

# Linha Verde da Resposta à Emergência

Report period: 1<sup>st</sup> February – 31<sup>st</sup> March 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.

**10,684** Total Cases Registered

**3,815** Cases Registered  
March 2023

**96%** Feedback Rate March  
2023



## CUMULATIVE DATA OVERVIEW PERIOD: 1<sup>ST</sup> JANUARY – 31<sup>ST</sup> MARCH 2023

### CALLER PROFILE



90% male

10% female

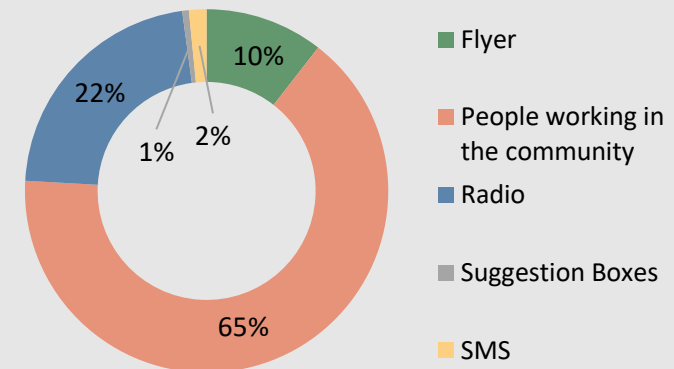


1% 17 and below

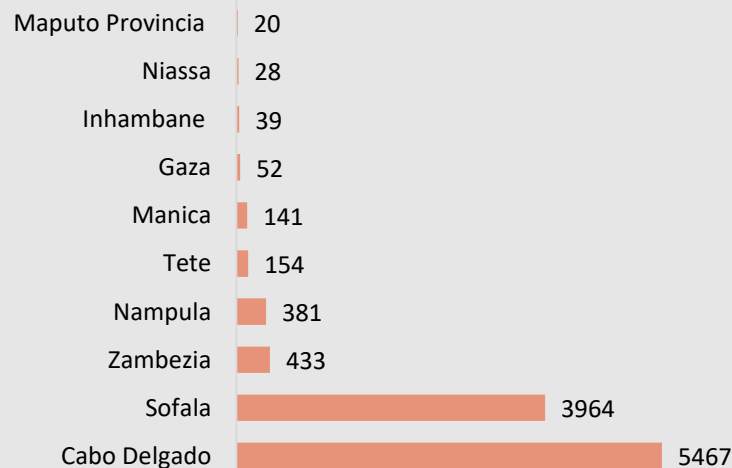
98% 18 to 59

1% 60 and above

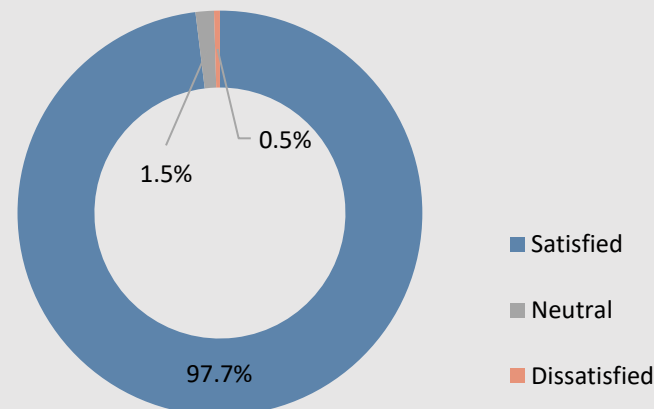
## KNOWLEDGE ABOUT LINHA VERDE 1458



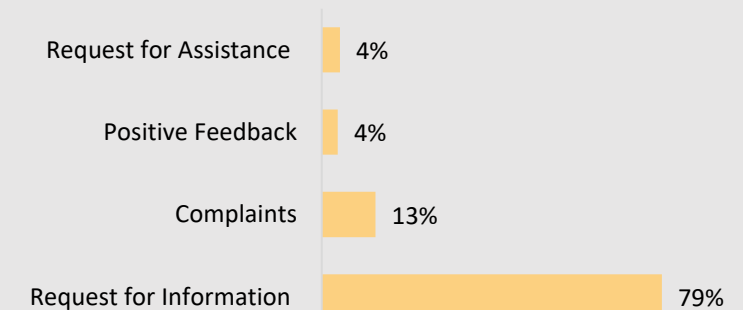
## CASES BY PROVINCE



## SATISFACTION



## CASE TYPE



# TYPES OF CASES REGISTERED PER MONTH

1<sup>ST</sup> APRIL 2022 – 31<sup>ST</sup> MARCH 2023

**1<sup>st</sup> – 31<sup>st</sup> March 2023**

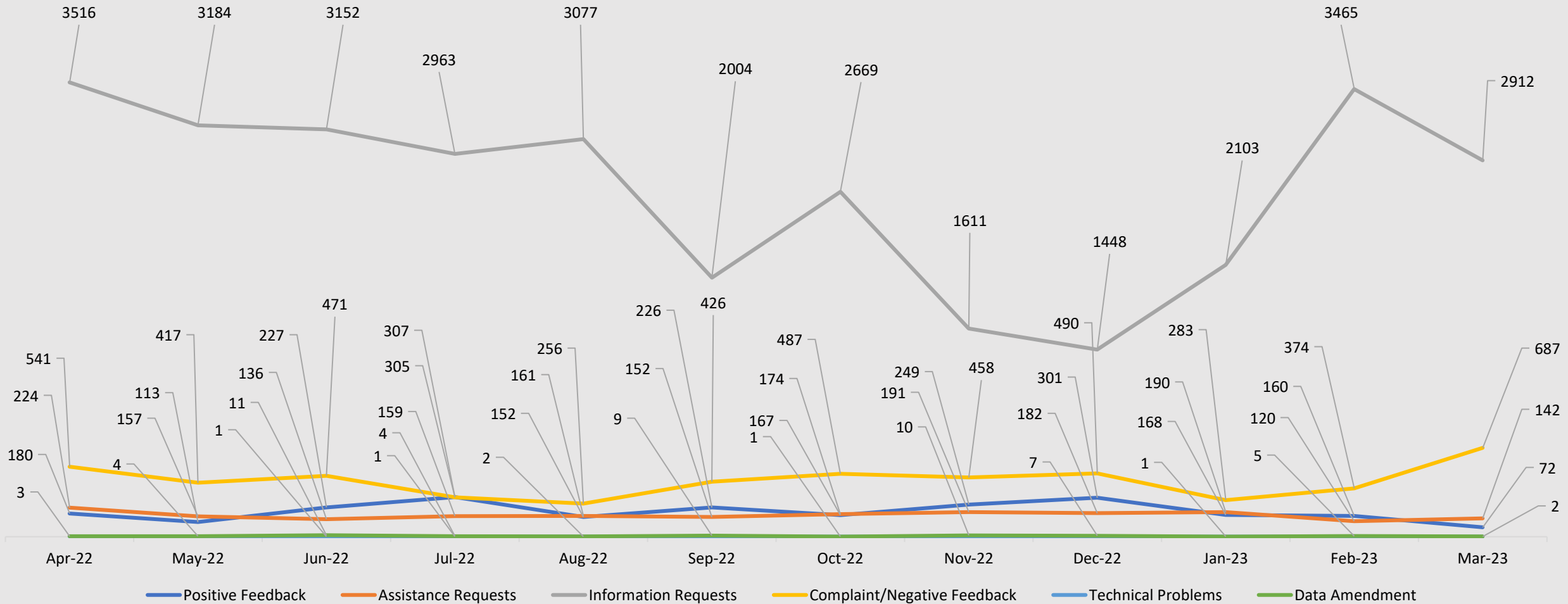
Nr. Total Registered Cases:

**3,815**

Nr. of calls from the northern region:

**2,228**

**58%** of the cases registered through Linha Verde 1458 between March 1<sup>st</sup> – 31<sup>st</sup> came from the northern region.



## CASES PER SECTOR

### 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023



With the second wave of tropical storm Freddy, Linha Verde 1458 continued to register high number calls, despite decrease from previous month, from people mostly seeking updated information about the weather conditions and few asking for assistance after being affected by the storm. The Food Security registered 56% of all cases for the current month.

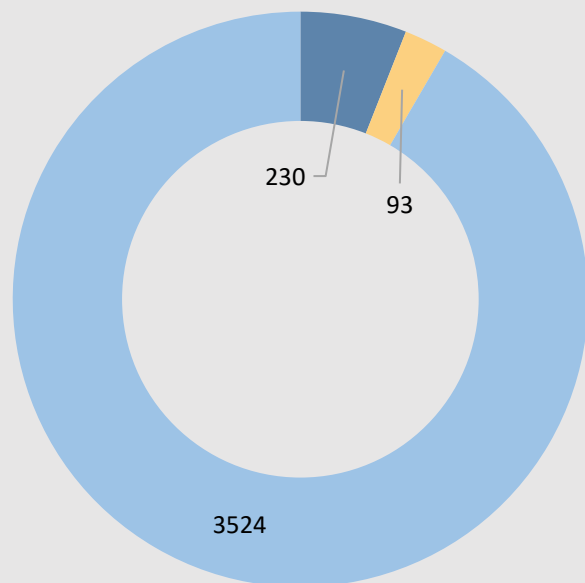
## FEEDBACK ANALYSIS PER SECTOR

1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2023



Cases Registered  
**3,815**  
Cases Referred rate  
**6%**  
First Case Resolution rate  
**94%**

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	155	86	1989
Shelter	4	2	77
Other	0	0	9
CCCM	0	0	0
Health	0	0	169
Education	2	0	0
WASH	5	0	2
IDP Registration	1	1	1
INGD	53	1	1241
Protection	10	3	36
<b>Total</b>	<b>230</b>	<b>93</b>	<b>3524</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> FEBRUARY – 31<sup>ST</sup> MARCH 2023



1<sup>st</sup> – 31<sup>st</sup> March 2023

Cases Registered:  
2228  
Feedback provided:  
2205

1<sup>st</sup> – 31<sup>st</sup> March 2023

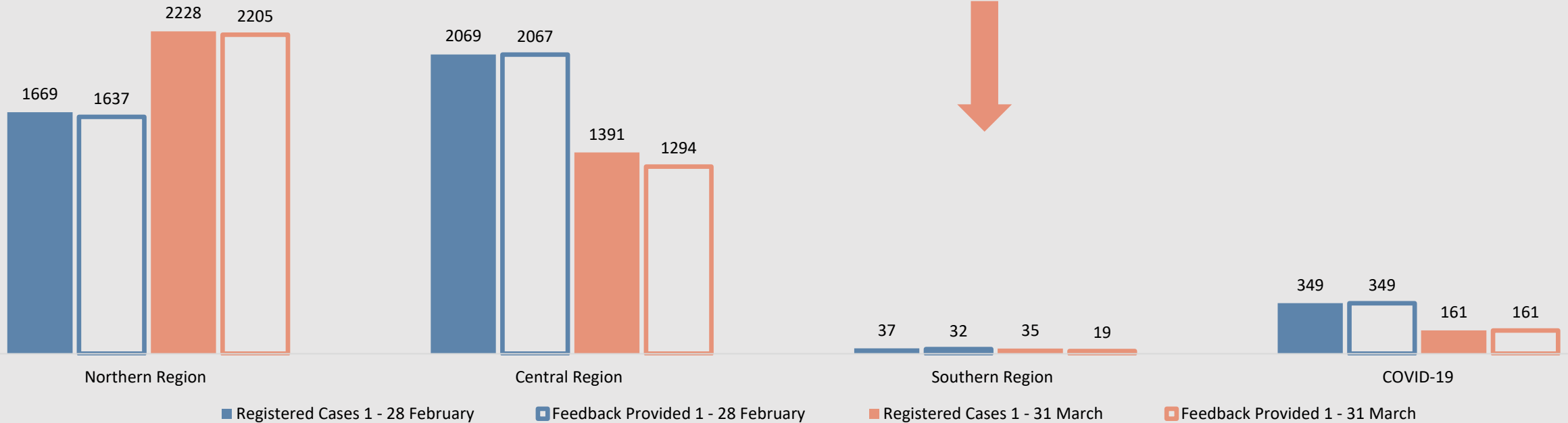
Cases Registered:  
1391  
Feedback provided:  
1294

1<sup>st</sup> – 31<sup>st</sup> March 2023

Cases Registered:  
35  
Feedback provided:  
19

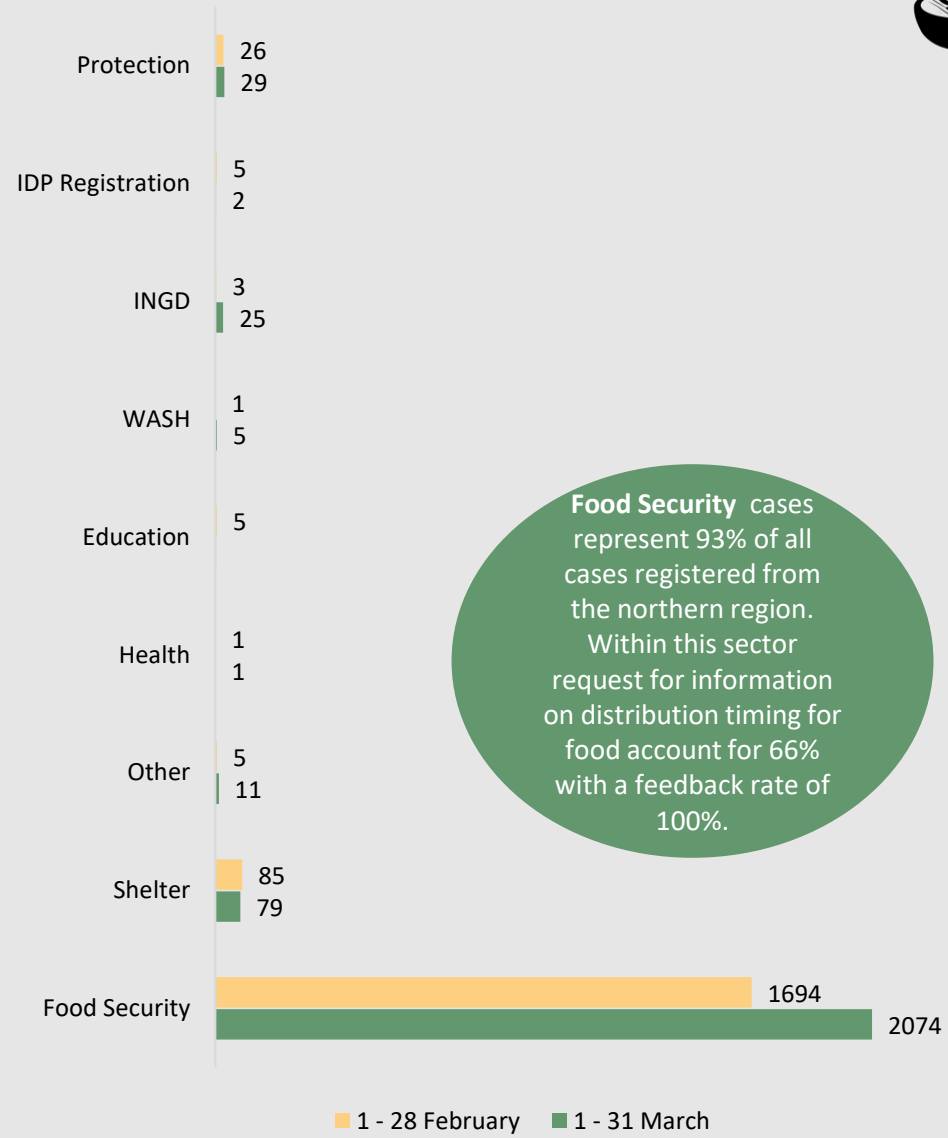
1<sup>st</sup> – 31<sup>st</sup> March 2023

Cases Registered:  
161  
Feedback provided:  
161

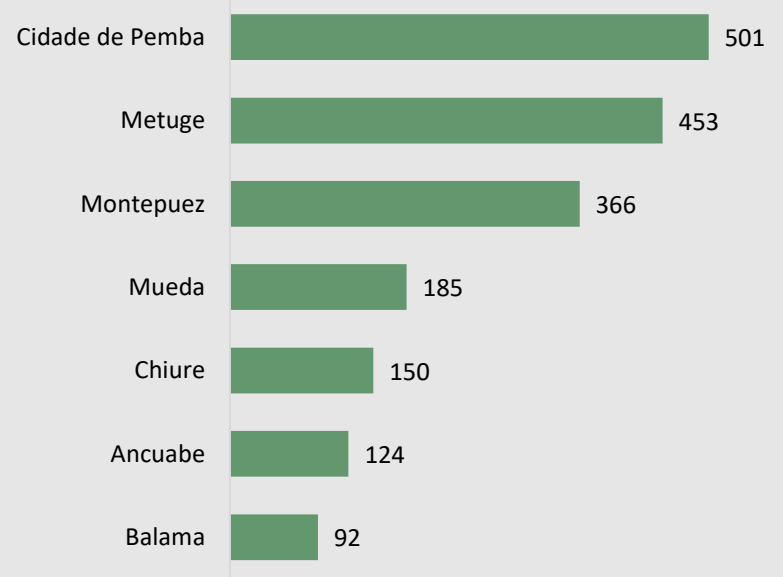


# NORTHERN REGION CASES PER SECTORS 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023

# NORTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2023



**Food Security** cases represent 93% 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%.



**NORTHERN REGION**  
**1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023**

**February**  
 Cases Registered:  
**1669**  
 Feedback Provided:  
**97%**

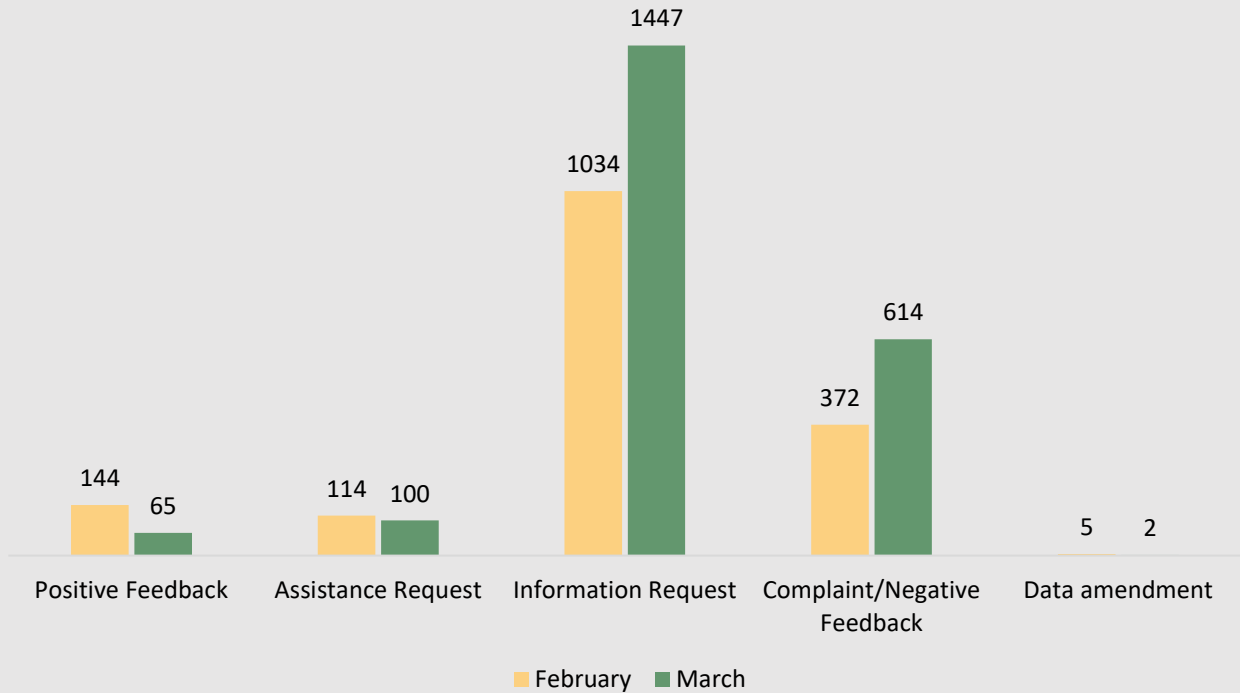
**March**  
 Cases Registered:  
**2228**  
 Feedback Provided:  
**98%**

**February**  
 Cases Registered:  
**114**  
 Feedback provided:  
**88%**

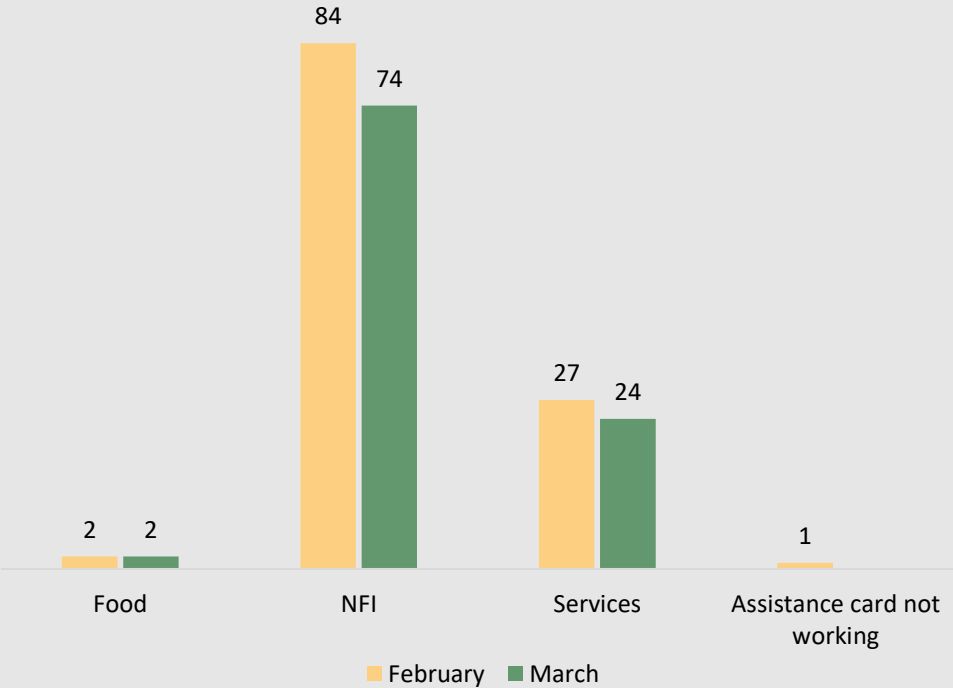
**March**  
 Cases Registered:  
**100**  
 Feedback provided:  
**91%**



**CASE TYPES**



**ASSISTANCE REQUEST**



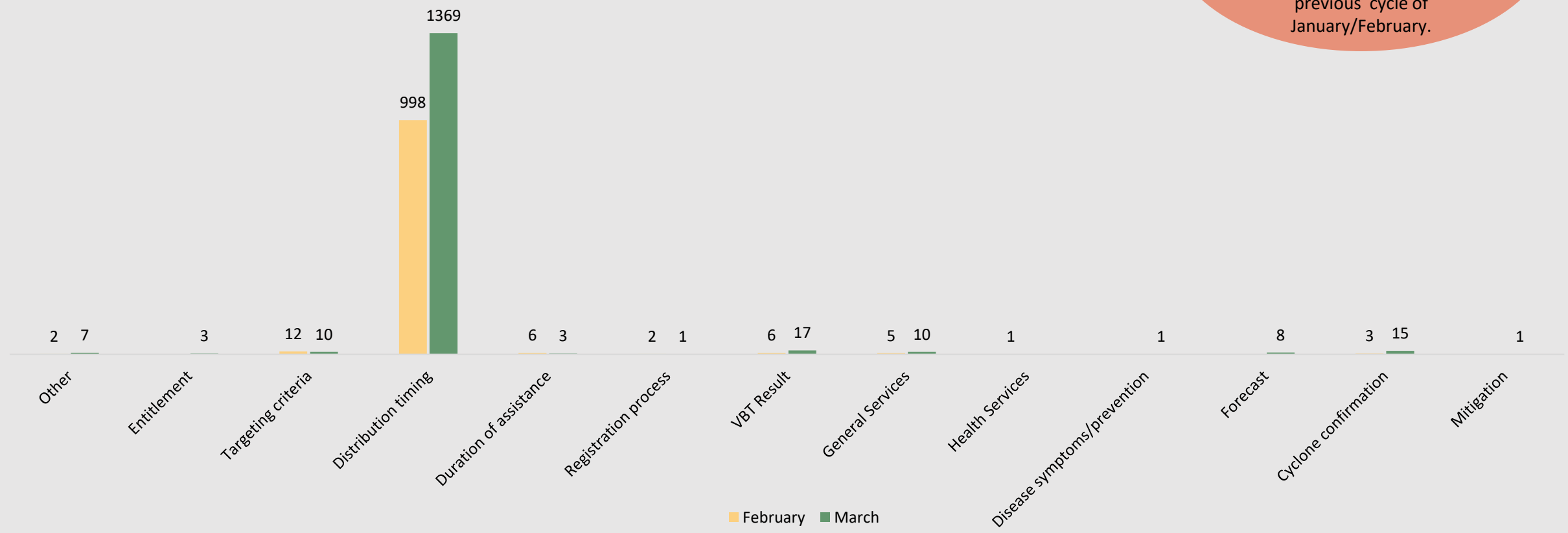
# NORTHERN REGION INFORMATION REQUESTS 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023

**February**  
Cases registered:  
**1035**  
Feedback provided:  
**100%**

**March**  
Cases registered:  
**1447**  
Feedback provided:  
**100%**



**Linha Verde 1458** registered an increase of calls **regarding distribution timing** from the previous month. Majority of cases are from beneficiaries that received assistance in the previous cycle of January/February.





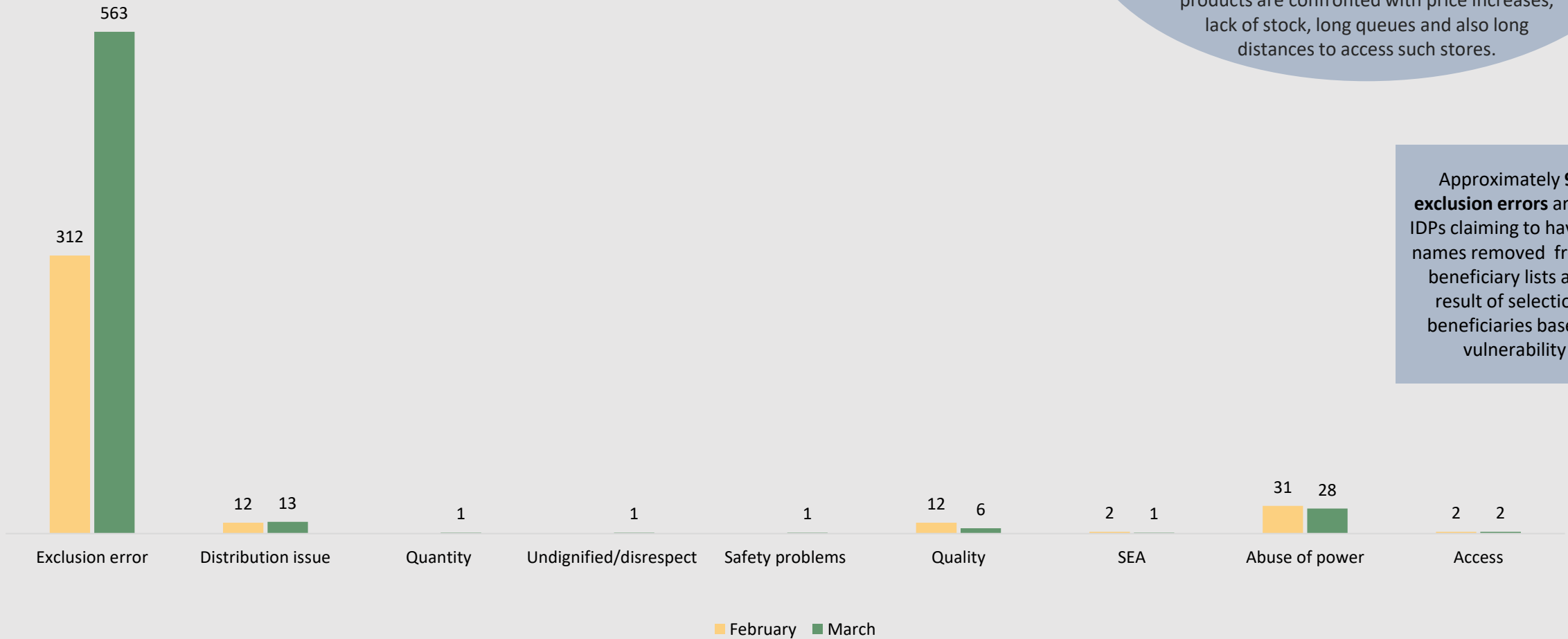
**NORTHERN REGION  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023**



**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.

**Access:** refers to the problems that beneficiaries, mostly of value vouchers, face when going to contracted shops to pick up products are confronted with price increases, lack of stock, long queues and also long distances to access such stores.

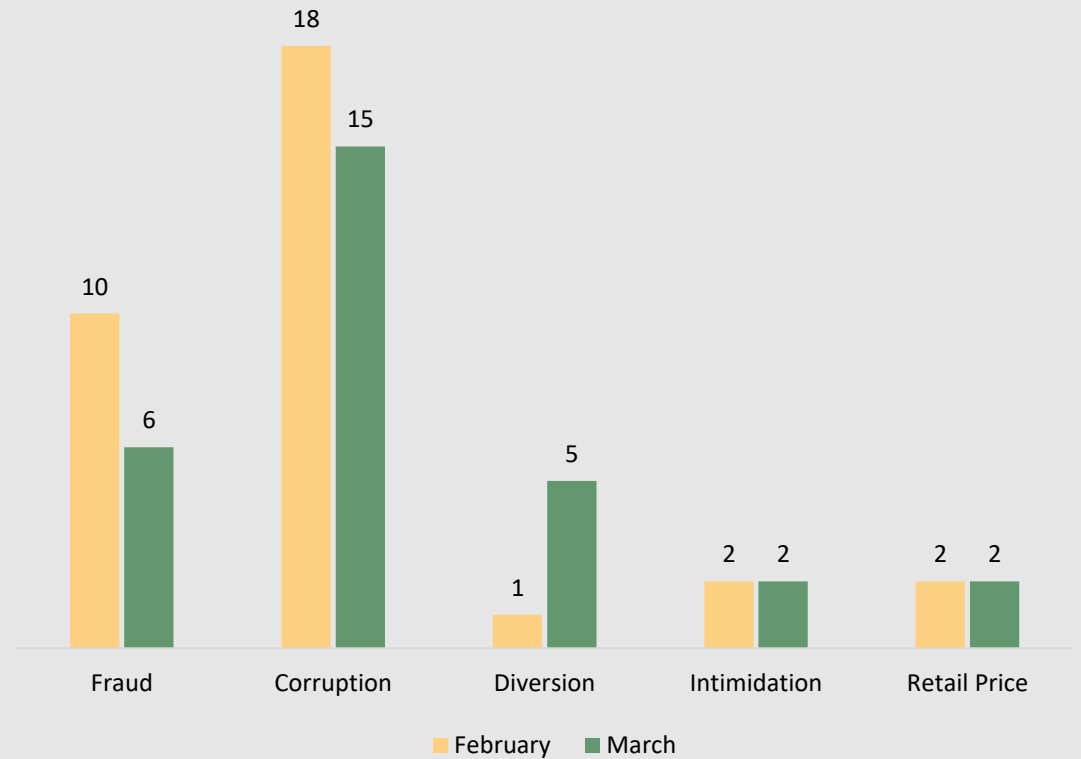
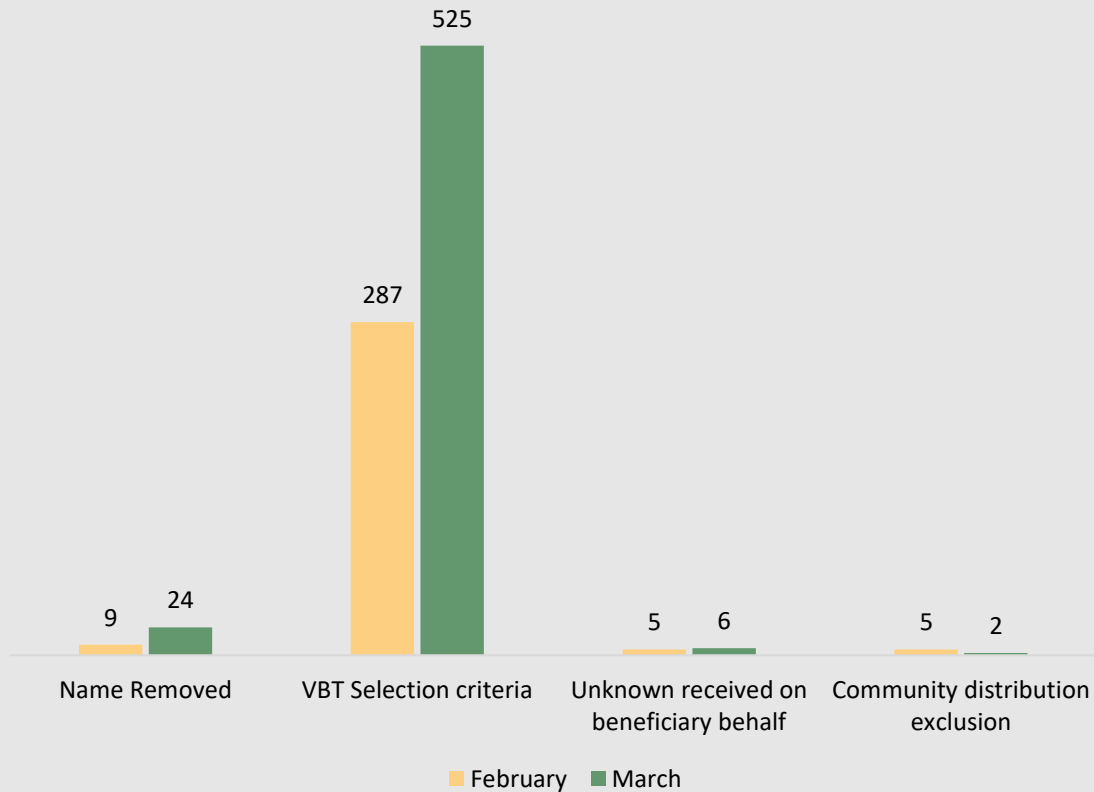
Approximately **94% exclusion errors** are from IDPs claiming to have their names removed from the beneficiary lists as the result of selection of beneficiaries based on vulnerability .



**NORTHERN REGION  
EXCLUSION ERRORS  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023**



**NORTHERN REGION  
BREAKDOWN OF ABUSES OF POWER AND  
OTHER ACCESS BARRIERS  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023**

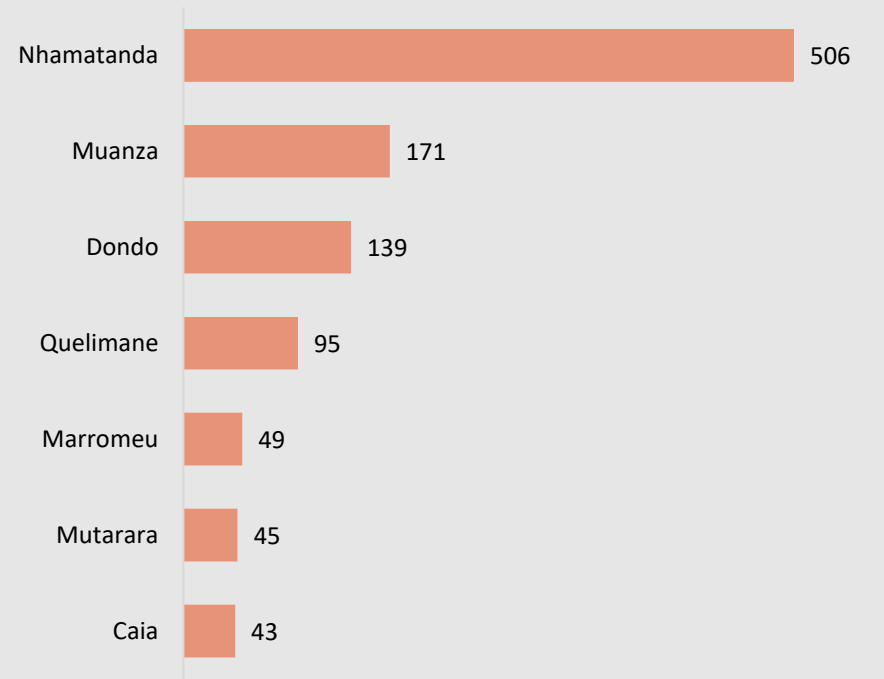


**Complaints – Abuses of power**

**Complaints – Access barriers**

**CENTRAL REGION  
CASES PER SECTORS  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023**

**CENTRAL REGION  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2023**



**CENTRAL REGION**  
**1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023**

**February**  
 Cases Registered:  
**2069**  
 Feedback Provided:  
**100%**

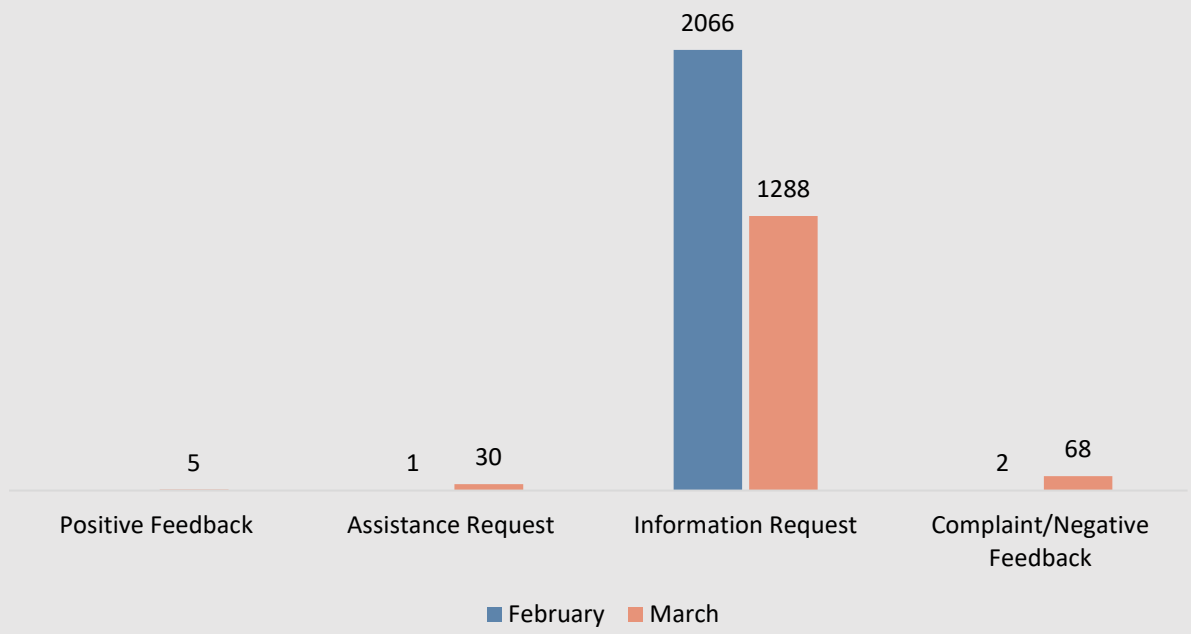
**March**  
 Cases Registered:  
**1391**  
 Feedback Provided:  
**93%**

**February**  
 Cases Registered:  
**1**  
 Feedback Provided:  
**100%**

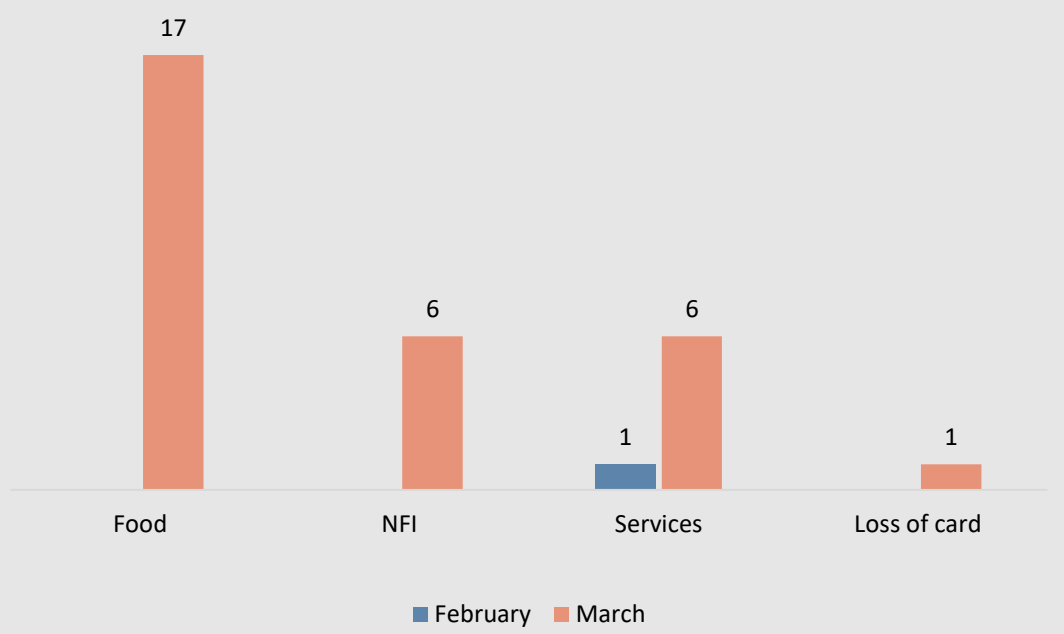
**March**  
 Cases Registered:  
**30**  
 Feedback Provided:  
**7%**



**CASE TYPES**



**ASSISTANCE REQUEST**



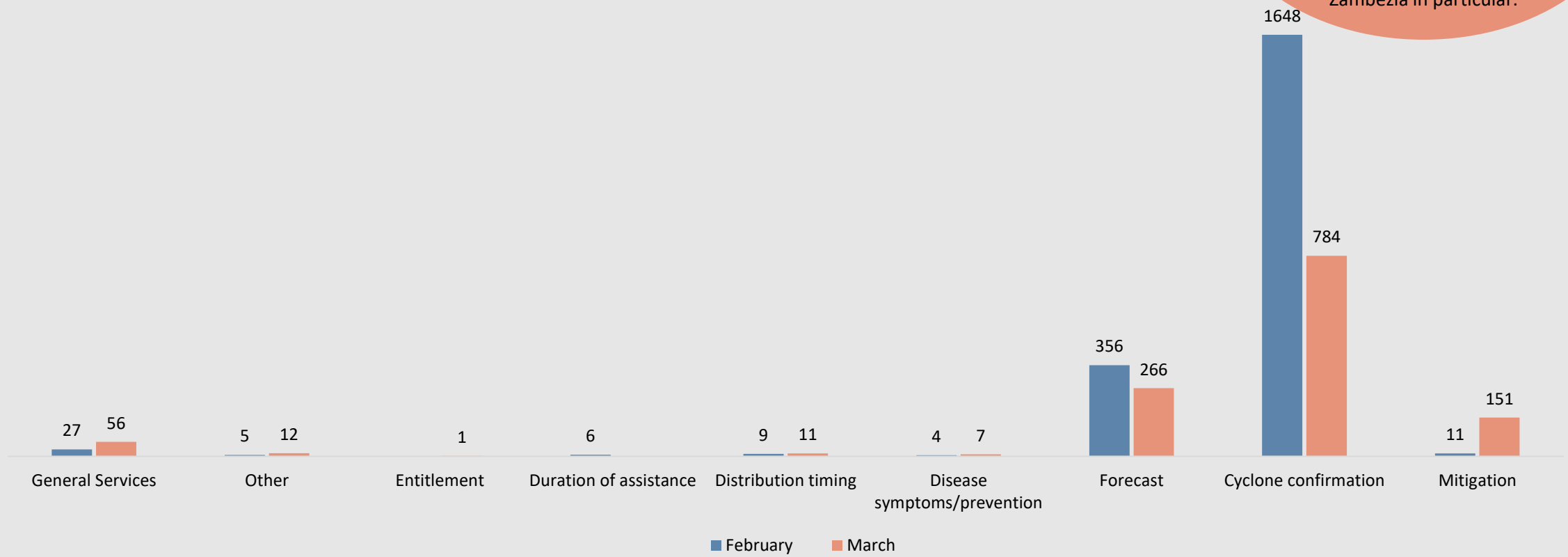
# CENTRAL REGION INFORMATION REQUEST 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023



**February**  
Cases Registered:  
**2066**  
Feedback Provided:  
**100%**

**March**  
Cases Registered:  
**1288**  
Feedback Provided:  
**100%**

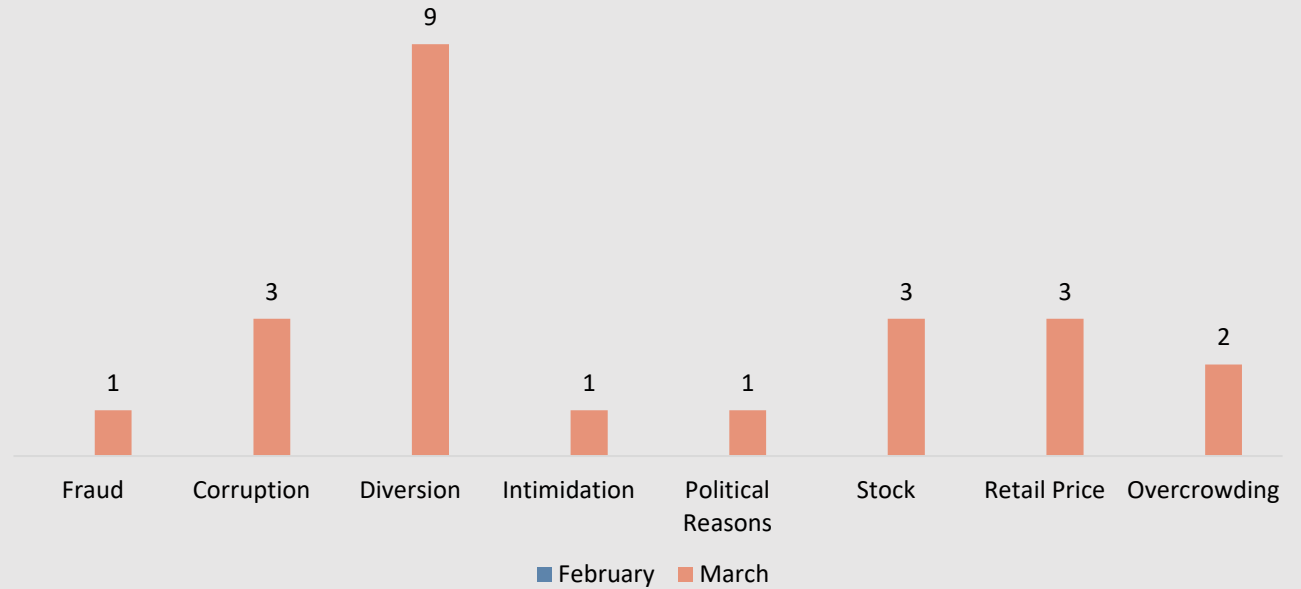
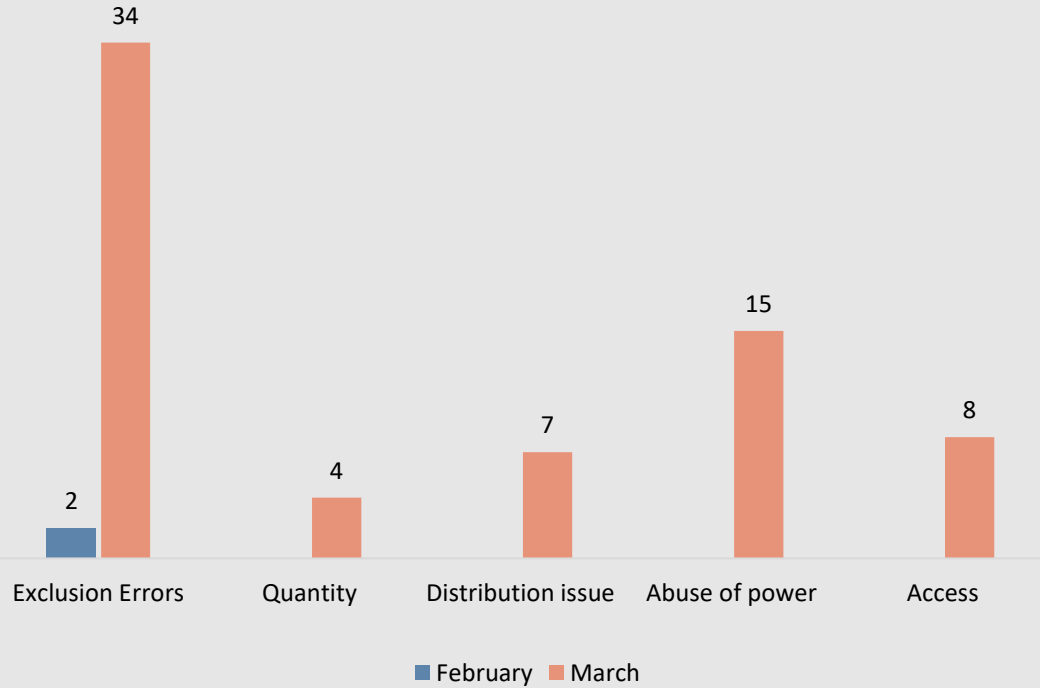
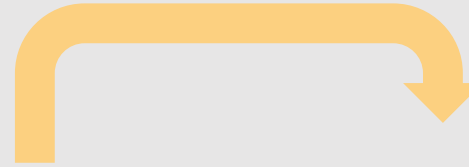
Despite decrease Linha Verde 1458 verified a spike of **Cyclone confirmation** and **Forecast** cases, which are inquiries about the weather as the result of second wave of cyclone Freddy that made landfall in the country for the second time, affecting the central region, Zambezia in particular.



**CENTRAL REGION  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023**



**CENTRAL REGION  
BREAKDOWN OF ABUSES OF POWER AND  
OTHER ACCESS BARRIERS  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023**



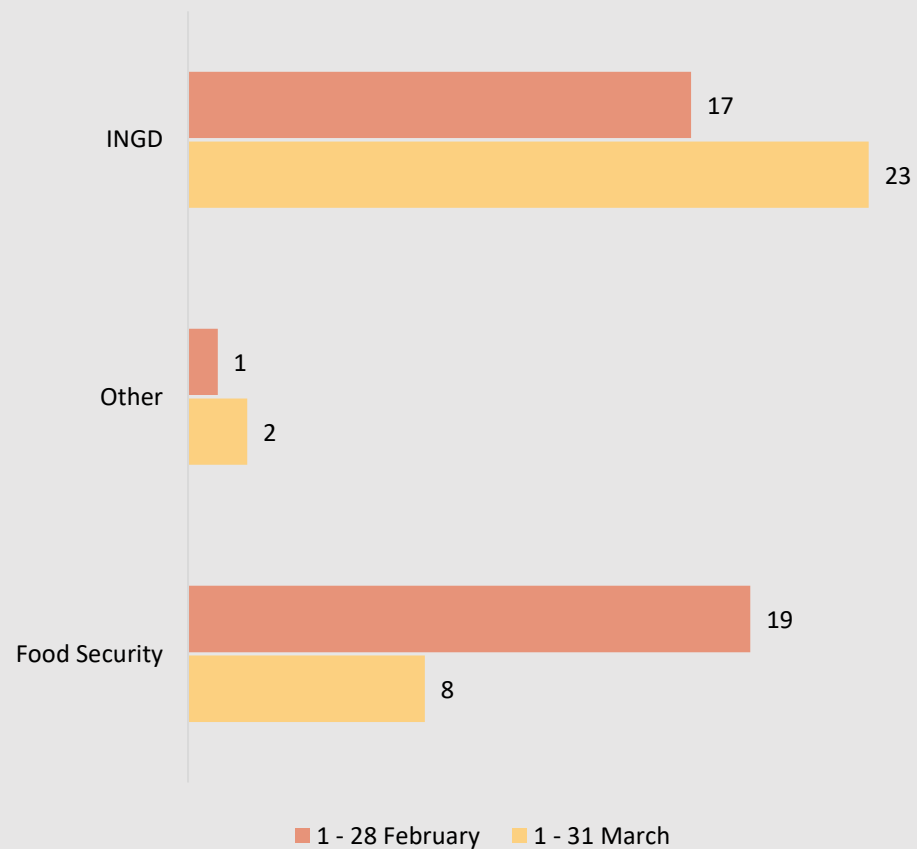
**Complaints – Abuses of power**

**Complaints – Access barriers**

## SOUTHERN REGION CASES PER SECTORS

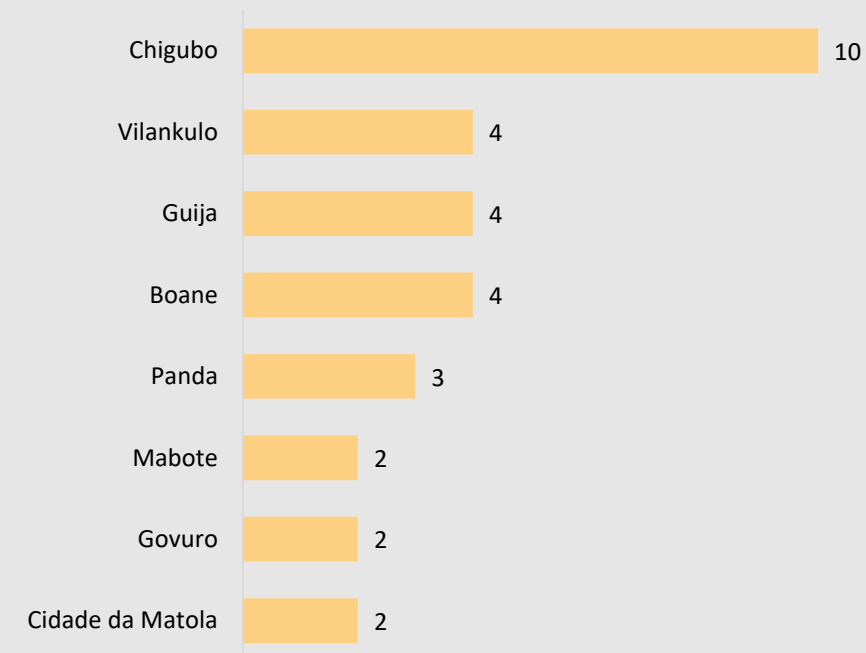
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2023

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



## SOUTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES

1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2023



**POSITIVE FEEDBACK**  
**1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2023**



**SHELTER-NRC**

"I am displaced from Nangade since 2019 to Mueda, R.C. of Mpeme. I am a WFP food assistance beneficiary. I called to thank you because I received tarps, hammer, tent distributed by the NRC organization." **Male, Mueda, Cabo Delgado**

**FOOD SECURITY**

"I call to thank you for the support of 1 check in the amount of 5,482MT received on 25.03.2023, distributed by WFP. I would like to ask that they continue to provide assistance for a longer time. I was affected by Cyclone FREDDY and currently I live in the January EPC shelter with my family of 5 members." **Male, Quelimane, Zambezia**

**FOOD SECURITY**

"I am a resident of the province of Inhambane, district of Inhassoro. I benefit from the support provided by WFP and partners. The last time I received it was in March 2023, when I received 50kg of rice, 3l of oil, 5kg of beans and 1kg of salt. I called to say how grateful I am for your support." **Female, Inhassoro, Inhambane**

**FOOD SECURITY**

"I was displaced from Quissanga to Ancuabe since August 2020 and lived in the R.C. of Maguide. I am currently residing in Quissanga in my area of origin. I am a beneficiary of food assistance from WFP and partners. On 24.03.2023 I received 50kg of Flour, 10kg of Beans and 4l of Oil. I call to thank you for the support I received." **Female, Quissanga, Cabo Delgado**

**WASH-INGD**

"I'm from Zambezia and I was affected by Cyclone Freddy. Now I am in the temporary resettlement, Acordos de Lusaka school. I called to say thank you for having received buckets and a dignity kit: capulanas, underwear and sanitary pads." **Female, Quelimane, Zambezia**

**FOOD SECURITY**

"I am displaced from Mocímboa da Praia and I have been in the district of Pemba since July 2021. I called to thank WFP for distributing the voucher of 3600MT on 30.03.2023, where I received it without any problems and purchased the food products without any difficulty." **Male, Pemba, Cabo Delgado**



# FOOD SECURITY

Zambezia	62
Tete	1
Nampula	62
Cabo Delgado	2008
Inhambane	6
Gaza	2
Niassa	4

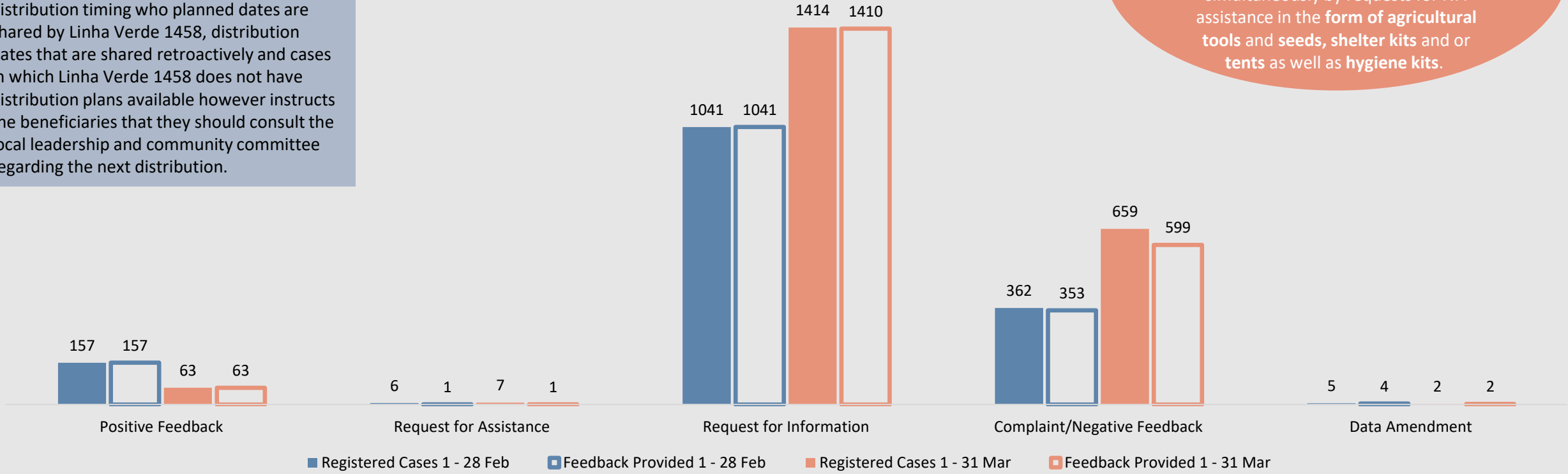
Referred Cases	155
Referred Cases Feedback	89
First case resolution	1989

**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> – 31<sup>st</sup> March 2023**  
 Cases Registered: **2145**  
 Feedback Provided: **2075**

**1<sup>st</sup> – 31<sup>st</sup> March 2023**  
 97% 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**.



## SHELTER/NFI



1<sup>st</sup> – 31<sup>st</sup> March 2023

Cases Registered:  
**81**

Feedback Provided:  
**78**

Tete	1
Zambezia	1
Cabo Delgado	79

Referred Cases	4
Referred Cases Feedback	2
First Case Resolution	77

## WASH



1<sup>st</sup> – 31<sup>st</sup> March 2023

Cases Registered:  
**7**

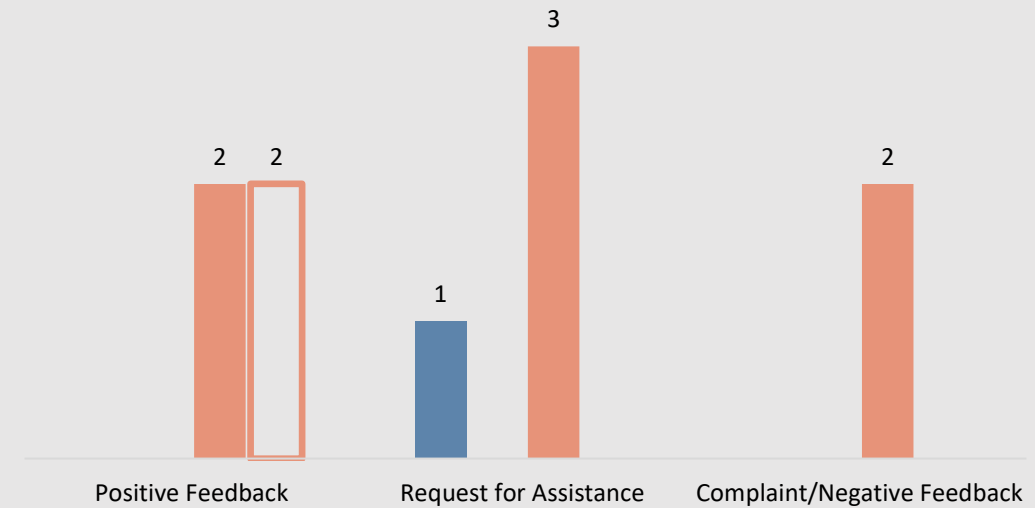
Feedback Provided:  
**2**

Nampula	2
Zambezia	2
Cabo Delgado	3

Referred Cases	5
Referred Cases Feedback	0
First Case Resolution	2



■ Registered Cases 1 - 28 Feb    ■ Feedback Provided 1 - 28 Feb  
■ Registered Cases 1 - 31 Mar    ■ Feedback Provided 1 - 31 Mar



■ Registered Cases 1 - 28 Feb    ■ Feedback Provided 1 - 28 Feb  
■ Registered Cases 1 - 31 Mar    ■ Feedback Provided 1 - 31 Mar

## PROTECTION



Sofala	1
Zambezia	1
Cabo Delgado	2

Referred Cases	3
Referred Cases Feedback	1
First Case Resolution	1

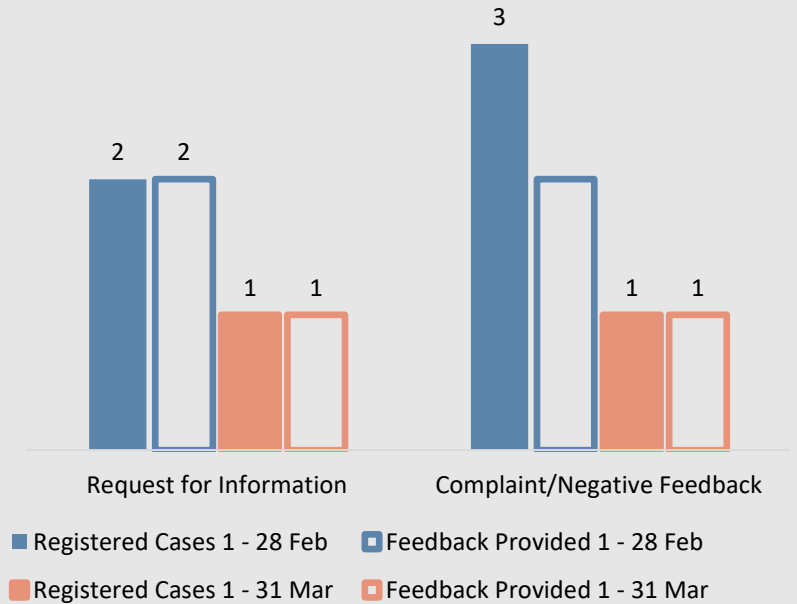
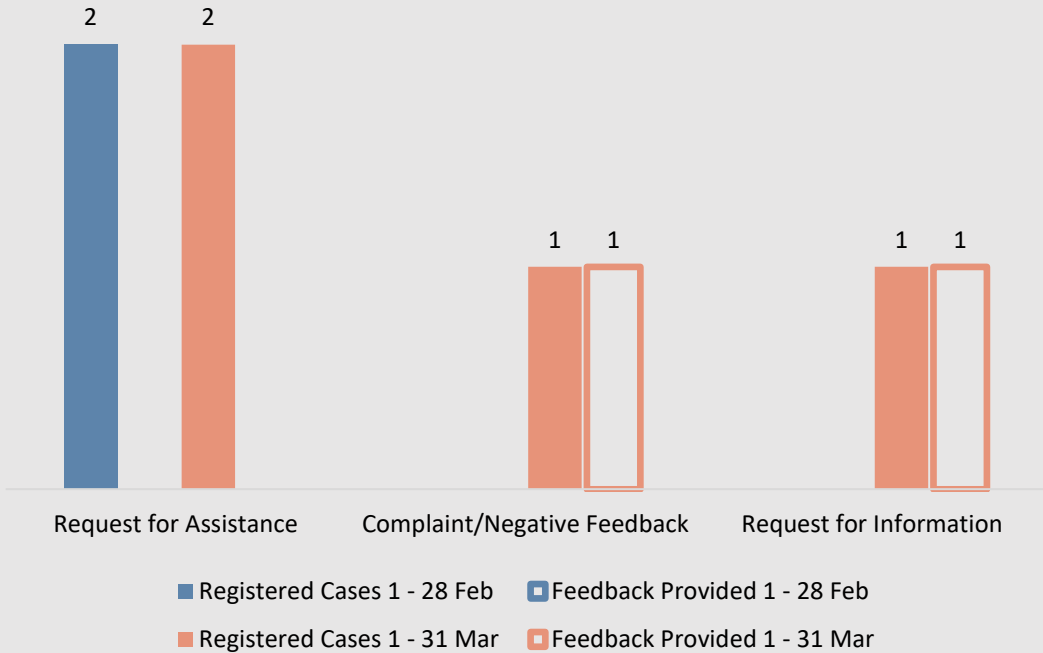


## IDP REGISTRATION



Cabo Delgado	2
Referred Cases	1
Referred Cases Feedback	1
First Case Resolution	1

**Protection sector cases include:**  
 Civil Documentation - 2 cases



# CHILD PROTECTION



Sofala	1
Zambezia	6
Manica	1
Tete	2
Nampula	5
Cabo Delgado	2
Inhambane	1

Referred Cases	5
Referred Cases Feedback	2
First Case Resolution	13

**Child Protection sector includes:**  
 Rape – 3 cases  
 Forced marriage – 3 cases  
 Forced marriage (info) – 12 cases

**1<sup>st</sup> – 31<sup>st</sup> March 2023**  
 Cases Registered: **18**  
 Feedback Provided: **18**

**1<sup>st</sup> – 31<sup>st</sup> March 2023**  
 Cases Registered: **22**  
 Feedback Provided: **22**

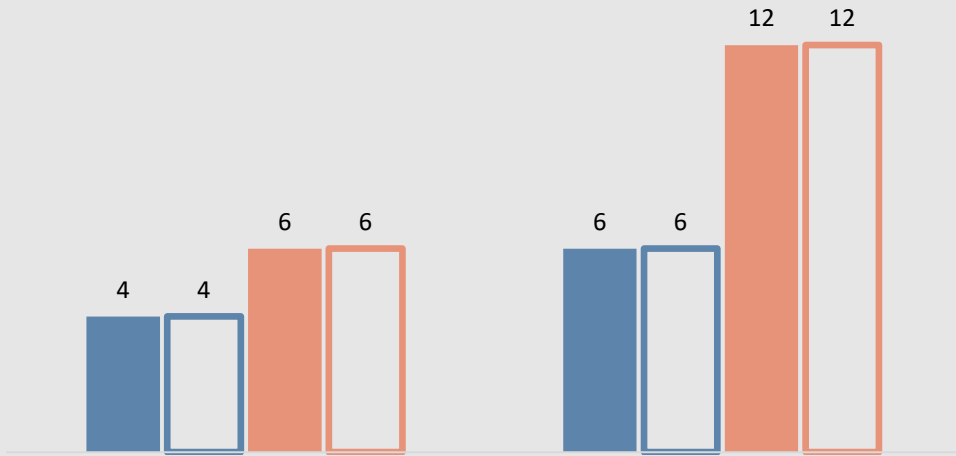
**Child Protection** cases are referred to **Linha Fala Criança** as well as **GBV** cases are referred to the GBV cluster for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider. Forced marriage (info)**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

# GBV

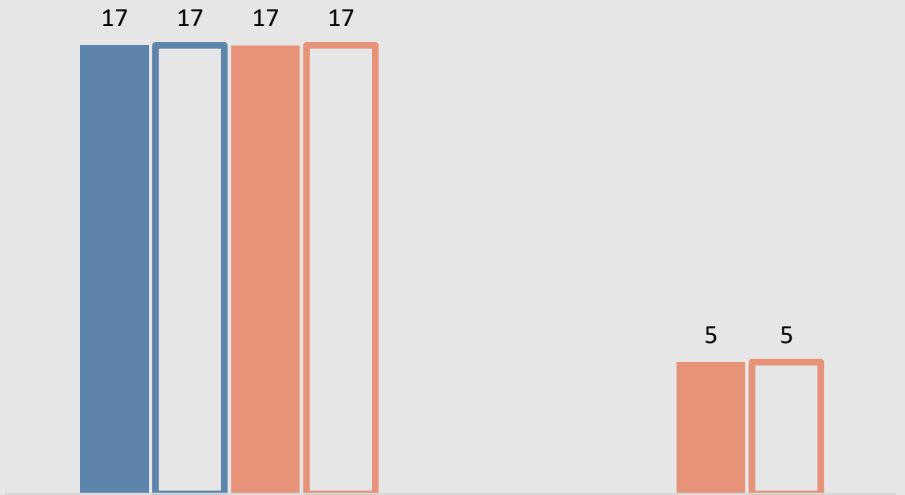
Zambezia	2
Nampula	2
Cabo Delgado	17
Maputo Provincia	1

Referred Cases	1
Referred Cases Feedback	0
First Case Resolution	21

**GBV sector includes:**  
 Rape (info) - 3 cases  
 Sexual assault - 1 case  
 Physical assault - 6 cases  
 Physical assault (info) - 2 cases  
 Psychological/Emotional abuse - 10 cases



■ Registered Cases 1 - 28 Feb   ■ Feedback Provided 1 - 28 Feb  
 ■ Registered Cases 1 - 31 Mar   ■ Feedback Provided 1 - 31 Mar



■ Registered Cases 1 - 28 Feb   ■ Feedback Provided 1 - 28 Feb  
 ■ Registered Cases 1 - 31 Mar   ■ Feedback Provided 1 - 31 Mar

# INGD

# HEALTH

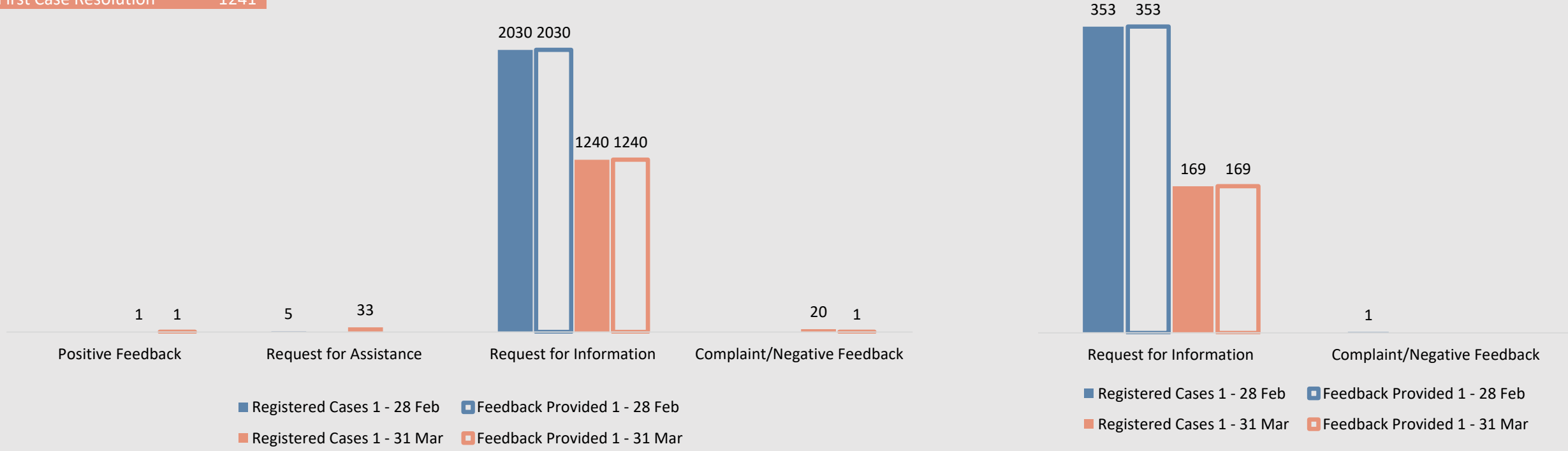
Sofala	1046
Manica	25
Tete	51
Inhambane	9
Zambezia	124
Cabo Delgado	3
Gaza	5
Nampula	18
Niassa	4
Maputo Cidade	2
Maputo Provincia	7

Referred Cases	53
Referred Cases Feedback	1
First Case Resolution	1241



Sofala	136
Zambezia	14
Manica	5
Tete	3
Nampula	8
Inhambane	2
Maputo Provincia	1

Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	169



# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

## 1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2023

### Overview

- ❖ For the month of March 2023, Linha Verde 1458 registered a total of **3,815** cases with a feedback rate of **96%**.
  - **92.4%** of cases were closed during the call (first case resolution)
  - **7.6%** of cases registered were referred to cluster focal points for verification and feedback, of which **40.4%** have been addressed and closed with feedback.
- ❖ During the current month:
  - **58.4%** of registered cases come from northern region related to humanitarian assistance in response conflict.
  - **36.5%** of cases come from the central region covering concerns related to weather events and response to cyclone Freddy.
  - **4.2%** are Covid-19 related.
  - **0.9%** from the southern region.

#### Linha Verde 1458 Coordination with INGD/CENOE: Early Warning SMS

- ❖ Linha Verde 1458 continued working in coordination with INGD/CENOE and sent early warning SMSs in response to the second wave of tropical storm FREDDY, registered as the longest tropical storm on record lasting over 34 days. It made landfall in the coast of Zambezia on March 12th with the epicenter in district of Namacurra (Macuze). Two SMSs were sent on the 9 March 2023 to the hotline users from the districts expected to be affected. The campaign reached a total of **23,180** contacts that previously contacted Linha Verde 1458.

SMS	Date	Text (Sent in Portuguese)	Provinces	Users reached
1	9 March 2023	The INGD calls on communities in low-lying areas to take precautions and urgently leave for safe places, taking food, water, documents, blankets, clothes, candles	Zambezia, Sofala, Manica, Tete, Nampula, Niassa	<b>23,180</b>
2	9 March 2023	Reinforce roofs, doors and windows, support the elderly, children, the sick, seek shelter from authorities, do not move during rain and strong winds. INGD	Zambezia, Sofala, Manica, Tete, Nampula, Niassa	<b>23,180</b>

The SMS messages are part of Linha Verde 1458s shared budget and can be sent out at the request of humanitarian actors reaching anonymised contacts from the Linha Verde 1458 data base and/or contacts shared by organisations.

### Northern Region: 1 – 31 March 2023

- ❖ In the northern region Linha Verde 1458 registered a total of **2,228** cases regarding to the humanitarian assistance. Food security represent **93%** of all cases, **4%** are related to shelter assistance, **1.1%** are weather related, **0.4%** concern registration of internally displaced people, and **0.3%** are related to WASH.

#### Food Assistance

- ❖ Out of the total **2,071 food security** concerns raised, **67.6%** were **information requests**, **29.3%** were **complaints**, **2.9%** **positive feedback**, and **assistance requests** and requests for **data amendment** at **0.1%**.

#### Information Requests

- ❖ The requests for information are divided as follows:
  - **1,369** beneficiaries of food assistance called seeking information about food distribution dates. Linha Verde 1458 continues to provide information on the dates based on the distribution plans shared and when not available beneficiaries are recommended to contact local leaders to gather information on planned dates based on what is shared by the partners. The majority called from **Pemba, Metuge, Montepuez, Mueda, Chiure** and **Ancuabe**.
  - **17** IDPs called to inquire if their names were included in the new beneficiary list based on vulnerability criteria after being submitted to an interview process to assess their vulnerability status. Based on the beneficiary lists shared by WFP CFM Linha Verde 1458 consulted them and informed whether their names were included to continue to receive food under the new selection criteria. The inquiries came from **Metuge, Pemba, Chiure** and **Mueda**.
  - **10** IDPs called asking for clarification about **targeting criteria** to receive food assistance. **8** called from **Ancuabe, Montepuez, Metuge, Mueda** and **Chiure** to request information about the new vulnerability-based criteria and the other **2** from **Macomia** asked why they are not included the beneficiary list even though they have income. Linha Verde 1458 explained that due to shortage of funds only the most vulnerable without any source of income are eligible to benefit from food assistance, reason why they were not included.
  - **3 callers already receiving food assistance** asked if they could receive additional vouchers and food kits by registering another household member in the beneficiary lists, as they stated that the amount received is not enough to support the entire household between the distribution cycles. The requests came from **Muidumbe, Montepuez** and **Nangade**. Linha Verde 1458 clarified that only one member can be registered as the representative of the household.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2023

## ❖ Out of the 560 exclusion errors:

- **525 IDPs** and beneficiaries complained that their names did not appear in the beneficiary list for the last distribution cycle. Guided by WFP team Linha Verde 1458 applied the vulnerability-based targeting questionnaire to assess their eligibility and immediately informed if their family is eligible to receive food assistance under new vulnerability-based criteria. Of the 525 assessed **481** met the criteria. The cases came from all 9 districts where Vulnerability-based criteria is being applied (**Ancuabe, Balama, Chiure, Ibo, Metuge, Montepuez, Mueda, Namuno Pemba**).
  - **25 IDPs** claimed that they did not receive food in the previous distribution cycle because their names were removed from the beneficiary lists or they missed the distribution. Assisted households are always encouraged to report these issues to helpdesks during the distribution to enable immediate feedback and possible resolution. The cases came from **Macomia, Meluco, Mocimboa da Praia, Muidumbe, Nangade** and **Palma**.
  - **6** complaints from IDPs in which people unknown to them received their food. The cases are from **Pemba, Chiure** and **Macomia**.
  - **2** complaints were related to **school feeding**, stating that several children in the resettlement center of Lyanda attending school of Lyanda, from first to fifth grades, did not receive food because the distribution lists did not include their names. Most names in the distribution list were from children outside the resettlement center. distribution lists included names of children included instead names of other children not studying at the resettlement school.
  - **2** reports of exclusion of food distribution of the entire resettlement centers of **Minapo** in **Meluco** and **Nanua** in **Macomia**. WFP CFM team explained that due to the limited funds WFP is doing the distributions in Macomia on a rotating basis, and for Meluco food assistance is no longer being provided. Communities have been reminded of the importance of practicing income generating activities in line with Government communications.
- ❖ For the **25** claims of **abuse of power**, they are distributed as follows:
- **14** allegations of corruption of which 12 claims made by IDPs against local leaders who have allegedly been charging them amounts between **200, 500, 1000 - 1500MT** to put their names back in the beneficiary lists after replacing them to include family members and acquaintances. The cases are from Chiure, Montepuez, Mueda, Metuge, Macomia in Cabo Delgado and Meconta in Nampula. Other 2 cases are claims against humanitarian actors, that callers stated to have demanded beneficiaries to pay amounts between **1000 – 1500MT**, and **2000MT** to receive food. WFP CFM team conducted a verification on the ground and no confirmation of such claims were obtained. The cases were reported from Montepuez.
  - **6** claims of **fraud** stating that people in charge of management of the beneficiary lists are including family members and people that no longer reside in the host communities but returned to their areas of origins. The claims were from Pemba, Mocimboa da Praia, and resettlement centers of Maningane in Chiure, Lusaka in Montepuez and Lyanda in Mueda.
  - **5** claims of **diversion** of food kits and checks by local leaders from the resettlement centers of Nanjua A and Nacussa in Ancuabe, Namdimba and Ruanda in Mueda and in the community of Mua in Palma. The leaders are accused of taking several bags of rice, taking away the rations from IDPs and selling for **300 – 500MT**, and taking between **70-80 value vouchers** of 3600MT to redeem and sell all the purchased food in a store owned by the local leaders.
- ❖ **13 distribution issues** reported from Macomia, Ancuabe, Mocimboa da Praia, Chiure, Quissanga and Palma indicating that distribution teams left the distribution point after only distributing for few people and did not explain the reason for not completing the distribution and had not returned to resume the distribution at the time.
- Callers were informed that due to WFP's limited capacity to assist all, in Macomia the distributions are made in a rotation basis and in Chiure, according to Government instructions, only the recently displaced receive food assistance.
  - After verification was done it was confirmed a stock rupture in Nacussa, Ancuabe. In Quilaua, Palma the distribution was interrupted due to late hour. In Both communities distribution teams informed they would return on the following day to finish the distribution.
  - In Quissanga, Mocimboa da Praia and Nankumi, Ancuabe it was confirmed that all people in the lists received food and no one with the name in the list was left unassisted.
- ❖ **3** complaints about poor **quality** of the food received. Linha Verde 1458 immediately referred these complaints to WFP CFM focal points for verification and action but continues to advise beneficiaries to inspect the food at the distribution point/ shop in order to facilitate immediate verification and resolution.
- 1 complaint from **Naminawe site** in **Metuge** and 1 from **Gamba** in **Ibo** regarding the maize and rice distributed.
  - 1 complaint from **Nacivare site** in **Chiure** was about poor quality of the maize redeemed in the contracted retailer that had worms and smelled bad;
- ❖ **2** claims of **access barriers** regarding the high prices charged in the mobile stores where beneficiaries redeem their value vouchers of 3600MT. These claims came from **Lyanda** and **Nanlia sites** in **Mueda**. Callers were informed that WFP actively monitors prices in shops and advised callers to explore alternative shops contracted by WFP for better prices

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2023

## Registration of IDPs in host communities

- ❖ **2 IDPs** called to raise concerns regarding registration to become beneficiary of food assistance: **1 IDP** called from Nangade to request information about the registration process to benefit from food assistance as he never received food since he fled from his area of origin; **1 IDP** from Palma complained that after several attempts to register to become a beneficiary the name still not included in the beneficiary list.

## WASH

- ❖ **5 concerns** were raised by IDPs related to WASH.
  - **3 requests for assistance** to increase the water supply in sites of Mpeme in Mueda, Nicavaco in Metuge and in the community of Muarama in Balama, Cabo Delgado.
  - **2 complaints** about the poor quality of latrine lids that broke on the same day they were distributed. Both cases came from Mualagonha in Erati, Nampula.

## Shelter and NFIs

- ❖ A total of **79** cases related to shelter assistance and NFIs needs were registered, which **90%** are assistance requests, **7.5%** are positive feedback and **2.5%** are complaints.

## Assistance Requests

- ❖ **Mueda (Nandimba, Lyanda, Mpeme, Eduardo Mondlane, Ruanda sites): 40** IDPs requested tarpaulins, blankets, kitchen utensils, flashlights, buckets, grass mats, mosquito nets, and a few asked for hygiene items and agricultural tools.
- ❖ **Ancuabe (Nanonna, Nicavaco and Nankumi sites): 8** IDPs requested tarpaulins, kitchen utensils, blankets, buckets, and few requested and agricultural tools.
- ❖ **Montepuez (Marcune, Lusaka, Namputo, Nanhupo sites): 6** IDPs requested tarpaulins, kitchen utensils, mosquito nets, blankets, flashlights, and a few requested seeds and agricultural tools.
- ❖ **Metuge (Nicavaco, Nangua, Saul, Natuco sites): 5** IDPs requested tarpaulins, kitchen utensils, blankets, flashlights, grass mats, mosquito nets, hygiene items, and few requested agricultural tools.
- ❖ **Nangade (Ntoli and Ntamba sites): 4** IDPs requested tarpaulins and kitchen utensils.
- ❖ **Pemba (Ceramica) 2, Quissanga (Linde and Natugo) 2: 4** IDPs requested tarpaulins, kitchen utensils, mosquito nets, buckets, flashlights, hygiene items and agricultural tools.
- ❖ **Meluco (Minapo site) 1, Muidumbe (7 de Abril site) 1, Mecufi (Naphilimite) 1, Palma 1: 4** IDPs requested tarpaulins, flashlights, kitchen utensils, blankets, mosquito nets, hygiene items, construction materials, seeds for agriculture.

## Complaints

- ❖ **1 claim of corruption** in **Natove site** in **Ancuabe** from an IDP who alleged that during the distribution of shelter items the community leader demanded a payment of **2000MT** in order for him to receive the items.
- ❖ **1 complaint** from an IDP regarding the quality of construction material received, which included gloves, shovel, nails, and ropes. Complainant stated that the ropes were damaged and too short. The complaint came from the site of **Nanhupo** in **Montepuez**.

## Central Region: 1 – 31 March 2023

- ❖ In the central region Linha Verde 1458 registered a total of **1,391** cases, **93% information requests**, **4.8% complaints**, **2.1% requests for assistance** and **0.3% positive feedback**. Majority of concerns raised are inquiries related to the weather conditions in reaction to the second wave of tropical storm Freddy that impacted the central region, Zambezia in particular.

## Weather related queries

- ❖ A total of **1,199** inquiries about the weather were received by the hotline as people continued monitoring the evolution of tropical storm Freddy since February. People constantly called to confirm if the storm would make landfall in the country and whether it could impact their districts. Linha Verde 1458 provided callers with the weather updates shared by Instituto Nacional de Meteorologia (INAM) and provided information on safety and risk mitigation measures shared by INGD.

## People affected by Cyclone Freddy

- ❖ **110** calls were received by Linha Verde 1458 from people affected by cyclone Freddy. Out of the total **61%** were **complaints**, **27% requests for assistance**, **9% requests for information** and **3% positive feedback**.

## Complaints

- ❖ **68** complaints in the context of assistance to people in accommodation centers. The cases are divided in the following manner:
- ❖ **34 exclusion errors** reported by people that moved to accommodation centers due to the floods that damaged their homes claimed they did not receive food kits and vouchers of 5482MT because their names were not in the beneficiary lists produced by the local authorities with INGD despite being registered upon arrival. The majority of the cases came from Quelimane and a small number from Namacurra and Luabo in Zambezia, Mutarara in Tete and Nhamatanda in Sofala.



# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2023

- ❖ 15 cases of **abuse of power** that includes:
  - 9 allegations of **diversion** of food kits and shelter items destined for the people residing in the accommodation center, which are instructed to divide the kits between families by those responsible for the distributions. They claimed the food received is not enough to meet their needs. The claims came from accommodation centers of primary schools (EPC) of Sangariveira, Torrone, Micajune in Quelimane, and Cololo in Mocuba in Zambezia.
  - 3 claims of **corruption**, where 2 made against local leaders stated that people in the accommodation centers in EPC of Chirangano in Quelimane are being charged 10MT to have their names in the lists; 1 claim made against both a local leader and a humanitarian actor for allegedly charging 3500MT to beneficiaries of a project for recovery post-cyclone. The case is from Nhamatanda in Sofala.
  - 1 claim of **fraud** against the director of EPC of Janeiro accommodation center in Quelimane stating not all people in the center received the value vouchers of 5482MT distributed because a portion of them was diverted to the director family members.
  - 1 complaint from beneficiary that stated that he was denied food by a community member in charge of distributions due to **political motives**, since he was wearing a t-shirt from an opposition party. The case was reported from *Escola Secundaria Geral de Quelimane*.
- ❖ 8 complaints from Quelimane of **access barriers** from beneficiaries of value vouchers of 5482MT: 3 complaints of increased **retail prices** in the authorized store from accommodation centers of 25 de Setembro and Eduardo Mondlane and community of Brandao; 2 complaints from Noroesta B and Brandao communities of **overcrowding** and **long lines** to redeem the vouchers in the authorized store; 2 complaints from accommodation center of Metangurine an community of Torrone Velho about beneficiaries not being able to choose the products they want to purchase and; 1 report of beneficiaries not being able to purchase food because the store in Sangariveira did not accept the vouchers.
- ❖ 7 cases of **distribution issue** where the distribution teams interrupted the distribution without explaining the motives and did not return to continue. Additionally, in one case the distribution did not happen because the person in charge in the accommodation center did not allow the distribution teams to proceed with the distributions, stating that it was not up to the teams to distribute but him as the one in charge in the center. The cases came from Quelimane in Zambezia and Mutarara in Tete.
- ❖ 4 complaints about **quantity** of food distributed and voucher. 3 beneficiaries stated that the food portions allocated in the centers were extremely small to cover all beneficiaries. 1 beneficiary reported that the voucher received showed an amount of 482MT instead of 5482MT.

## Assistance Requests

- ❖ A total of **28** assistance request related to response to cyclone were registered and organized as follows:
  - 17 assistance requests for **food**, where 14 callers stated that they did not receive any assistance after being impacted by the storm; and 3 stated that they received food while in the accommodation center but it has already finished and they have no means to return home to continue with their regular activities because all has been destroyed by the floods. The cases came mostly from **Quelimane**, then **Nicoadala** and **Molumbo** in **Zambezia**, **Marromeu**, **Dondo**, **Cheringoma** and **Chemba** in **Sofala**. Furthermore, people simultaneously requested shelter items such as tarpaulins and blankets, hygiene items and water purifier.
  - 6 requests for assistance for shelter items such as tarpaulins, construction materials, mosquito nets, kitchen utensils and hygiene products. The requests came from **Quelimane**, **Namacurra**, **Nicoadala** and **Inhassunge** in **Zambezia**, **Dondo** and **Maringue** in **Sofala**.

## Information Requests

- ❖ 10 cases of information requests were received related to food assistance.
  - 8 beneficiaries called from **Quelimane** to inquire about the distribution dates in their accommodation centers, as they were aware that other centers had already received food. Linha Verde 1458 instructed callers to contact the accommodation center leaders for updated information on distribution plans.
  - 2 cases from beneficiaries inquiring why when they go the stores to purchase food through the voucher, they are not allowed to choose the products of their preference but purchase from a pre-defined list of items. The cases came from **Quelimane**, **Zambezia**. Linha Verde 1458 informed that the purpose is to ensure that beneficiaries access products with high nutrition value.

## Cholera

- ❖ Linha Verde 1458 and received a total of **7** calls from people seeking information about preventive measures for cholera. Linha Verde 1458 provided callers with information of cholera prevention shared by MISAU and took the opportunity to inform all other callers that contacted the hotline to raise other concerns. The calls came from Muanza, Machanga and Beira in Sofala and Vanduzi in Manica.

## LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2023

### Protection

❖ A total of **47** cases were registered by Linha Verde 1458. The cases are distributed as follows:

- **17 child protection** cases, 3 reports of forced marriage from Cidade de Manica, Moma and Cidade de Nampula; 2 reports of rape from Jangamo in Inhambane and Milange in Zambezia. The remaining 12 cases were requests for information about forced marriage and were registered from Larde in Nampula, Morrupula, Namacurra, Luabo and Mocuba in Zambezia, Mutarara and Moatize in Tete, Namuno in Cabo Delgado and Maringue in Sofala.
- **5 GBV** cases, 1 claim of sexual assault from Mueda in Cabo Delgado and 4 information requests about rape and physical assault from Moma in Nampula, Luabo in Zambezia and Marracuene in Maputo.
- **5 protection** cases, 2 callers from Quelimane reported that the provincial government and directors of school demanded all people at the school accommodation center in Liberdade and Sangariveira to leave to other places, without providing transportation, because the classes need to resume. One caller from Nicoadala in Zambezia affected by the cyclone reported that the director of the school accommodation center expelled her from the center. One IDP from Namputo site Montepuez called to request assistance to obtain **civil documentation** stating that he has no financial means to acquire one. Other caller from Dondo in Sofala also requested support to obtain ID stating that it was damaged during the storm.
- AIFO Community Focal Points registered a total of **17 GBV** cases from persons with disabilities in Metuge and Montepuez. 10 cases of psychological/emotional abuse and 5 cases of physical assault. In addition, AIFO community focal points registered **1** case of rape of a minor with disability in Metuge .