

Linha Verde da Resposta á Emergência

Report period: 1st December 2022 – 31st January 2023

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.

2,745 Total Cases Registered

2,745 Cases Registered
Jan 2023

97% Feedback Rate Jan 2023

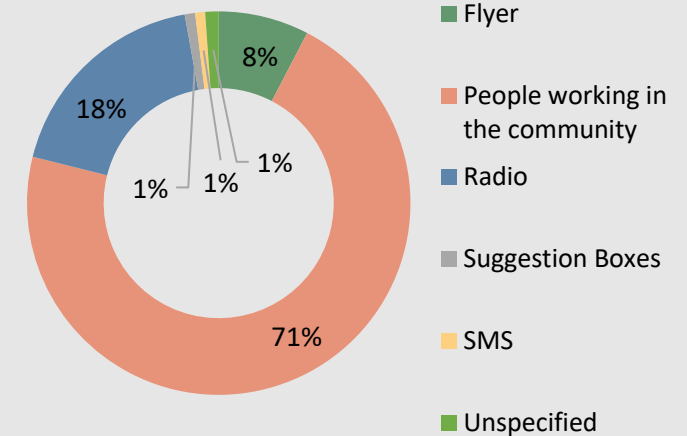


CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 31ST JANUARY 2023

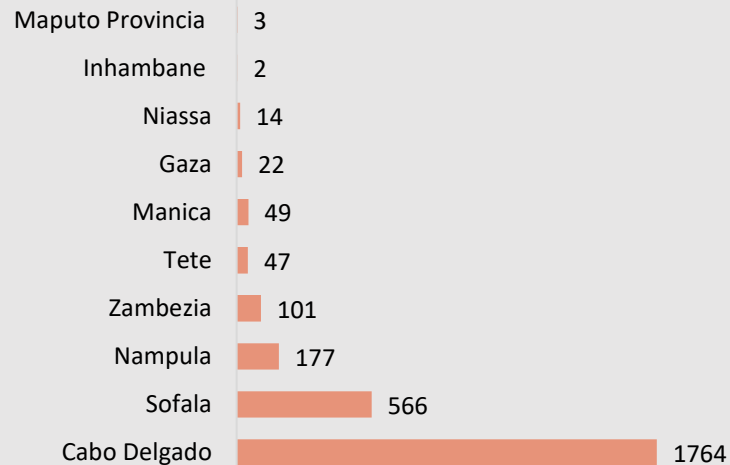
CALLER PROFILE



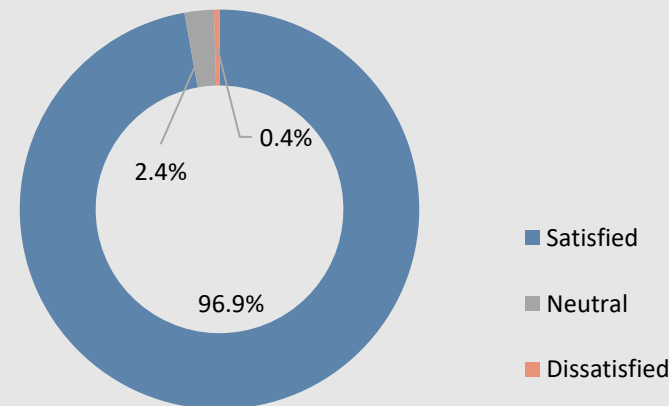
KNOWLEDGE ABOUT LINHA VERDE 1458



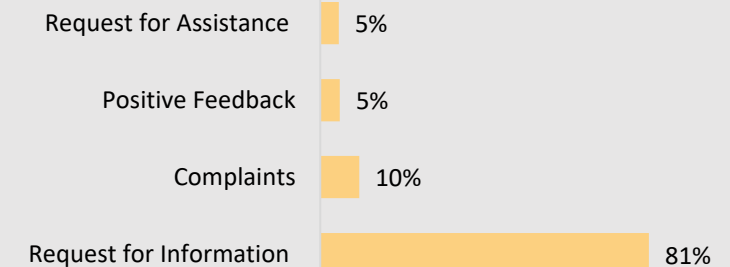
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

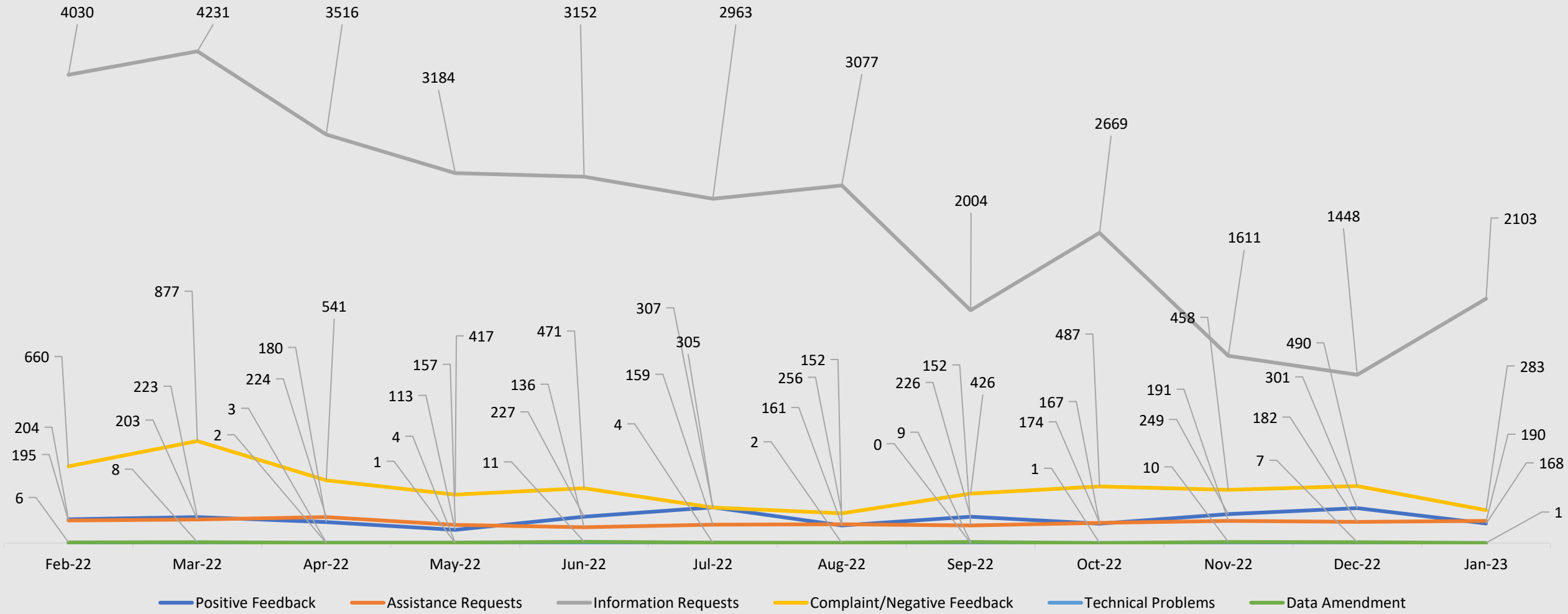
1ST FEBRUARY 2022 – 31ST JANUARY 2023

1st – 31st January 2023

Nr. Total Registered Cases:
2,745

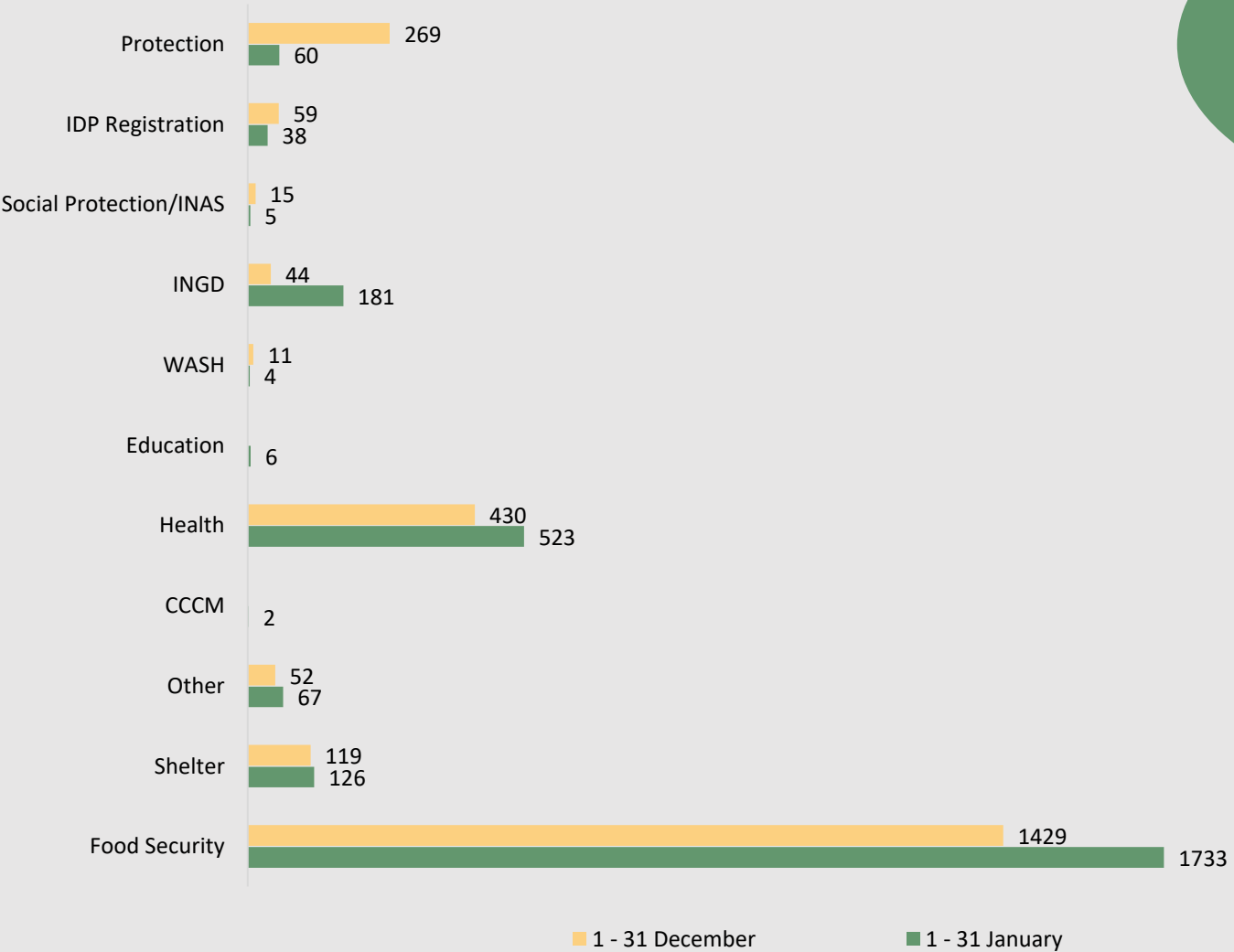
Nr. of calls from the northern region:
1,927

70% of the cases registered through Linha Verde 1458 between January 1st – 31st came from the northern region.



CASES PER SECTOR

1ST DECEMBER 2022 – 31ST JANUARY 2023



Food Security remains the sector with most cases registered by Linha Verde 1458, with 73% 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.

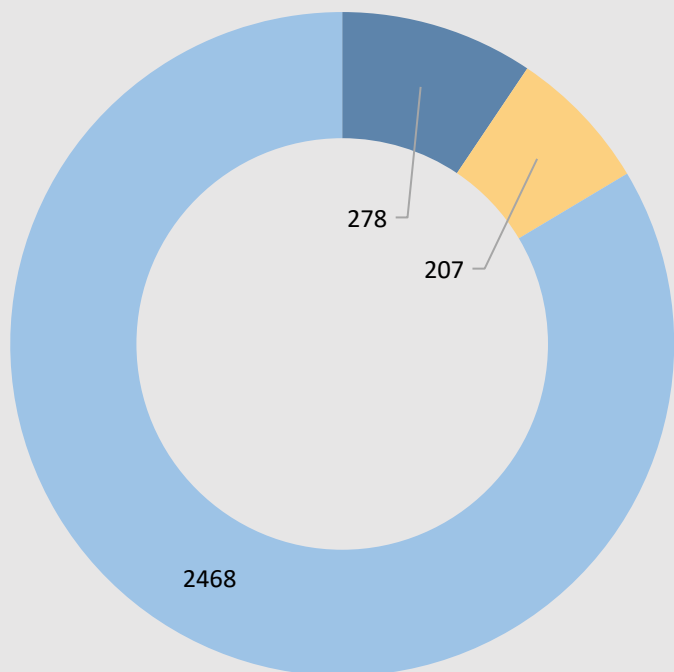
FEEDBACK ANALYSIS PER SECTOR

1ST – 31ST JANUARY 2023



Cases Registered
2,745
Cases Referred rate
10%
First Case Resolution rate January 2023:
90%

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 Case Resolution** are the cases where 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 Case Resolution

Sectors	Referred Cases	Referred Cases Feedback	First Case Resolution
Food Security	225	182	1507
Shelter	6	0	120
Other	0	0	67
CCCM	2	0	0
Health	0	0	523
Education	5	0	1
WASH	4	0	0
Social Protection/INAS	3	1	2
IDP Registration	22	22	18
INGD	1	0	180
Protection	10	2	50
Total	278	207	2468

❖ 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 DECEMBER 2022 – 31ST JANUARY 2023

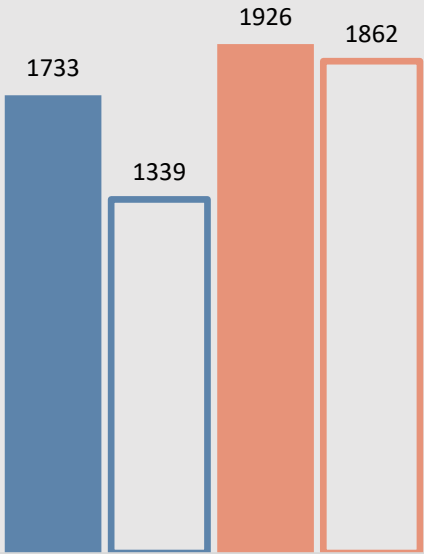


1st – 31st January 2023
Cases Registered:
 1926
Feedback provided:
 1862

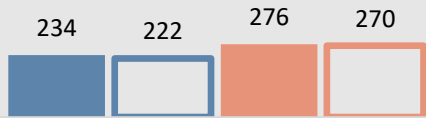
1st – 31st January 2023
Cases Registered:
 276
Feedback provided:
 270

1st – 31st January 2023
Cases Registered:
 20
Feedback provided:
 20

1st – 31st January 2023
Cases Registered:
 523
Feedback provided:
 523



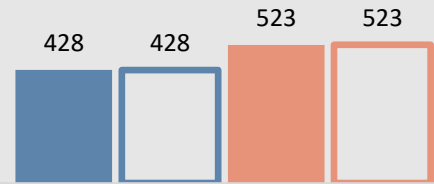
Northern Region



Central Region



Southern Region

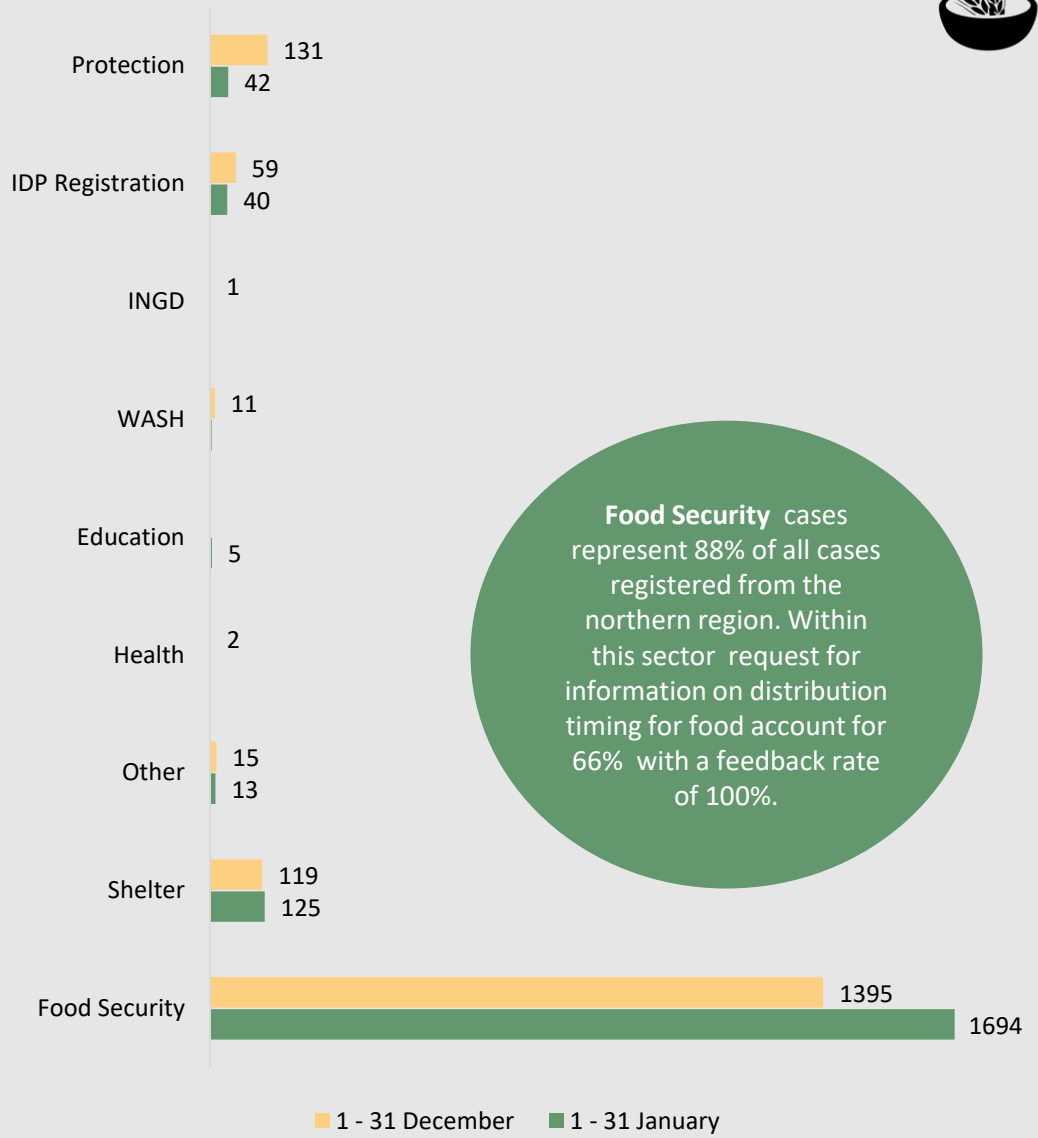


COVID-19

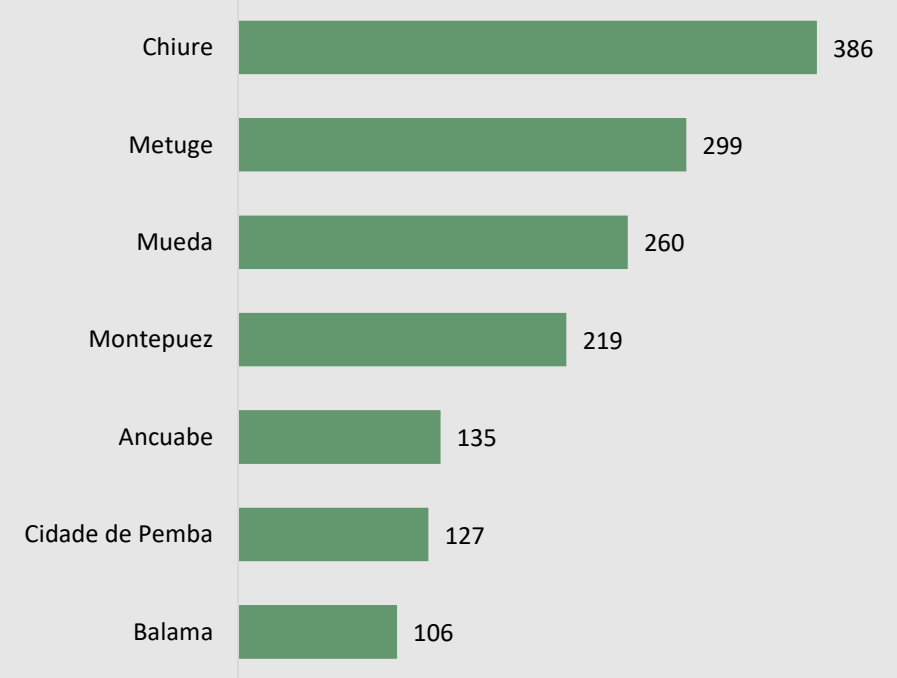
■ Registered Cases 1 - 31 December
 □ Feedback Provided 1 - 31 December
 ■ Registered Cases 1 - 31 January
 □ Feedback Provided 1 - 31 January

NORTHERN REGION
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST DECEMBER 2022 – 31ST JANUARY 2023

NORTHERN REGION
CASES PER SECTORS
1ST – 31ST JANUARY 2023



Food Security cases represent 88% of all cases registered from the northern region. Within this sector request for information on distribution timing for food account for 66% with a feedback rate of 100%.



1 - 31 December 1 - 31 January

NORTHERN REGION
1ST DECEMBER 2022 – 31ST JANUARY 2023

December
 Cases Registered:
1733
 Feedback Provided:
77%

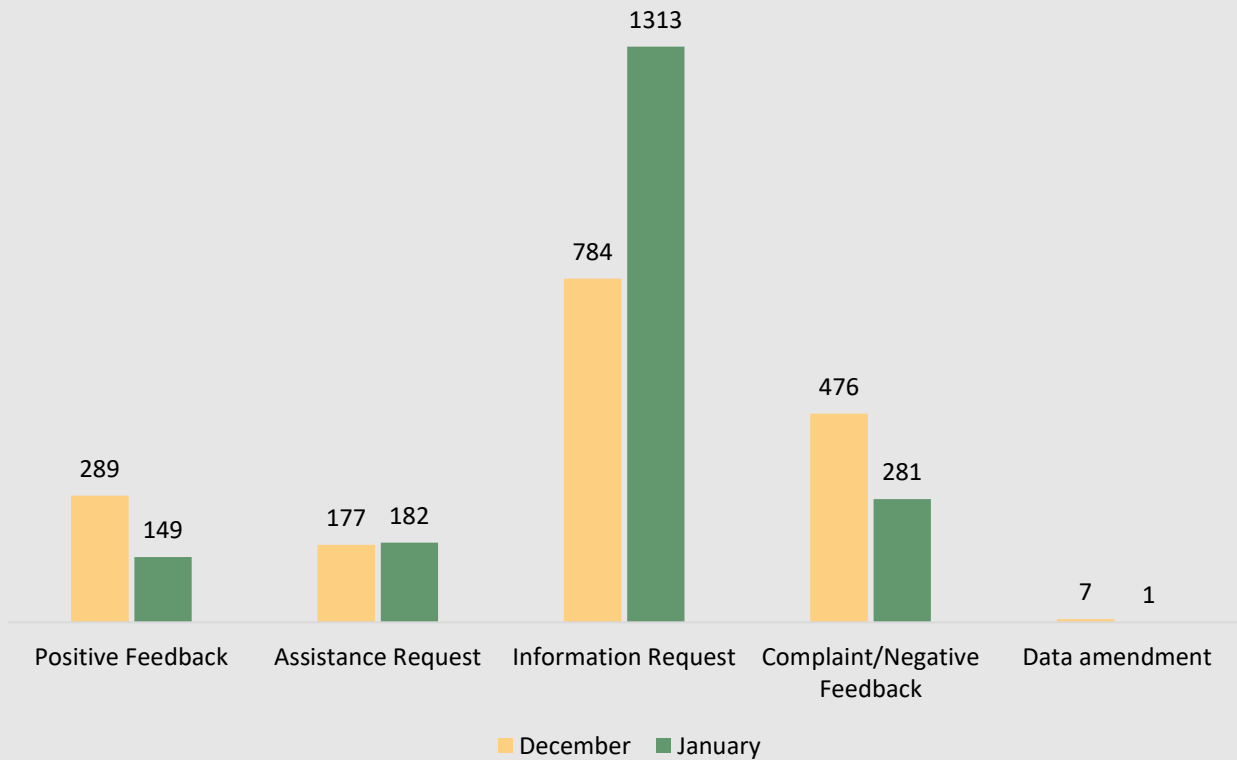
January
 Cases Registered:
1926
 Feedback Provided:
97%

December
 Cases Registered:
177
 Feedback provided:
88%

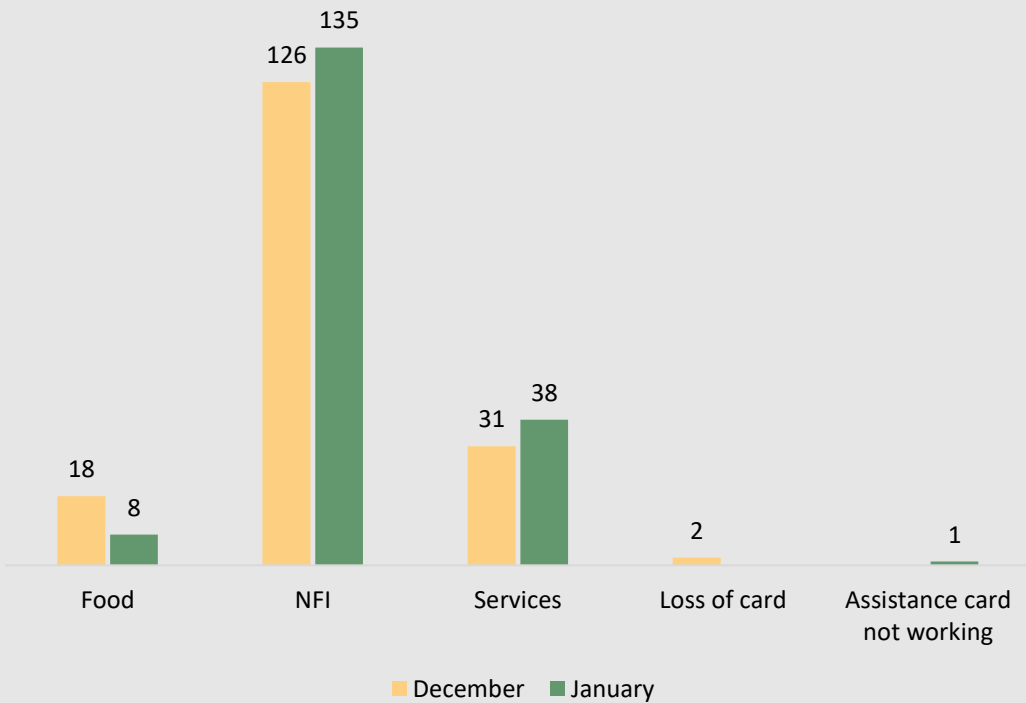
January
 Cases Registered:
182
 Feedback provided:
90%



CASE TYPES



ASSISTANCE REQUEST



NORTHERN REGION INFORMATION REQUESTS 1ST DECEMBER 2022 – 31ST JANUARY 2023

December
Cases registered:
784
Feedback provided:
100%

December
Cases registered:
1313
Feedback provided:
100%



Linha Verde 1458 registered a considerable decrease of calls regarding **distribution timing**. However, it remains predominant of information requests. Some of these calls were from beneficiaries stating that the food previously received already finished and they haven't received food for months.



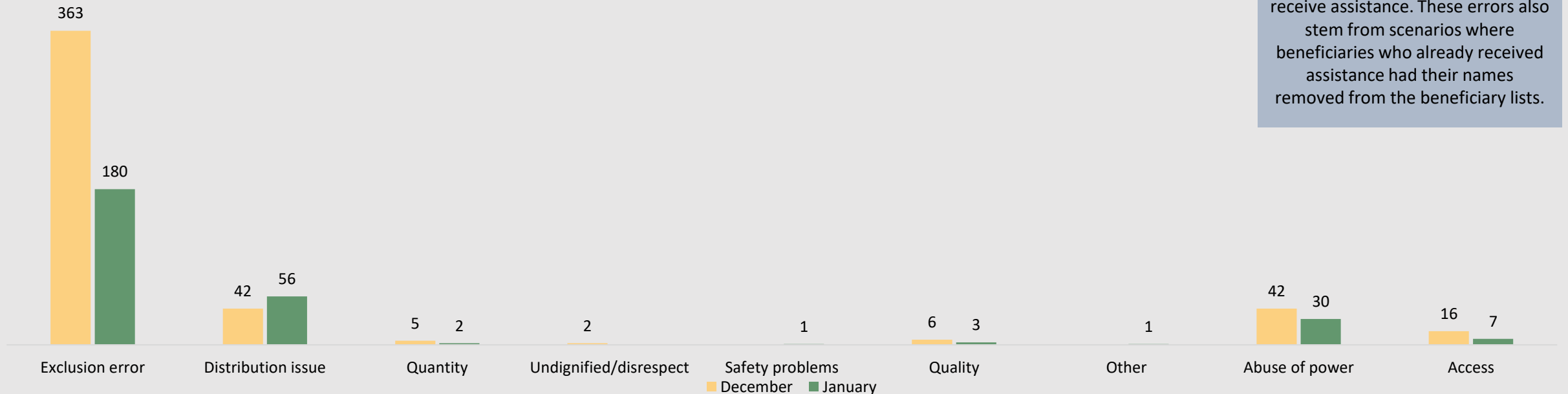
**NORTHERN REGION
COMPLAINT/NEGATIVE FEEDBACK
1ST DECEMBER 2022 – 31ST JANUARY 2023**



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

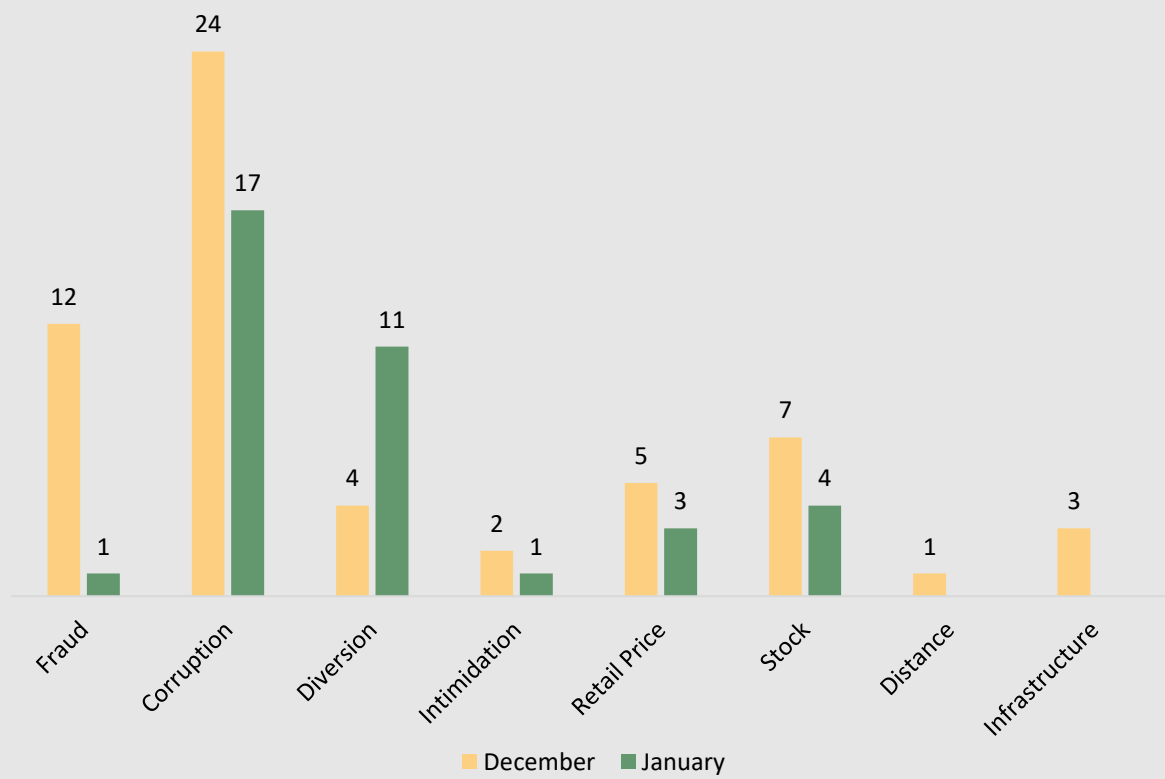
A large part of cases of **exclusion errors** come from IDPs, claiming that they are registered several times by local authorities in the host communities, but still do not receive assistance. These errors also stem from scenarios where beneficiaries who already received assistance had their names removed from the beneficiary lists.



**NORTHERN REGION
EXCLUSION ERRORS
1ST DECEMBER 2022 – 31ST JANUARY 2023**



**NORTHERN REGION
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST DECEMBER 2022 – 31ST JANUARY 2023**



Complaints – Abuses of power

Complaints – Access barriers

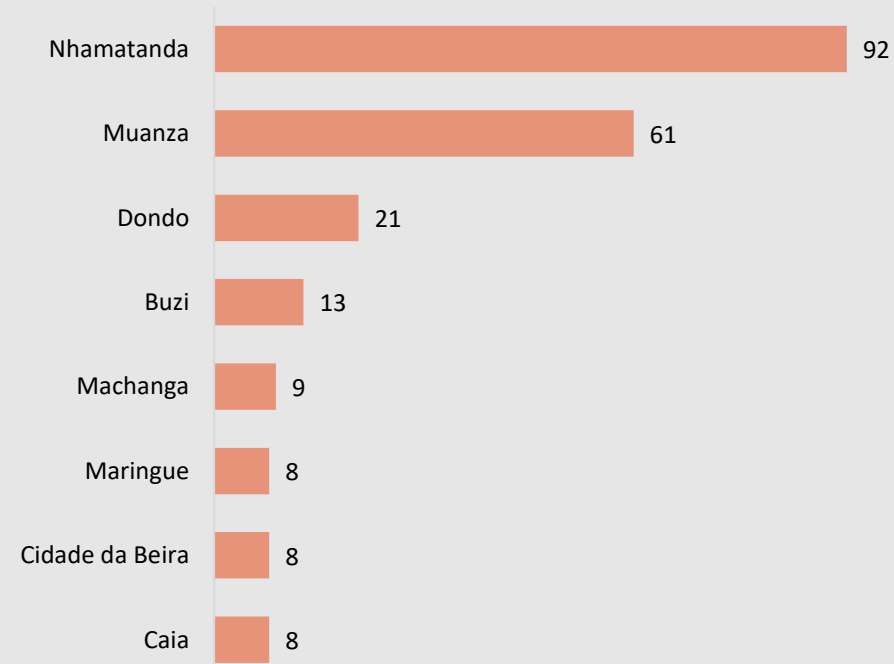
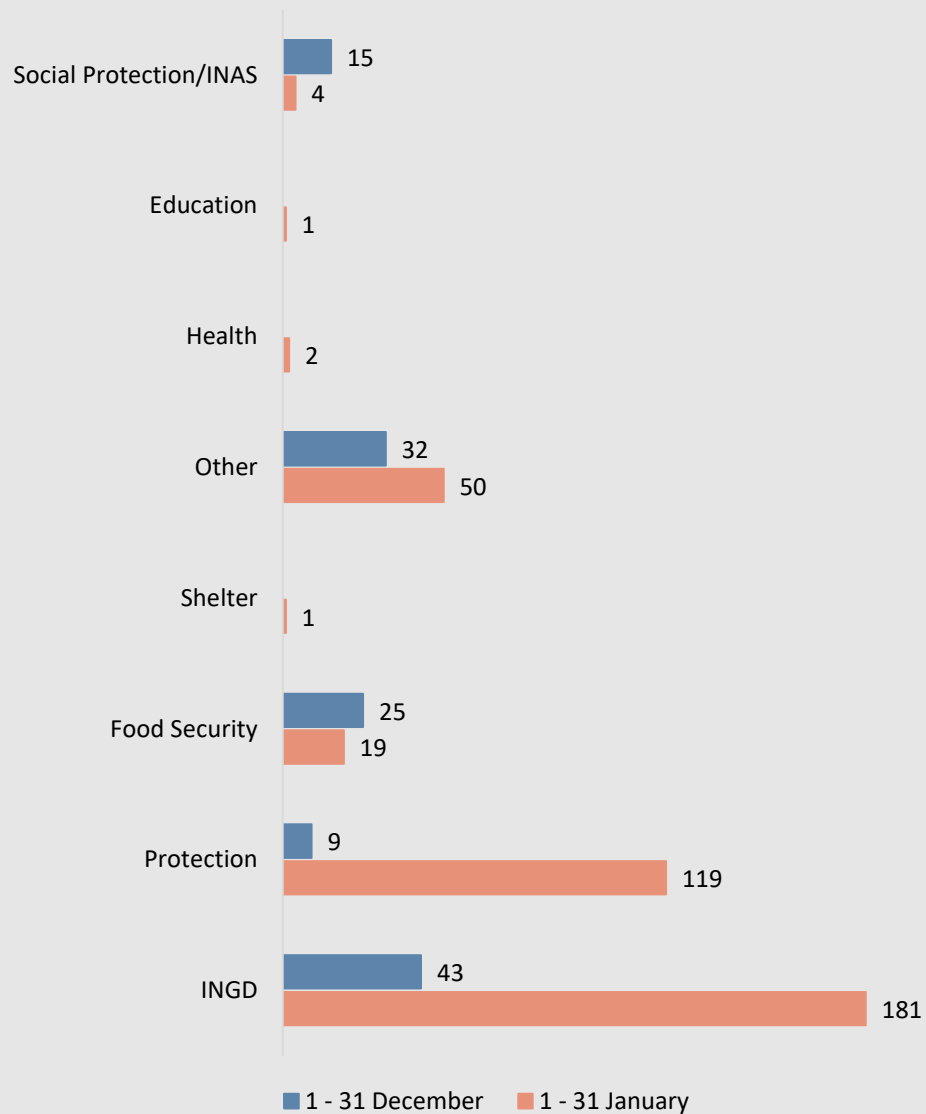
CENTRAL REGION CASES PER SECTORS

1ST DECEMBER 2022 – 31ST JANUARY 2023



CENTRAL REGION DISTRICTS WITH THE HIGHEST NR. OF CASES

1ST – 31ST JANUARY 2023



CENTRAL REGION
1ST DECEMBER 2022 – 31ST JANUARY 2023

December
 Cases Registered:
234
 Feedback Provided:
95%

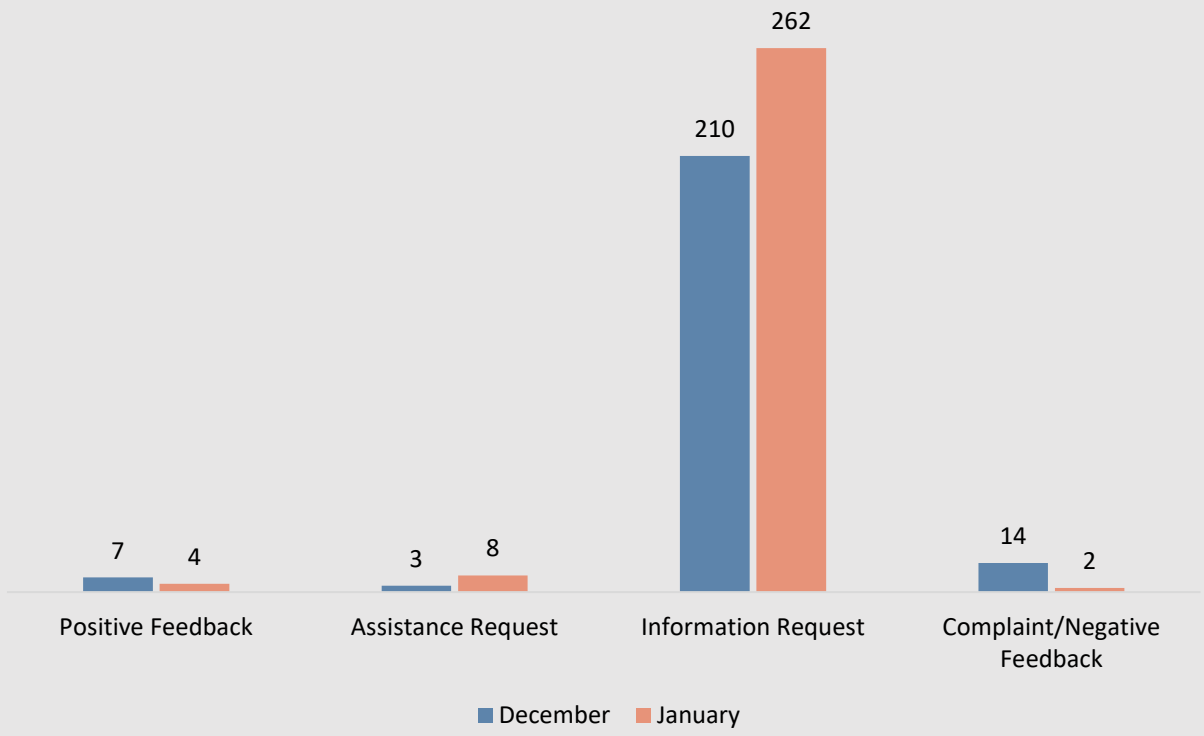
December
 Cases Registered:
276
 Feedback Provided:
98%

December
 Cases Registered:
3
 Feedback Provided:
33%

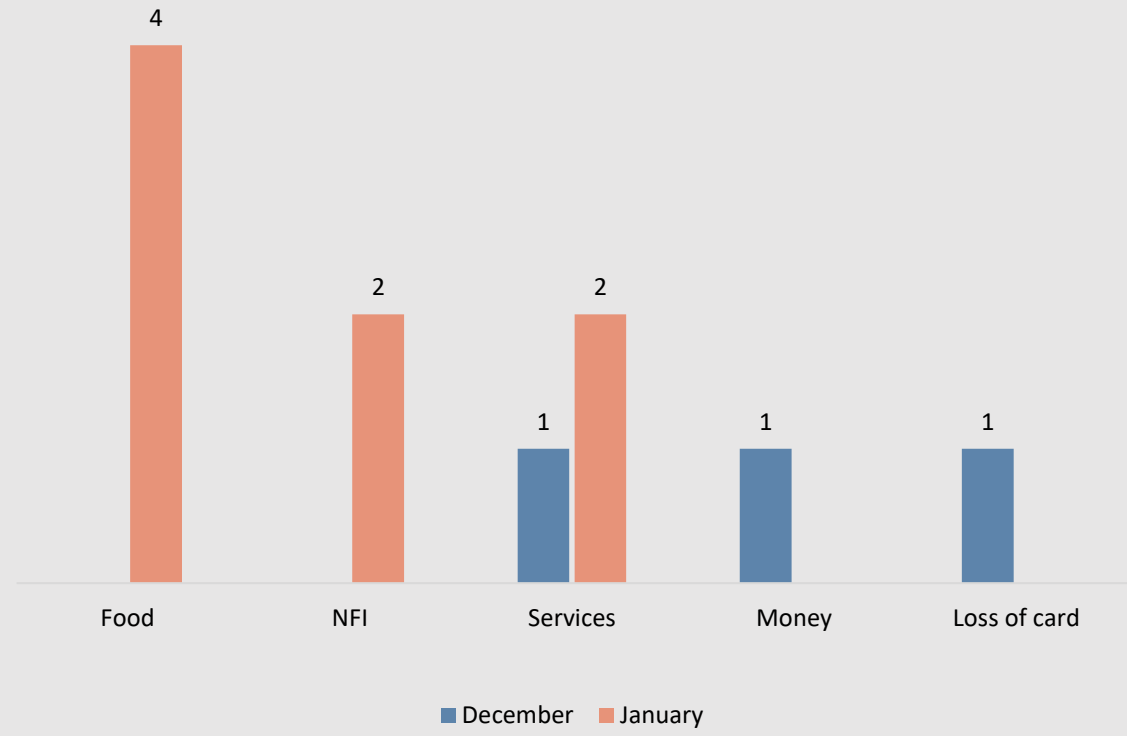
December
 Cases Registered:
8
 Feedback Provided:
50%



CASE TYPES



ASSISTANCE REQUEST



CENTRAL REGION

1ST DECEMBER 2022 – 31ST JANUARY 2023

December
Cases Registered:
210
Feedback Provided:
100%

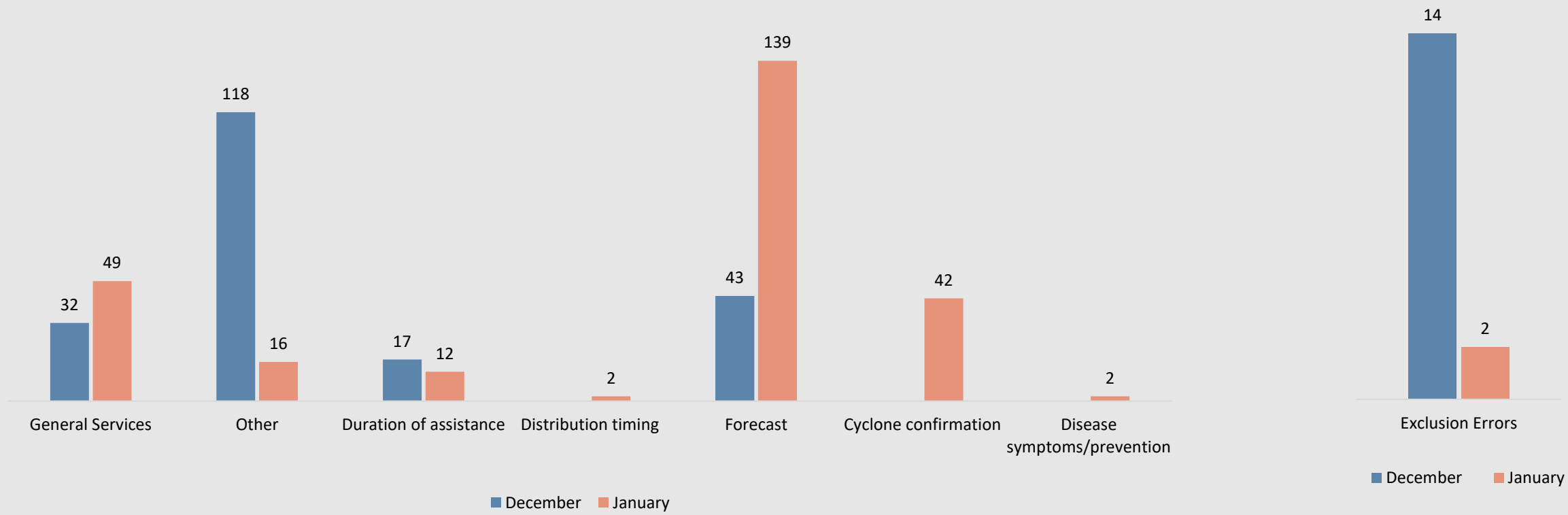
December
Cases Registered:
262
Feedback Provided:
99%



Forecast refer to inquiries about weather. **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.

INFORMATION REQUEST

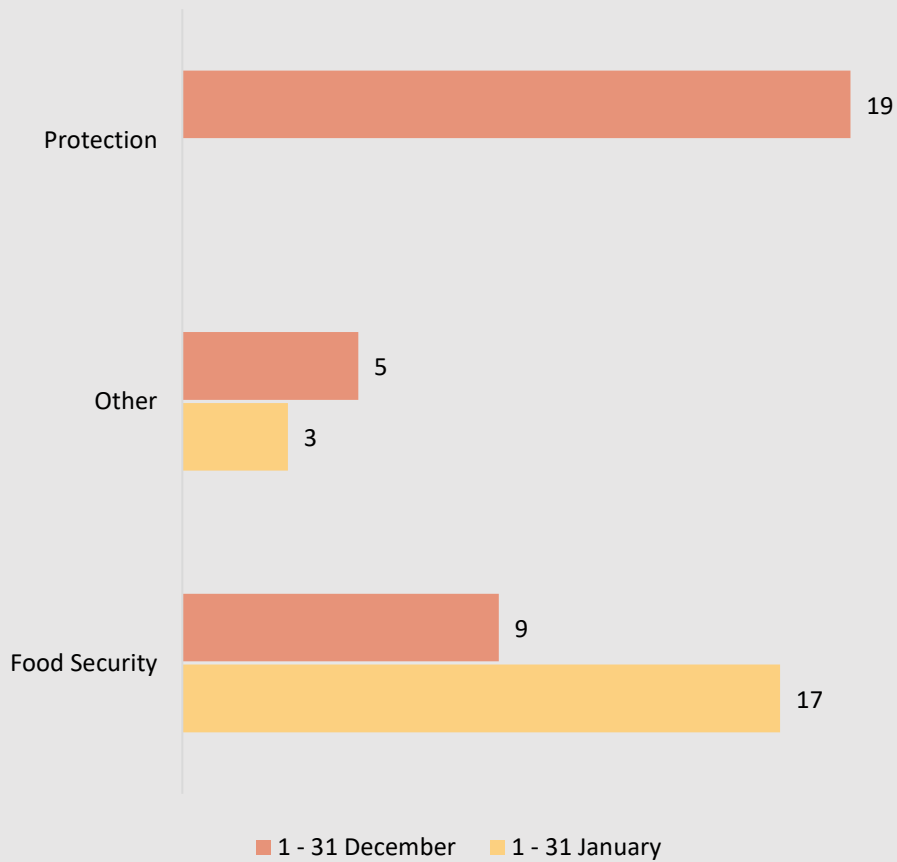
COMPLAINTS



SOUTHERN REGION CASES PER SECTORS

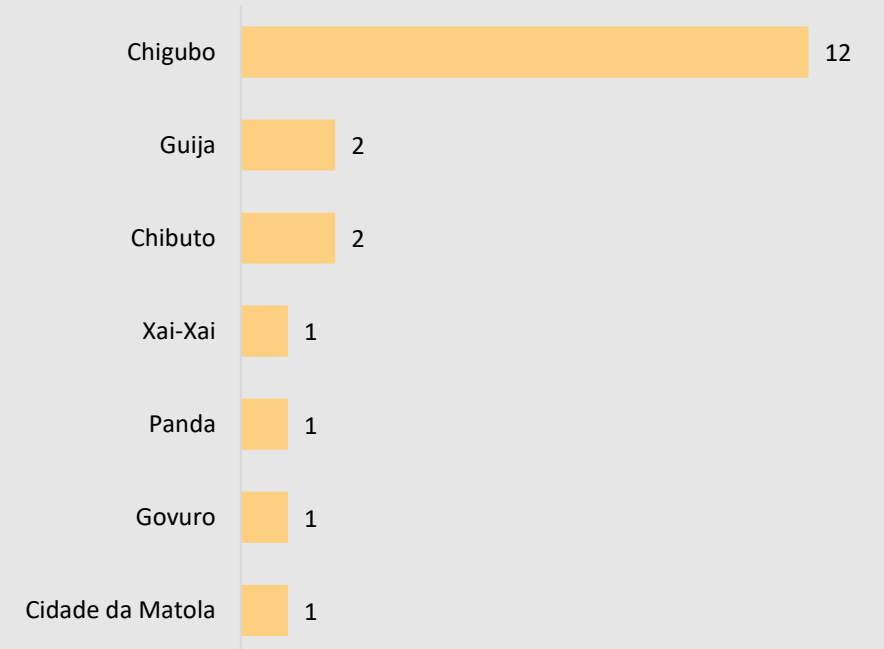
1ST DECEMBER 2022 – 31ST JANUARY 2023

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



SOUTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES

1ST – 31ST JANUARY 2023



POSITIVE FEEDBACK
1ST – 31ST JANUARY 2023



FOOD SECURITY

"I call to thank you for the support I received of 50kg of maize, 25kg of rice, 10kg of beans, 6 liters of cooking oil and 2kg of salt, received on 28/01/2023 distributed by WFP in partnership with Kulima. I ask partners to continue with assistance for an extended period. I was affected by the drought caused by the lack of rain, where I lost everything in my crop field. I am a resident of the Umbene community, and I have a household of 8 members." **Female, Guija, Gaza**

FOOD SECURITY

"I have been displaced from Macomia to Pemba since 2020. I called to thank WFP for having received the value voucher of 3600MT on 26/01/2023 and I have redeemed and purchased food products today 30/01/2023 without any difficulty." **Female, Pemba, Cabo Delgado**

FOOD SECURITY

"I am a resident of Erati district, Imuane community. I want to thank you for having received 2 hoes, 1 machete, and 10kg of corn." **Male, Erati, Nampula**

FOOD SECURITY

"I called to say thanks because on 21/01/2023 I received non-food goods from AVSI, two hoes and a machete. I have been displaced from Nangade since November 2020, I currently live with 5 people in C.R. of Imipri where the distribution took place." **Female, Balama, Cabo Delgado**

FOOD SECURITY

"I have been displaced from the community of Natugo, Quissanga district, to Nacoba, in the same district since 2020. I am a beneficiary of food assistance provided by WFP and partners since 2020. I am calling to thank you for the support given yesterday, 30/01/2023 where I received 50kg of Rice, 10Kg of Beans and 4L of cooking oil." **Male, Quissanga, Cabo Delgado**

FOOD SECURITY

"I called to thank you for the food support I received from WFP on 17/01/2023, which was: 1 bag of 50kg of rice, 4 liters of cooking oil, 9 kg of supercereal and 10 kg of beans, at the post office. I have been displaced from Muidumbe since March 2020, I currently live in the district of Namuno, in the village of Meloco, Unidade A." **Male, Namuno, Cabo Delgado**

FOOD SECURITY



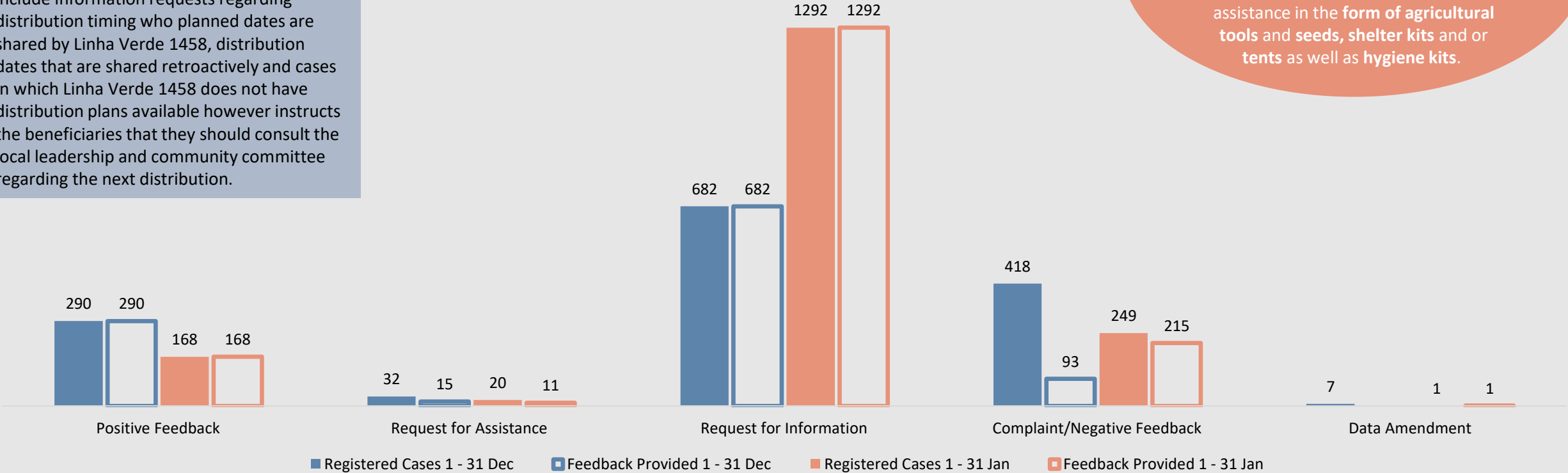
1st – 31st January 2023
 Cases Registered:
1730
 Feedback Provided:
1687

1st – 31st January 2023
 98% of the cases registered here are from the northern region of the country. Requests for **food assistance in some cases** are also accompanied simultaneously by requests for NFI assistance in the form of **agricultural tools and seeds, shelter kits and or tents** as well as **hygiene kits**.

Sofala	14
Zambezia	4
Manica	1
Nampula	141
Cabo Delgado	1547
Inhambane	2
Gaza	15
Niassa	6

Referred Cases	223
Referred Cases Feedback	180
First case resolution	1507

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 January 2023

Cases Registered:

126

Feedback Provided:

120

WASH



1st – 31st January 2023

Cases Registered:

4

Feedback Provided:

0

Cabo Delgado 4

Referred Cases 4

Referred Cases Feedback 0

First Case Resolution 0

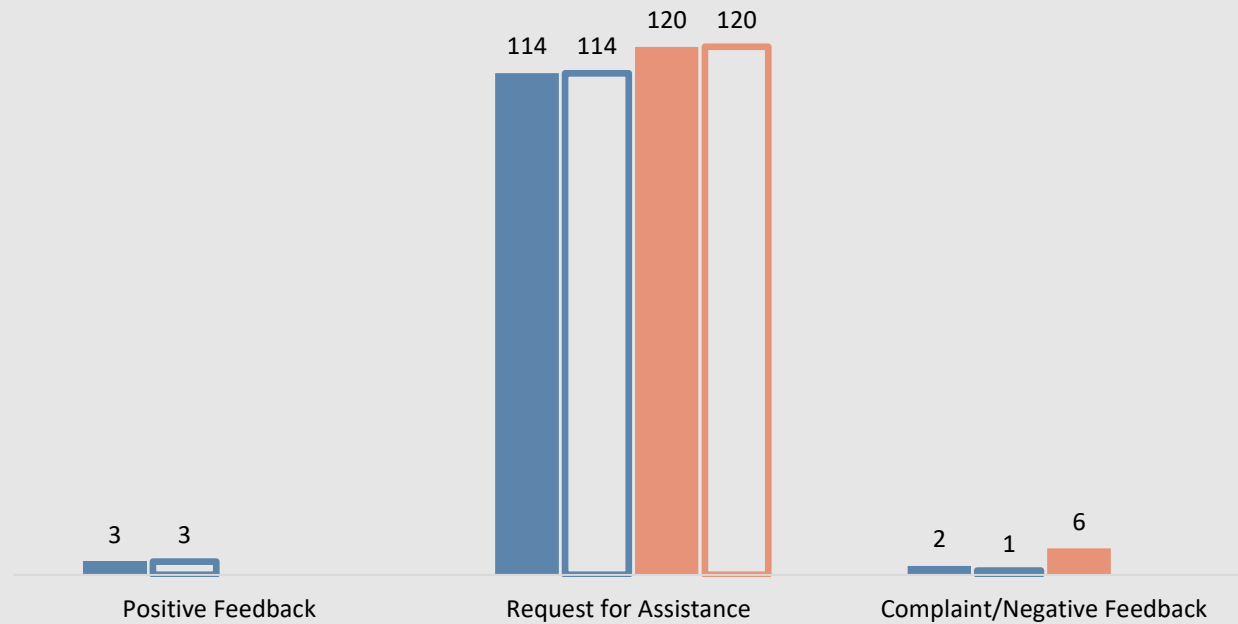
Manica 1

Cabo Delgado 125

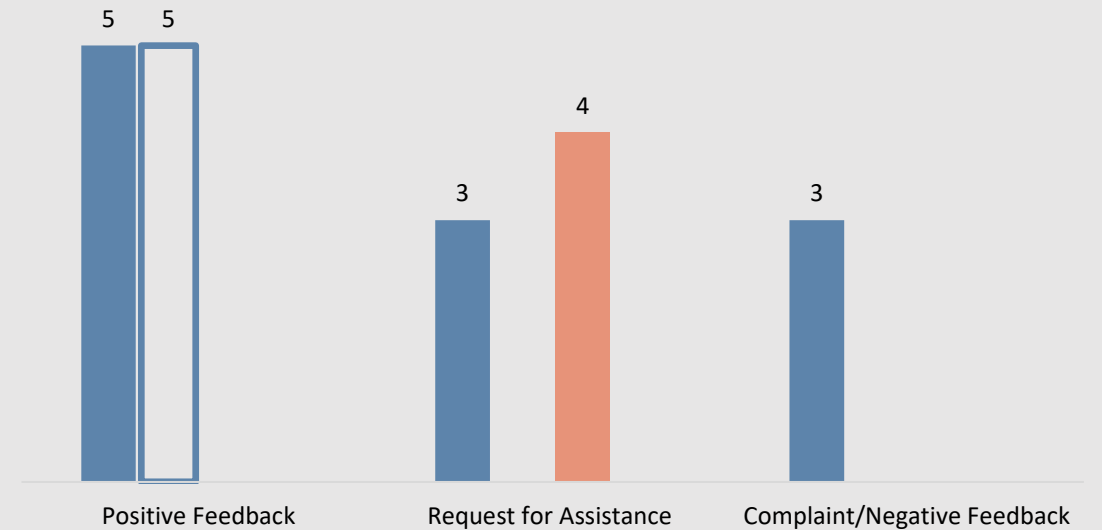
Referred Cases 6

Referred Cases Feedback 0

First Case Resolution 120



■ Registered Cases 1 - 31 Dec Feedback Provided 1 - 31 Dec
■ Registered Cases 1 - 31 Jan Feedback Provided 1 - 31 Jan



■ Registered Cases 1 - 31 Dec Feedback Provided 1 - 31 Dec
■ Registered Cases 1 - 31 Jan Feedback Provided 1 - 31 Jan

PROTECTION



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

1st – 31st January 2023

Cases Registered:
3
Feedback Provided:
0

IDP REGISTRATION

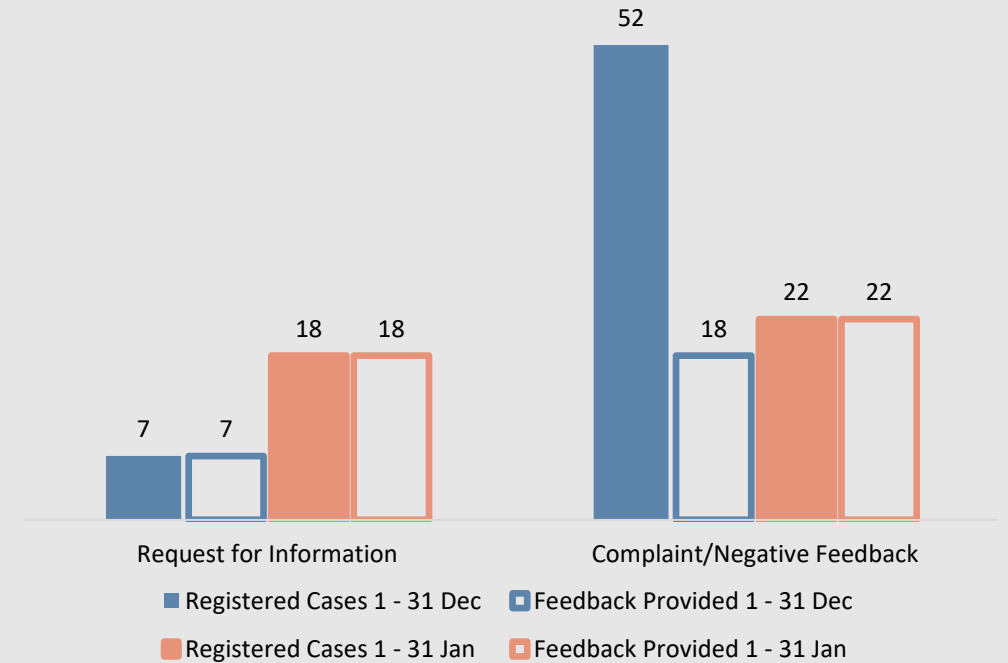
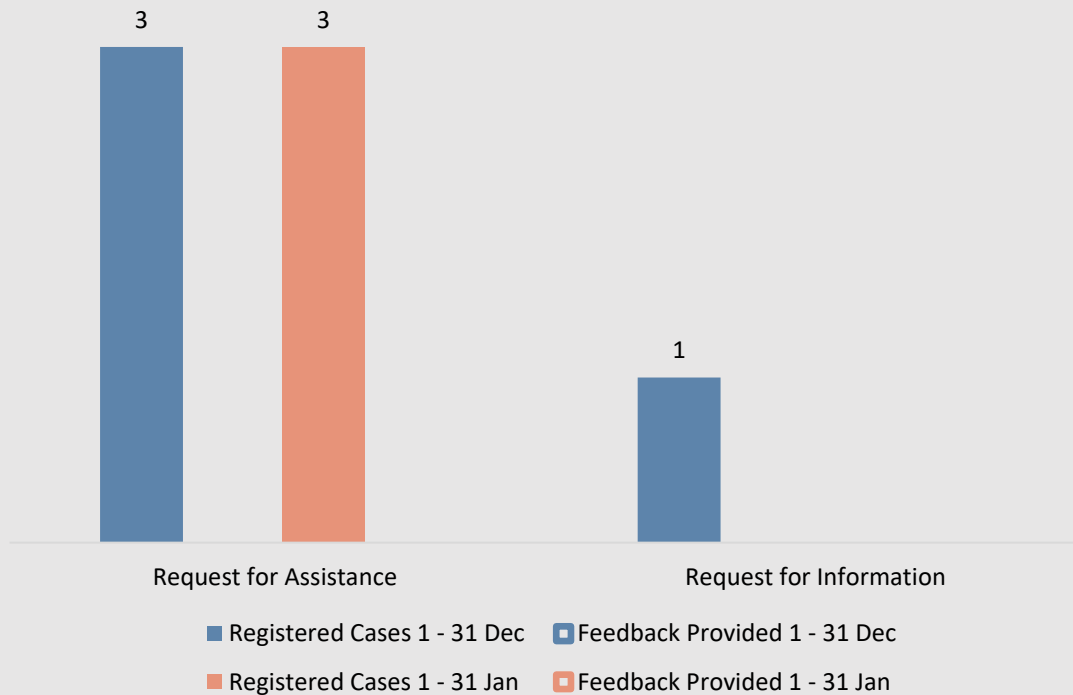
1st – 31st January 2023

Cases Registered:
40
Feedback Provided:
40

Nampula	2
Cabo Delgado	38

Referred Cases	22
Referred Cases Feedback	22
First Case Resolution	18

Protection sector cases include:
Civil Documentation - 3 cases



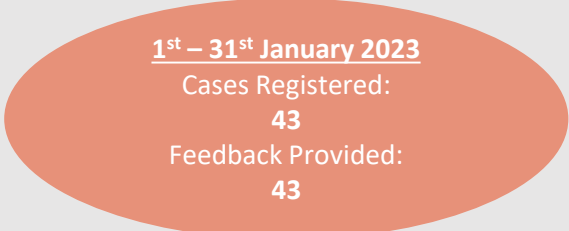
CHILD PROTECTION



Sofala	7
Cabo Delgado	5
Nampula	1

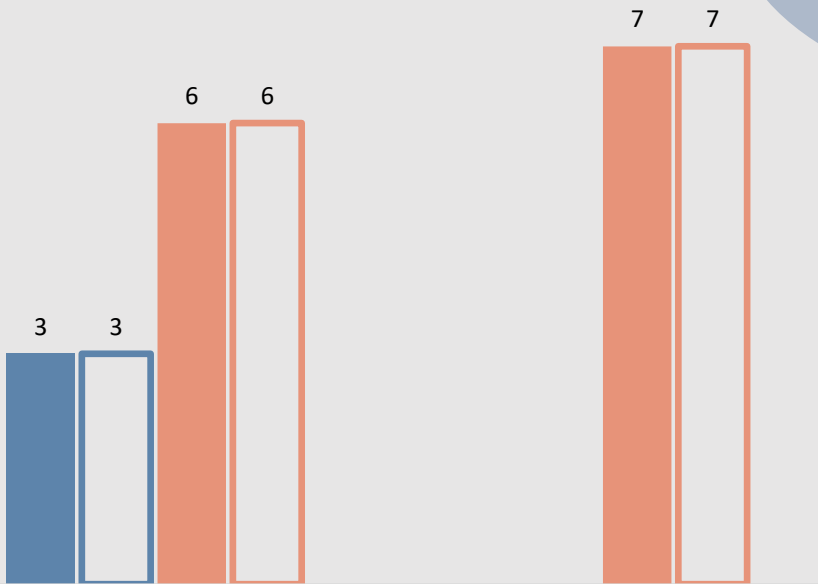
Referred Cases	6
Referred Cases Feedback	2
First Case Resolution	7

Child Protection sector includes:
 Forced marriage – 2 cases
 Forced marriage (info) – 7 cases
 Psychological/emotional abuse – 4 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 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
 Rape (info) - 1 case
 Physical assault - 3 cases
 Denial of resources – 2 cases
 Psychological abuse - 23 cases
 GBV SMS Campaign – 12 cases

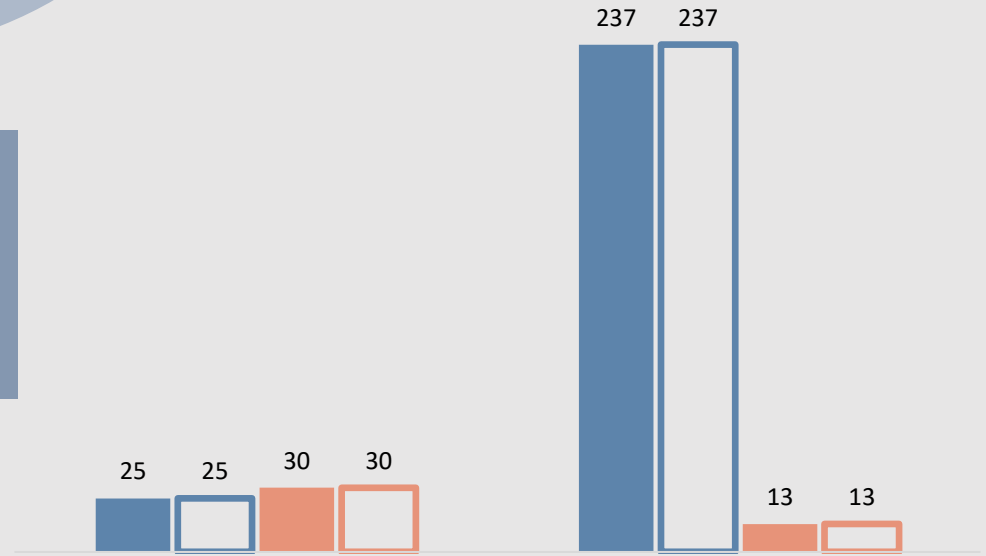


Request for Assistance Request for Information
 ■ Registered Cases 1 - 31 Dec ■ Feedback Provided 1 - 31 Dec
 ■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan

GBV

Sofala	2
Zambezia	9
Nampula	2
Cabo Delgado	30

Referred Cases	0
Referred Cases Feedback	0
First Case Resolution	43



Request for Assistance Request for Information
 ■ Registered Cases 1 - 31 Dec ■ Feedback Provided 1 - 31 Dec
 ■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan

INGD

HEALTH



Sofala	175
Zambezia	2
Manica	2
Tete	2

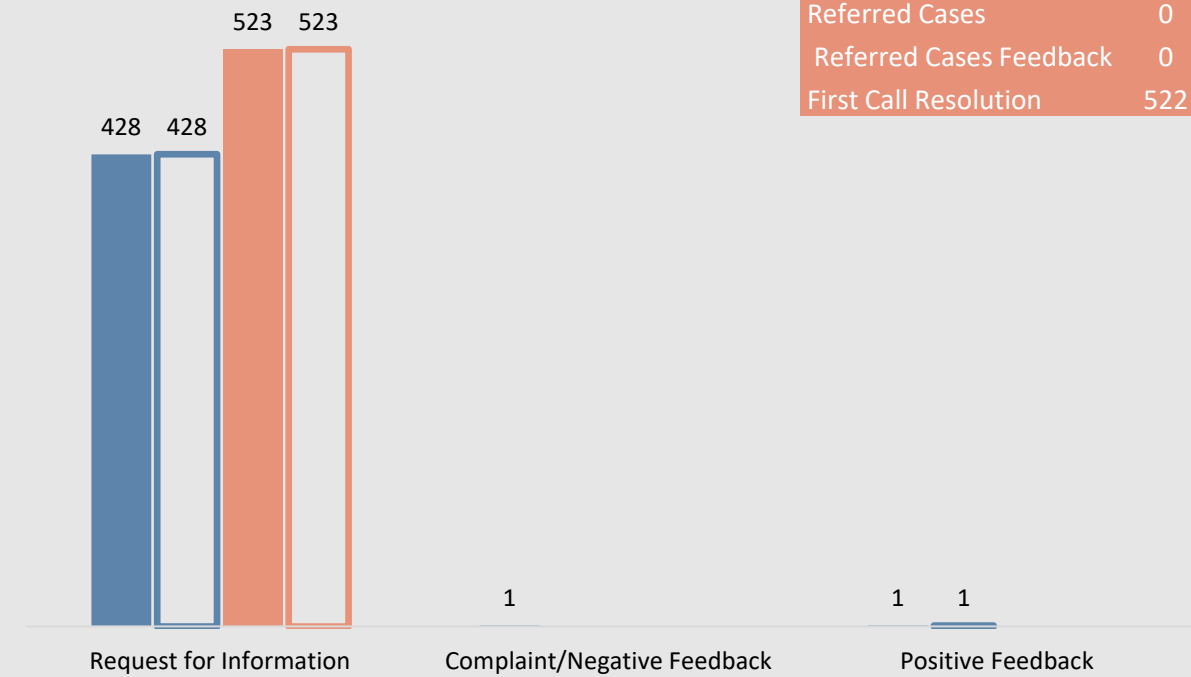
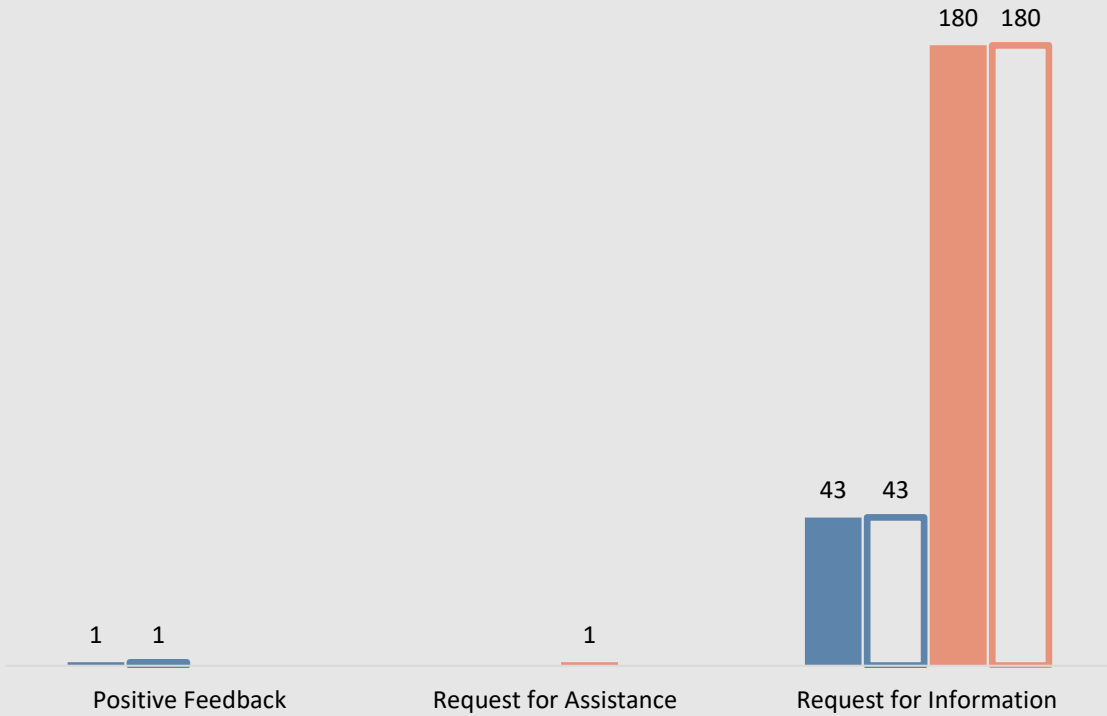
Referred Cases	1
Referred Cases Feedback	0
First Case Resolution	180

1st – 31st January 2023
 Cases Registered: **181**
 Feedback Provided: **180**

1st – 31st January 2023
 Cases Registered: **523**
 Feedback Provided: **523**

Sofala	328
Zambezia	77
Manica	42
Tete	40
Nampula	23
Cabo Delgado	1
Gaza	5
Niassa	4
Maputo Provincia	2

Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	522



■ Registered Cases 1 - 31 Dec ■ Feedback Provided 1 - 31 Dec
■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan

■ Registered Cases 1 - 31 Dec ■ Feedback Provided 1 - 31 Dec
■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST JANUARY 2023

Overview

- ❖ A total of **2,745** cases have been registered through Linha Verde 1458 during the month of January 2023. The feedback rate is approximately at **97%** an increase in overall case closure and feedback provided from previous month. Following is the breakdown of feedback provided from referred cases and feedback provided during the call.
 - **90%** of cases were closed during the call (first case resolution)
 - **10%** of cases registered were referred to cluster focal points for verification and feedback, of which **78** percent have been closed with feedback.
- ❖ During this month:
 - **70%** of cases registered come from the northern region covering concerns related to humanitarian assistance in response to the conflicts.
 - **19%** are regarding Covid-19.
 - **10%** are from the central region.
 - **1%** from the southern region.

Northern Region (IDP) Response: 1 – 31 January 2023

- ❖ In the northern region a total of **1,926** cases were registered relating to humanitarian assistance and needs. Out of this total **88%** are food assistance related, **1.9%** about registration of Internally Displaced Persons, **6.5%** shelter assistance, **2.2%** related to protection, and **0.2%** related to WASH.

Food Assistance

- ❖ Within food assistance **1278** are **information requests**, **249** are **complaints**, **149 positive feedback**, **17 assistance requests** and **1** request for **data amendment**.

Information Requests

- ❖ The requests for information are structured in the following manner:
 - **1265** beneficiaries of food assistance called asking for the **distribution timing**. Linha Verde 1458 informed about the dates based on the plans shared by partners and when plans were not available Linha Verde 1458 guided them to approach the local leaders to consult them on the planned distributions times according to information shared by partners. Majority of calls came from **Chiure, Metuge, Montepuez, Mueda, Pemba, Ancuabe, Balama and Meconta**.

- **4 IDPs** called from **Montepuez, Ancuabe and Chiure** to inquire if the assistance was coming to an end as they stated that they were informed in their communities about the end of the assistance. The beneficiaries received clarification from focal points that the assistance was not ending but due to shortage in funds there would be no distributions and for Chiure there would be a change in the modality received.
- **2** previous food assistance beneficiaries affected by cyclone Gombe called from **Monapo** to inquire if they would continue to receive assistance, as they stated that they receive last time in June 2022.
- **3** inquiries on **entitlement** about the assistance modality change where beneficiaries were instructed to call Linha Verde 1458 to state their preferred assistance modality. These came from **Chiure**.
- **2 IDPs** called for clarification on **targeting criteria** from called to understand if they meet the criteria to receive assistance. The cases came from **Pemba and Montepuez**.
- **2** inquiries about the process of interview conducted by partner's teams. It was explained that this was part of verification process to ensure they are eligible to receive assistance. The calls came from **Chiure**.

Complaints

- ❖ **249** complaints were raised related to food assistance activities. **153** cases of **exclusion error**, **56 distribution issues**, **29** claims of **abuse of power**, **6** claims of **access barriers**, **3** **quality** issues and **2** complaints of **quality** of the food received.
- ❖ Of the **153** exclusion errors:
 - **128** IDPs claimed that they had their names removed from the beneficiary lists and did not receive food in the last distribution cycle. Majority of cases came from **Pemba, Metuge, Montepuez, Chiure, Ancuabe and Macomia**
 - **16** IDPs complained that their entire communities have excluded from the distributions while neighboring communities were receiving. These came from **Ancuabe, Metuge, Balama, Pemba, Meconta, Cidade de Nampula and Erati in Nampula**.
 - **7** IDPs claimed that people unknown to them received their food from Pemba, Quissanga and Cidade de Nampula.
 - **1** IDP claimed that she was excluded because it was stated by people in charge of the lists that her name was in two lists. **1** IDP was absent during distributions. Both cases came from **Pemba**.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST JANUARY 2023

- ❖ Of the **56** claims of distribution issues:
 - 29 IDPs from **Balama** and **Montepuez** complained about the delay in the arrival of mobile stores to redeem their vouchers received in the previous month. Instructed by the CFM focal points, Linha Verde 1458 informed callers that the arrival of the mobile stores was scheduled for the second and third week of the present month.
 - 27 beneficiaries complained that not all of them received food due to stock rupture and the distributions teams that promised to return to continue the distribution did not do so by the time these complaints were made. These came mostly from **Macomia**, **Meconta** and **Erati**.
- ❖ For the **29** cases of abuse of power, they are divided as follows:
 - **17** allegations of corruption, where 15 are against local leader charging amounts ranging from 1000MT – 3000MT to include IDPs in the beneficiary lists. The cases are from Montepuez, Metuge, Ancuabe, Erati, Cidade de Nampula and Nacala-a-Velha in Nampula. The other 2 claims were against humanitarian actors charging IDPs fees to be included in the lists from Pemba and Erati in Nampula. was verified by CFM focal points that in certain cases money was charged and the cases escalated to district Government.
 - **10** cases of **diversion** from Pemba, Ancuabe, Mocimboa da Praia, Nangade and Meconta in Nampula complaining that distributions of rations kits and vouchers are done partially, and the remainder is sold at local grocery shops.
 - **1** case of **fraud** from Chiure claiming that the family of leader moved to resettlement center to receive assistance destined to IDPs.
 - **1** claim of **intimidation** where IDP complains that local leaders threaten to remove the IDP name from the beneficiary lists if he does not contribute the amount of 200MT for the construction of a bridge in the community.
- ❖ 3 complaints about the **quality** of rations were reported from **Balama** and **Metuge**. The beneficiaries complained that maize had germs, the beans were infested, and the corn seeds distributed for agriculture were rotten. Beneficiaries were advised to inspect the food during the distributions to avoid taking home food that is improper for consumption.

Registration of IDPs in host communities

- ❖ A total number of 40 cases related registration of IDPs were reported, of which **55% exclusion errors** **45%** information requests on **registration process**.

Information Requests

- ❖ 18 requests for information on registration process were received from IDPs recently arrived in their new hosting communities and IDPs already residing in host communities but never received assistance and want to become beneficiaries. Linha Verde 1458 continues to instruct them to consult with the local leadership and Government and follow their procedures. Majority of cases are from **Muidumbe**, **Mueda**, **Meluco**, **Metuge** and **Balama**.

Complaints

- ❖ **22** complaints of exclusion errors mostly from Ancuabe, Balama, Macomia, Mueda and Chiure. IDPs stated that despite several attempts to register to become beneficiaries their names still not appear in the distribution lists. Linha Verde 1458 incentivizes the continuation in attempts to registration and explains the eligibility criteria that might be preventing them from being included in the beneficiaries' lists.

WASH

- ❖ **4 requests for assistance** related to WASH have been registered.
 - One request for water supply services in the Site of **Namuapala in Metuge**.
 - A request for hygiene items from **Angalia** site in **Balama**.
 - Two requests from **Nandimba site in Mueda** for the increase of water supplied since the amount supplied is not enough to cover the entire population.

Shelter and NFI's

- ❖ A total of **125** cases related to shelter assistance and needs were registered, **95%** are assistance request and **5%** are complaints.

Assistance Requests

- ❖ **Mueda (Nandimba, Lyanda, Mpeme, Nachitenje sites): 45** IDPs asked for tarpaulins, kitchen utensils, flashlights and blankets.
- ❖ **Nangade (Ntamba, Ntoli, Mualela sites): 17** IDPs requested tarpaulins, kitchen utensils, flashlights, blankets and grass mats.
- ❖ **Ancuabe (Nannona, Cajupane, Nacussa B, Nanjua A sites and Namavi): 14** IDPs requested tarpaulins, kitchen utensils, buckets, mosquito nets, and few requested agricultural tools.
- ❖ **Montepuez (Campona, Nanhupo, Massasse, Marcune, Ntele sites): 12** IDPS requested kitchen utensils, blankets, tarpaulins, flashlights, grass mats and mosquito nets.
- ❖ **Chiure (Ocu site, Murrocue): 10** IDPs requested tarpaulins, grass mats, flashlights and few others requested for seeds and agricultural tools.

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- ❖ **Metuge (Bandar, Nicavaco, 25 de Junho, Ngalane sites): 7** IDPs requested tarpaulins, kitchen utensils, mosquito nets, blankets, flashlights, and a few requested hygiene items and seeds for agriculture.
- ❖ **Namuno (Meloco, 19 de Outubro) 3, Macomia (Bangala 2), 3:** IDPs requested tarpaulins, grass mats, flashlights, kitchen utensils, blankets and a few requested seeds and agricultural tools.
- ❖ **Balama (Tauane site), 2 Ibo (Cumilamba site), 2:** IDPs requested tarpaulins, kitchen utensils, construction materials and few number requested seeds and agricultural tools.

Complaints

- ❖ 2 cases of exclusion errors from IDPs from **sites of Namdimba and Lyanda in Mueda** complaining they are not receiving assistance in shelter items and the assistance has been given only to natives. 3 exclusion errors complaints from IDPs that stated that they names did not appear in the list to receive shelter items, these are from **Montepuez community in Quissanga, Natove site in Ancuabe and Ocuca site in Chiure.**
- ❖ 1 complaint of abuse of power alleging that the leader of **Marocane site in Ancuabe** is **diverting** and selling construction materials donated by a project.

Central Region Response: 1 – 31 January 2023

- ❖ In the central region it was registered a total of 276 cases, **95%** information requests, **2.8%** requests for assistance, **1.4%** positive feedback and **0.7%** complaints. Most concerns raised are inquiries related to the weather forecast, and few about covid-19 Social Protection program and requests from previous food assistance beneficiaries seeking information whether the assistance will resume in their communities.

Weather related queries

- ❖ The rainy season and early warning alerts for tropical storm **Cheneso** that hit the coast of Madagascar, resulted in spike of calls (180) from people seeking information on the weather forecast and to confirm whether the storm will hit the county, which has not. Linha Verde would share updates on the weather based on the official channels. 1 caller from Nhamatanda asked for assistance in food items since the rain has destroyed all his crops.

Previous Food Assistance beneficiaries

Information Requests

- ❖ **12** previous food assistance beneficiaries from Buzi, Nhamatanza and Caia in Sofala and Gurue in Zambezia stated that have been in extreme need of food assistance and would like to know when the assistance would return.

Protection: 1 – 31 January 2023

- ❖ A total number of **59** cases were registered by Linha Verde 1458. The cases are distributed as follows:
 - **3 protection cases** where IDPs are requesting support in obtaining **civil documentation** claiming that the police will stop and interrogate them due to lack of ID document. These cases are from **Meloco in Namuno, Ocuca site in Chiure and Namdimba site in Mueda.**
 - **8 child protection cases, 2** reports of **forced marriage** from Moma in Nampula, and Beira in Sofala referred to Linha Fala Crianca. 6 requests for information about forced marriage from Nhamatanda, Muanza and Beira in Sofala, Moma in Nampula and Pemba Cabo Delgado.
 - AIFO Community Focal Points registered **29 GBV** cases from persons with disabilities in Montepuez and Metuge. 23 cases of psychological/emotional abuse, 3 cases of physical assault, 2 cases of rape and 2 cases of denial of resources. Additionally, AIFO community focal points registred **4** cases of child protection from persons with disabilities all related to psycholofial/emotional abuse.
 - **1 GBV** case reporting physical assault in Nicoadala Zambezia. Linha Verde 1458 referred the caller to local health services.