

Linha Verde da Resposta à Emergência

Report period: 1st March – 30th April 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.

13,740 Total Cases Registered

3,056 Cases Registered
April 2023

98% Feedback Rate April 2023

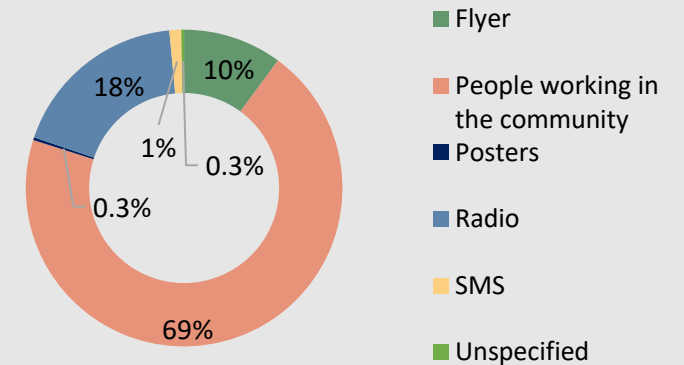


CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 30TH APRIL 2023

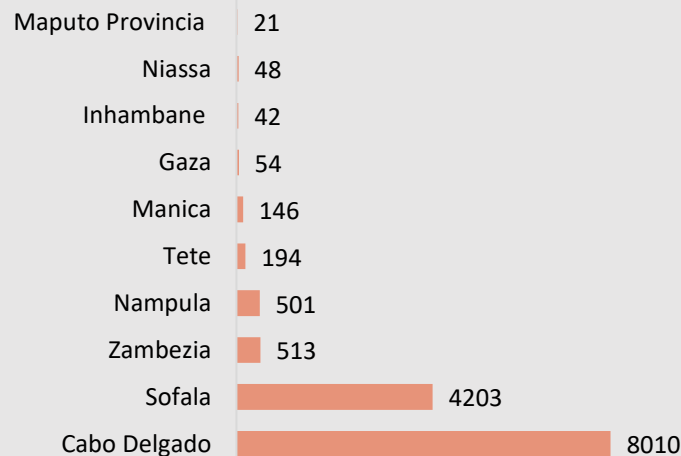
CALLER PROFILE



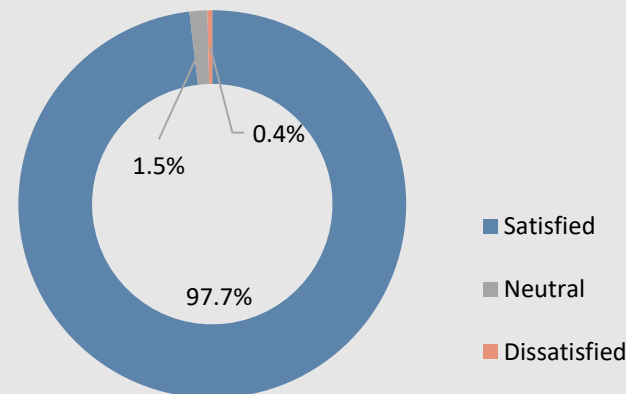
KNOWLEDGE ABOUT LINHA VERDE 1458



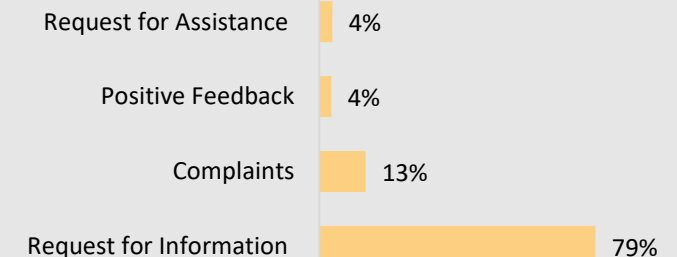
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST MAY 2022 – 30TH APRIL 2023

1st – 30th April 2023

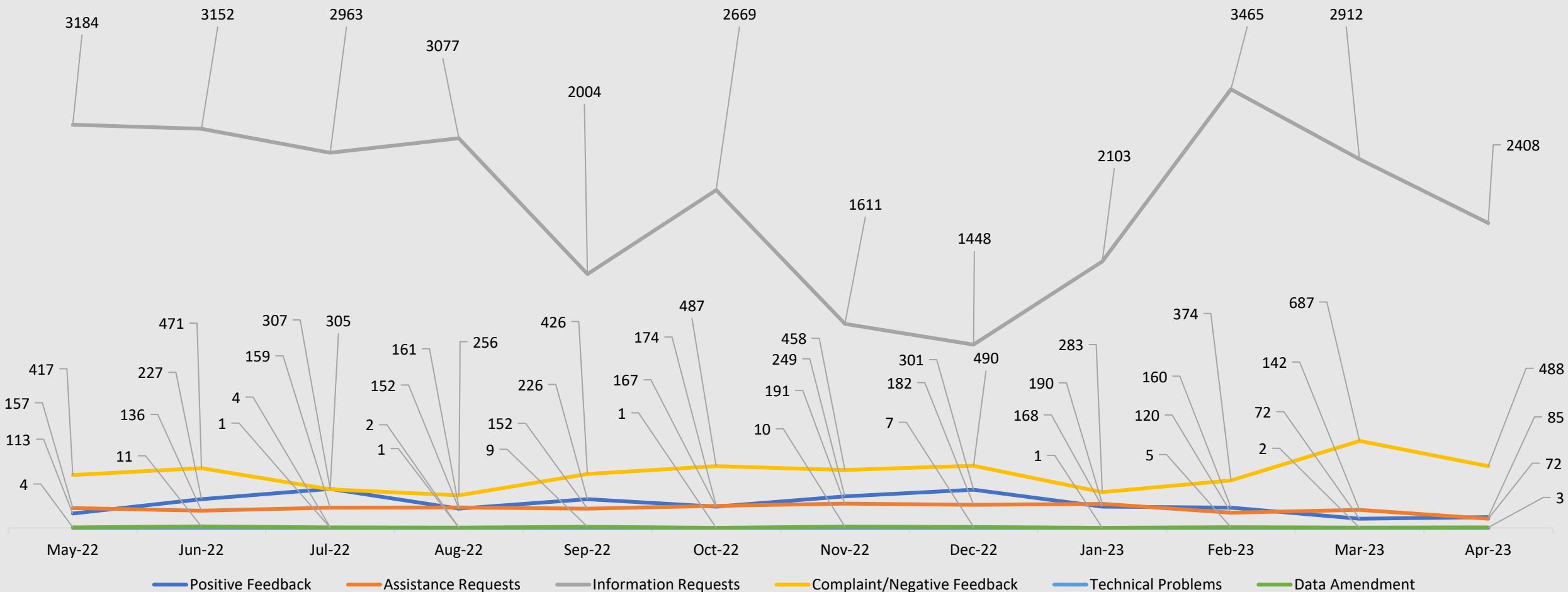
Nr. Total Registered Cases:

3,056

Nr. of calls from the northern region:

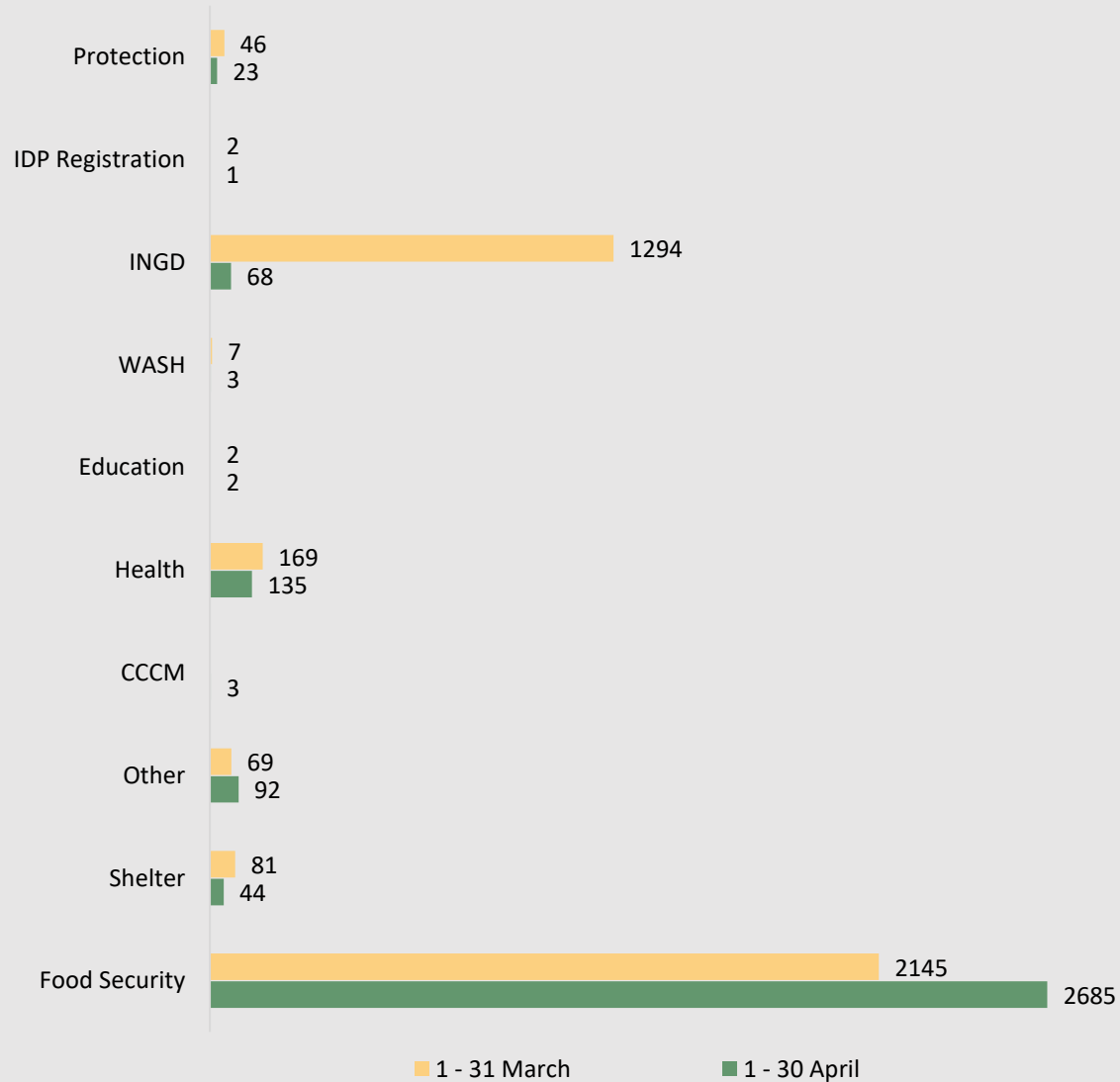
2,680

87.6% of the cases registered through Linha Verde 1458 between April 1st – 30th came from the northern region.



CASES PER SECTOR

1ST MARCH – 30TH APRIL 2023



Food Security registered 87% of the cases in the month of April. It represents an increase in 25% from previous month.

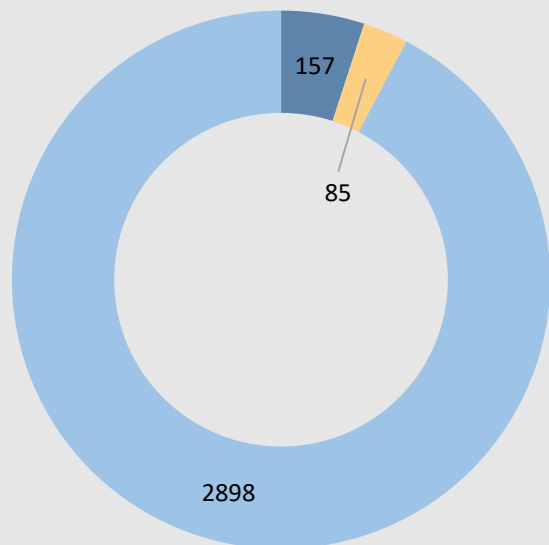
FEEDBACK ANALYSIS PER SECTOR

1ST – 30TH APRIL 2023



Cases Registered
3,056
Cases Referred rate
5%
First Case Resolution rate
95%

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	126	81	2559
Shelter	1	1	43
Other	2	1	90
CCCM	3	1	0
Health	0	0	134
Education	2	0	0
WASH	2	0	1
IDP Registration	1	0	0
INGD	10	0	58
Protection	10	1	13
Total	157	85	2898

❖ 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 MARCH – 30TH APRIL 2023

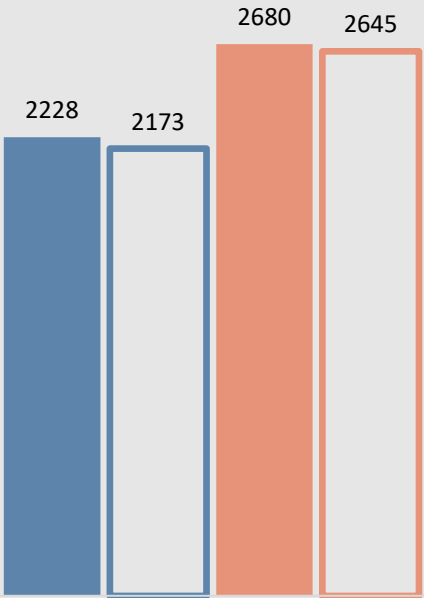


1st – 30th April 2023
Cases Registered:
 2680
Feedback provided:
 2645

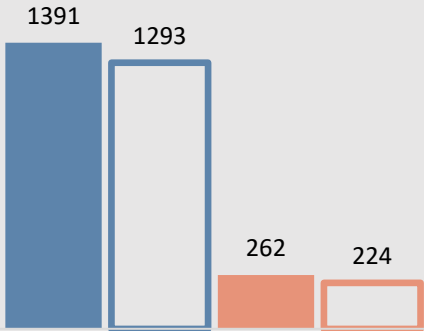
1st – 30th April 2023
Cases Registered:
 262
Feedback provided:
 224

1st – 30th April 2023
Cases Registered:
 9
Feedback provided:
 8

1st – 30th April 2023
Cases Registered:
 105
Feedback provided:
 105



Northern Region



Central Region



Southern Region

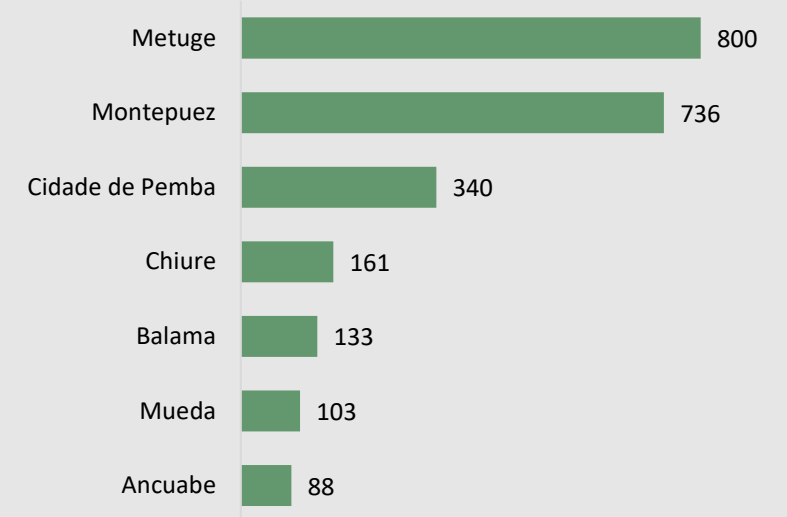
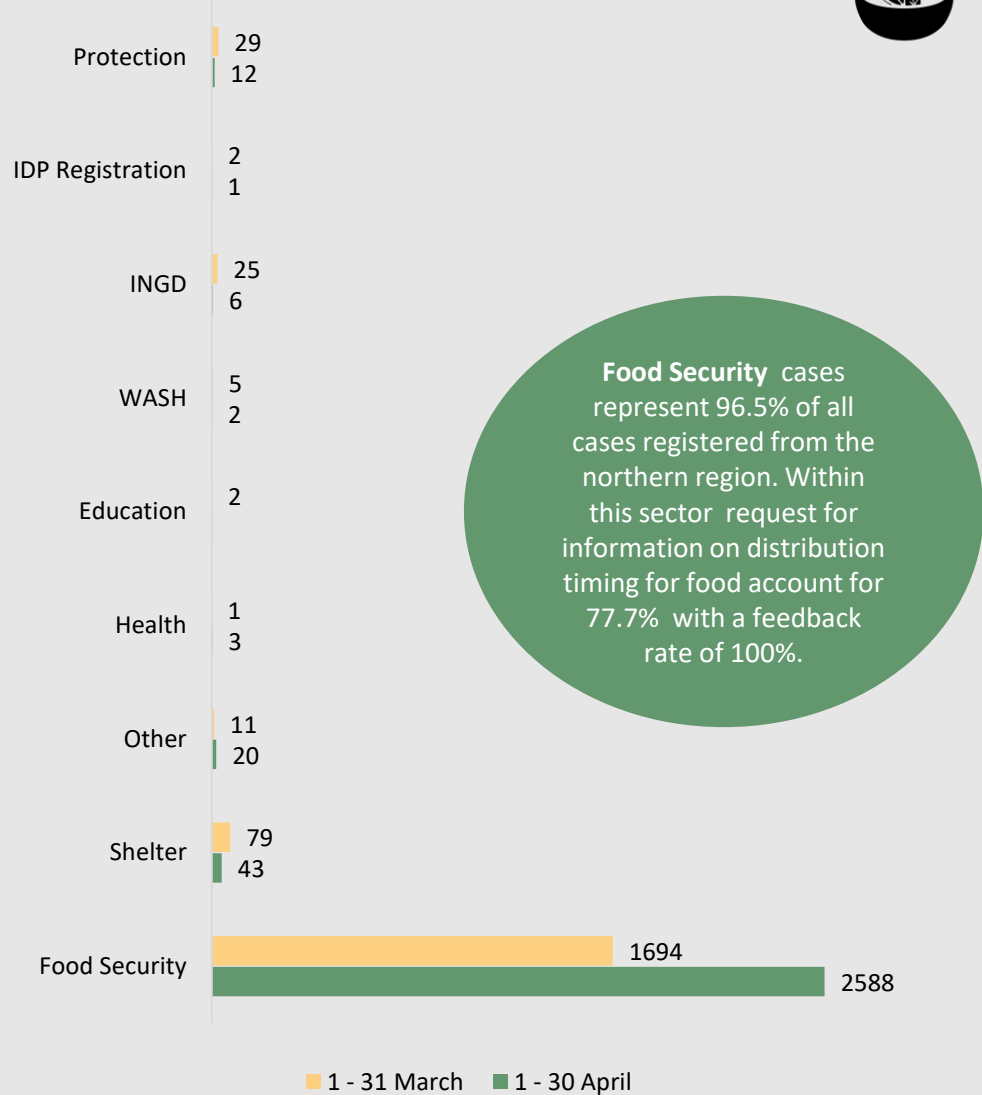


COVID-19

■ Registered Cases 1 - 31 March
 Feedback Provided 1 - 31 March
 ■ Registered Cases 1 - 30 April
 Feedback Provided 1 - 30 April

NORTHERN REGION CASES PER SECTORS 1ST MARCH – 30TH APRIL 2023

NORTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 30TH APRIL 2023



NORTHERN REGION
1ST MARCH – 30TH APRIL 2023

March
 Cases Registered:
2228
 Feedback Provided:
98%

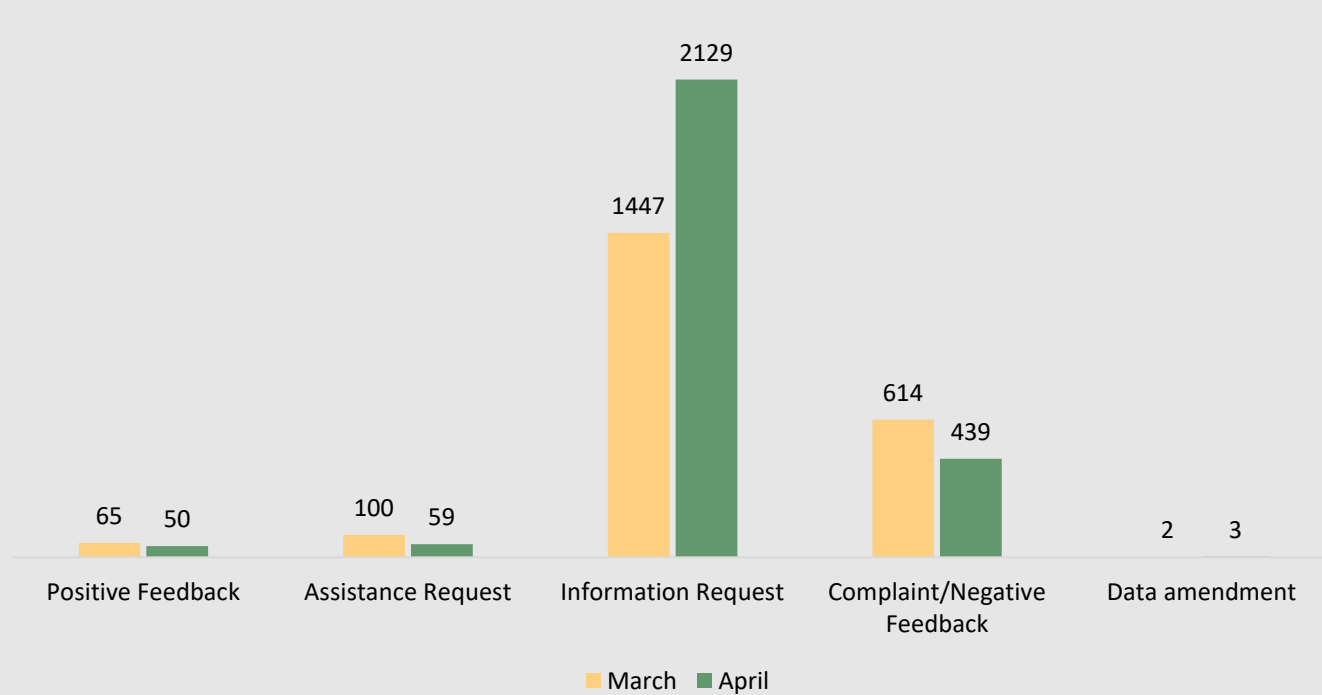
April
 Cases Registered:
2680
 Feedback Provided:
99%

March
 Cases Registered:
100
 Feedback provided:
91%

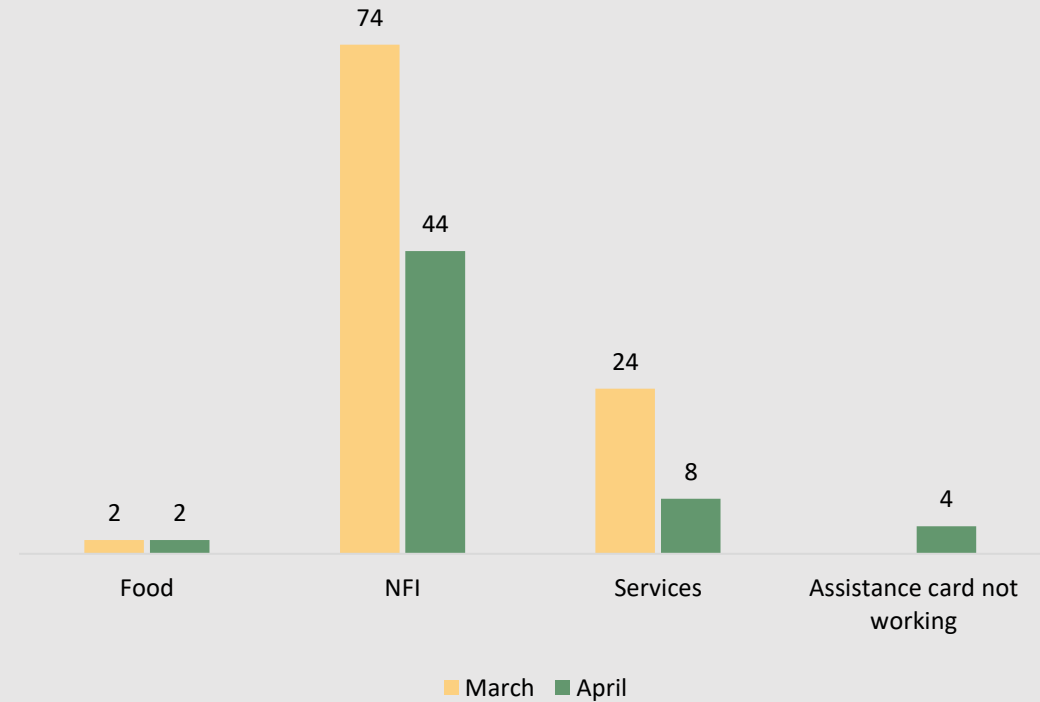
April
 Cases Registered:
57
 Feedback provided:
86%



CASE TYPES



ASSISTANCE REQUEST



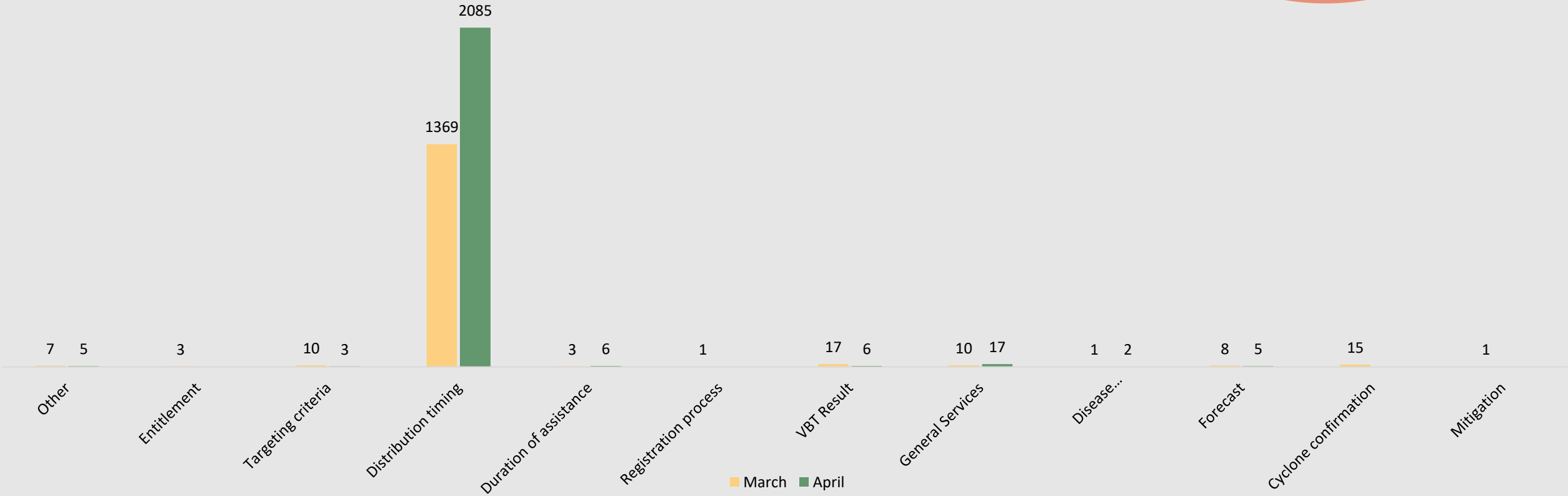
NORTHERN REGION INFORMATION REQUESTS 1ST MARCH – 30TH APRIL 2023

March
Cases registered:
1447
Feedback provided:
100%

April
Cases registered:
2129
Feedback provided:
100%



Linha Verde 1458 continues to register an increase of calls regarding food **distribution timing** in comparison to the previous month. Majority of cases are from beneficiaries that received assistance in month of March and few in the previous cycle of January/February.



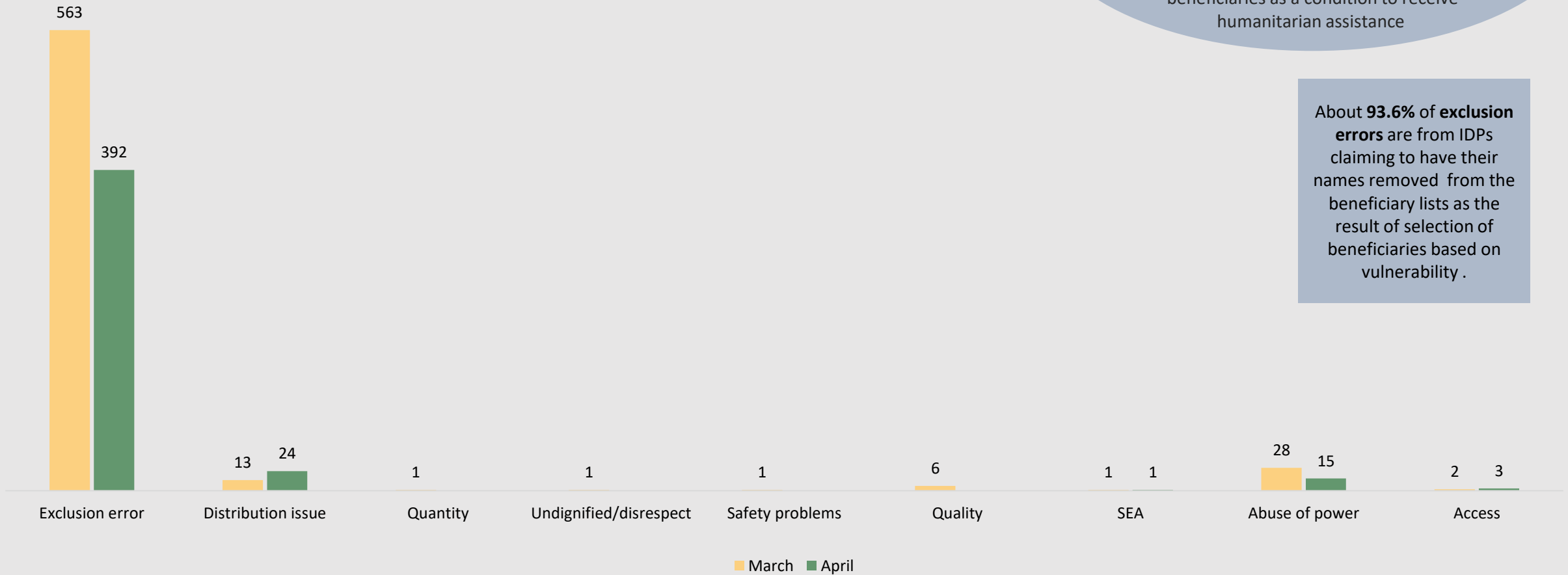
**NORTHERN REGION
COMPLAINT/NEGATIVE FEEDBACK
1ST MARCH – 30TH APRIL 2023**



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

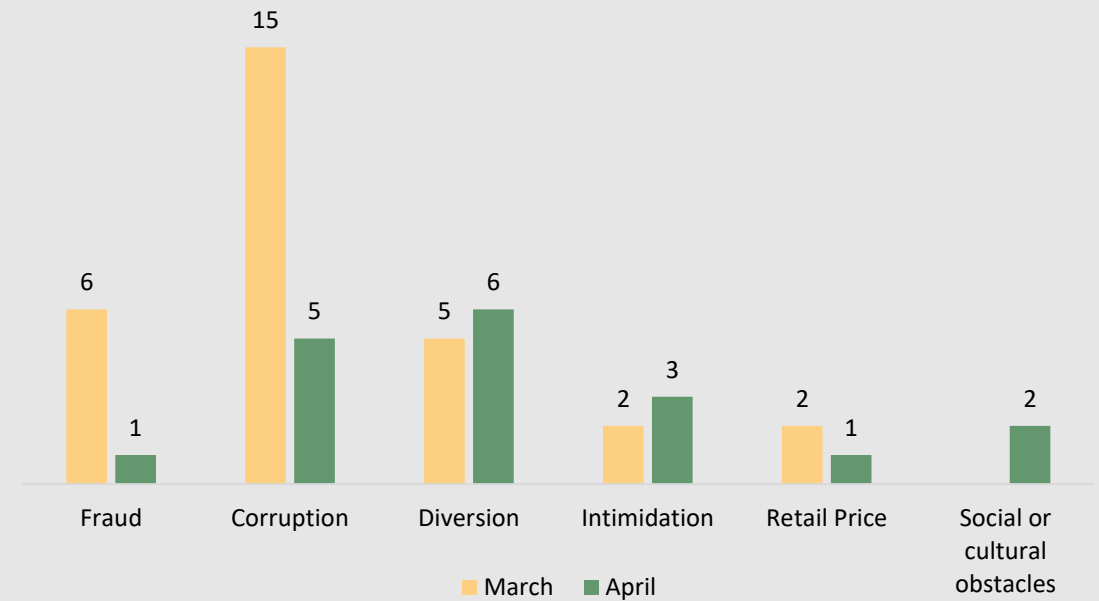
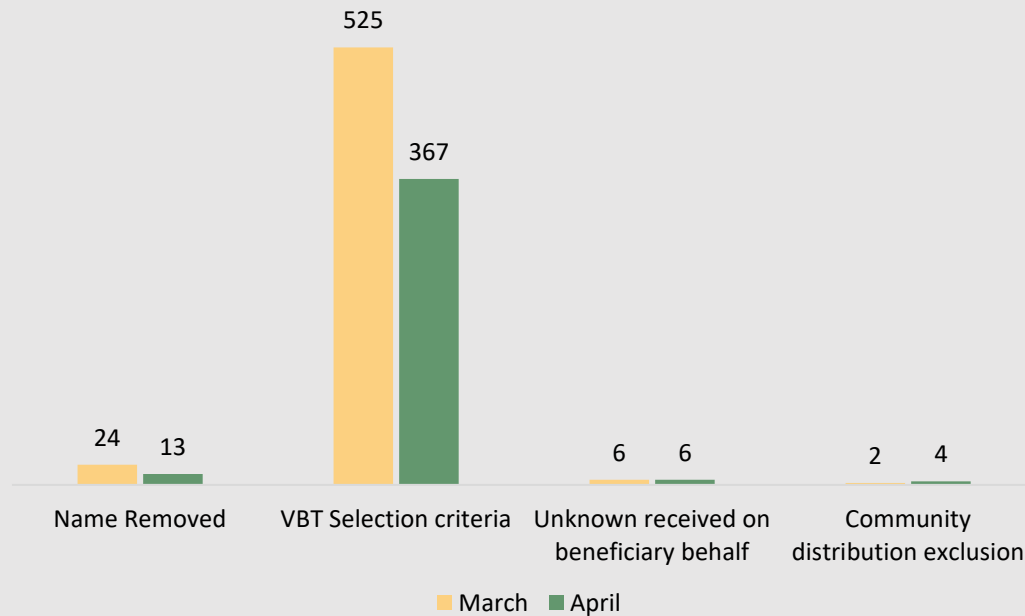
About **93.6%** of **exclusion errors** are from IDPs claiming to have their names removed from the beneficiary lists as the result of selection of beneficiaries based on vulnerability .



**NORTHERN REGION
EXCLUSION ERRORS
1ST MARCH – 30TH APRIL 2023**



**NORTHERN REGION
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST MARCH – 30TH APRIL 2023**



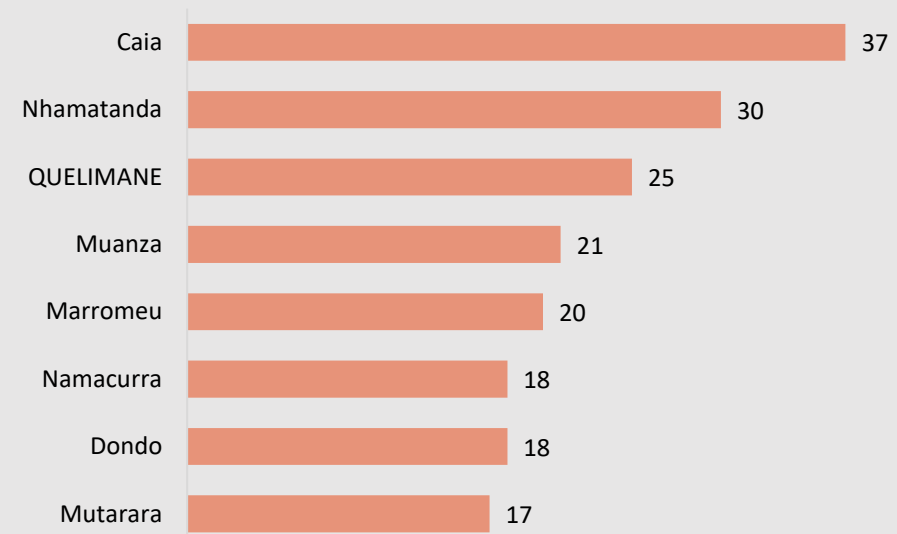
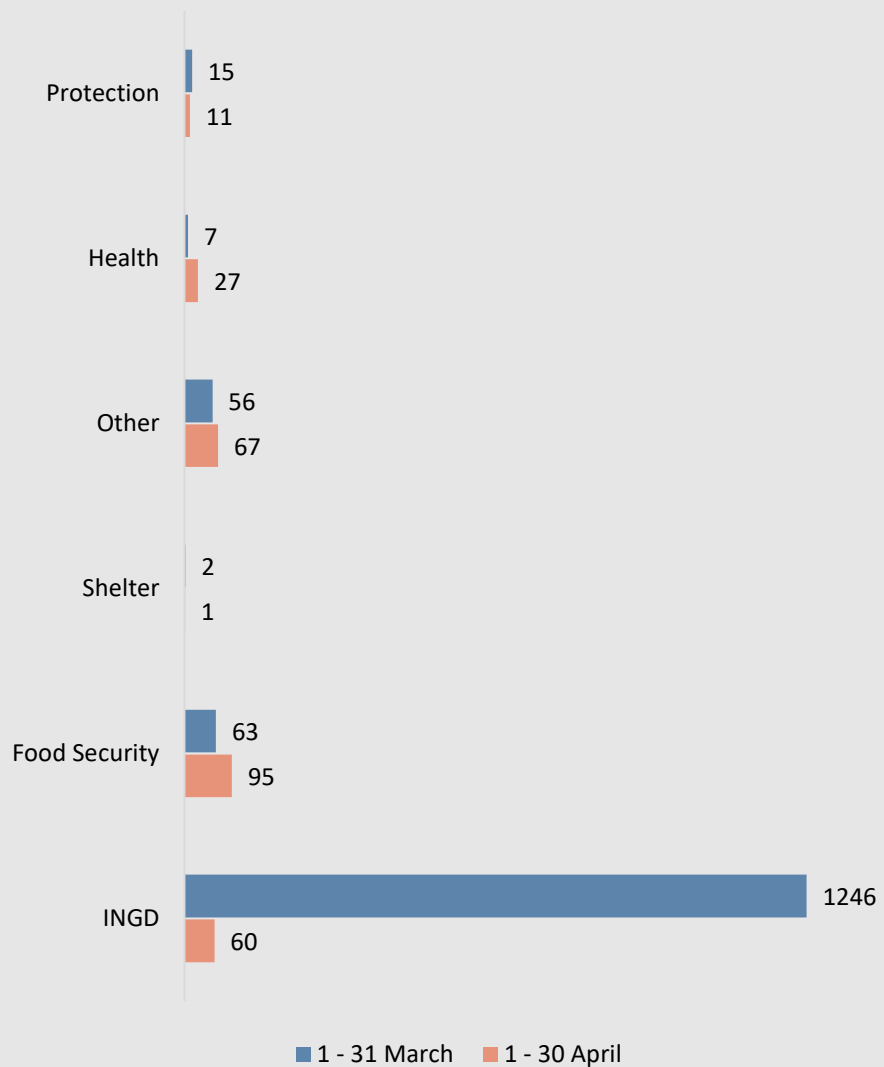
Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION
CASES PER SECTORS
1ST MARCH – 30TH APRIL 2023**



**CENTRAL REGION
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 30TH APRIL 2023**



CENTRAL REGION
1ST MARCH – 30TH APRIL 2023

March
 Cases Registered:
1391
 Feedback Provided:
93%

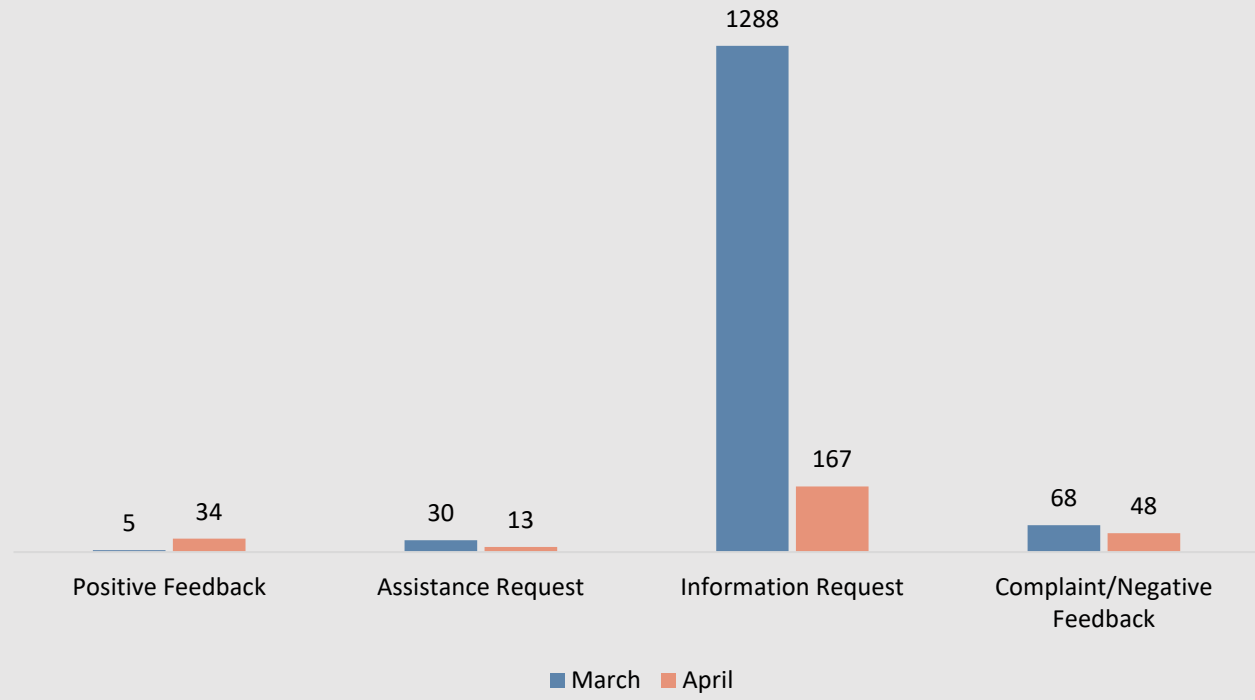
April
 Cases Registered:
262
 Feedback Provided:
85%

March
 Cases Registered:
30
 Feedback Provided:
7%

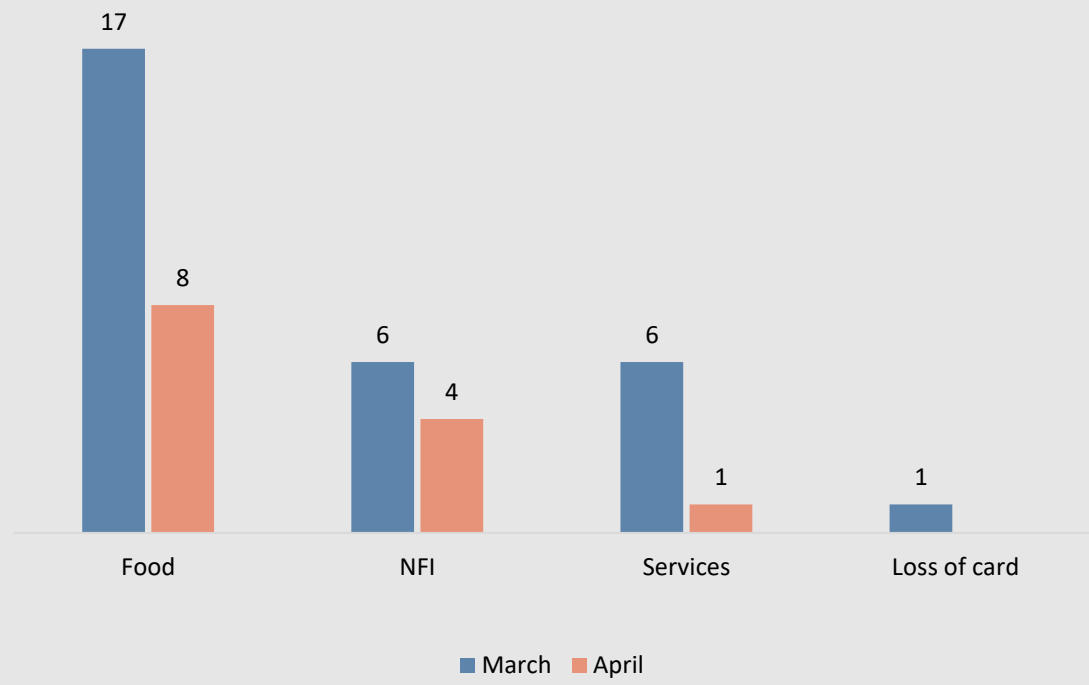
April
 Cases Registered:
13
 Feedback Provided:
8%



CASE TYPES



ASSISTANCE REQUEST



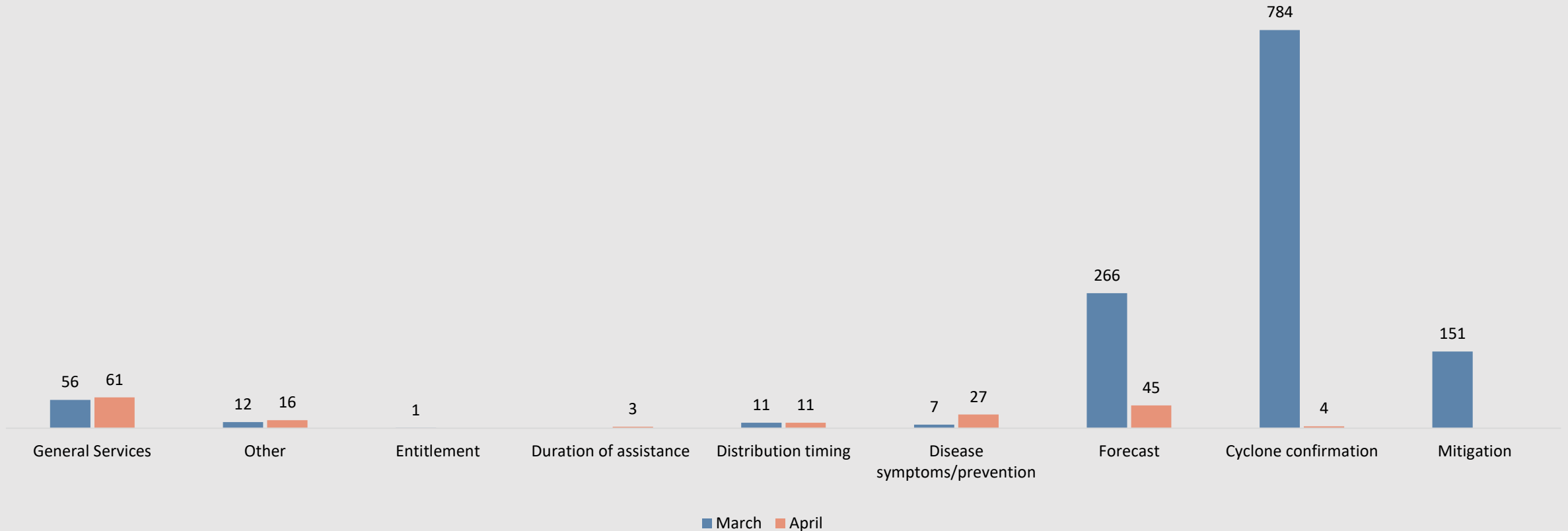
CENTRAL REGION INFORMATION REQUEST 1ST MARCH – 30TH APRIL 2023



March
Cases Registered:
1288
Feedback Provided:
100%

April
Cases Registered:
167
Feedback Provided:
100%

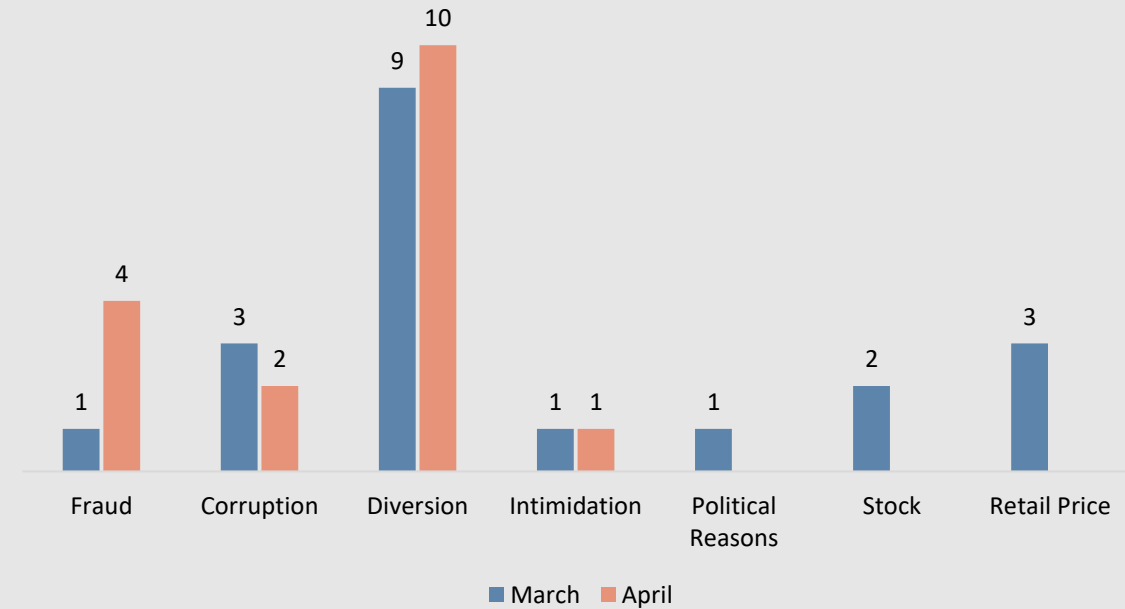
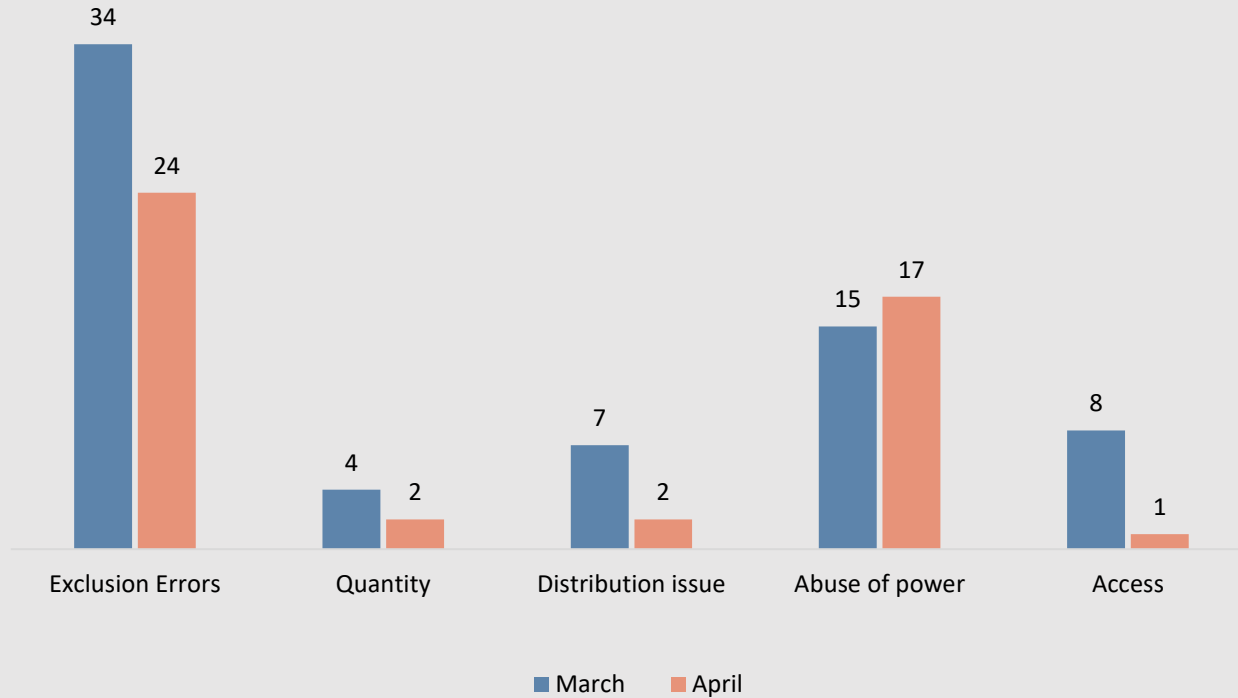
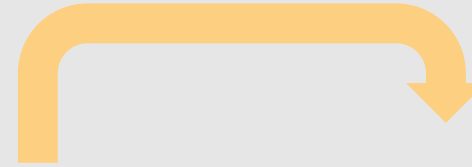
Linha Verde 1458 verified a steep decrease of **Cyclone confirmation** and **Forecast** cases after the tropical storm Freddy dissipated and registered an increase of inquiries about **Mitigation** measures.



**CENTRAL REGION
COMPLAINTS/NEGATIVE FEEDBACK
1ST MARCH – 30TH APRIL 2023**



**CENTRAL REGION
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST MARCH – 30TH APRIL 2023**



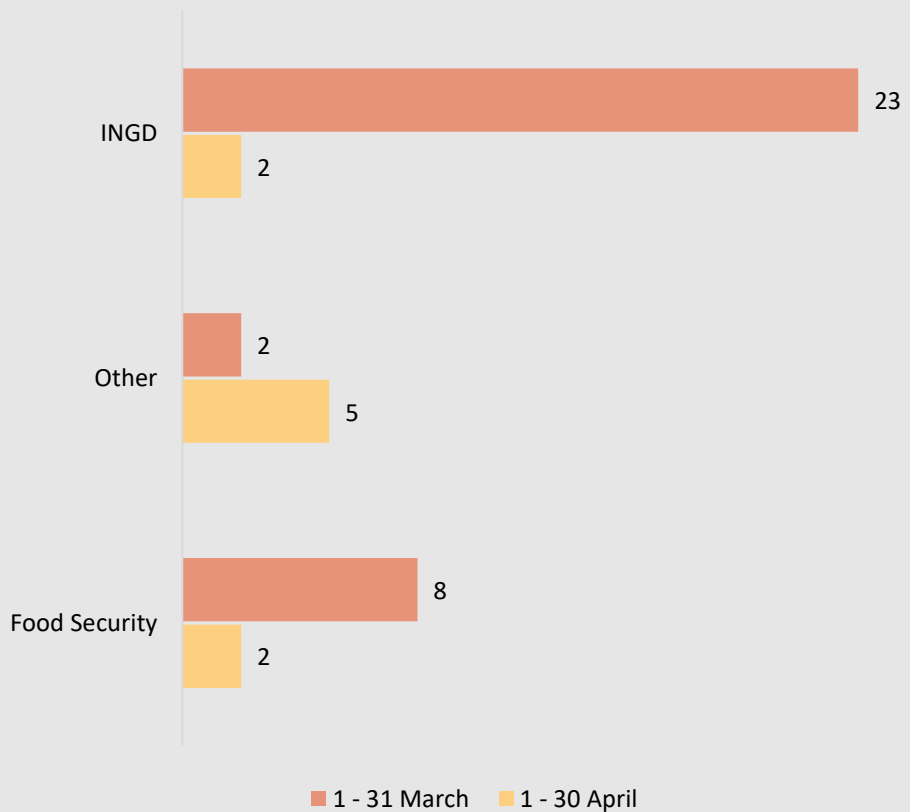
Complaints – Abuses of power

Complaints – Access barriers

SOUTHERN REGION CASES PER SECTORS

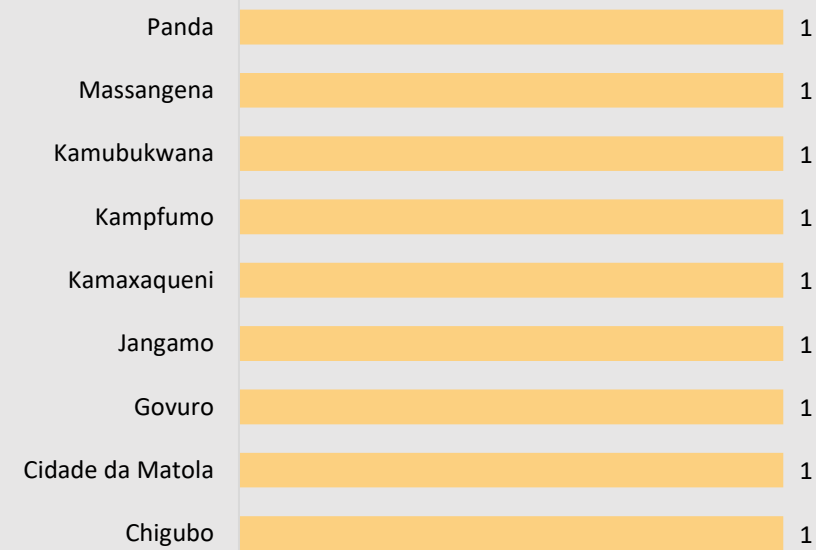
1ST MARCH – 30TH APRIL 2023

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



SOUTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES

1ST – 30TH APRIL 2023



POSITIVE FEEDBACK
1ST – 30TH APRIL 2023



FOOD SECURITY-INGD

"I'm calling to thank you because in the week of April 16th I received 5kg of rice, 1l of cooking oil, 4kg of beans, 1kg of sugar. I was affected by the tropical storm Freddy, which occurred on the 12th of March 2023. I currently live with 8 people in the Mucoa accommodation center, the place where the distribution took place." **Female, Namacurra, Zambezia**

SHELTER-WASH

"I called to thank the partners and Linha Verde 1458 for the help they have given and for having received, on 04/15/2023, shelter items such as a blanket, pans, plates, spoon, tent, cups, buckets, soap after being affected by the storm Freddy." **Male, Quelimane, Zambezia**

FOOD SECURITY

"I am from Niassa, Cuamba district, in Namutimbua, Agricom resettlement center. I was affected by tropical cyclone Freddy. I am a beneficiary of food assistance provided by WFP and partners. I called to thank you for the support received on 4.04.2023, where I received rice, cooking oil and beans." **Female, Cuamba, Niassa**

FOOD SECURITY

"I call from the Josina Machel community in Tete province, and I was a victim of cyclone Freddy. I have been registered by the local leader and we are 13 people in my household. On April 18, 2023, I received 50kg of rice, 5kg of beans, 5L of oil and 1kg of salt from WFP and partners. I am very grateful for this support." **Male, Mutarara, Tete**

FOOD SECURITY

"I have been displaced from Mocímboa da Praia since February 2020, currently residing in a borrowed house in the City of Pemba. I am a beneficiary of support from WFP and partners, the last time I received it was on April 1st, 2023, where I received a value voucher of 3600MT. I call to thank you for your support." **Female, Pemba, Cabo Delgado**

FOOD SECURITY

"I called to thank WFP because in the week of April 9, 2023, I received 1 bag of 50kg of rice, 10kg of peas, 4 liters cooking oil from WFP. I'm native of Muidumbe and I currently live in my own house with 5 people. The distribution site was in Memba." **Male, Muidumbe, Cabo Delgado**

FOOD SECURITY



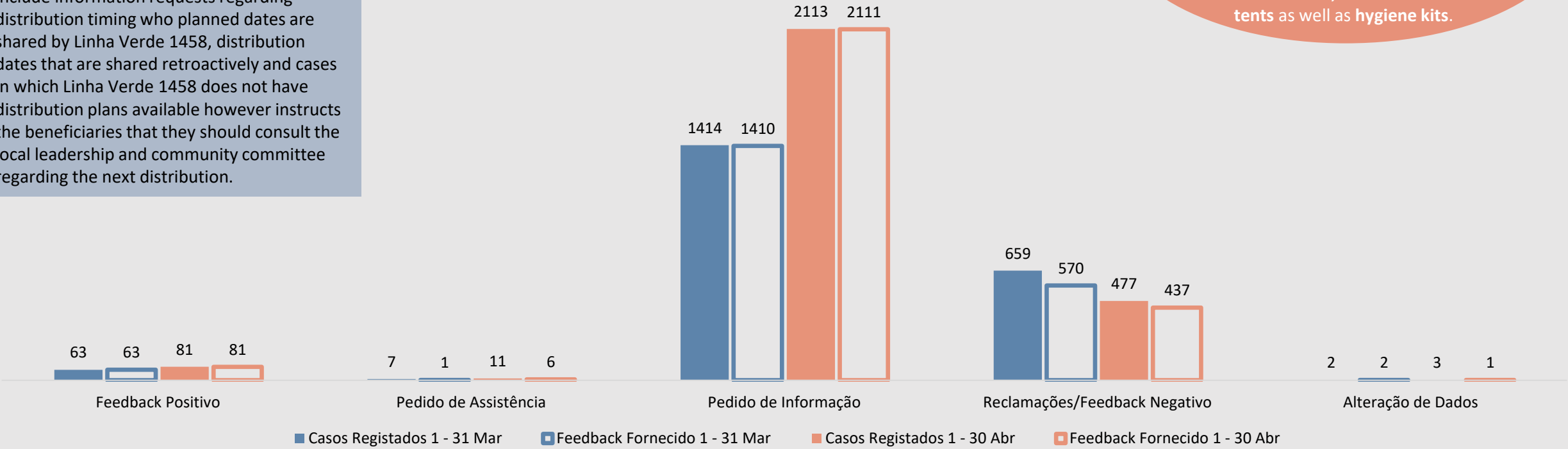
Sofala	57
Zambezia	28
Tete	10
Nampula	97
Cabo Delgado	2475
Inhambane	1
Gaza	1
Niassa	16

Referred Cases	126
Referred Cases Feedback	81
First case resolution	2559

1st – 30th April 2023
 Cases Registered:
2685
 Feedback Provided:
2636

1st – 30th April 2023
 96% of the cases registered here are from the northern region of the country. Requests for **food assistance in some cases** are also accompanied simultaneously by requests for NFI assistance in the form of **agricultural tools and seeds, shelter kits and or tents** as well as **hygiene kits**.

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 – 30th April 2023

Cases Registered:
44

Feedback Provided:
44

Zambezia	1
Cabo Delgado	43

Referred Cases	1
Referred Cases Feedback	1
First Case Resolution	43

WASH



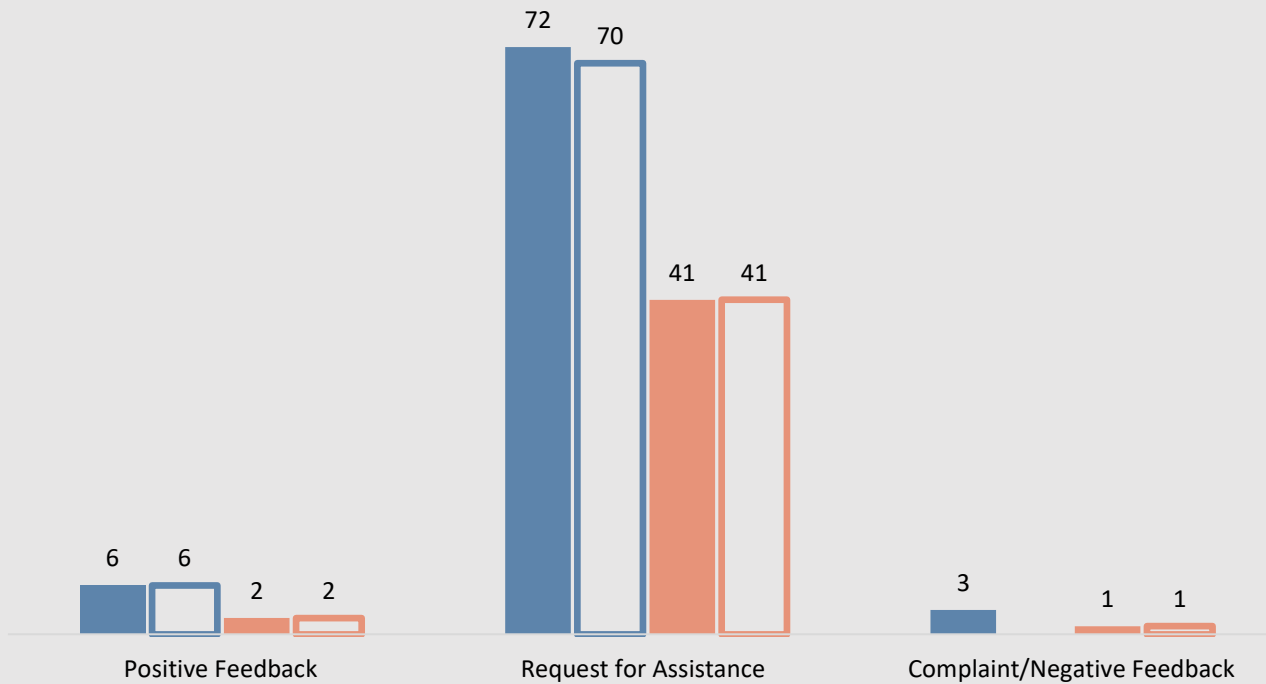
1st – 30th April 2023

Cases Registered:
3

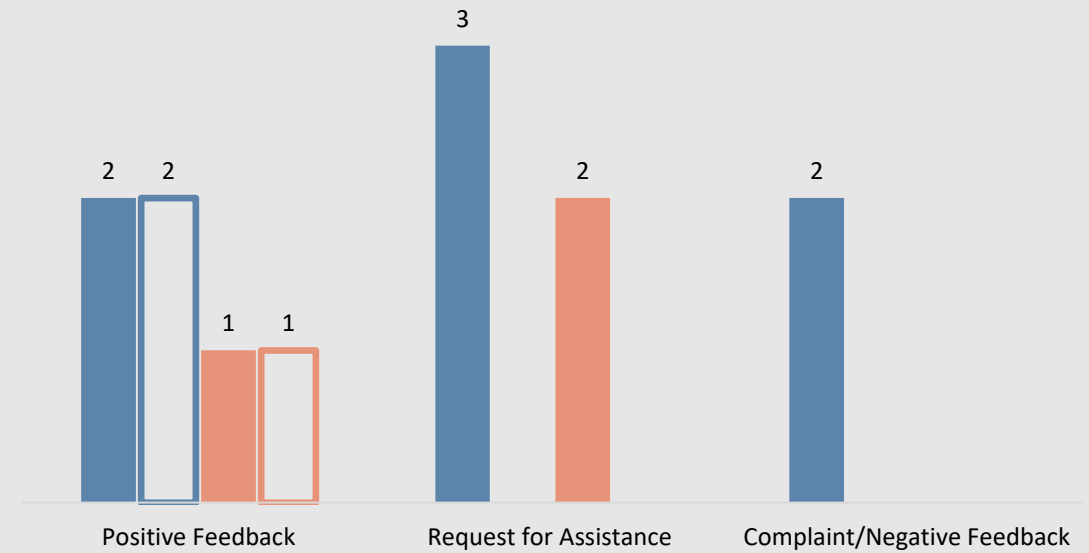
Feedback Provided:
1

Zambezia	1
Cabo Delgado	2

Referred Cases	2
Referred Cases Feedback	0
First Case Resolution	1



■ Registered Cases 1 - 31 Mar Feedback Provided 1 - 31 Mar
■ Registered Cases 1 - 30 Abr Feedback Provided 1 - 30 Abr

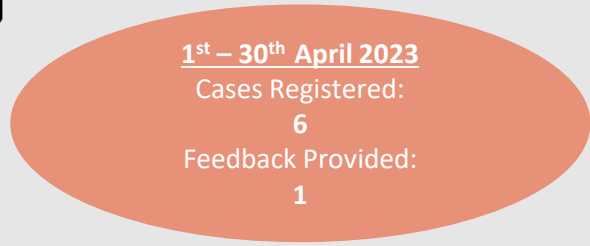


■ Registered Cases 1 - 31 Mar Feedback Provided 1 - 31 Mar
■ Registered Cases 1 - 30 Abr Feedback Provided 1 - 30 Abr

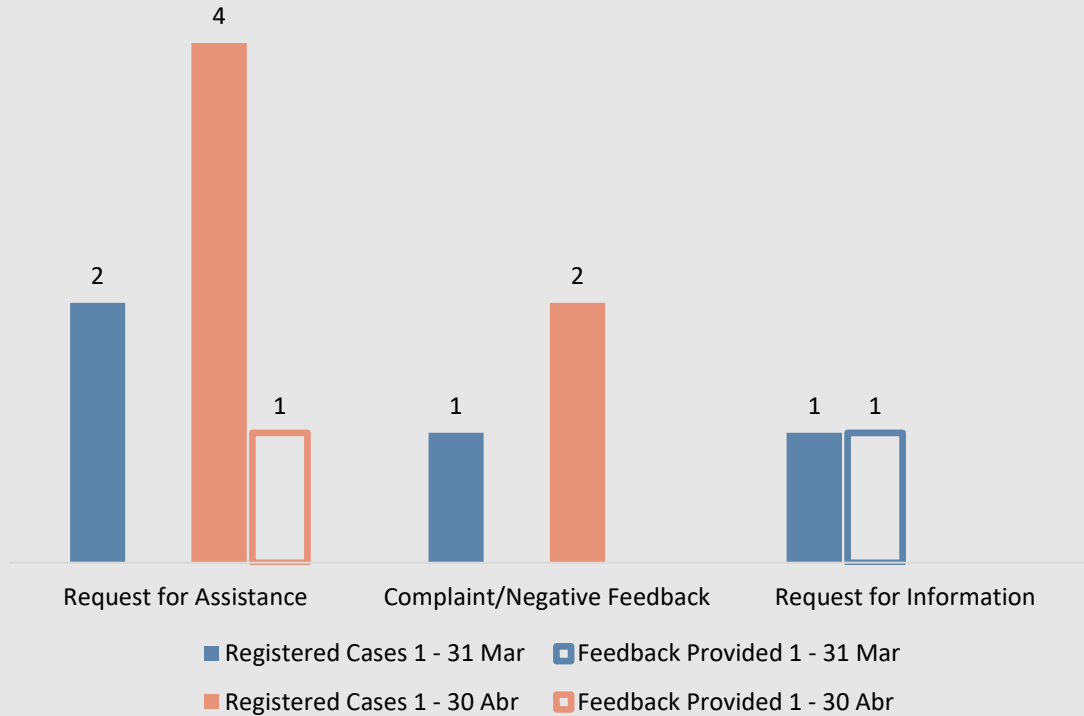
PROTECTION



Cabo Delgado	6
Referred Cases	6
Referred Cases Feedback	1
First Case Resolution	0



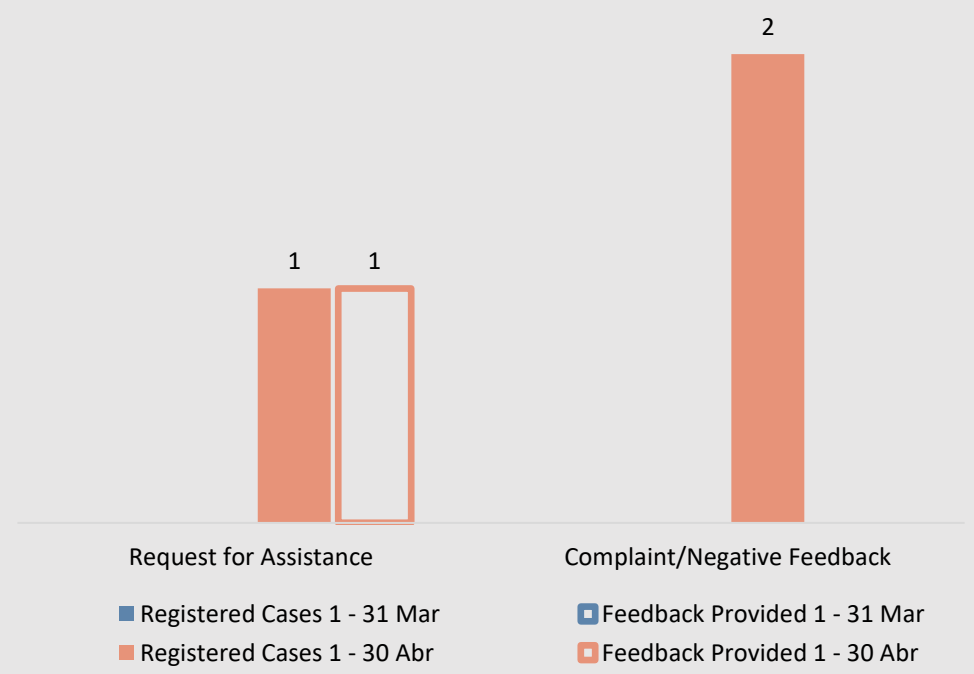
Protection sector cases include:
 Return – 3 cases
 Civil Documentation - 1 case



CCCM



Cabo Delgado	3
Referred Cases	3
Referred Cases Feedback	1
First Case Resolution	0



CHILD PROTECTION



Sofala	3
Zambezia	5
Tete	1
Nampula	3
Cabo Delgado	2

Referred Cases	2
Referred Cases Feedback	0
First Case Resolution	12

Child Protection sector includes:
 Rape (info) – 1 case
 Forced marriage – 2 cases
 Forced marriage (info) – 11 cases

1st – 30th April 2023
 Cases Registered: **14**
 Feedback Provided: **14**

1st – 30th April 2023
 Cases Registered: **1**
 Feedback Provided: **1**

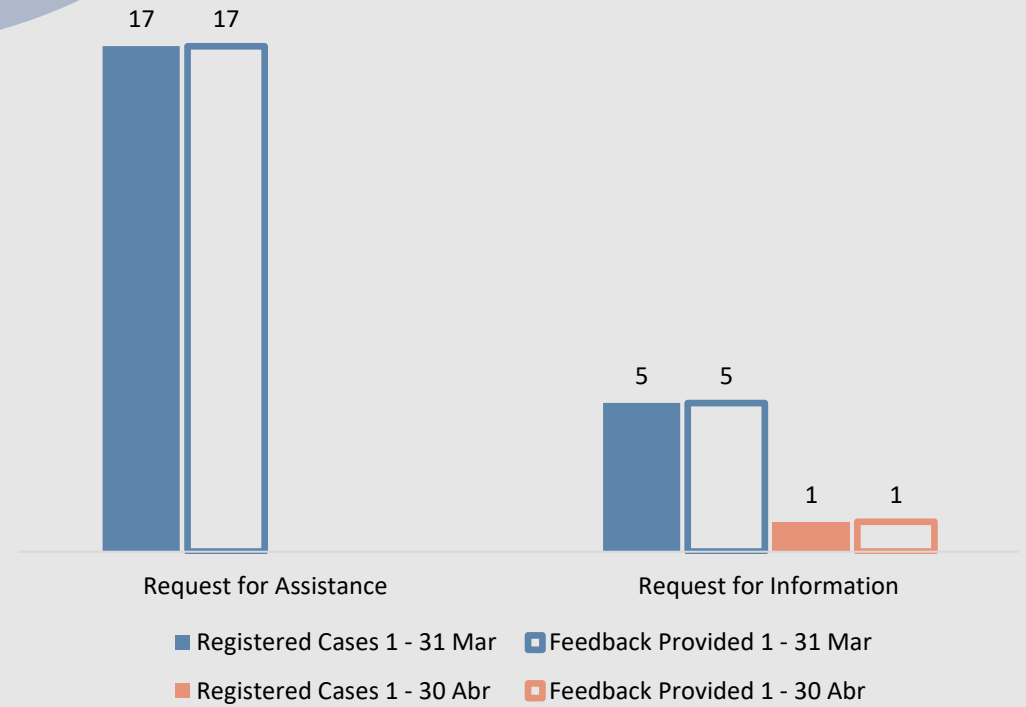
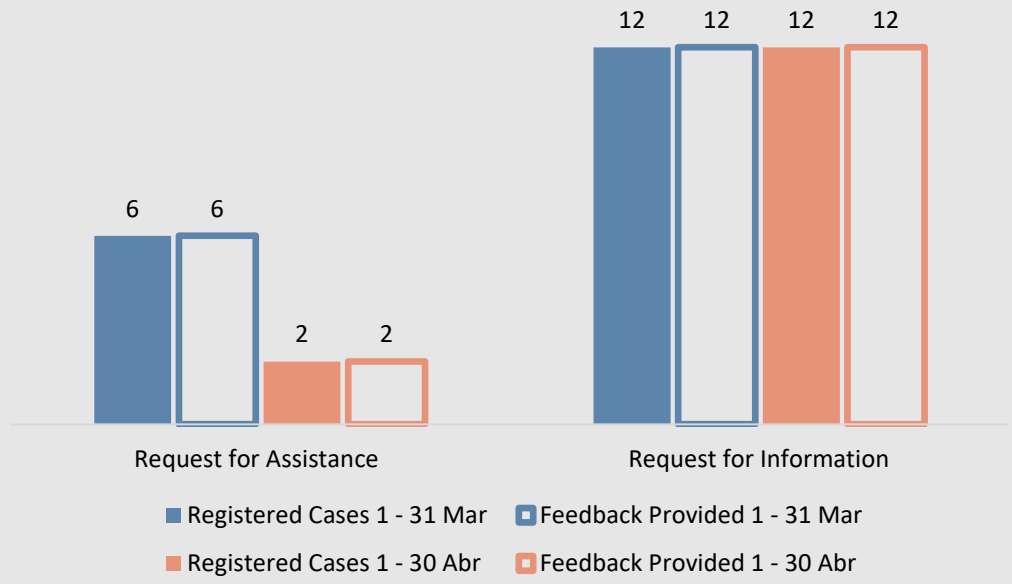
Child Protection cases are referred to **Linha Fala Criança** as well as **GBV** cases are referred to the GBV cluster for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider**. **Forced marriage (info)**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

GBV

Sofala	1
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Referred Cases	0
Referred Cases Feedback	0
First Case Resolution	1

GBV sector includes:
 Rape (info) - 1 case



INGD

HEALTH

Sofala	34
Tete	3
Inhambane	2
Zambezia	23
Nampula	5
Niassa	1

Referred Cases	10
Referred Cases Feedback	0
First Case Resolution	58

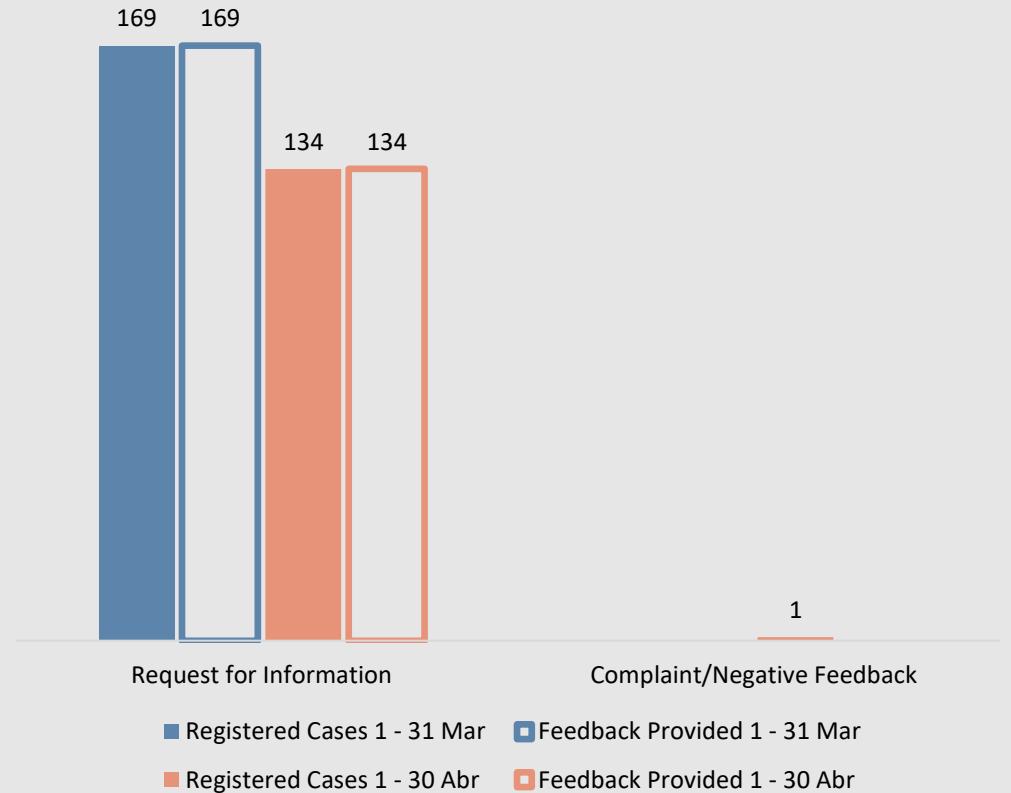
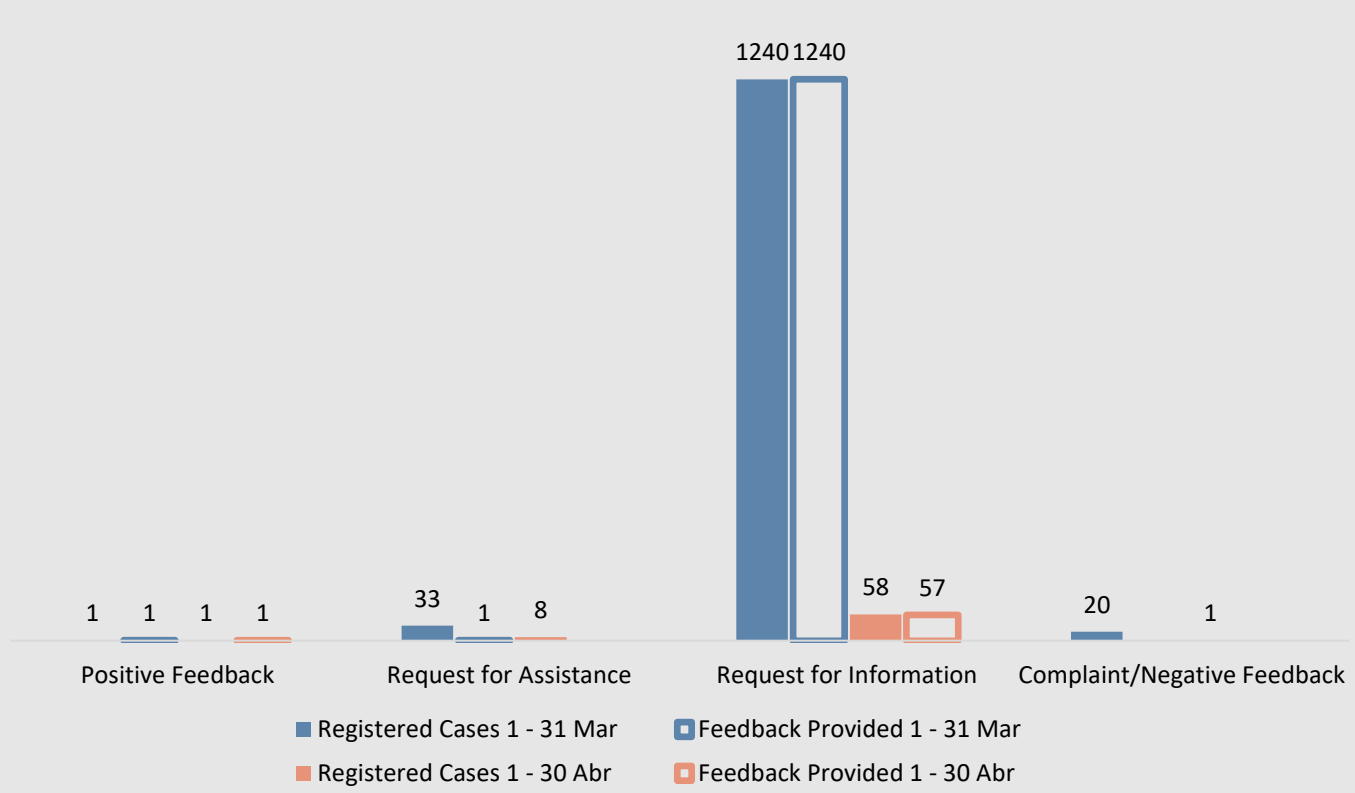
1st – 30th April 2023
 Cases Registered: **68**
 Feedback Provided: **58**

1st – 30th April 2023
 Cases Registered: **135**
 Feedback Provided: **134**



Sofala	98
Zambezia	14
Manica	3
Tete	14
Nampula	6

Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	134



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 30TH APRIL 2023

Overview

- ❖ In April 2023, Linha Verde 1458 registered a total of **3,056** cases with **97%** of feedback.
 - **94.8%** of cases were closed during the call as first case resolution
 - 5.2% of cases registered were referred to cluster focal points for verification and action, about **54.1%** have been addressed and closed with feedback.
- ❖ During the month of April:
 - **87.7%** of registered cases come from northern region related to humanitarian activities in response conflict.
 - **8.6%** of cases come from the central region covering concerns related to weather events in response to cyclone Freddy.
 - **3.4%** are Covid-19 related.
 - **0.3%** from the southern region.

Interagency Training for Linha Verde 1458 Operators

- ❖ During the week of 17-21 of April 2023, Linha Verde 1458 operators received training sessions from the different humanitarian clusters about their interventions in response to conflict in the northern region and in response to tropical storm Freddy in the central and southern regions. The operators received background information on the structure of the humanitarian team and resources they can use to address the concerns raised by callers during the call. The session provided an opportunity to operators to present the most common issues reported to hotline service and received guidance on how to handle complex cases. During the sessions, was highlighted the need to provide Linha Verde 1458 with updated case referral pathways and focal point contacts to address the feedback gaps and delays to the referred cases and avoid cases going unanswered for long periods. It was also highlighted the importance to provide regular training sessions to Linha Verde operators to strengthen the hotline overall capacity and accountability to affected population.
- ❖ The clusters and institutions that took part in this training were: **PSEA, CCCM, GBV, Food Security, Protection, Linha Fala Criança** and **INGD-DSSA**



Northern Region: 1 – 30 April 2023

- ❖ Linha Verde 1458 registered **2,680** cases related to humanitarian assistance in response to the conflict. This represents an increase in 20% from previous month. Of the total cases 96% are food security related, 2% related to shelter assistance and needs and the remainder 2% are related to WASH, CCCM, internally displaced persons, and to the weather.

Food Assistance

- ❖ In the northern region a total of **2,588** concerns were raised about food security. Out of the total **81.1%** were **information requests**, **16.7%** were **complaints**, **1.9%** **positive feedback**, **0.2%** requests for **assistance** and **0.1%** requests for **data amendment**.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 30TH APRIL 2023

Information Requests

- ❖ The **2100** requests for information consisted of:
 - **2,085** cases from recipients of food assistance calling to request information about food distribution dates. Linha Verde 1458 provides information on the dates based on distribution plans shared. If plans are not available callers are instructed to reach out to local leaders for information on the planned dates according to what was shared by the partners. The majority called from **Metuge, Montepuez, Balama, Chiure, Mueda, Ancuabe, Meconta** and **Pemba**.
 - **7** calls from IDPs to inquire about the results of vulnerability-based targeting interviews they participated in 2022 to confirm if they are eligible to receive food assistance under the new criteria. Linha Verde 1458 informed them about the results consulting the vulnerability-based beneficiary lists shared by WFP CFM team. The calls came from **Pemba, Chiure, Montepuez** and **Namuno**.
 - **5** beneficiaries inquiring about the **duration of assistance** for food. **2 IDPs** from **Metuge** and **Pemba** called to confirm if the information shared at their communities that the assistance was coming to an end was true. Linha Verde explained that the assistance based on the old targeting criteria was indeed coming to an end, and when resumed it would be based on the vulnerability-based criteria. **3** people affected by cyclone Gombe from **Meconta** and **Mogincual** asked if the assistance would return. Linha Verde clarified that the assistance to people affected by Gombe ended in December 2022.
 - **3 IDPs** from **Pemba, Chiure** and **Ancuabe** seeking information about the new **vulnerability-based targeting criteria** (VBT) for food assistance. Linha Verde 1458 explained the new targeting criteria is directed to the most vulnerable and food insecure both from the IDP and host communities.

Complaints

- ❖ **430** complaints were registered by the hotline concerning food assistance. **Exclusion errors** represent **90%** of the total cases, **5.6%** were reports of **distribution issues**, **3.7%** claims of **abuse of power**, and **1%** were claims of **access barriers**.
- ❖ Out of the **390** exclusion errors:
 - **369 IDPs** complained that their names did not appear in the beneficiary list for the last distribution cycle, and some claimed to have gone 4 to 6 months without receiving food. In line with WFP guidelines Linha Verde 1458 applied the vulnerability-based targeting questionnaire to assess their eligibility and immediately informed if their households are eligible to receive food assistance under new vulnerability-based criteria. Of the total assessed, **335** met the criteria and are likely to continue to receive assistance. The cases came from all 9 districts where vulnerability-based criteria is in effect (**Ancuabe, Balama, Chiure, Ibo, Metuge, Montepuez, Mueda, Namuno Pemba**).

- **13** beneficiaries claimed that their names were removed from the list and did not receive food in the last distribution cycle. Assisted households are always encouraged to report such issues to helpdesks during the distribution to enable immediate feedback and possible resolution. The cases came from **Muidumbe, Nangade, Macomia, Quissanga, Mocímboa da Praia, and Palma** in Cabo Delgado and **Cuamba and Mecanhelas** in Niassa.
- **4** complaints from IDPs in which they claimed that during the distribution they found out that someone unknown to them and without their consent had signed their names in the distribution checklist and received their food on their behalf. The cases were verified and callers instructed to arrive as early as possible at the distribution points to avoid such situations. All cases are from **Pemba**.
- **4** complaints from IDPs about exclusion of entire community of food distribution. The claims came from Nquiriquele site in Namuno, Nanjua site in Ancuabe and community of Ntoto in Mocímboa da Praia. The CFM team clarified that Ntoto for now will not be included in the assistance provided by WFP, due to shortage of funds and difficult access.
- ❖ **25** claims of **distribution issues** were reported mostly from **Katapua site in Chiure**, then **Namuno, Ancuabe, Mocímboa da Praia** and **Pemba** in **Cabo Delgado** and **Monapo** in **Nampula**.
 - **20** cases came from **Katapua site in Chiure** reporting that the distribution was cancelled due to disagreement regarding the beneficiary list. The distribution list used by the distribution teams had considerably few names compared to the number of residents in the site. Therefore, in order to distribution to happen people in the site requested the inclusion of all residents.
 - **2** complaints from **Namuno** where the distribution was interrupted following a tumultuous situation during the process. This has been pointed as the result of reduction of beneficiaries under the new vulnerability-based criteria. Distribution teams were sensitized to return to the distribution points and continue with the distributions. As for those that no longer meet the criteria to receive food it was advised that they should engage in income-generating activities.
 - **3** inquiries from **Ancuabe, Monapo** and **Mocímboa da Praia** asking when distribution teams would return to finish the distribution. For Mocímboa da Praia, where distribution was interrupted due to shortage of food it resumed on the following day. In Ancuabe and Monapo the claims stated that not all received the assistance. After verification it was noted that the complainant was not in the list and was also advised to engage in income generating activities
- ❖ For the **11** claims of **abuse of power**, they are distributed as follows:
 - **4** allegations of **corruption** stating that local leaders have been charging people amounts that range from **1000, 1500** and **3000MT** in Palma and **1500** and **2000MT** in **Cajupane site** in Ancuabe to include them in the list for food assistance. All cases were referred for verification.

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- **4** claims of **diversion** of food kits and value vouchers leaving several unassisted: A caller from **Macomia** claimed that local leader was selling the rice from the food kits for **800-1000MT** per 50kg bag; Other caller from **Upajo site** in Montepuez claimed that local leaders distributed among themselves **184 value vouchers**; One allegation that those in charge of the distribution in **Miteda** in Muidumbe have been charging an amount of **1000MT** to people from other communities to receive the food destined to the ones residing Miteda; and one claim that the teachers from the Primary School of **Marrocane** in Ancuabe are diverting the **school lunches** intended for the children attending the school.
- **2** claims of **intimidation** made by IDPs stating that local leaders threaten them to remove their names from the beneficiary lists after they refused to split their value vouchers of 3600MT with leaders. Both claims were from Pemba.
- **1** case of **fraud** reported in **Maningane site** in **Chiure**, where people bought beneficiary cards from IDPs, that already returned to their areas of origin, for the amounts of **1300 – 1600MT**.
- ❖ **3** claims of **access barriers** were reported from Palma and Chiure.
 - **2** claims of **social and cultural obstacles** from **Palma** and **Milamba** in **Mocimboa da Praia** alluding that local authorities have been prioritizing the registration of certain ethnic groups over others and that all assistance and opportunities in the community are allocated based on cultural and political affiliation. WFP team clarified to caller that all humanitarian assistance is provided regardless cultural, political and religious affiliation.
 - **1** complaint about price increase in the mobile store in **Chiure Velho site** in **Chiure**. In such cases callers are informed that prices are monitored by WFP, and they are advised to compare prices in the different stores contracted to opt for the most affordable ones.
- ❖ **1** complaint from an IDP of **undignified/disrespect** case after hired to work for a project doing sensibilization about good hygiene practices in the resettlement center did not receive the agreed payment. The case was referred for verification. The claim came from **Naminaue site** in **Metuge**.

Camp Coordination and Management (CCCM)

- ❖ **3** concerns were raised regarding camp coordination and management.
 - **1** allegation that job opportunities in the Upajo site in Montepuez are only given to men excluding women.
 - **1** case from Piloto site in Montepuez where caller expressed dissatisfaction regarding the district Administrator rulings replacing the resettlement leaders by local leaders.
 - **1** allegation from a resident in the resettlement center of Mpeme in Mueda stating that she has been expelled from the center by the leader after losing her spouse. CCCM team conducted a verification on the ground and no confirmation of the allegation was obtained.

WASH

- ❖ **2** IDPs requested for assistance to increase the water supply services in their communities. One from **Mutua site** and other from **Bairro Sede** in **Metuge**.

Shelter and NFIs

- ❖ A total of **43** cases related to shelter assistance and NFIs needs were registered by the hotline, which **95.4%** are assistance requests, **2.3%** are positive feedback and **2.3%** are complaints.

Assistance Requests

- ❖ **Mueda (Nandimba, Lyanda, and Mpeme sites): 31** IDPs requested tarpaulins, blankets, kitchen utensils, flashlights, buckets, grass mats, mosquito nets, construction materials.
- ❖ **Ancuabe (Milamba, Marrocane, Naua, and 25 de Junho sites): 4** IDPs requested tarpaulins, grass mats, flashlights, kitchen utensils, blankets.
- ❖ **Nangade (Ntoli site): 2** IDPs requested for tarpaulins, kitchen utensils and hygiene items.
- ❖ **Montepuez (Namputo site) 1, Macomia (Chinavane site) 1, Metuge (Nangua site) 1, Palma (Quionga) 1: 4** IDPs asked for tarpaulins, blankets, and agricultural tools.

Complaints

- ❖ **1** complaint from an IDP reporting that a group of IDPs doing cleaning and reconstruction for the **Ocuá resettlement site** road are working without any supervision from the project in charge nor have access to hygiene materials ought to be supplied every week, as previously agreed.

Central Region: 1 – 30 April 2023

- ❖ In the central region Linha Verde 1458 observed a steep decrease of cases in comparison to the previous month. A total of **262** cases were registered, **64%** were **information requests**, **18.2% complaints**, **13% positive feedback**, and **5% requests for assistance**.

Weather related queries

- ❖ A total of **49** inquiries about the weather forecast were received by the hotline as people continued to monitor the daily weather and wanted to confirm if there would be another storm. Linha Verde 1458 provided callers with the weather updates and risk mitigation measures shared by Instituto Nacional de Meteorologia (INAM).

People affected by Cyclone Freddy

- ❖ **99** calls were received by Linha Verde 1458 from people affected by storm Freddy. Out of the total **46.5%** were **complaints**, **31.3% positive feedback**, **12.1% requests for assistance**, and **10.1% requests for information**.

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Complaints

- ❖ The total **46** complaints received are divided as follows:
 - **23 exclusion errors** reported by people affected by the storm stating that their names were excluded from the lists to receive return kits. WFP team clarified to the callers that all distributions have been completed for most of the affected communities in Sofala and only the ones with the names in the lists were covered. Most cases came from **Marromeu** and **Caia**, then **Quelimane, Doa, Chemba, Muanza and Namacurra**. **2** people claimed that on the distribution day someone unknown to them signed their names in the distribution check list and received their food. WFP team explained to callers that the distributions are made after ID confirmation, therefore after verification it was found that the names were not in the list. The cases are from **Caia** and **Quelimane**.
- ❖ **17** cases of **abuse of power** that includes:
 - **10** allegations against local leaders in Caia, Sofala of **diversion** of food kits to sell to people not affected by the storm for **500MT** per kit. After verification by INGD and WFP teams it was concluded that the claim is linked to the annual tax collection. Due to leaders' poor articulation about the taxes, beneficiaries assumed it to be a wrongful act. Within these allegations 1 claim was made against Nicoadala locality leader, who is accused of taking away several bags of rice during the distributions. The case was reported from Namitangurune accommodation center in Nicoadala Zambezia.
 - **4** claims of **fraud** that the local leadership only included their names and family members in the lists to receive food assistance. The allegations came from **Caia** in **Sofala**, **Namacurra** in **Zambezia** and **Doa** in **Tete**.
 - **2** claims of **corruption** indicating that the leader of the accommodation center of Brigodo in Namacurra charges **50MT** to register each resident and charges those in the lists between **300-500MT** per food kit. Both cases were referred for verification.
 - **1** report of **intimidation** from Namitangurune accommodation center where a group of residents organized to gather tent pegs to build their shelters, but had them taken away by the accommodation center leader and threatened with physical violence if complained or reported the case.
- ❖ **2** cases of **distribution issue** were reported from **Caia** in **Sofala** claiming that the distribution was not completed because the food was not sufficient and distribution teams promised to return on the following week to resume however, have not done so. WFP verified the claims and did not confirm them since all distributions covered all planned in the beneficiary list. Callers were advised to reach out the center leadership to verify if their names have been registered or not.
- ❖ **2** complaints about **quantity** of food distributed not being enough cover the families' needs. The cases came from the accommodation center of Metangurine in Quelimane.

- ❖ **1** claim of food **access barriers** due to the long **distances** people must walk to purchase the food in the contracted shops using the value voucher of 5482MT. The case came from Namitangurune accommodation center in Nicoadala.
- ❖ **1** caller reported a **safety problem** case in the accommodation center of Ronda in Namacurra and asked for police surveillance during the distributions. It was reported that distributions teams were assaulted by few members of the community after being excluded in the distribution. The case was referred for verification and action.

Assistance Requests

- ❖ A total of **12** assistance request were received from people impacted by storm Freddy.
 - **8 requests for assistance in food** from assisted people mentioning that their families have gone a week or two without any food supplies. The cases came from Metangurine center in Quelimane and Namitangurune in Nicoadala.
 - **4 requests for assistance in NFIs** including agricultural tools and seeds and shelter items. The requests came from Quelimane in Zambezia, Caia and Machanga in Sofala.

Information Requests

- ❖ **10** cases of information requests were received related to food assistance.
 - **9** beneficiaries called to inquire about the distribution dates in their accommodation centers. Locations where distribution plans were available Linha Verde 1458 shared the planned dates with callers, and if not available callers were instructed to contact the accommodation center leaders for updated information on distribution plans. The requests came from Quelimane, Namacurra, Nicoadala in Zambezia and Caia and Marromeu in Sofala.
 - **1** caller from Brigodo accommodation center in Namacurra asked about the registration process to receive assistance. Linha Verde 1458 advised to contact the leader of the center and follow the instructions provided.

Food Assistance

- ❖ A total of **6** concerns related to food assistance were received in the central region and these are divided in the following manner:
 - **3** requests for information from previous beneficiaries asking if the assistance could return in their communities. Linha Verde 1458 continues to sensitize callers on the importance to get involved in income generating activities for their livelihoods since the funds available are very limited and competing with other humanitarian crises at a national and global level. The cases are from Nhamatanda and Buzi in Sofala.

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- **2** callers seeking information about the distribution schedule in their accommodation centers of Alto-Mulócue and Nova Pista in Alto-Mulócue in Zambezia. Linha Verde instructed them to contact the leaders of the center for updated information on the planned distribution dates.
- **1** complaint of **exclusion error** from an IDP in Macuvini site district of Mocuba in Zambezia, claiming that he did not receive the value voucher of 3600MT distributed in the month of April. The case was referred for verification.

Cholera

- ❖ Linha Verde 1458 received a total of **29** calls from people seeking information about cholera preventive measures. Linha Verde 1458 provided callers with information of cholera prevention shared by MISAU and took the opportunity to inform all other users that contacted the hotline to raise other concerns. The calls came from Dondo, Muanza, Nhamatanda and Machanga in Sofala, Mutarara and Moatize in Tete, Quelimane in Zambezia, Monapo and Muecate in Nampula, and Vanduzi in Manica.

Protection

- ❖ A total of **23** cases were registered by Linha Verde 1458. The cases are categorized as follows:
 - **14 child protection** cases, 2 reports of forced marriage from Caia in Sofala and Nacarôa in Nampula. Both cases referred to Linha Fala Criança. The remaining 12 cases were requests for information about forced marriage and rape and came from Mocuba in Zambezia, Mutarara in Tete, Caia, Beira and Machanga in Sofala, Nacarôa, Nacala-Porto and Larde in Nampula and Pemba in Cabo Delgado.
 - **4 protection** cases, 3 **IDPs** from Ujama site in Montepuez and Meculane site in Chiure claimed that leader of the centers informed them that they must return to their zones of origin because they are no longer eligible to receive food assistance under the new vulnerability-based criteria. **1 IDP** claimed that the head of the Administrative Post of Ocua in Chiure prevented the displaced from participating in the electoral registration because they allegedly did not have identification documents.
 - **1** caller from Marromeu in Sofala asked what gender-based violence (**GBV**) is.