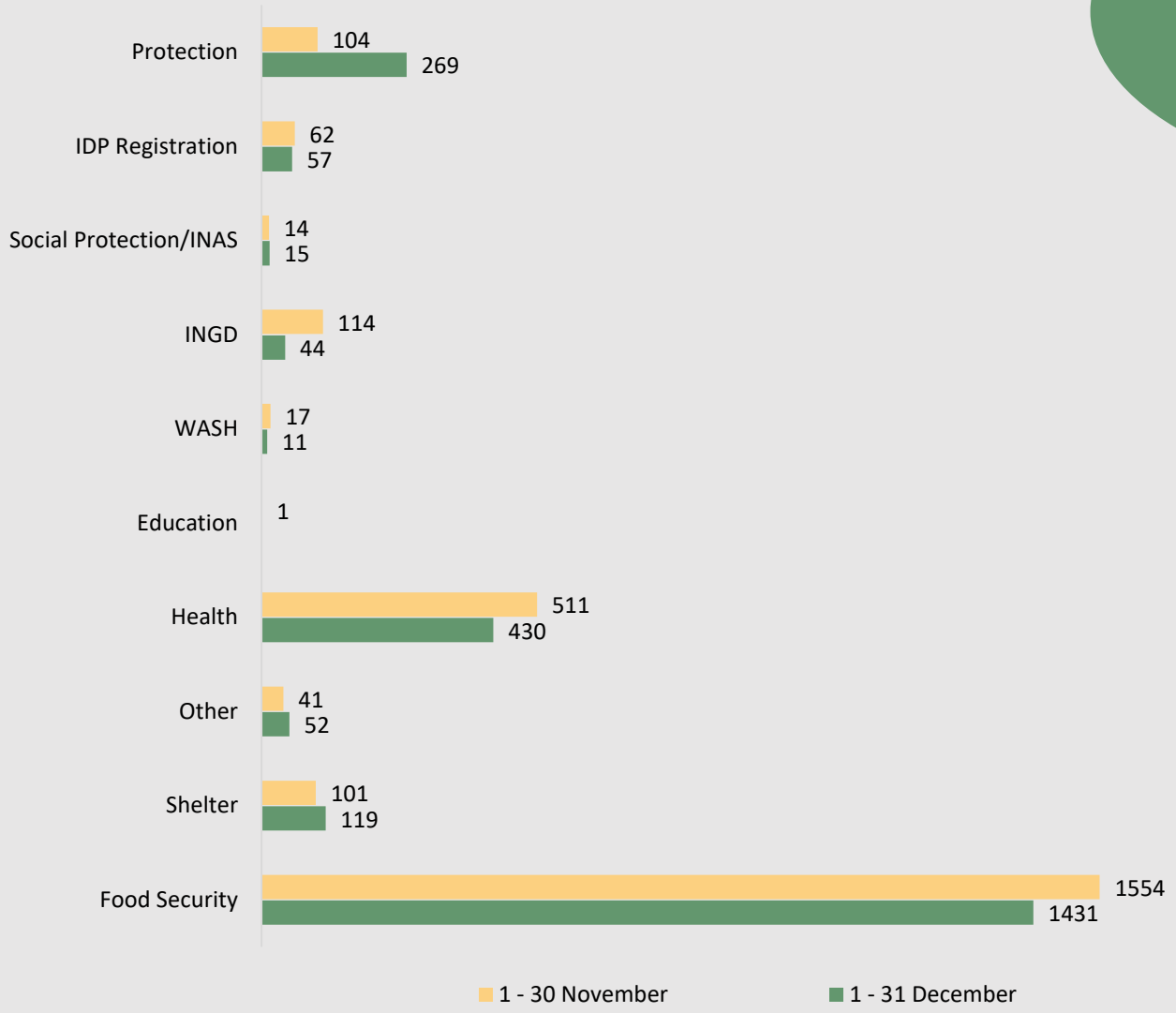
1,733

71% of the cases registered through Linha Verde 1458 between December 1st – 31st came from the northern region.



CASES PER SECTOR

1ST NOVEMBER – 31ST DECEMBER 2022



With a decrease from last month Food Security remains the sector with most cases registered by Linha Verde 1458, with 46% 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

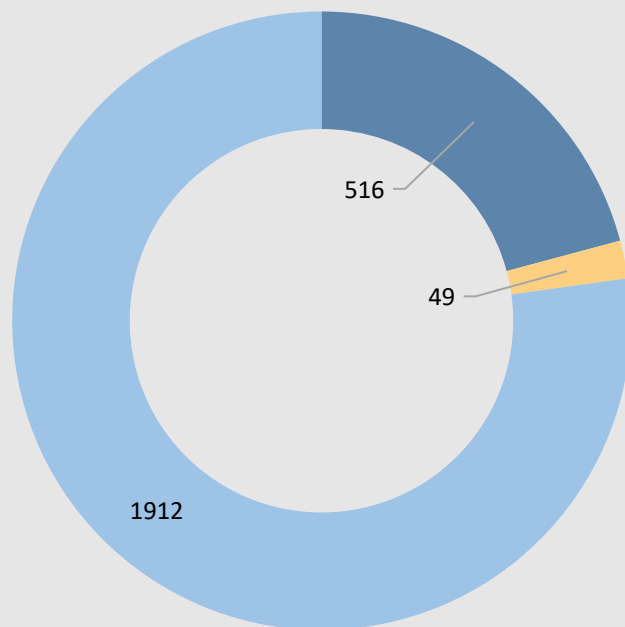
FEEDBACK ANALYSIS PER SECTOR

1ST – 31ST DECEMBER 2022



Referred Cases
516
First Call Resolution
1912

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	434	39	995
Shelter	2	0	117
Other	0	0	52
Health	1	0	429
Education	0	0	0
WASH	6	0	5
Social Protection/INAS	14	4	1
IDP Registration	52	6	7
INGD	0	0	44
Protection	7	0	262
Total	516	49	1912

❖ 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

1ST NOVEMBER – 31ST DECEMBER 2022

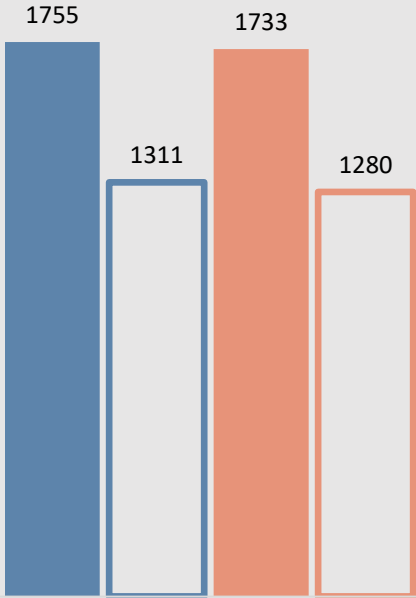


1st – 31st December 2022
Cases Registered:
 1733
Feedback provided:
 1280

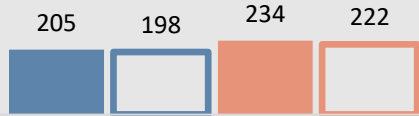
1st – 31st December 2022
Cases Registered:
 234
Feedback provided:
 222

1st – 31st December 2022
Cases Registered:
 33
Feedback provided:
 32

1st – 31st December 2022
Cases Registered:
 428
Feedback provided:
 428



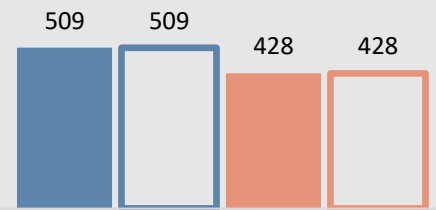
Northern Region response



Central Region response



Southern Region response

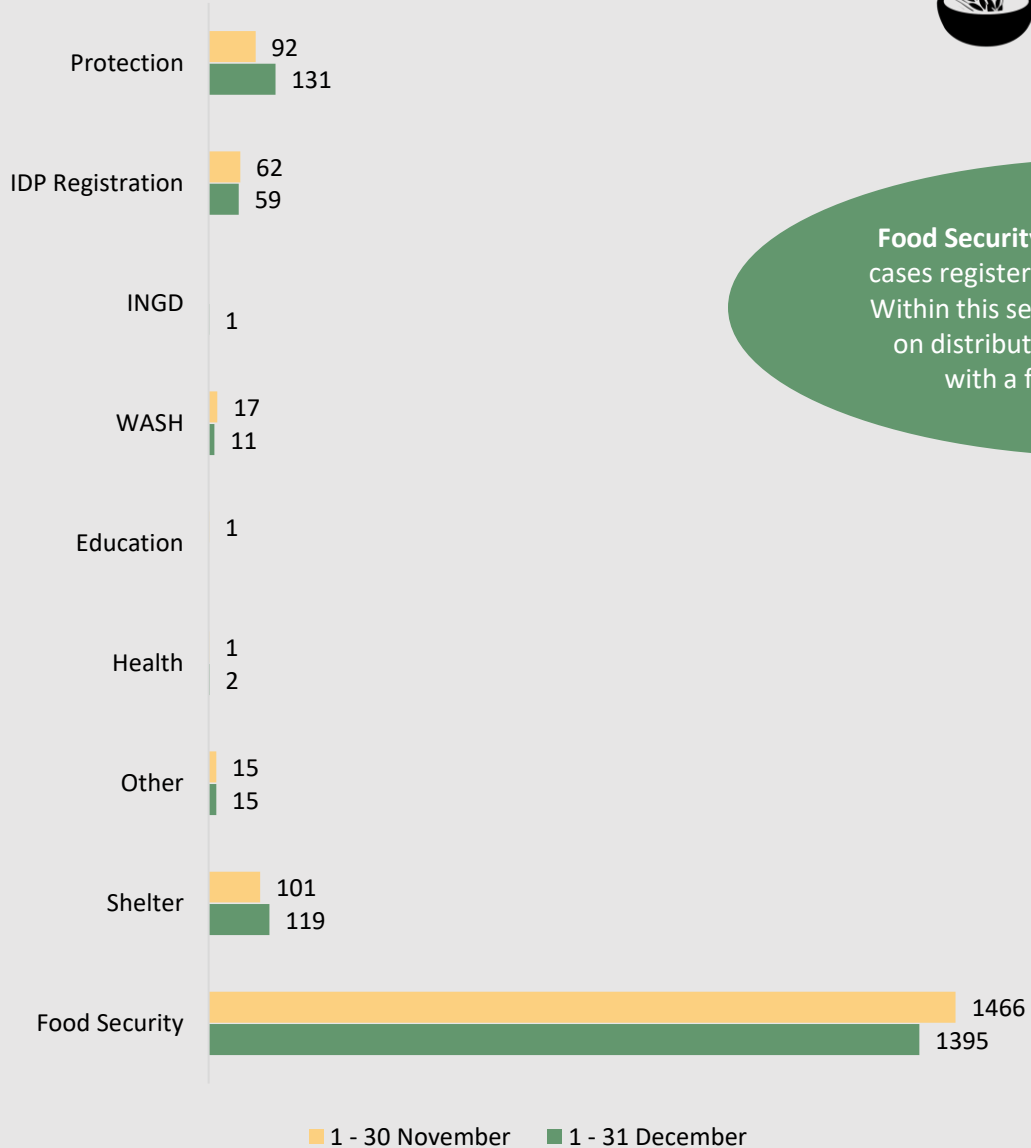


COVID-19

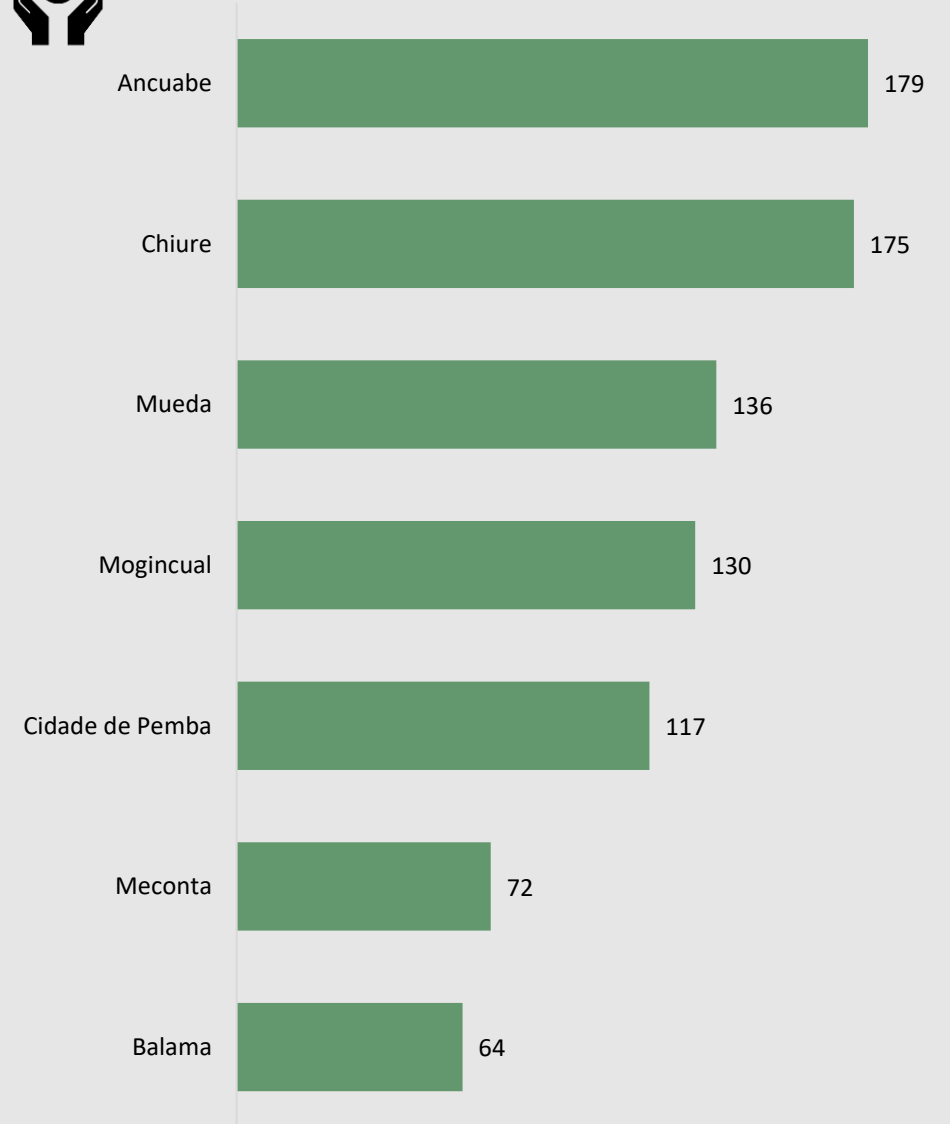
■ Registered Cases 1 - 30 November
 □ Feedback Provided 1 - 30 November
 ■ Registered Cases 1 - 31 December
 □ Feedback Provided 1 - 31 December

NORTHERN REGION RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST NOVEMBER – 31ST DECEMBER 2022

NORTHERN REGION RESPONSE CASES PER SECTORS 1ST – 31ST DECEMBER 2022



Food Security cases represent 82% of all cases registered from the northern region. Within this sector request for information on distribution timing account for 47% with a feedback rate of 100%.



NORTHERN REGION RESPONSE

1ST NOVEMBER – 31ST DECEMBER 2022

November
Cases Registered:
1755
Feedback Provided:
75%

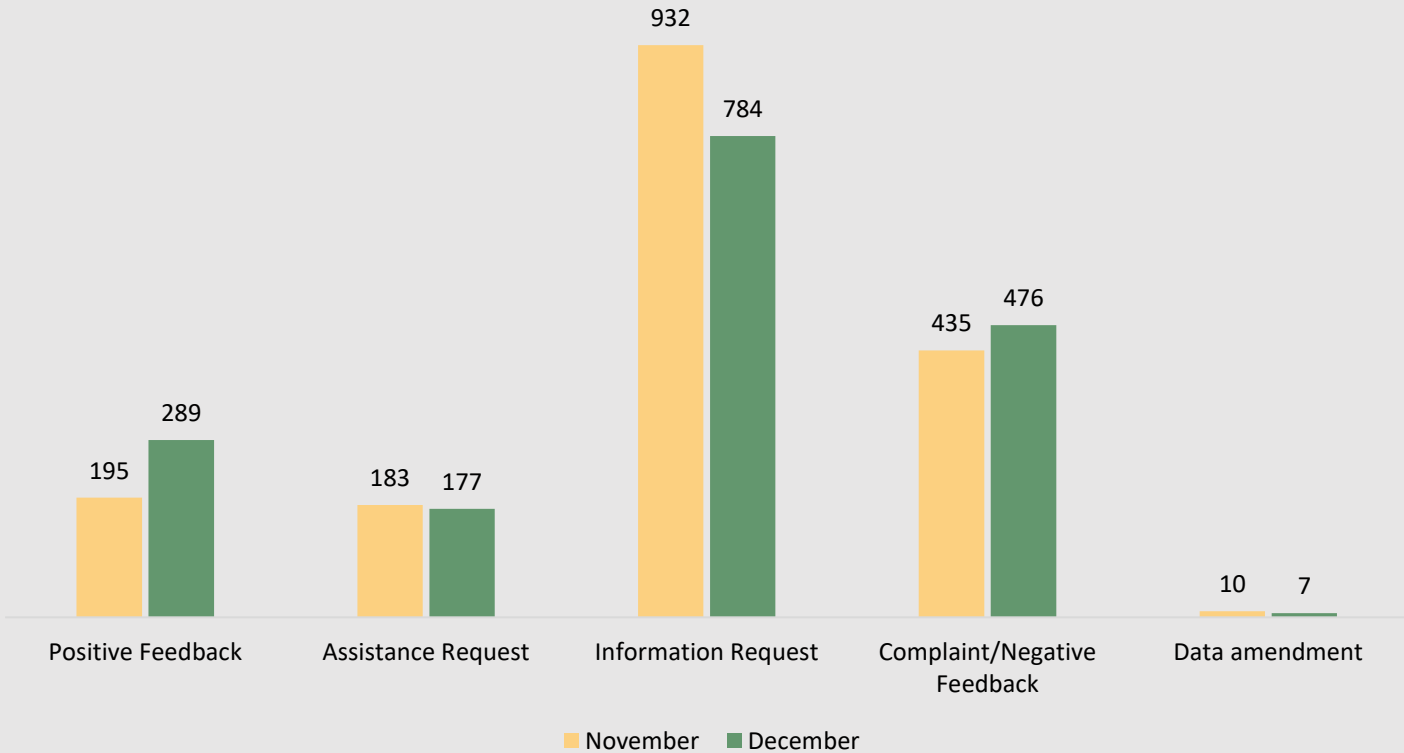
December
Cases Registered:
1733
Feedback Provided:
74%

November
Cases Registered:
183
Feedback provided:
83%

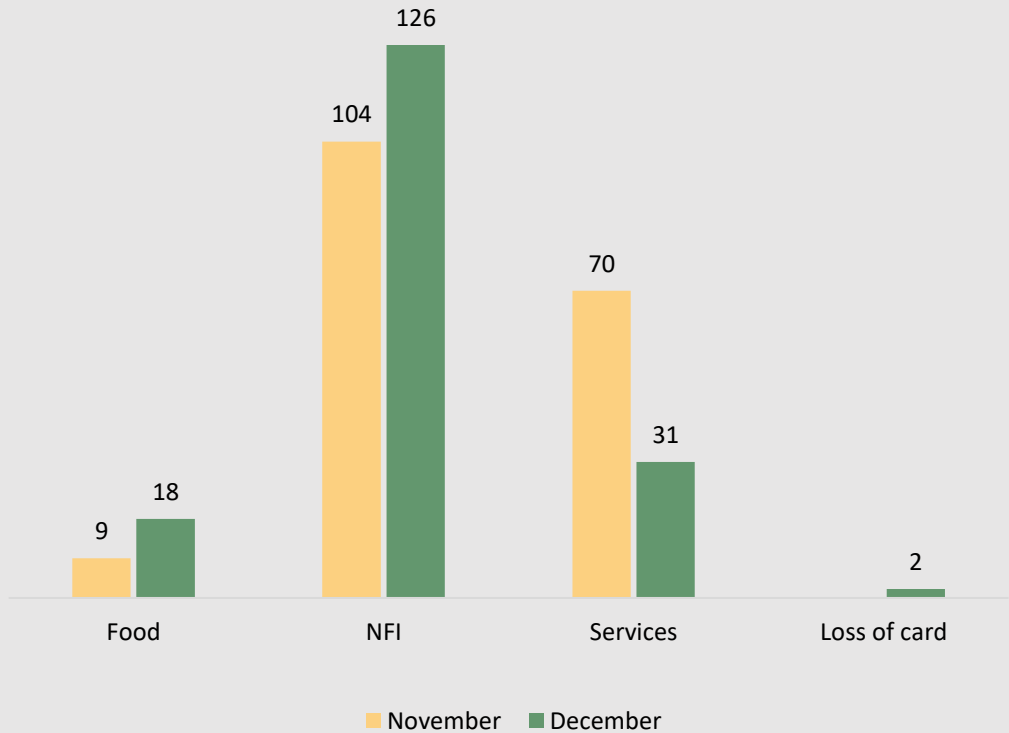
December
Cases Registered:
177
Feedback provided:
82%



CASE TYPES



ASSISTANCE REQUEST



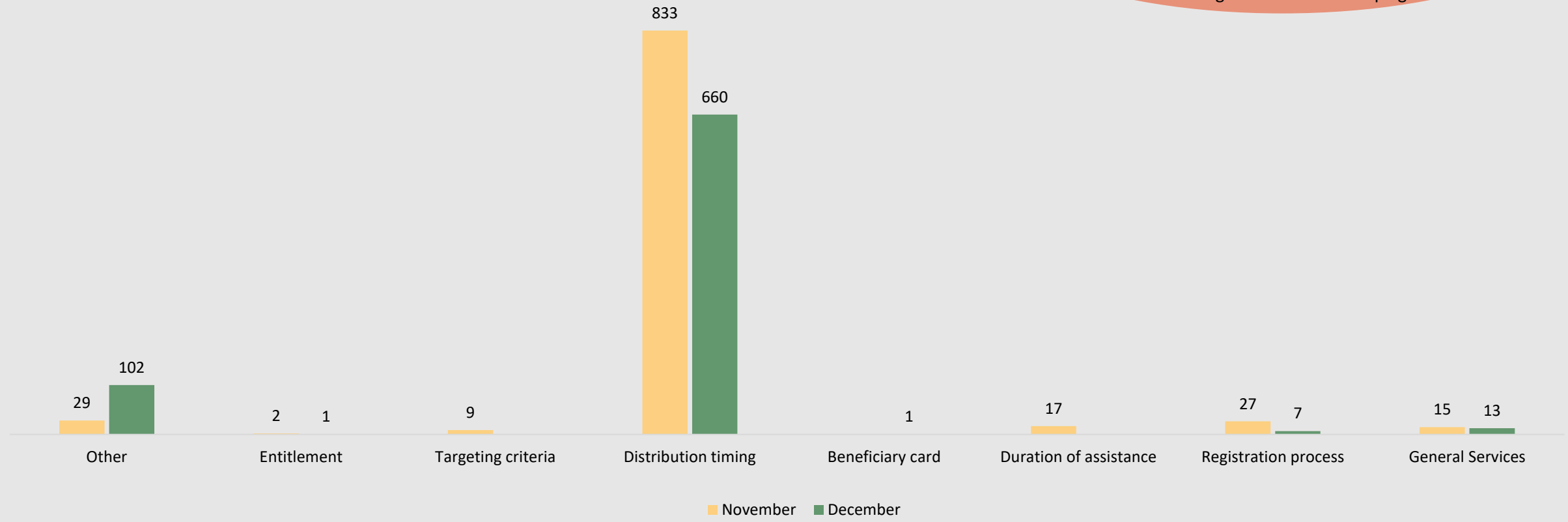
NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST NOVEMBER – 31ST DECEMBER 2022

November
Cases registered:
932
Feedback provided:
100%

December
Cases registered:
784
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 for months. For this month **Others** mostly refer to calls from people asking for clarification on the SMSs received regarding GBV as part of the 16 days of activism against GBV SMS campaign.



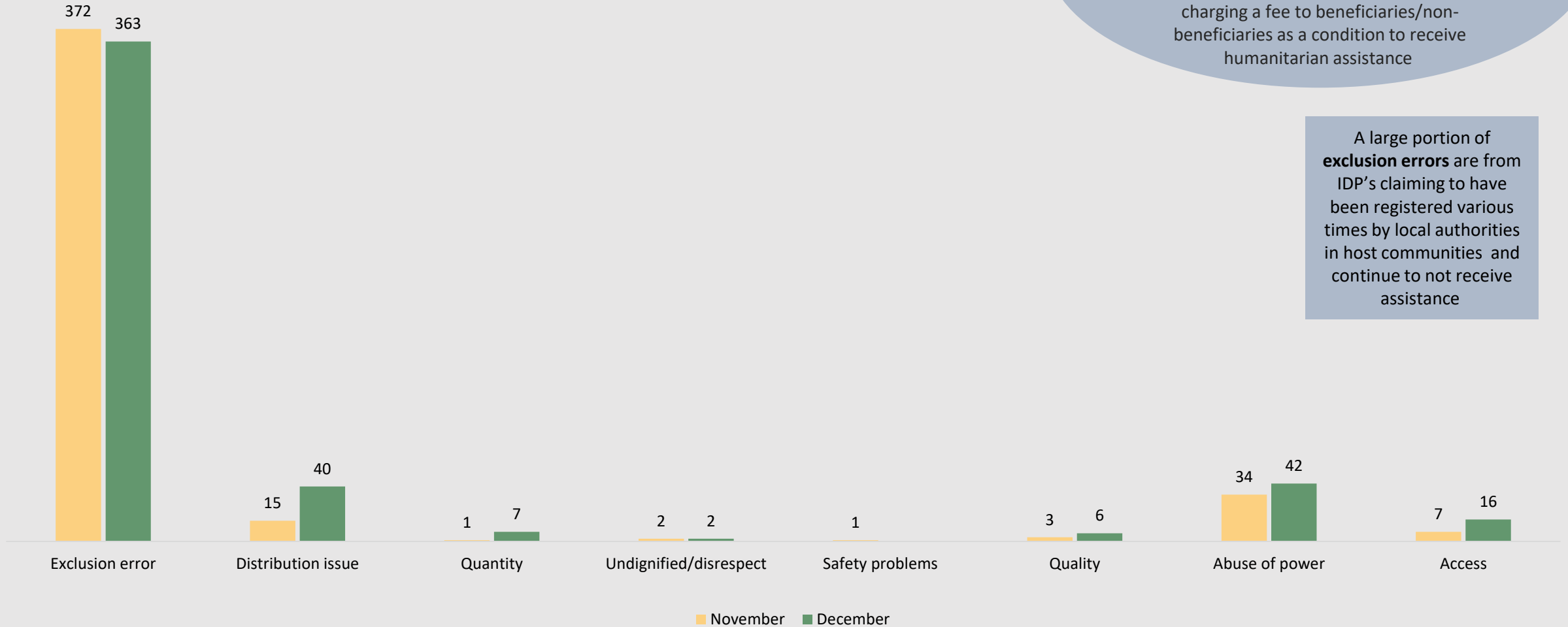
**NORTHERN REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST NOVEMBER – 31ST DECEMBER 2022**



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

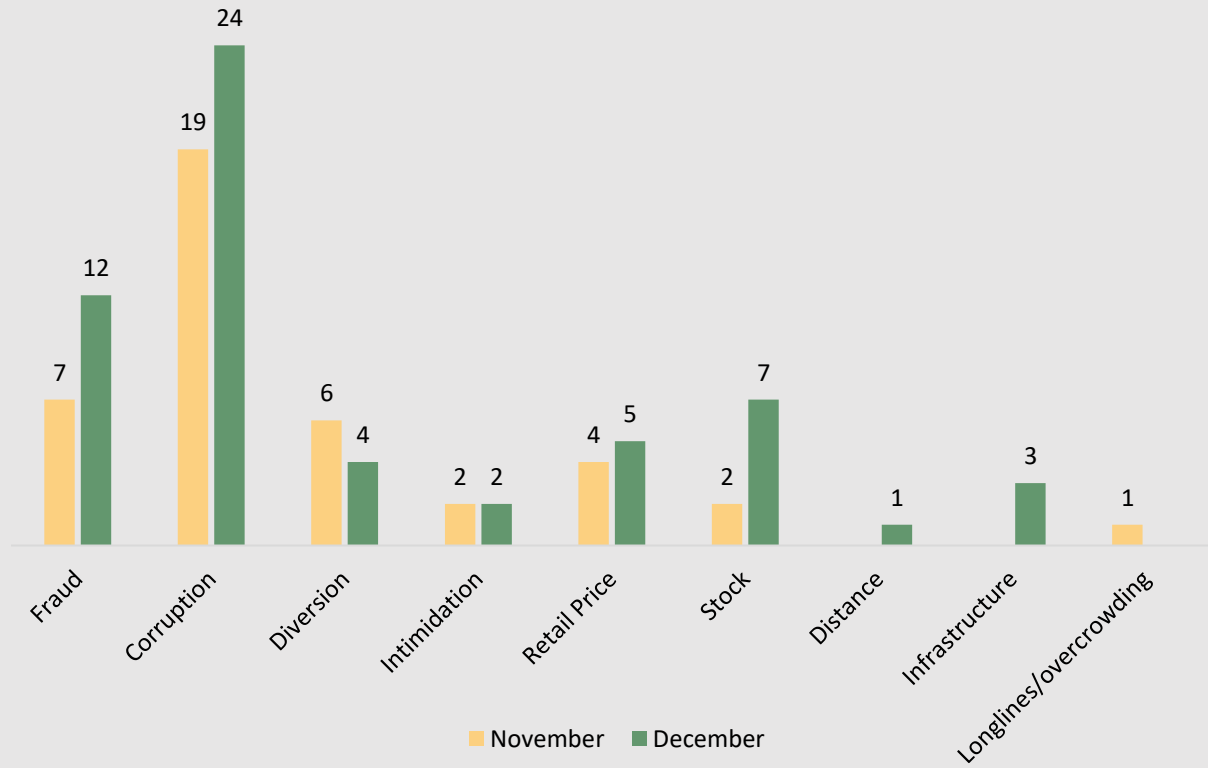
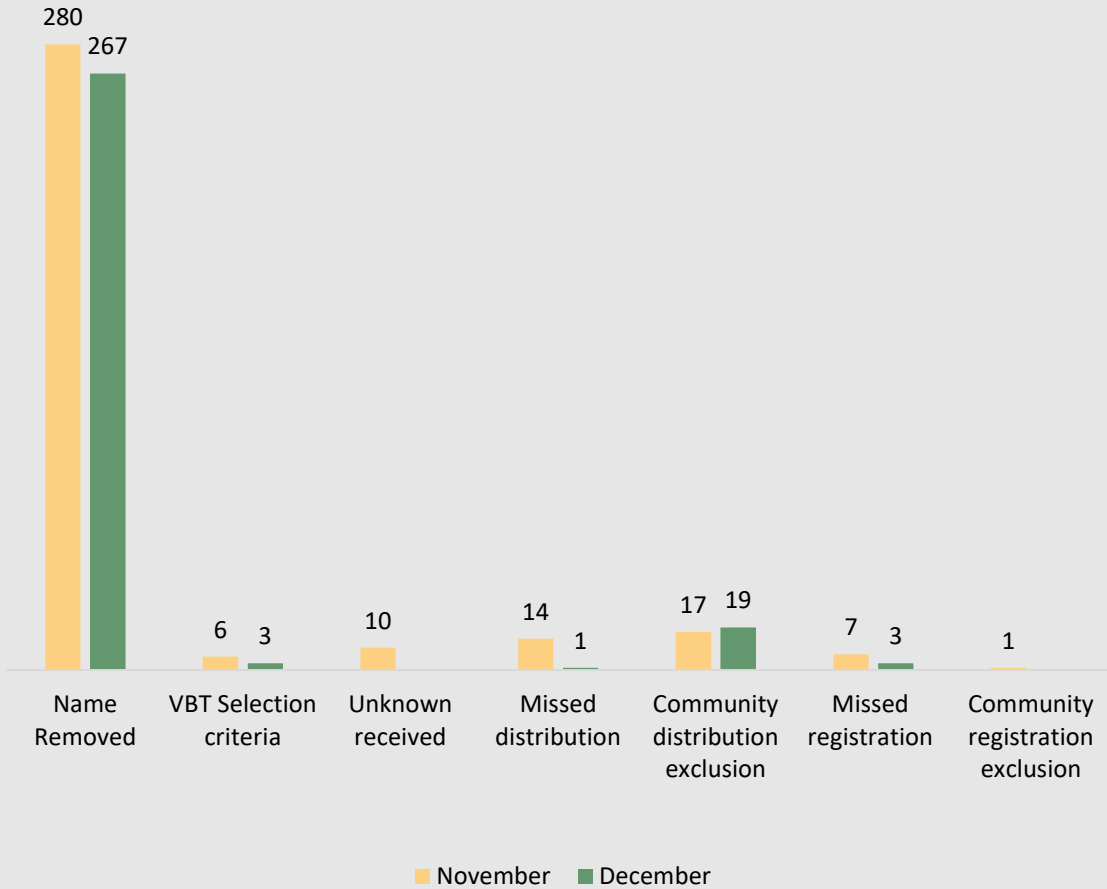
A large portion of **exclusion errors** are from IDP's claiming to have been registered various times by local authorities in host communities and continue to not receive assistance



**NORTHERN REGION RESPONSE
EXCLUSION ERRORS
1ST NOVEMBER – 31ST DECEMBER 2022**



**NORTHERN REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST NOVEMBER – 31ST DECEMBER 2022**



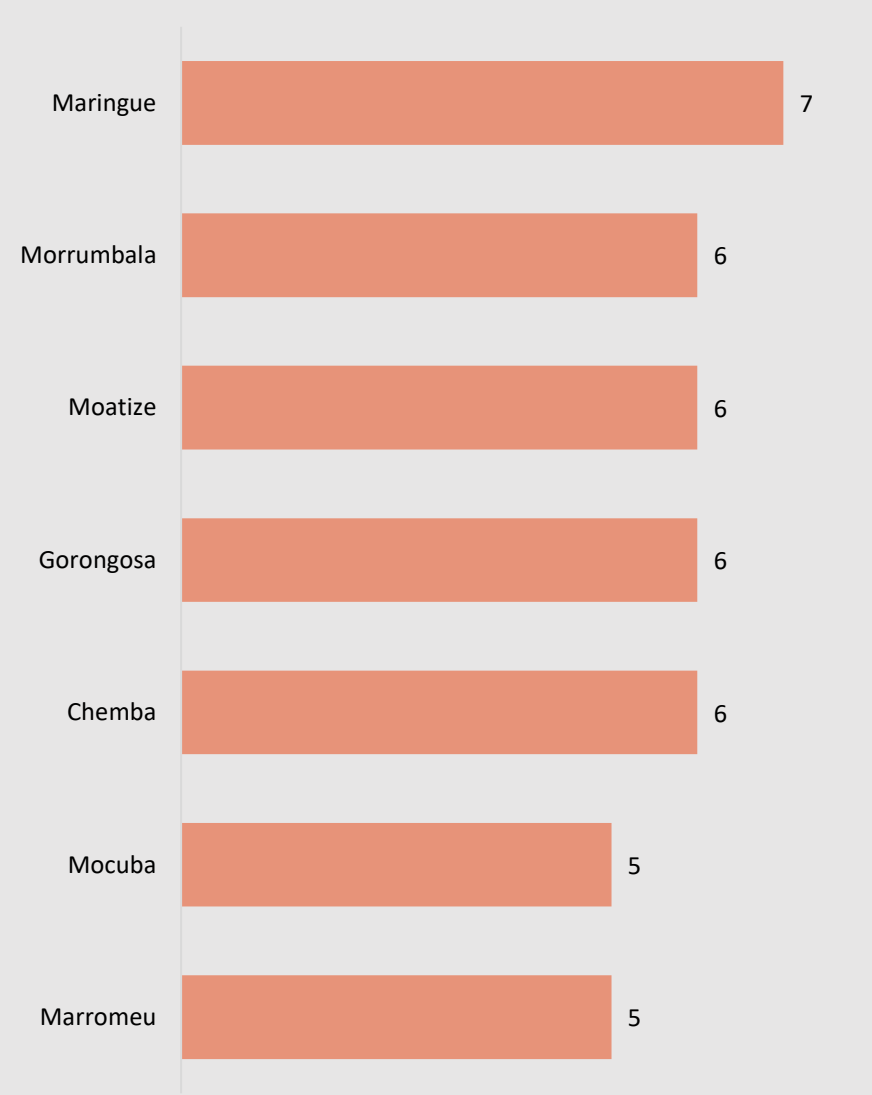
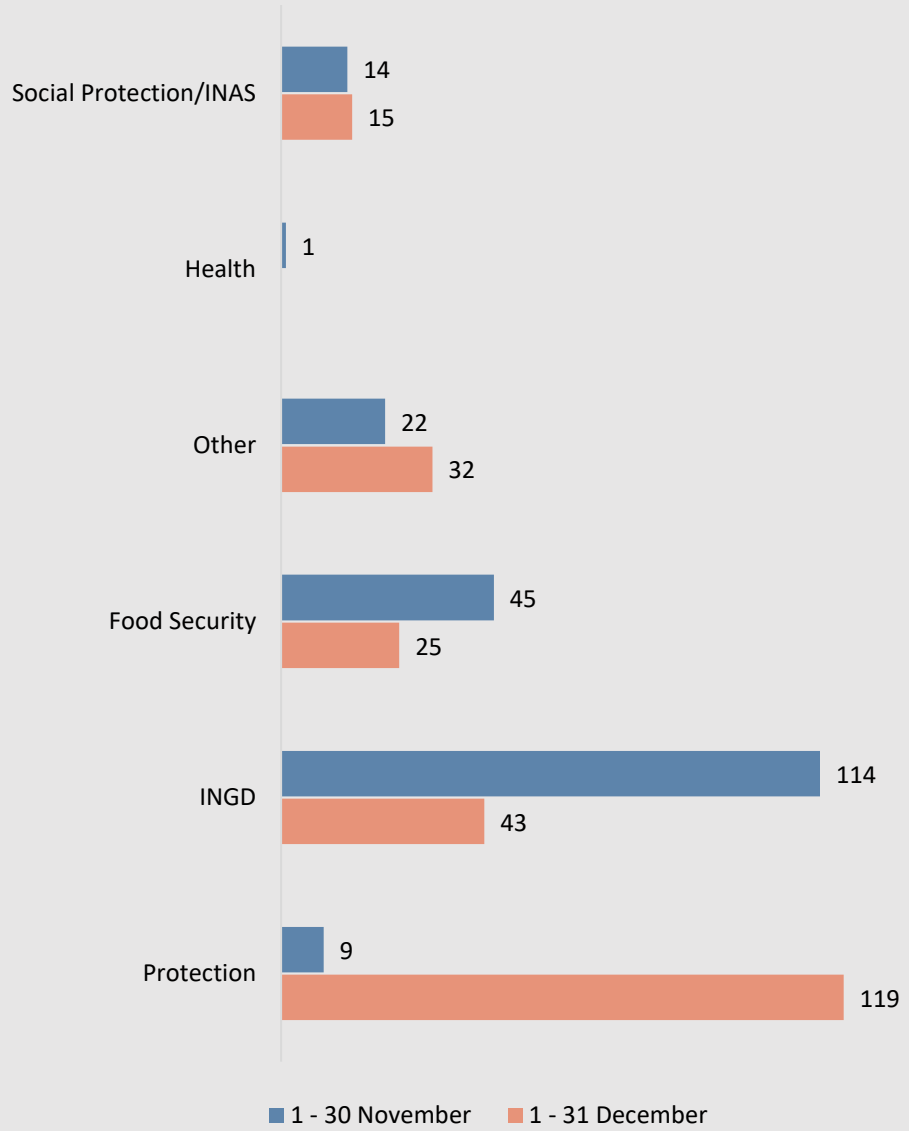
Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION RESPONSE
CASES PER SECTORS
1ST NOVEMBER – 31ST DECEMBER 2022**



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



CENTRAL REGION RESPONSE
1ST NOVEMBER – 31ST DECEMBER 2022

November
 Cases Registered:
205
 Feedback Provided:
97%

December
 Cases Registered:
234
 Feedback Provided:
95%

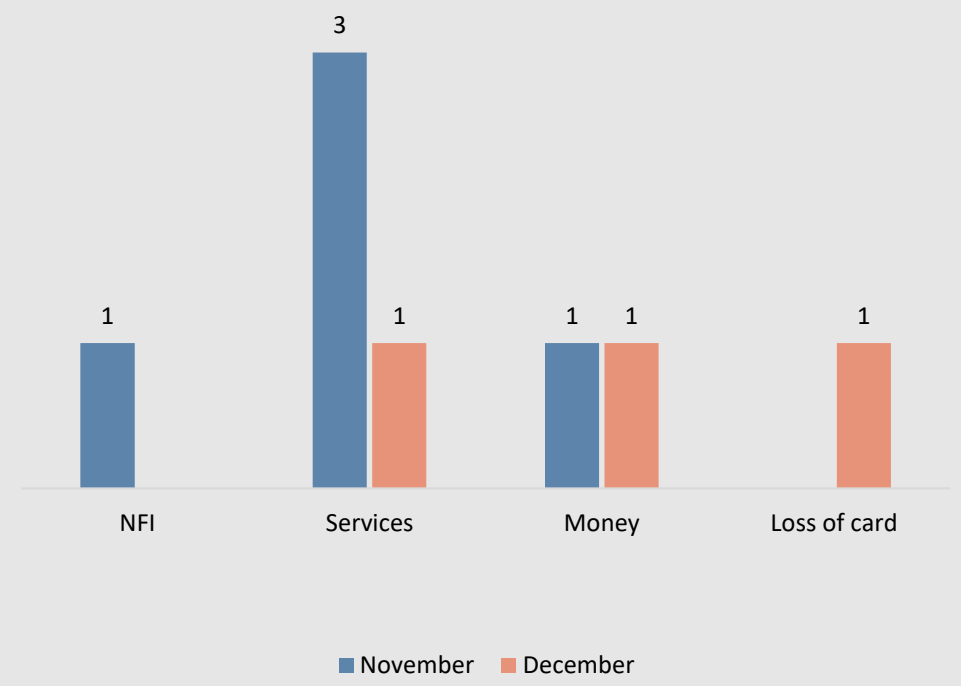
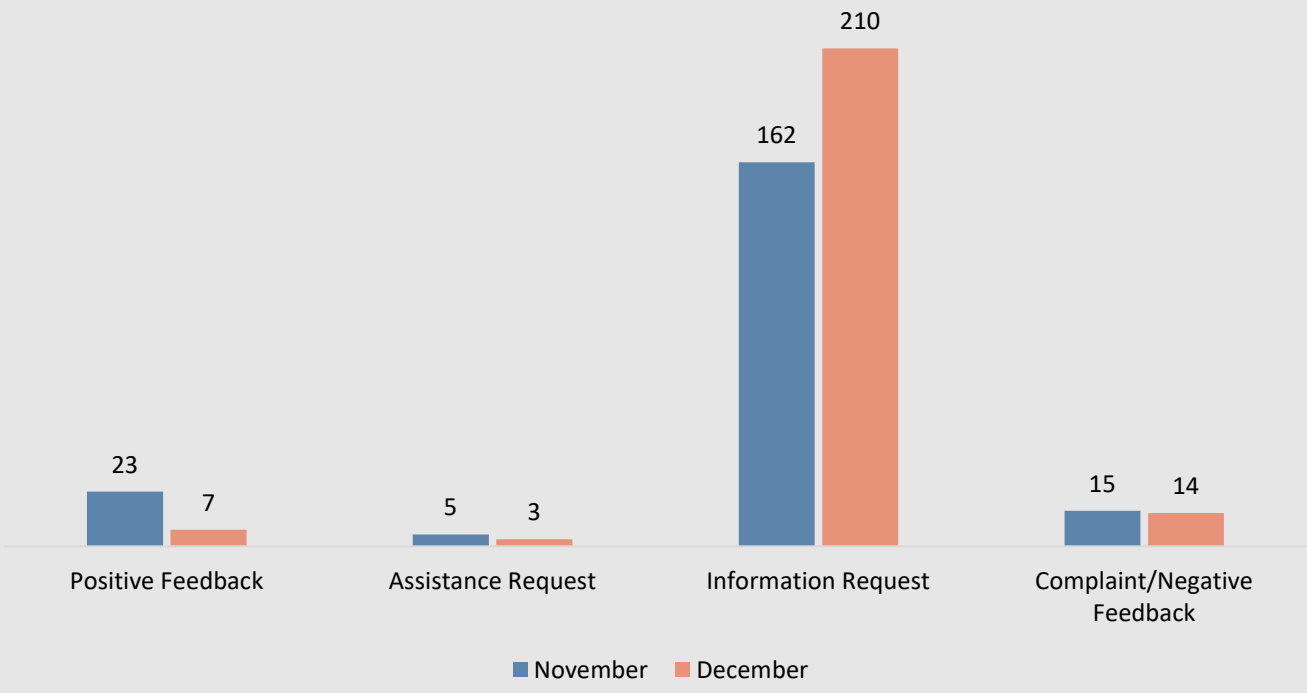
November
 Cases Registered:
5
 Feedback Provided:
60%

December
 Cases Registered:
3
 Feedback Provided:
33%



CASE TYPES

ASSISTANCE REQUEST



CENTRAL REGION RESPONSE

1ST NOVEMBER – 31ST DECEMBER 2022

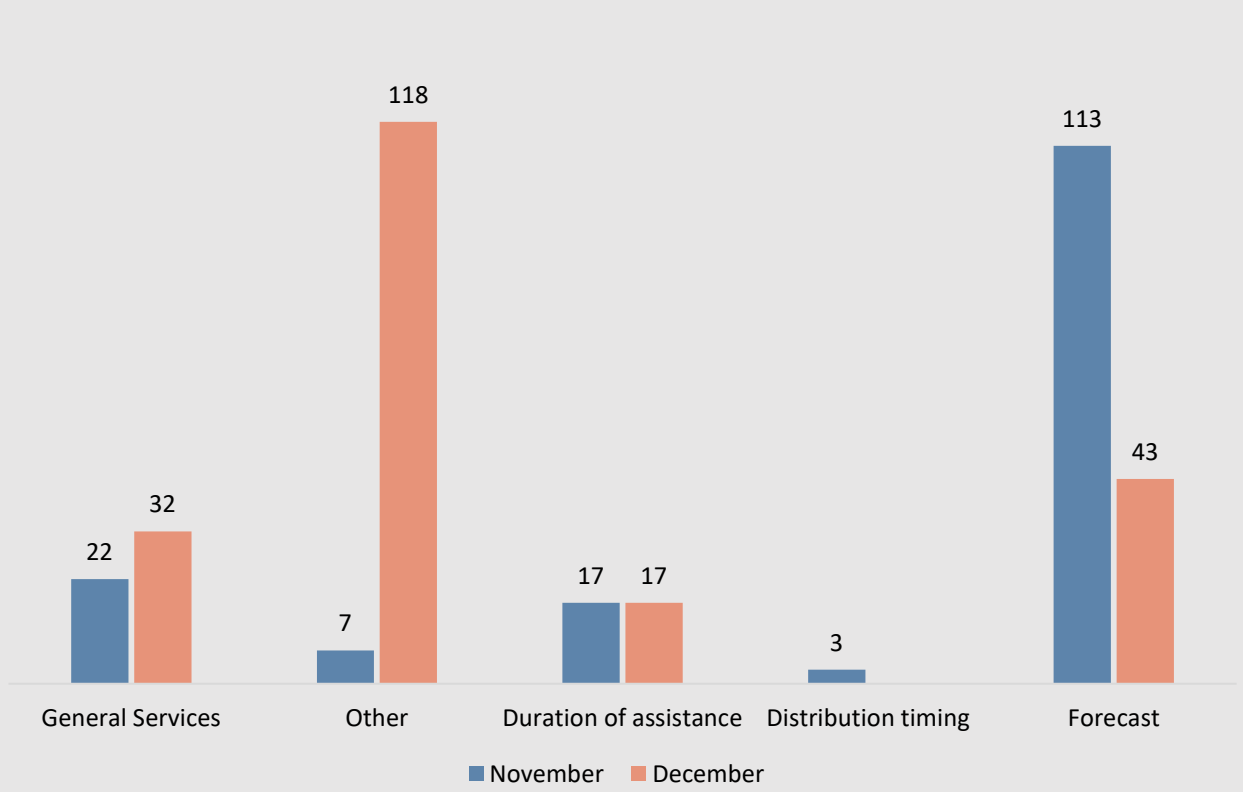
November
 Cases Registered:
162
 Feedback Provided:
100%

December
 Cases Registered:
210
 Feedback Provided:
100%

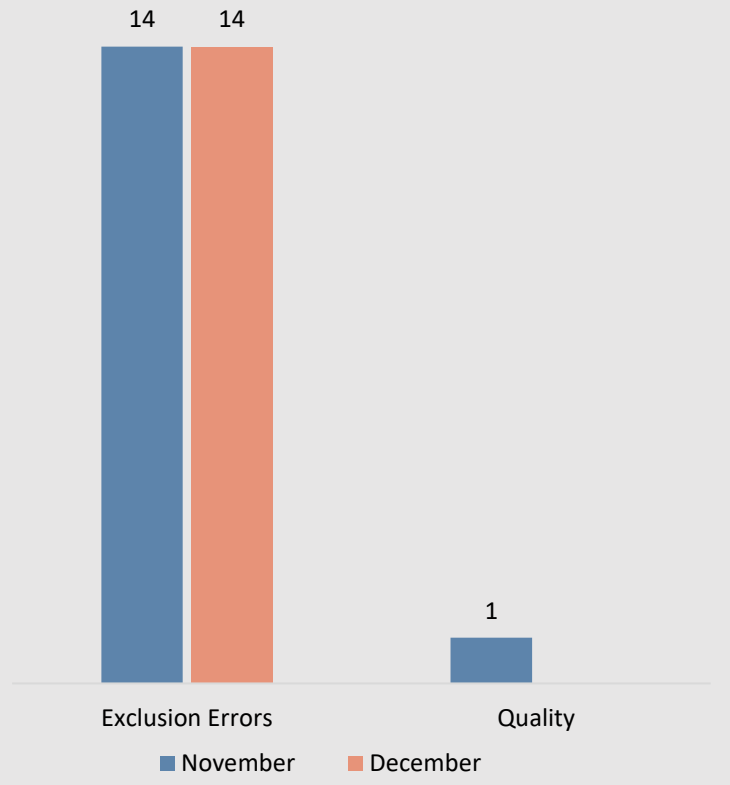


Other refer to cases which people call to ask what GBV is as a result of Linha Verde 1458 SMS Campaign within the 16 Days of Activism Against GBV. **Forecast** refer to inquiries about waather.

INFORMATION REQUESTS

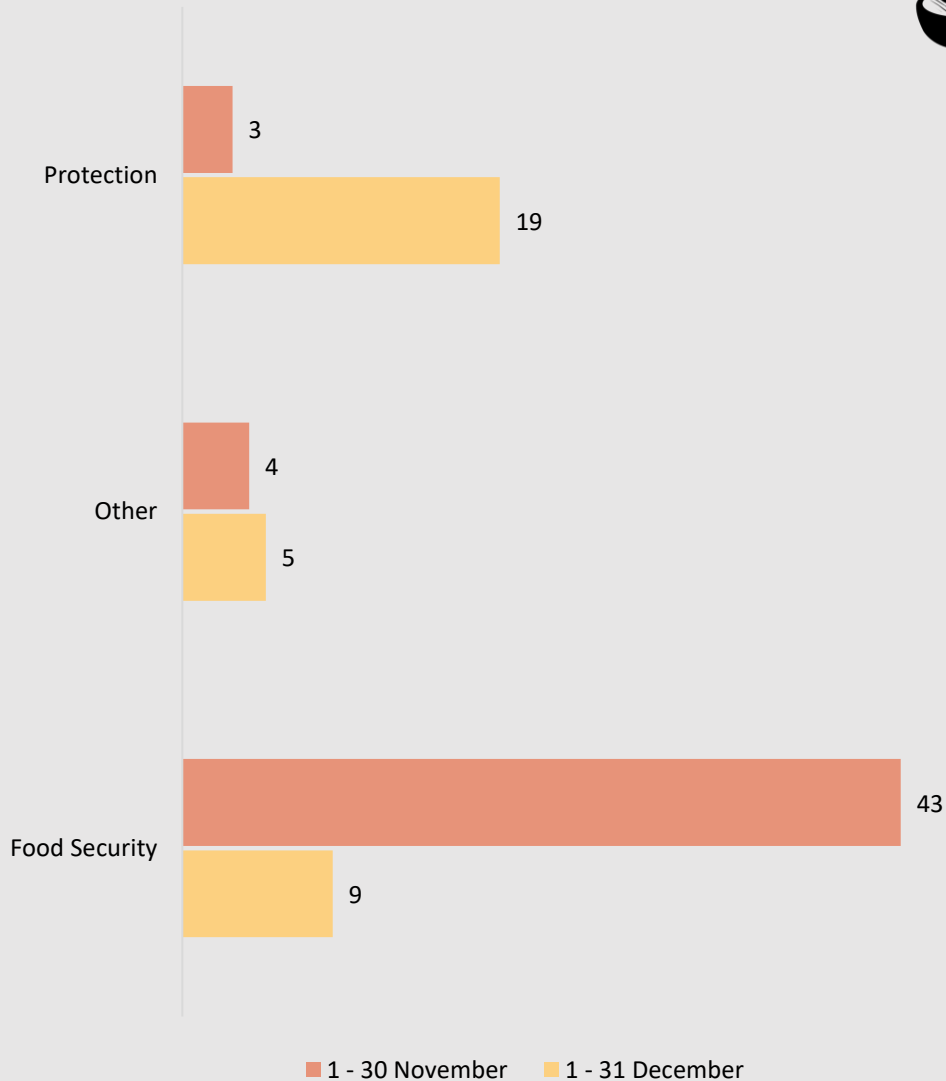


COMPLAINTS



SOUTHERN REGION: DROUGHT RESPONSE CASES PER SECTORS

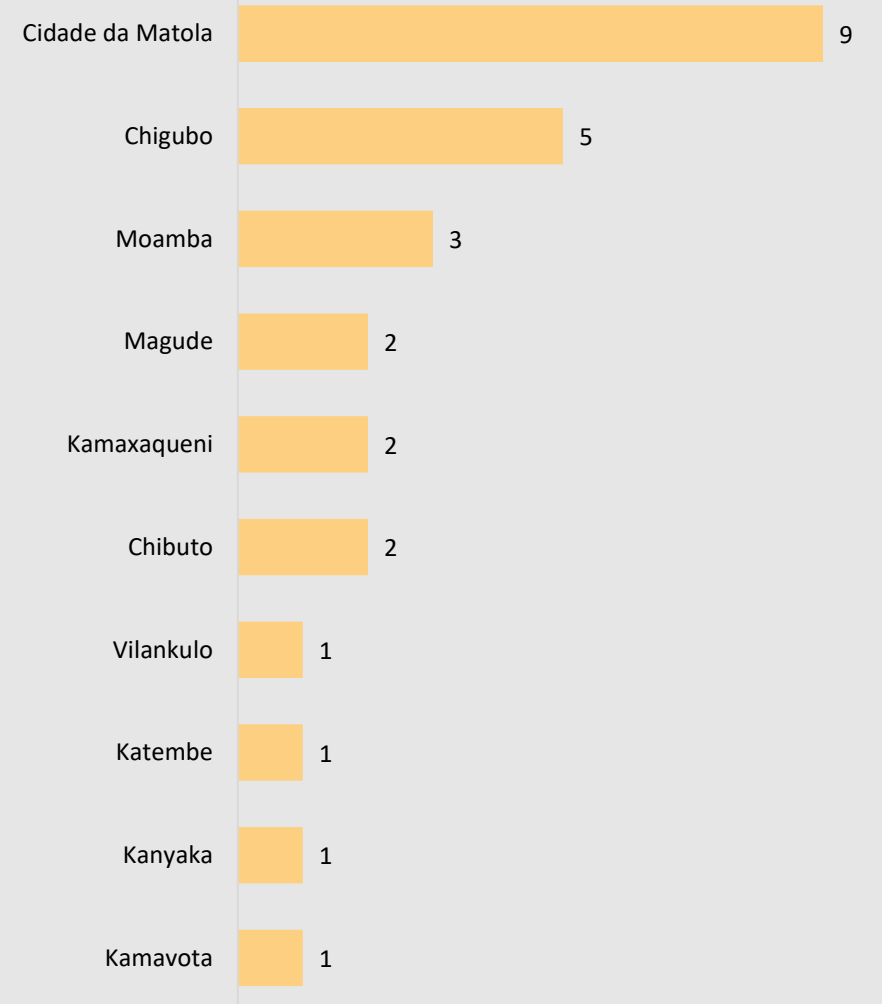
1ST NOVEMBER – 31ST DECEMBER 2022



Cases from sector **Other**
refer to inquiries about
Linha Verde 1458
objectives

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

1ST – 31ST DECEMBER 2022



POSITIVE FEEDBACK
1ST – 31ST DECEMBER 2022



FOOD SECURITY

"I'm calling to thank you for the support I received from WFP on 13/12/2022, in which I received 1 check for 3600MT. I bought the following food items: 1 bag of 50kg of rice, 5 liters of cooking oil, 10kg of beans, 1 box of broth and 2kg of fish. I have been displaced from Muidumbe since May 2020 and I currently live in the district of Mueda, in the locality of Mpeme, in the Center for Resettlement of Mpeme." **Female, Mueda, Cabo Delgado**

SOCIAL PROTECTION/INAS

"I called to thank PMA because on 12/16/2020 I received an amount of 9000MT from INAS through Mpesa. I'm a single mother and I live with 3 people in my own house." **Female, Moatize, Tete**

SHELTER

"I have been displaced from Palma to Mocímboa since March 2022 due to armed attacks. I live in Diaca-Sede, in a borrowed house with 8 members of my family. I was registered by the head of the village, but I never received food support. I called Linha Verde 1458 to say thank you for the shelter kit I received on 12/08/2022, which contained a tarp, pliers, nails, rope and hammer distributed by agents who were wearing green vests with 'Norway' written on them." **Male, Mocímboa da Praia, Cabo Delgado**

INGD-UNHCR

"I am the head of the Administrative Office of Nampula, Muecate-Sede. I called to thank the UNHCR delegation and the INGD delegation for the training and qualification in the capacity of management of risks and natural disasters." **Male, Muecate, Nampula**

FOOD SECURITY

"I have been displaced from Quissanga to Metuge since 2020 due to the armed attacks. I live in the 25 de Junho Resettlement Center with 10 members of my family. I have been registered by the village leader and am a beneficiary of food assistance from WFP and partners. I called Linha Verde 1458 to thank WFP for the support I received on 09.12.2022. I received 50kg of rice, 10kg of beans, 4L of oil." **Female, Metuge, Cabo Delgado**

FOOD SECURITY

"I called to thank WFP because on 10/12/2022 I received 1 bag of 50kg of rice, 10kg of peas, 4 liters of cooking oil. I have been displaced from Mocímboa da Praia since August 2019. I currently live in my own hut with 6 people. I am a beneficiary of WFP food assistance; distribution site is Administrative Post of Cumbe." **Male, Namuno, Cabo Delgado**

FOOD SECURITY



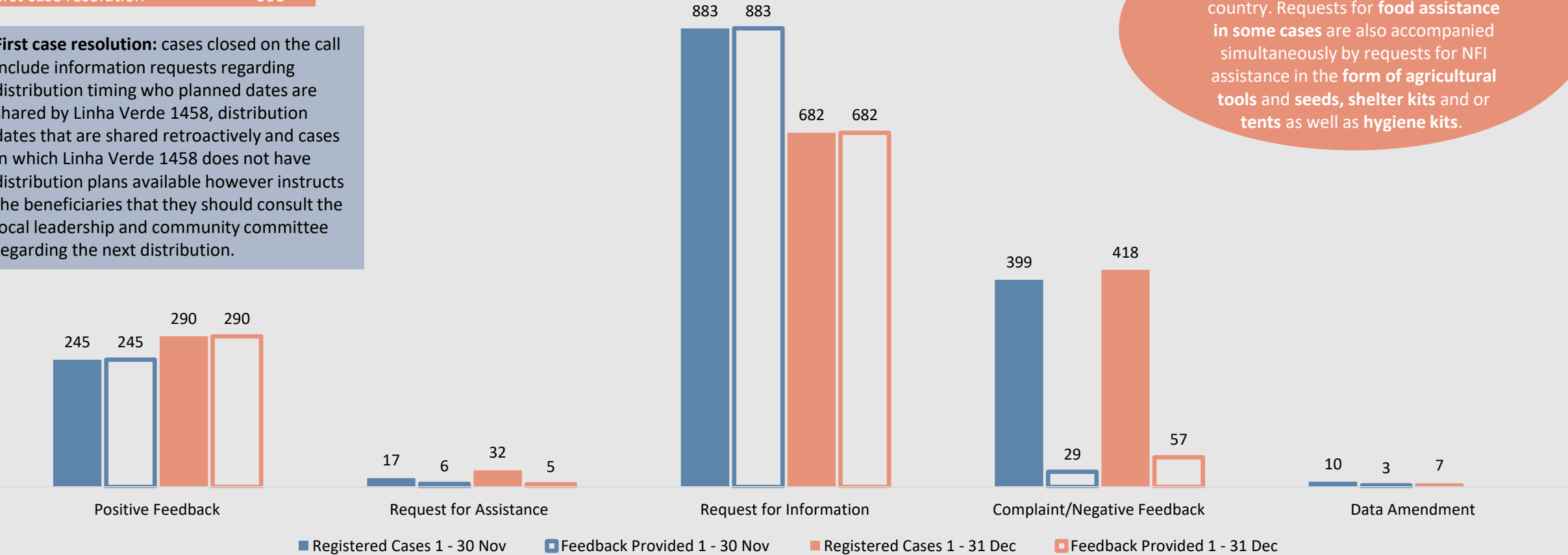
Sofala	13
Zambezia	11
Tete	1
Nampula	311
Cabo Delgado	1078
Gaza	7
Niassa	6
Maputo Provincia	2

Referred Cases	434
Referred Cases Feedback	39
First case resolution	995

1st – 31st December 2022
 Cases Registered:
1429
 Feedback Provided:
1034

1st – 31st December 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**.

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.



SHELTER/NFI



1st – 31st December 2022

Cases Registered:

119

Feedback Provided:

117

Nampula	1
Cabo Delgado	118
Referred Cases	2
Referred Cases Feedback	0
First Call Resolution	117

WASH



1st – 31st December 2022

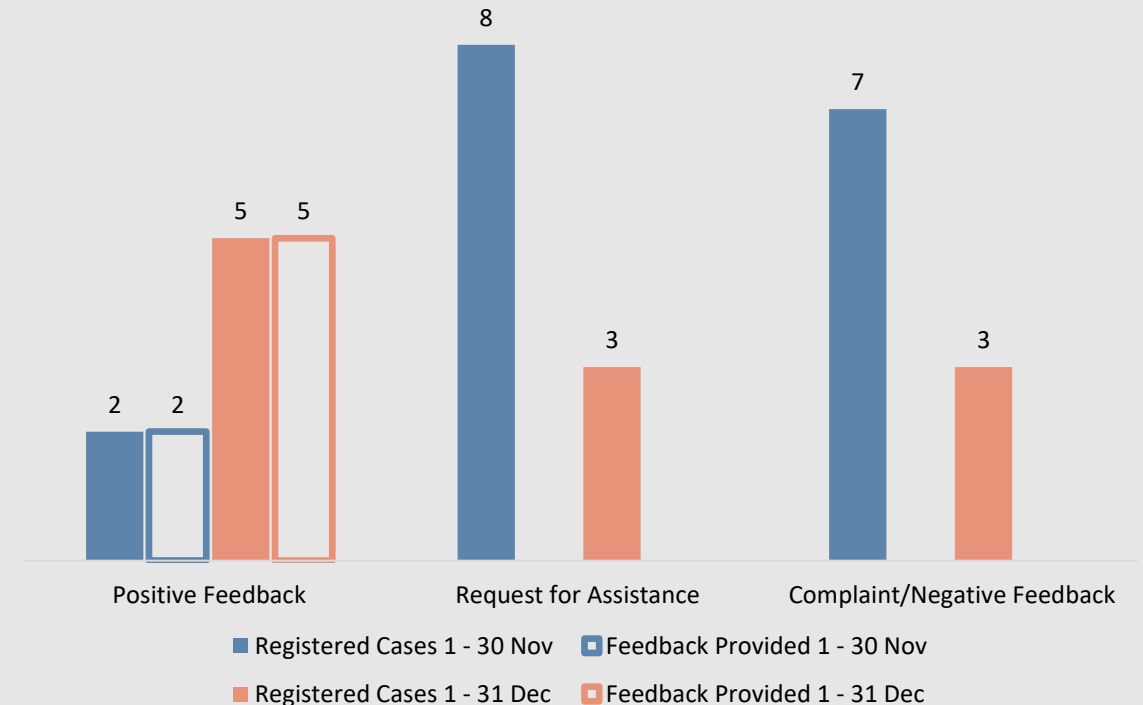
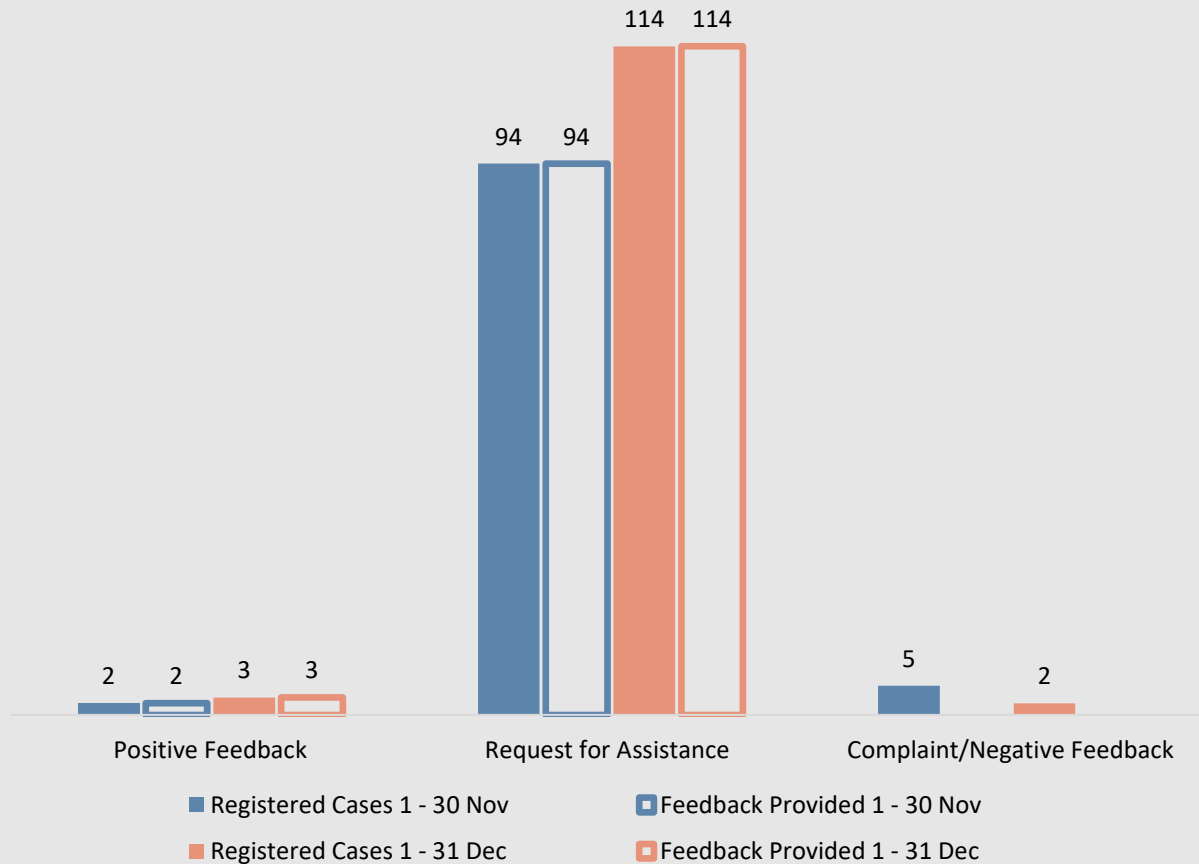
Cases Registered:

11

Feedback Provided:

5

Nampula	4
Cabo Delgado	7
Referred Cases	6
Referred Cases Feedback	0
First Call Resolution	5



PROTECTION



Cabo Delgado	4
Referred Cases	4
Referred Cases Feedback	0
First Call Resolution	0

1st – 31st December 2022

Cases Registered:
4
Feedback Provided:
0

IDP REGISTRATION

1st – 31st December 2022

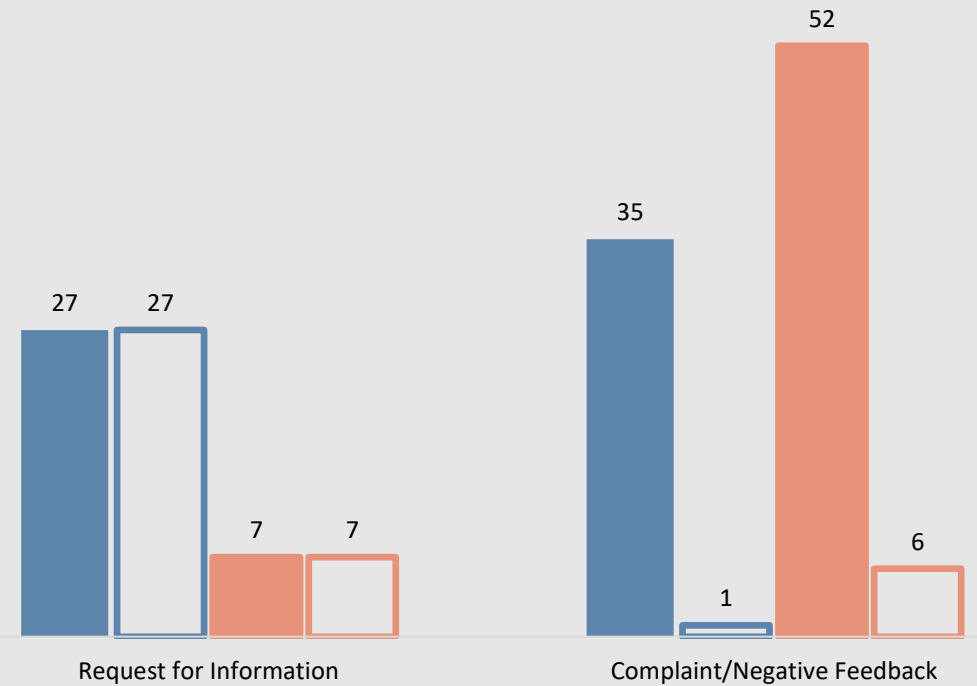
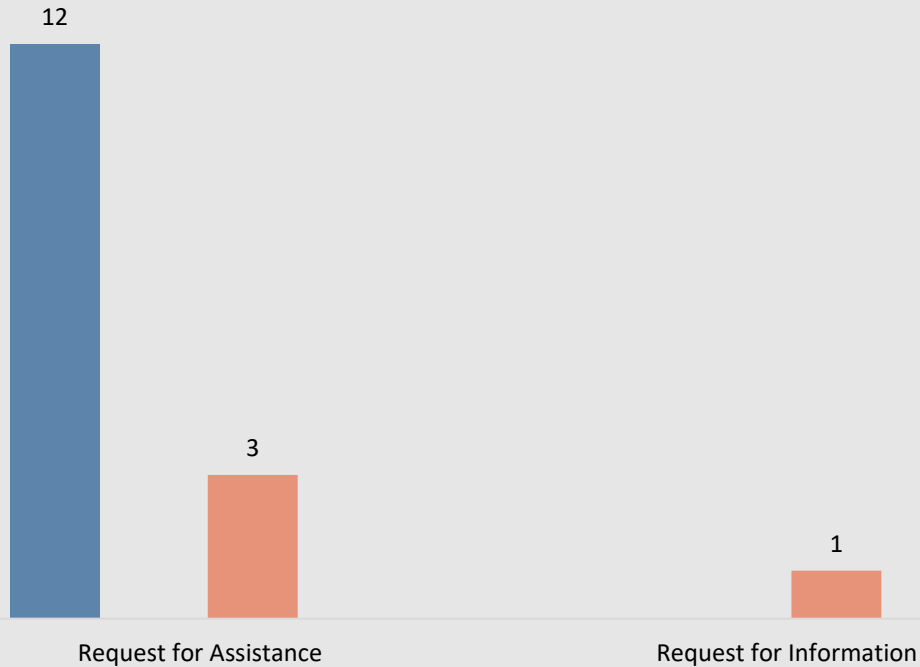
Cases Registered:
59
Feedback Provided:
13

Niassa	1
Nampula	5
Cabo Delgado	53

Referred Cases	52
Referred Cases Feedback	6
First Call Resolution	7

Protection sector cases include:

Civil Documentation - 3 cases
Return - 1 case



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

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

CHILD PROTECTION



Cabo Delgado	3
Referred Cases	3
Referred Cases Feedback	0
First Call Resolution	0

Child Protection sector includes:
 Rape – 2 cases
 Forced marriage – 1 case

1st – 31st December 2022
 Cases Registered: **3**
 Feedback Provided: **3**

1st – 31st December 2022
 Cases Registered: **262**
 Feedback Provided: **262**

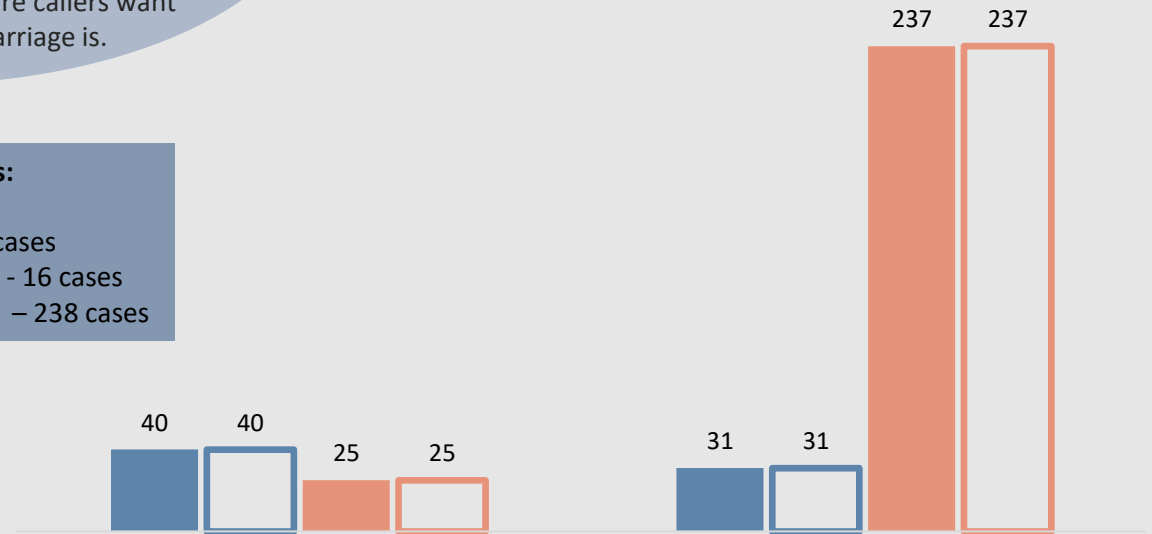
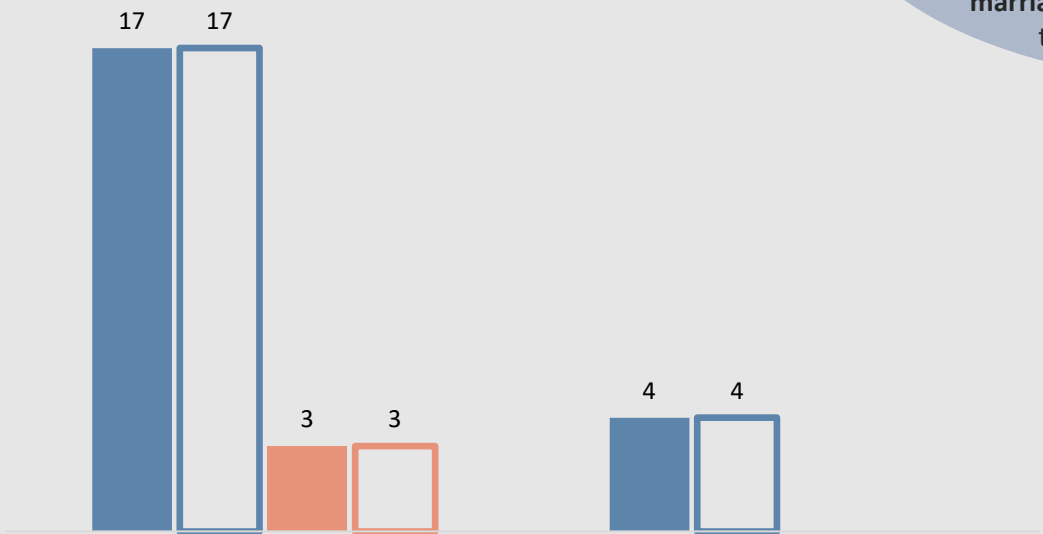
Child Protection cases are referred to **Linha Fala Criança** as well as **GBV** cases are referred to the GBV cluster for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider**. **Forced marriage (info)**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

GBV sector includes:
 Rape - 2 cases
 Physical assault - 6 cases
 Psychological abuse - 16 cases
 GBV SMS Campaign – 238 cases

GBV

Sofala	62
Zambezia	38
Manica	10
Tete	9
Nampula	37
Cabo Delgado	87
Inhambane	2
Gaza	2
Maputo Cidade	3
Maputo Provincia	12

Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	262



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

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

INGD

HEALTH

Sofala	33
Zambezia	4
Manica	2
Tete	4
Nampula	1

Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	44

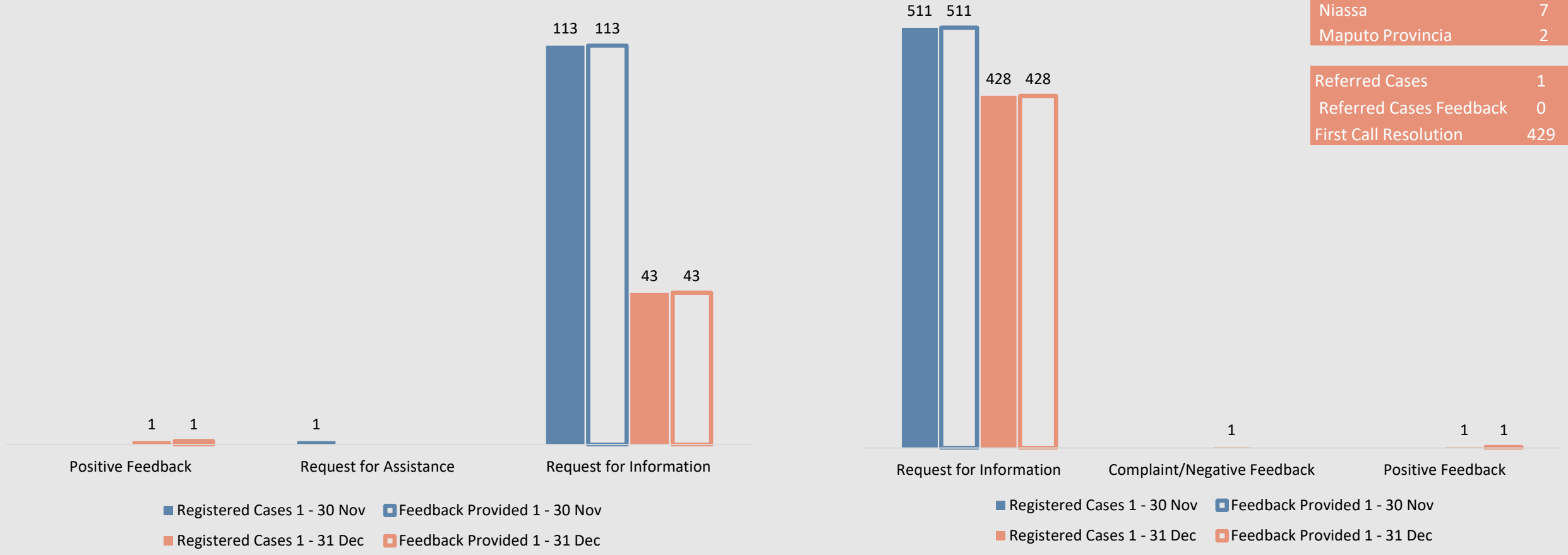
1st – 31st December 2022
 Cases Registered:
44
 Feedback Provided:
44

1st – 31st December 2022
 Cases Registered:
430
 Feedback Provided:
429



Sofala	220
Zambezia	102
Manica	36
Tete	22
Nampula	31
Cabo Delgado	7
Inhambane	2
Gaza	1
Niassa	7
Maputo Provincia	2

Referred Cases	1
Referred Cases Feedback	0
First Call Resolution	429



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST DECEMBER 2022

Overview

- ❖ **2,428** cases were registered via Linha Verde 1458 throughout the month of December 2022. The feedback rate for all cases is **81%** for cases referred via the online platform and cases addressed during the call in the same month. The feedback rate is notably reducing, and this has been noted with referred cases.
 - **78.7%** of cases were closed during the call (first cases resolution)
 - **21.3%** of cases registered were referred and of the 21.3%, **9.5%** received feedback.
- ❖ In December 2022:
 - **71%** of cases registered are from the northern region covering concerns raised regarding the conflict response.
 - **18%** were regarding Covid-19.
 - **10%** were from the central region.
 - **1%** from the southern region.

SMS Campaign for 16 Days of activism against Gender Based Violence: December 2022

- ❖ Linha Verde 1458 continued to contribute to the campaign of the 16 days of activism against GBV in collaboration with the Cabo Delgado GBV AoR via sms sharing with its users in Cabo Delgado and throughout Mozambique. SMSs were sent on the 1st, 6th and 10th of December 2022 with texts in **Portuguese, Makua, and Makonde**.

Date	Text	Nr. of users reached	Language	Location & users
1 st Dec. 2022	A violência doméstica é frequentemente perpetrada por pessoas que pensamos que confiamos. Lembre-que você não está sozinha/o, você pode procurar ajuda. LINHA1458	145 233	Portuguese	All users throughout the country
1 st Dec. 2022	Mauvilo la mundingande la kutendeka namene na vano tu kumbukila na tunkuvakilupila. Kumbukila wako au navachino gweka yako, wako utulambele pah kukupushela mo.	2 178	Makonde	Mueda, Nangade, Muidumbe
1 st Dec. 2022	Issempuere invaria na athu ninakuluvelehum.Uhiliane wira kuri vekha, we huna ivalori ni huna wotholatchaka a shithiana akwa anaurava mono. LINHA 1458	17 977	Makua	All districts in Cabo Delgado except Muidumbe, Mueda, Nangade, Mocimboa da Praia, and Ibo
6 th Dec. 2022	Em caso de violência você pode procurar ajuda em um centro ou tenda de saúde que prestam cuidados de borla e assegure a confidencialidade. LINHA 1458	145 233	Portuguese	All users throughout the country
10 th Dec. 2022	A VBG é uma violação grave de direitos, você pode procurar assistência legal. É importante conversar com pessoas especializadas em casos legais. LINHA 1458	145 233	Portuguese	All users throughout the country

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST DECEMBER 2022

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

- ❖ **1,733** cases were registered relating to humanitarian assistance and needs in the northern region. **1,393** are related to food assistance, **123** related to shelter assistance and needs, **131** related to protection, **57** IDP registration issues and **11** related to WASH.

Food Assistance

- ❖ **1,393** cases related to food assistance were registered in December 2022. **663 requests for information**, **418 complaints**, **280 positive feedback**, **32 requests for assistance** and **8 data amendment cases**.

Information Requests

- ❖ The information requests are divided as follows:
 - **524** beneficiaries of WFP food assistance in **Cabo Delgado (Metuge, Ancuabe, Montepuez, Chiure, Mueda, Balama, Macomia, Meluco, Nangade, Quissanga)** called to enquire about planned distribution dates. Linha Verde 1458 shared with callers the information available distribution plans provided by WFP CFM focal points.
- ❖ **137** beneficiaries from the Gombe response assistance and the IDP response in **Nampula (Mogincual, Monapo, Moma, Erati, Rapale, Mossuril, Meconta, Nacala)** called to enquire when the next planned distributions would be. Linha Verde 1458 provided the information on planned distribution dates as shared by WFP CFM focal points in Nampula.

Complaints

- ❖ **418** complaints were received, out of these, **312 are exclusion error claims**, **41 claims of abuses of power**, **43 complaints of distribution issues**, **13 access issues**, **5 quantity complaints** and **6** complaints regarding quality.
- ❖ Of the **312 exclusion errors**:
 - **267** people from **Cabo Delgado (Ancuabe, Montepuez, Metuge, Chiure, Pemba), Nampula (Mogincual, Memba, Erati)**, who said they are IDP's claimed that they had previously received food assistance however they stopped and have been told that their names are no longer on the lists.
 - **17** people who claim to be beneficiaries complained that **unknown people to them received their entitlements** when their names were called at the distribution point.
 - **19** beneficiaries complained that their communities had been excluded from assistance. These complaints were received from **Katapua in Chiure, Nanenda in Mueda, Pulo, Ntocota in Metuge, Cajarene in Ancuabe, Monapo, Meconta, Memba and Mogincual in Nampula**.

- **2** beneficiaries claimed to have missed the distribution, 1 from **Nanjua A in Ancuabe**, 1 from **Gingone in Pemba**. 2 claims from **Milamba in Ancuabe** claim that local leaders are rewriting lists and have not included them in the lists.
- ❖ **41** complaints of abuse of power were registered, they are divided as follows:
 - **24** claims of **corruption** received from **Nacala Velha in Nampula, Meculane in Chiure, Ngewe in Ancuabe, Josina Machel and Mahate in Pemba, Cabo Delgado and Lichinga in Niassa**. All claims were made against local leaders. Callers complained that they have been charged, 100MT, 1000MT, 1500MT and 2000MT to be included in lists to receive assistance and the local leaders threaten IDP's who do not pay to keep their names on the lists.
 - **12** IDP's complained that local leaders are including people who do not meet the criteria to receive assistance, they say that local leaders are including members of host communities who have sources of income and do not depend on assistance to survive. These claims were mostly from Lichinga in Niassa, Nacala in Nampula and Chiure, Metuge, Montepuez and Balama in Cabo Delgado. Of the 12, 2 were made against humanitarian actors, 1 in Rapale, Nampula where the caller says that assistance was provided by WFP only to non-beneficiaries and 1 from Mpeme in Mueda where the caller complained that his value voucher was taken from him by the organization distributing them without an explanation.
 - **4** claims of **diversion** against local leaders from **Ancuabe, Mueda, Montepuez** callers have claimed that local leaders have taken their vouchers and others have complained that they are being forced to divide their food with local leaders who in turn sell it.
 - **1** complaint of **intimidation**, from **Meculane in Chiure** where the caller says that the local leader allows her sons to sleep with any of the IDP's' wives and if they threaten to report her and her sons, she responds by removing their names from the lists. The caller complained that he was going through that at the time.
- ❖ **43** complaints of **distribution issue** were received from **Montepuez and Ancuabe** where there was a delay in arrival of the mobile shops for beneficiaries who had already received their vouchers. WFP asked Linha Verde 1458 to inform callers that they should reserve their vouchers and that the mobile trucks would come to the communities in the first week of January 2023.
- ❖ **13 access issues** were reported from **Mogincual in Nampula, Montepuez, Ancuabe, Balama and Mueda in Cabo Delgado** referring to insufficient stock in food items by retailers and high prices of rice and oil.
- ❖ **5** people from **Ancuabe** called to complain regarding the **quantity** of rice they were getting, they said they got 6kg and were unsure if there was an adjustment to the ration.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST DECEMBER 2022

- ❖ 6 beneficiaries from **Montepuez (Marcune, Nicuapa and Chimoio), Nangade (Ntamba), Ibo (Quilamba), and Lichinga in Niassa** complained that the maize meal and beans they received were infested and the beans did not cook well. Linha Verde 1458 informed beneficiaries not to consume food that was spoilt and forwarded all cases to WFP CFM team for urgent action to verify and replace any spoilt food. Beneficiaries are also reminded to always check their food before leaving retailers or distribution points to facilitate the substitution of any spoilt food. WFP CFM team verified the cases and informed Linha Verde 1458 that they guided the IDP's on how to cook the beans as they beans were not spoilt.
- ❖ **8 data amendment** cases were received from people who claimed to have lost access to assistance when they moved to another community despite having informed the local leaders and requested for removal from the exited community and addition into the new community. These cases were received from **Montepuez, Pemba, Mocimboa da Praia and Quissanga**.

Assistance Requests

- ❖ 31 assistance requests have been received, of which 18 are for food, from Mocimboa da Praia, Quissanga and Meluco and 11 are for agricultural inputs in Balama, Metuge and Montepuez.

Registration of IDP's in host communities

- ❖ **57** cases concerned IDP registration, of which **50** are complaints of exclusion errors and **1** abuse of power and **7** information requests.

Complaints

- ❖ **50** complaints of exclusion were received from IDP's who claim to still not be included in assistance despite having registered themselves with local leaders' various times. These claims were received from Ancuabe, Montepuez, Macomia, Mueda, Pemba, Meluco and Quissanga.
- ❖ **1** caller who claimed to be an IDP from Muidumbe who is currently in Malica, Lichinga (Niassa) complained that they were being charged 100MT to have a "Declaracao" (document issued by local authorities to IDP families for their identification and in some cases access to assistance) from the local leaders. He also mentioned that other IDPs don't get to pay and the service is normally free of charge for all IDP's in other communities.

Information Requests

- ❖ 7 IDP's called requesting for assistance and Linha Verde 1458 provided them with information relating to beneficiary selection criteria and current funding situation that is affecting availability of assistance for all. Linha Verde 1458 has also encouraged people who believe they meet the criteria to register themselves with the local leaders in the community.

WASH

- ❖ **11 WASH** related cases have been registered, of which **3** were **assistance requests**, **3** were **complaints**, and **5 positive feedback**

Assistance requests

- ❖ **3 requests for assistance** were received from IDP's, **1 from Massasse site in Montepuez** who requested for soap and buckets, **1 from Nova Vida site in Mueda** where callers claim that they have no access to water and that women have no means of cleaning themselves during their menses. **The third request was from Namdimba site also in Mueda** where they mention they only have two water points, and these are not enough to serve the people at the site.

Complaints

- ❖ **3 complaints of lack of access to water** were all received from Lianda site in Mueda, IDP's complained that the person responsible for the pump along with some members of the host community had closed the source through the main pump and would not allow them to access the water. They said they tried to approach local authorities for help, however this has not resolved the issue. All cases have been referred to WASH Cluster focal point.

Shelter and NFI's

- ❖ **123** shelter assistance related cases were registered via Linha Verde 1458. **118 assistance requests**, **2 complaints** and **3 positive feedback** calls.

Assistance requests

- ❖ **Mueda (Mpeme, Lianda, Namdimba, and Eduardo Mondlane sites): 34** IDP's requested mostly for tarpaulins, they also asked for buckets and kitchen utensils.
- ❖ **Montepuez (Nacimoja, Massasse, Mirate, Marcune, Ntele Ujama, Upajo, and Nanhupo sites): 24** IDP's request mostly for tarpaulins as they say the ones they have are torn, they also ask for kitchen utensils, soap, mosquito nets, agricultural inputs (seeds and tools).
- ❖ **Ancuabe (Nanona, Cujupane, Nangumi and Natove sites): 13** IDP's requested for tarpaulins, mosquito nets agricultural inputs (seeds and tools), blankets, kitchen utensils and lamps.
- ❖ **Nangade (Ntoli and Ntamba sites): 14** IDP's request for tarpaulins, kitchen utensils, blankets and agricultural inputs (seeds and tools).
- ❖ **Metuge (Ntocola, Nicavaco, Bandar, Ngalane): 13** IDPs requested for tarpaulins, agricultural (seeds and tools) and mosquito nets.
- ❖ **Ibo (Cimento site): 5** IDP's request for tarpaulins, kitchen utensils, mosquito nets, lamps, soap, agricultural inputs (seeds and tools).

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST DECEMBER 2022

- ❖ **Balama (Impire and Angalia sites):** 5 IDP's asked for tarpaulins and agricultural inputs (seeds and tools).
- ❖ **Namuno (Muatuca, Chanina):** 3 IDP's asked for tarpaulins, blankets, mosquito nets, lamps, agricultural (seeds and tools) and kitchen utensils.
- ❖ **Chiure (Megarruma):** 3 IDP's asked for tarpaulins, blankets, and kitchen utensils.
- ❖ **Macomia (Bengala 2), Meluco (Minapo), Mocímboa da Praia (Ntutoe):** 3 IDP's asked for tarpaulins, grass mats, soap, mosquito nets, lamps, kitchen utensils and agricultural inputs (seeds and tools).

Complaints

- ❖ 2 complaints of **exclusion** were received, 1 from **Mocímboa da Praia (Diaca)** an IDP claimed that his name was removed from the list of beneficiaries to receive tarpaulins. The other complaint was received from an IDP in **Impire site in Balama** indicating that many IDP's at the site were **excluded** from the distribution of shelter items.

Central Region: 1st – 31st December 2022

- ❖ 234 calls were received from the central region of the country. 43 were **weather related queries** indicating a decrease in concerns relating to possible approaching extreme weather events, 25 food assistance related cases and 15 related to INAS Covid-19 assistance program, and 32 calls from people who were trying to understand what the hotline service is used for.

Previous Food Assistance beneficiaries

Positive Feedback and Information Requests

- ❖ 13 previous food assistance beneficiaries from **Sofala (Dondo, Nhamatanda, Buzi, Gorongosa and Beira city)** called to ask if WFP would be providing any assistance to their areas as they mentioned that they are facing hard times.
- ❖ 6 food assistance beneficiaries from **Quelimane, Mocuba and Maganja da Costa in Zambezia** called to convey their thanks for the assistance received in the month of December 2022. 3 people from Quelimane called to confirm if the information they received from local authorities indicating that they would no longer receive assistance was correct as the programme had ended. Linha Verde 1458 confirmed this. 2 callers, one from **Alto Mulócue** and the other from Quelimane called to say the last time they received assistance was in June and wanted to know why they were not included in the distributions that took place in December 2022.

INAS Covid-19 Assistance Program

- ❖ A total of 13 cases were registered regarding the INAS Covid-19 assistance program. 12 complaints and 1 assistance request.

Complaints

- ❖ 12 callers from Quelimane, Gurúe, Mocuba and Nicoadala complained that they had not received assistance despite having been registered and receiving a mobile phone and a SIM card. Some say they have never received a transfer since the beginning of the program and others say that they received only 1 of the transfers but have since not received anymore. 1 caller requested for assistance as they claimed to have lost their SIM card and indicated that they did not receive the transfer due to this fact.

Protection: 1st – 31st December 2022

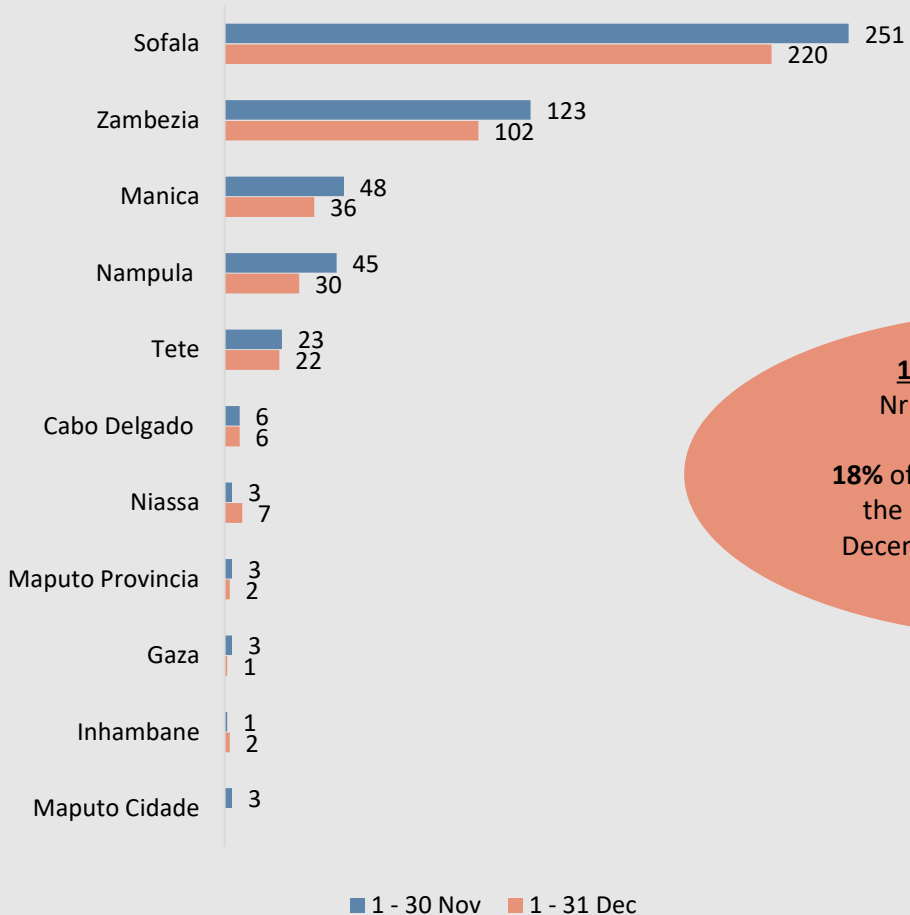
- ❖ A total of 268 protection cases were registered via Linha Verde 1458, of which 237 were **information requests** regarding GBV, forced marriage and resulting from the SMSs throughout the month during the 16 days of activism against GBV.
 - 3 general protection concerns relating assistance requests for civil documentation from IDP's in **Chiure (Marrupa, Gihote, Chiure Velho)**.
 - 2 cases of **sexual violence of minors** were registered via the hotline service from **Chiure and Metuge**, 1 report of a **forced marriage from Montepuez**, 1 general complaint regarding the follow-up of GBV cases by one of the main state service providers in **Manica** and 1 case of **psychological abuse from Maputo**. All cases were referred to **Linha Fala Criança**.
 - AIFO Community agents registered a total of 23 GBV cases identified and referred by them at community level of which 15 were cases of **psychological or emotional abuse of persons with disabilities** from **Bandar and 3 de Fevereiro, Namuapala, and Manono in Metuge and Marcune in Montepuez**. 6 cases of **physical violence** towards persons with disabilities in **Nangua 1 & 2, Namuapala in Metuge and Marcune in Montepuez**. 2 cases of **sexual violence** from **Nangua 1 and Namuapala in Metuge**. All cases received referral support from AIFO community agents.

Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

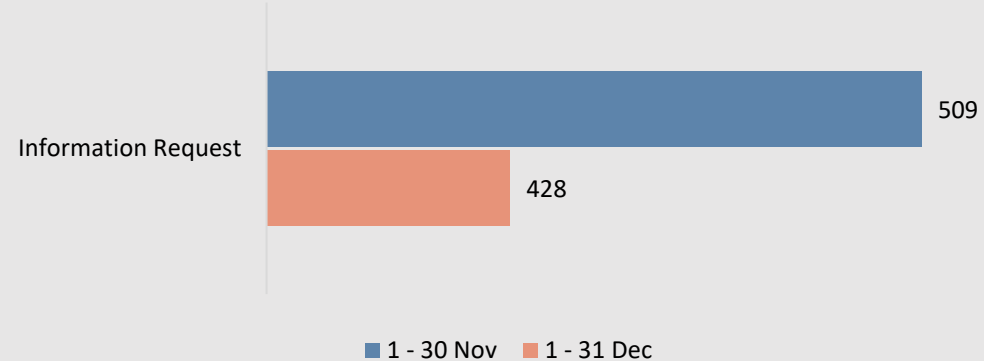
1ST NOVEMBER – 31ST DECEMBER 2022

CASES BY PROVINCE

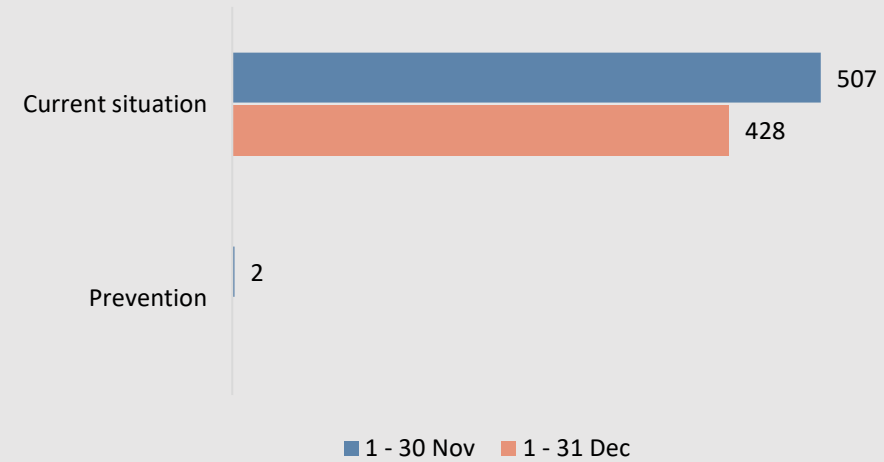


1st – 31st December 2022
 Nr. of cases about Covid-19:
428
 18% of the cases registered through
 the Linha Verde 1458 between
 December 1st - 31st were Covid-19
 related.

CASE TYPES



INFORMATION REQUEST



❖ Demonstrating a consistent steady decline regarding Covid-19 concerns shared via Linha Verde 1458. **428** information requests were received regarding the current situation of Covid-19 in the country.

❖ Sofala (220), Zambezia (102), Manica (36), Nampula (30), Tete (22), Niassa (7).