

Linha Verde da Resposta á Emergência

Report period: 1st April – 31st May 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.

16,153 Total Cases Registered

2,413 Cases Registered
May 2023

95% Feedback Rate May 2023



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

CALLER PROFILE



92% male

8% female

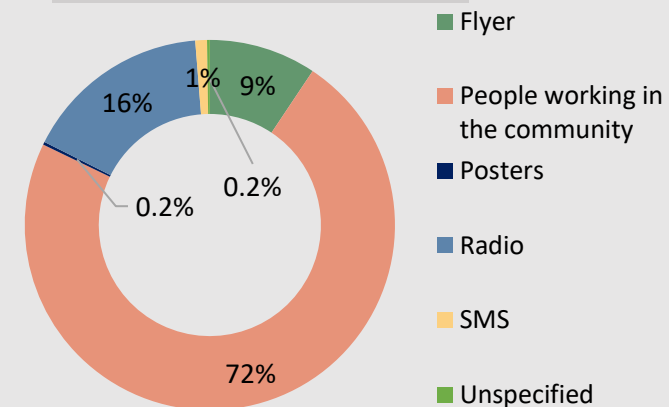


1% 17 and below

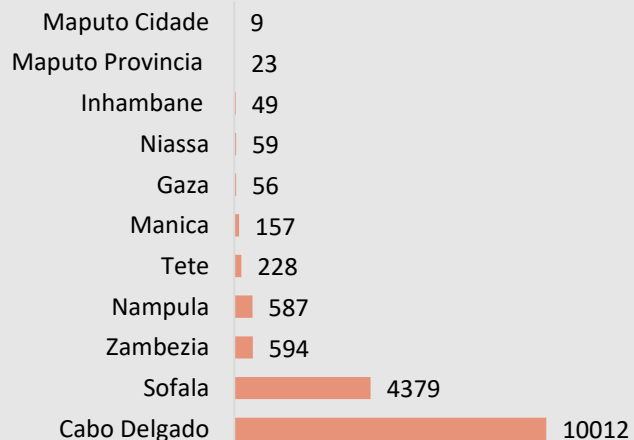
98% 18 to 59

1% 60 and above

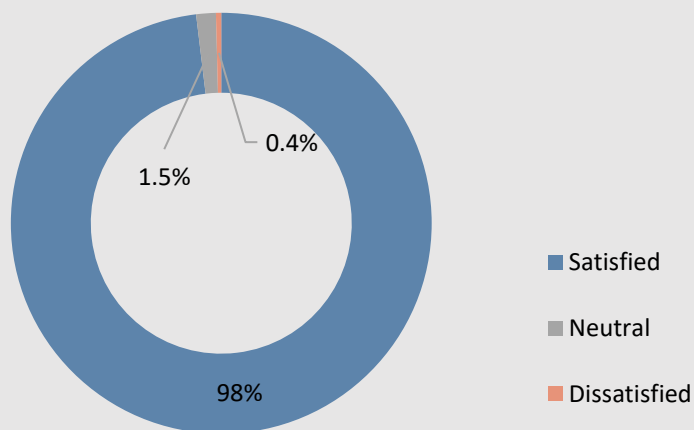
KNOWLEDGE ABOUT LINHA VERDE 1458



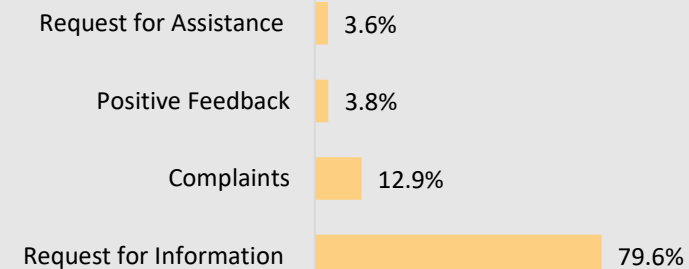
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

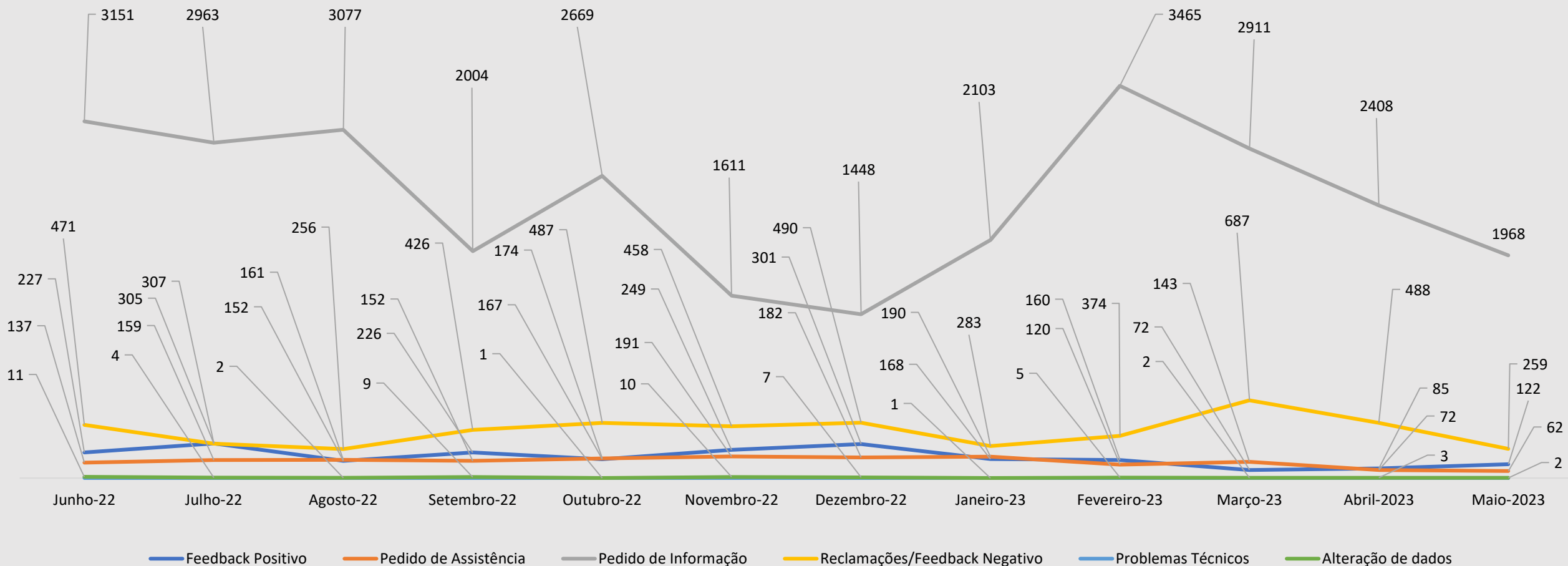
1ST JUNE 2022 – 31ST MAY 2023

1st – 31st May 2023

Nr. Total Registered Cases:
2,413

Nr. of calls from the northern region:
2,097

86.9% of the cases registered through Linha Verde 1458 between May 1st – 31st came from the northern region.



CASES PER SECTOR

1ST APRIL – 31ST MAY 2023



Just like previous month Food Security registered 87% of the cases in the month of May. It represents a decrease in 21% from previous month.

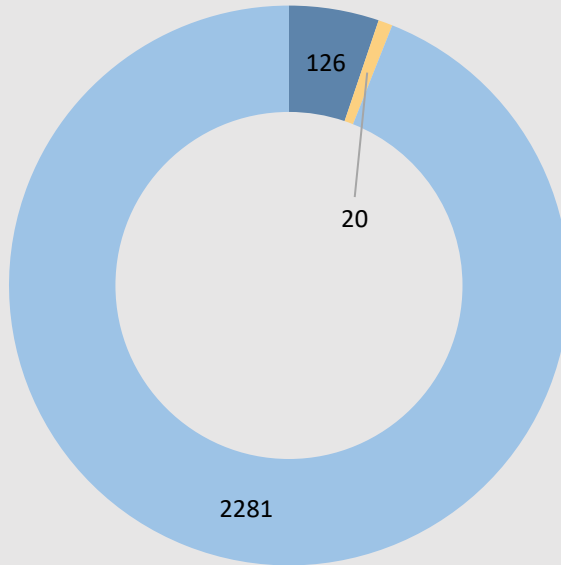
FEEDBACK ANALYSIS PER SECTOR

1ST – 31ST MAY 2023



Cases Registered
2,413
Cases Referred rate
5.2%
First Case Resolution rate
94.8%

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	72	9	2038
Shelter	8	5	30
Other	0	0	91
CCCM	1	0	0
Health	1	0	65
Education	0	0	0
WASH	21	0	4
Social Protection/INAS	1	0	1
IDP Registration	1	1	0
INGD	2	1	43
Protection	19	4	9
Total	126	20	2281

❖ In the table Protection sector aggregates cases related to civil documentation, relocation, HLP requests, info requests on returns and GBV, Child Protection, PSEA.

CASES PER REGION

1ST APRIL – 31ST MAY 2023

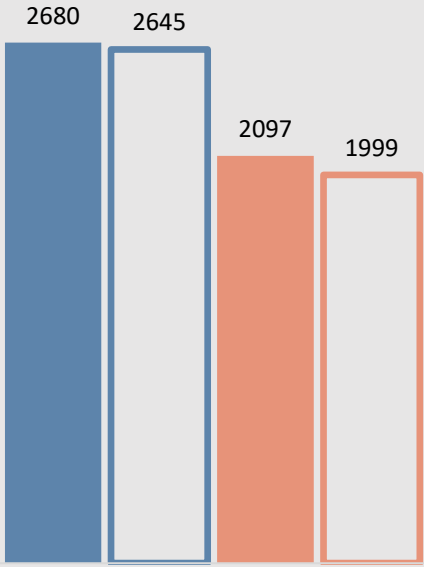


1st – 31st May 2023
Cases Registered:
 2097
Feedback provided:
 1999

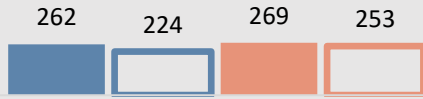
1st – 31st May 2023
Cases Registered:
 269
Feedback provided:
 253

1st – 31st May 2023
Cases Registered:
 12
Feedback provided:
 12

1st – 31st May 2023
Cases Registered:
 35
Feedback provided:
 35



Northern Region



Central Region



Southern Region

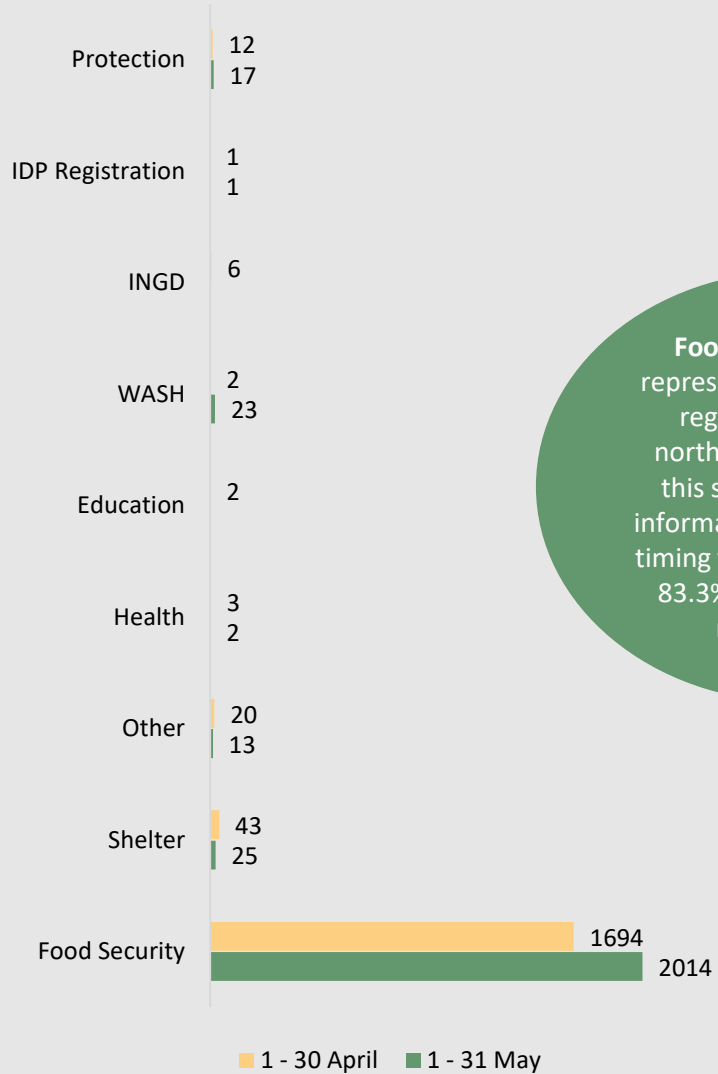


COVID-19

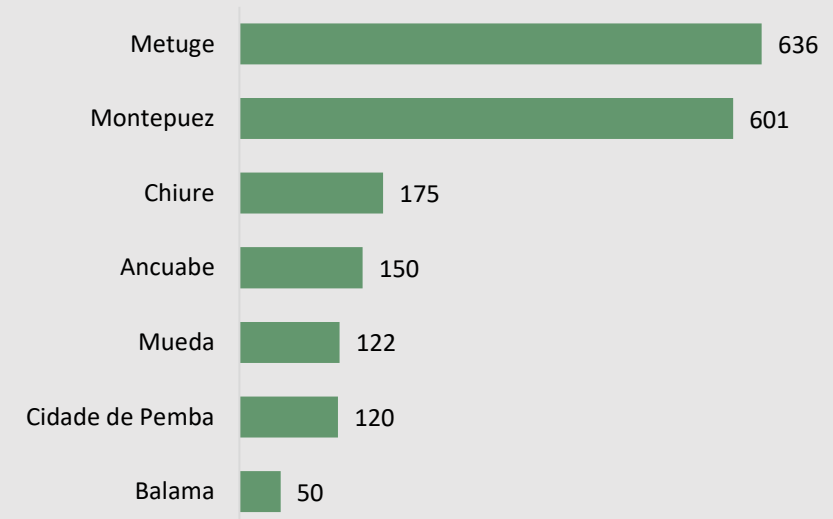
■ Registered Cases 1 - 30 April
 Feedback Provided 1 - 30 April
 ■ Registered Cases 1 - 31 May
 Feedback Provided 1 - 31 May

NORTHERN REGION CASES PER SECTORS 1ST APRIL – 31ST MAY 2023

NORTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 31ST MAY 2023



Food Security cases represent 96% of all cases registered from the northern region. Within this sector request for information on distribution timing for food account for 83.3% with a feedback rate of 100%.



NORTHERN REGION
1ST APRIL – 31ST MAY 2023

April
 Cases Registered:
2680
 Feedback Provided:
99%

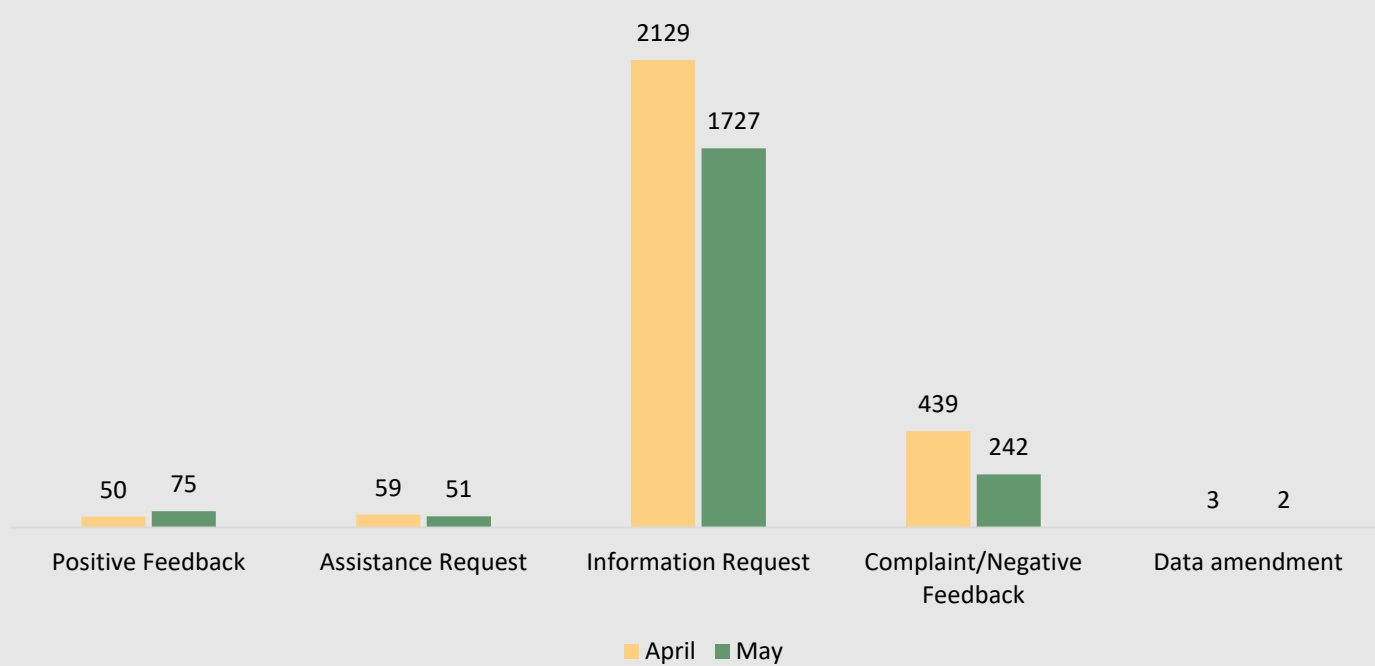
May
 Cases Registered:
2097
 Feedback Provided:
95%

April
 Cases Registered:
57
 Feedback provided:
86%

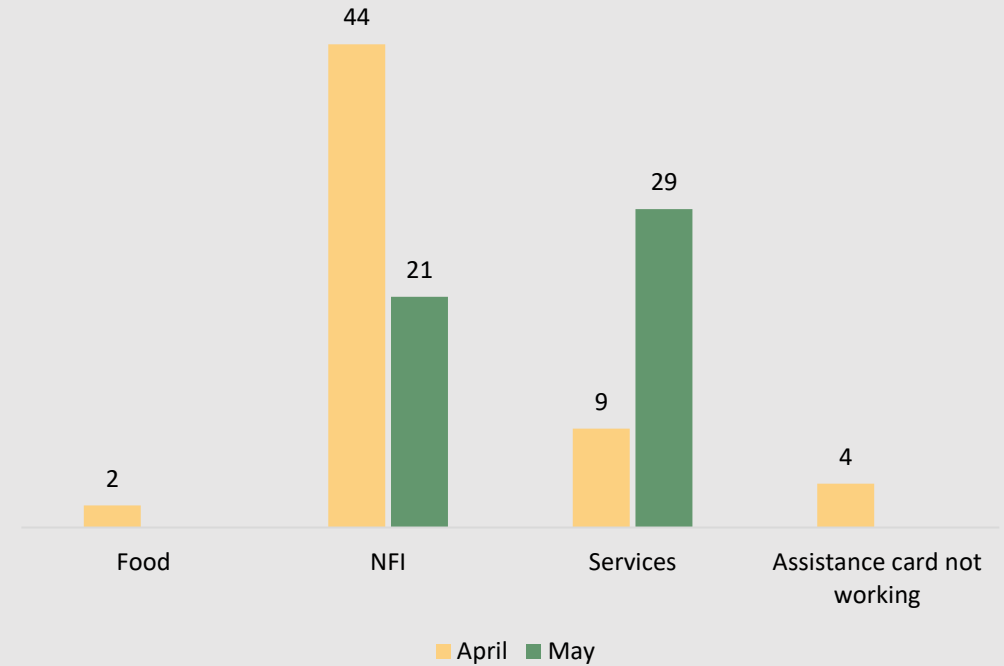
May
 Cases Registered:
51
 Feedback provided:
47%



CASE TYPES



ASSISTANCE REQUEST



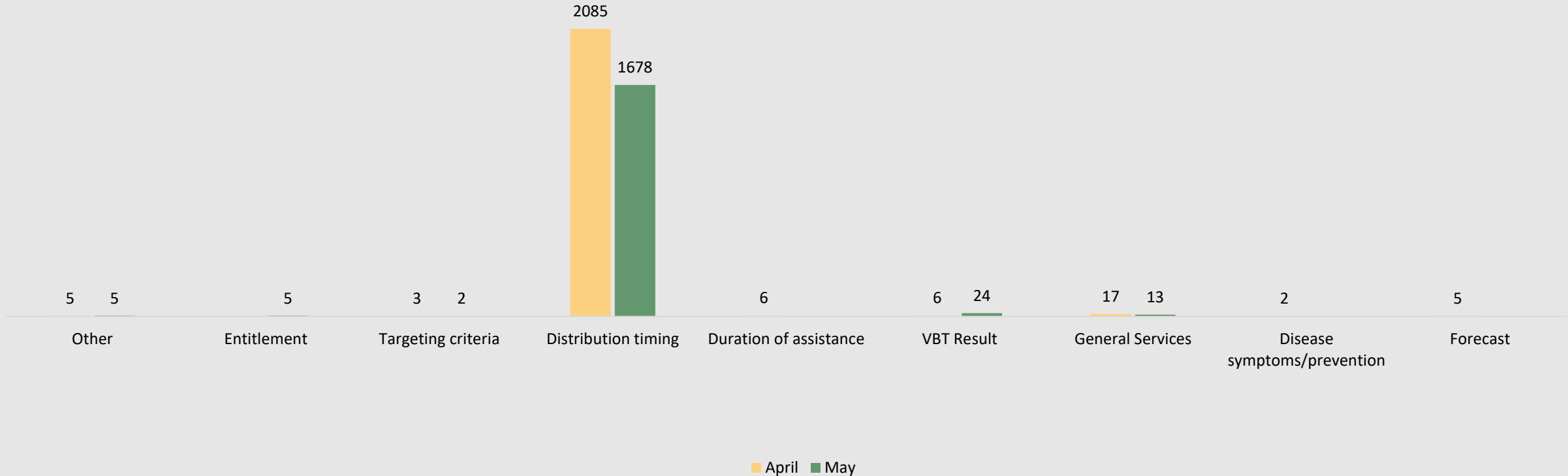
NORTHERN REGION INFORMATION REQUESTS 1ST APRIL – 31ST MAY 2023

April
Cases registered:
2129
Feedback provided:
100%

May
Cases registered:
1726
Feedback provided:
100%



Linha Verde 1458 recorded a small reduction in calls related to **distribution timing** compared to the previous month. This is due to the fact that distributions have already taken place in some areas. Most cases are from beneficiaries who expected to receive in April and until then had not yet received.

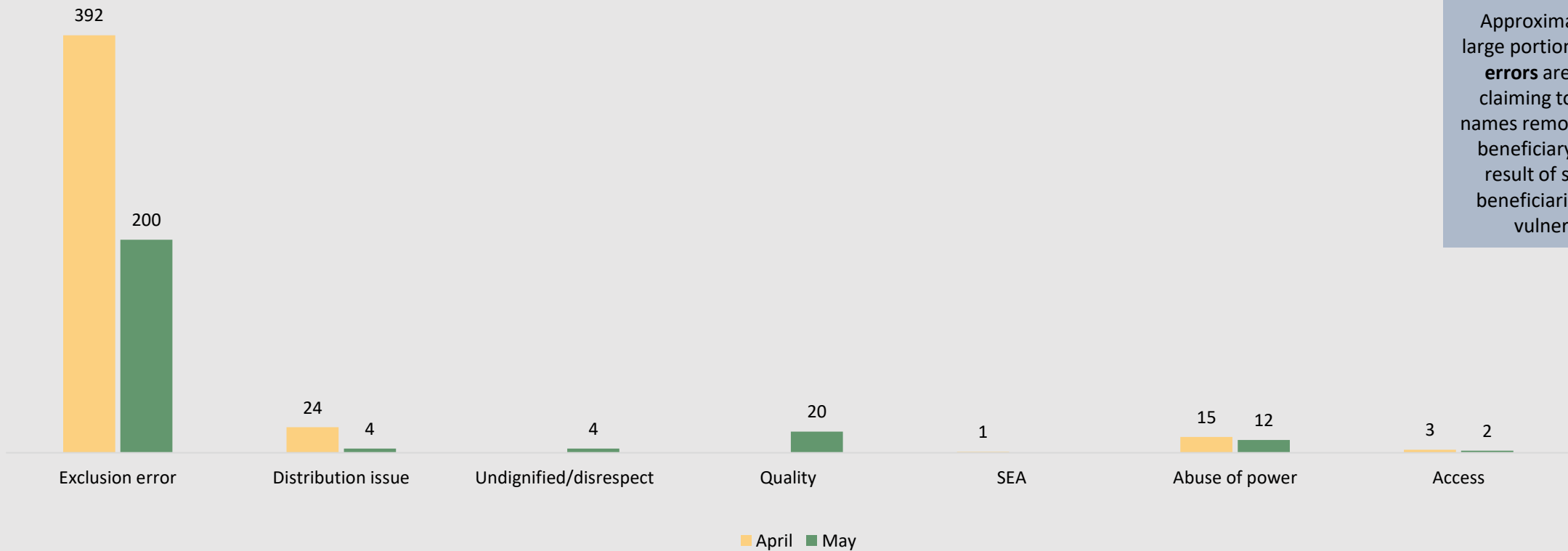


**NORTHERN REGION
COMPLAINT/NEGATIVE FEEDBACK
1ST APRIL – 31ST MAY 2023**



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

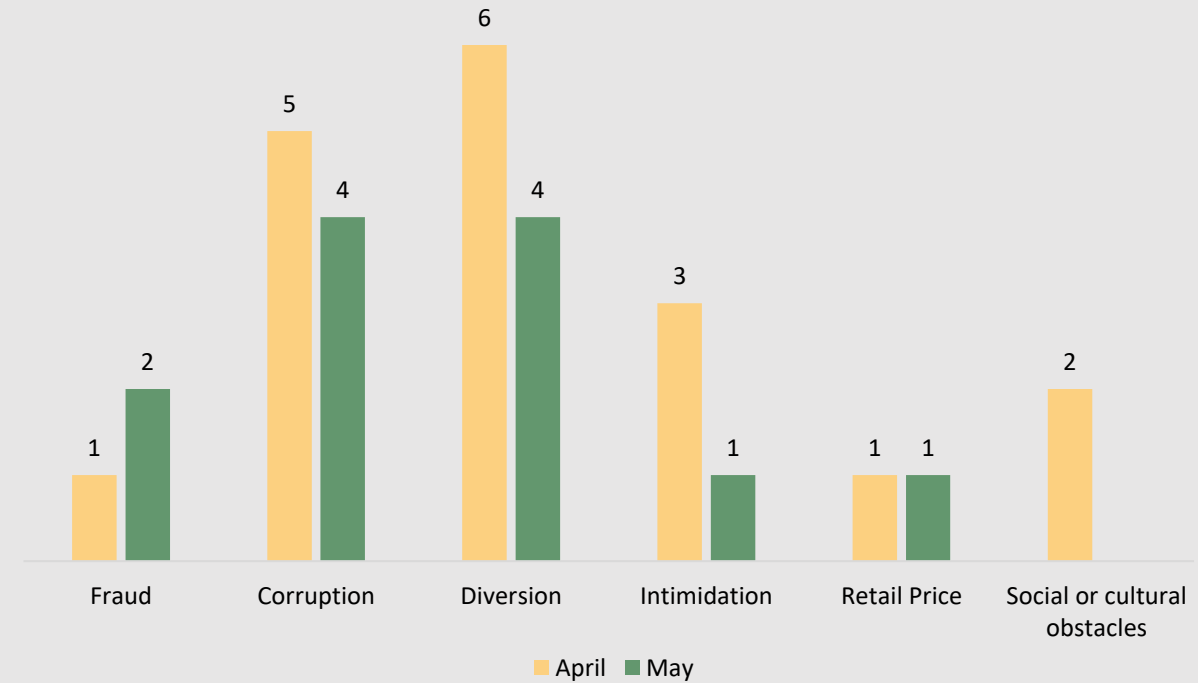
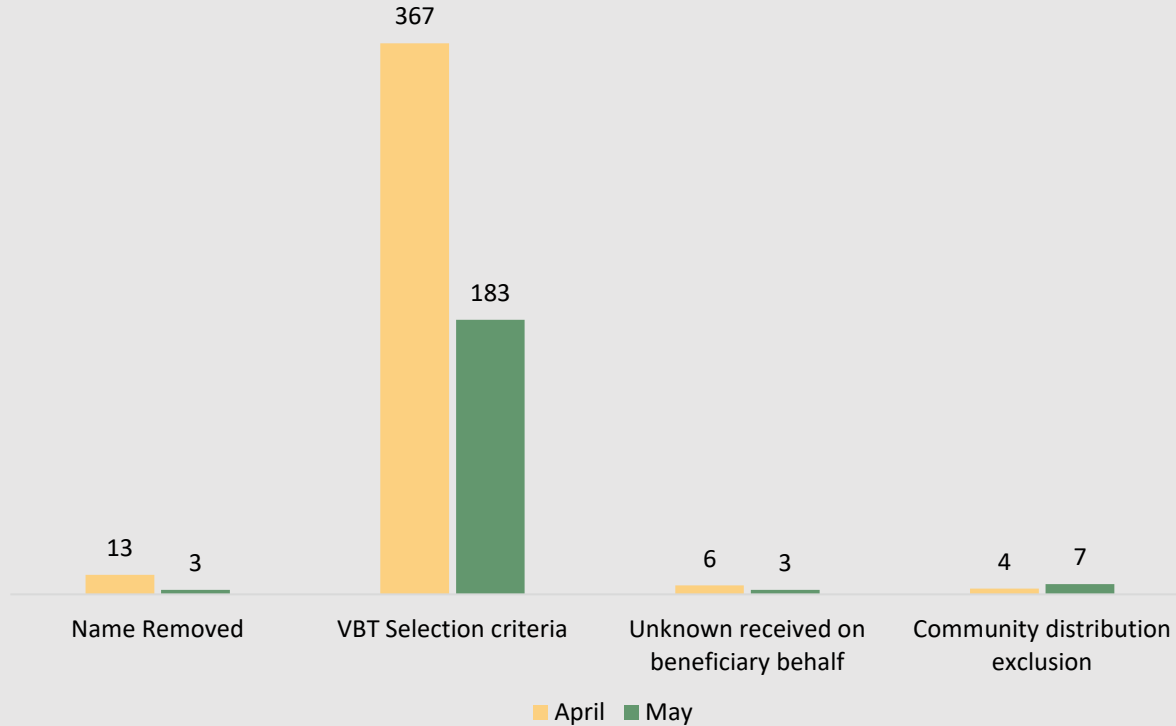


Approximately **91.5%** large portion of **exclusion errors** are from IDPs claiming to have their names removed from the beneficiary lists as the result of selection of beneficiaries based on vulnerability .

**NORTHERN REGION
EXCLUSION ERRORS
1ST APRIL – 31ST MAY 2023**



**NORTHERN REGION
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST APRIL – 31ST MAY 2023**



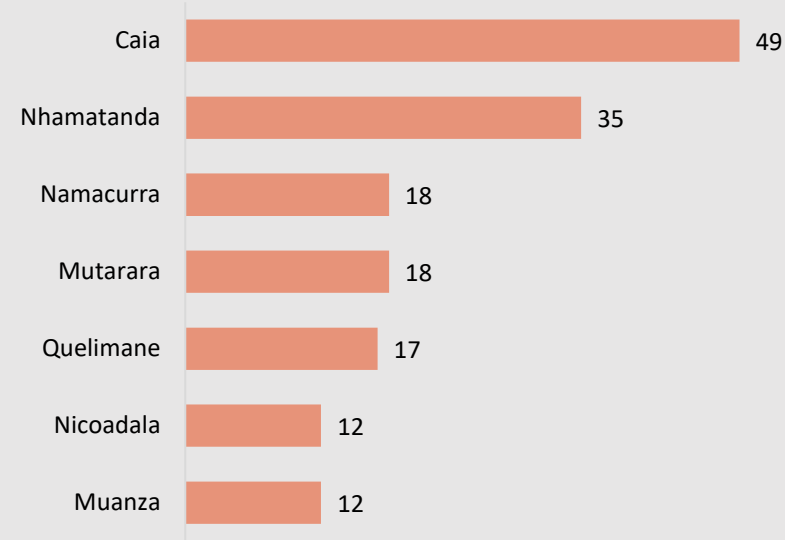
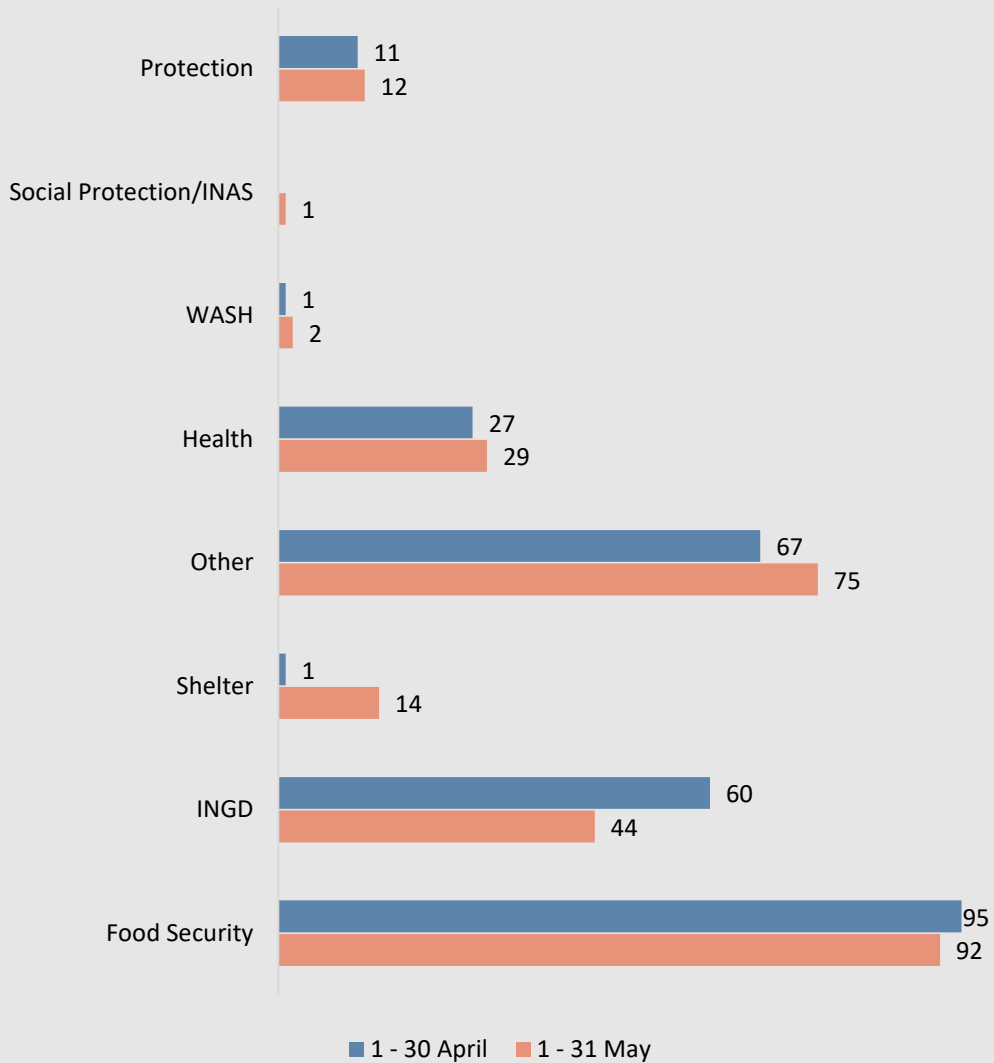
Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION
CASES PER SECTORS
1ST APRIL – 31ST MAY 2023**



**CENTRAL REGION
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 31ST MAY 2023**



CENTRAL REGION
1ST APRIL – 31ST MAY 2023

April
 Cases Registered:
262
 Feedback Provided:
85%

May
 Cases Registered:
269
 Feedback Provided:
94%

April
 Cases Registered:
13
 Feedback Provided:
8%

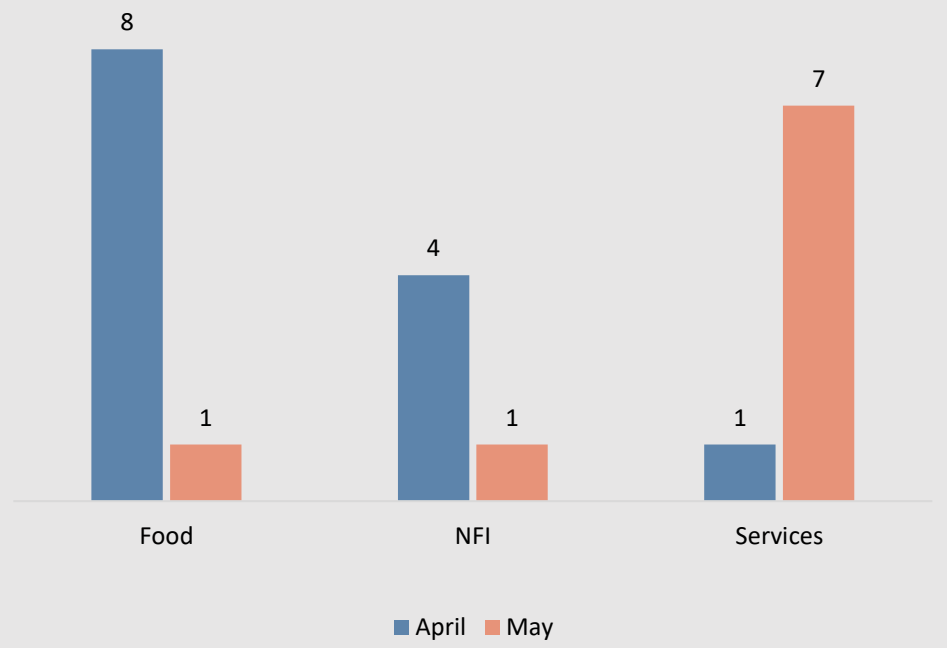
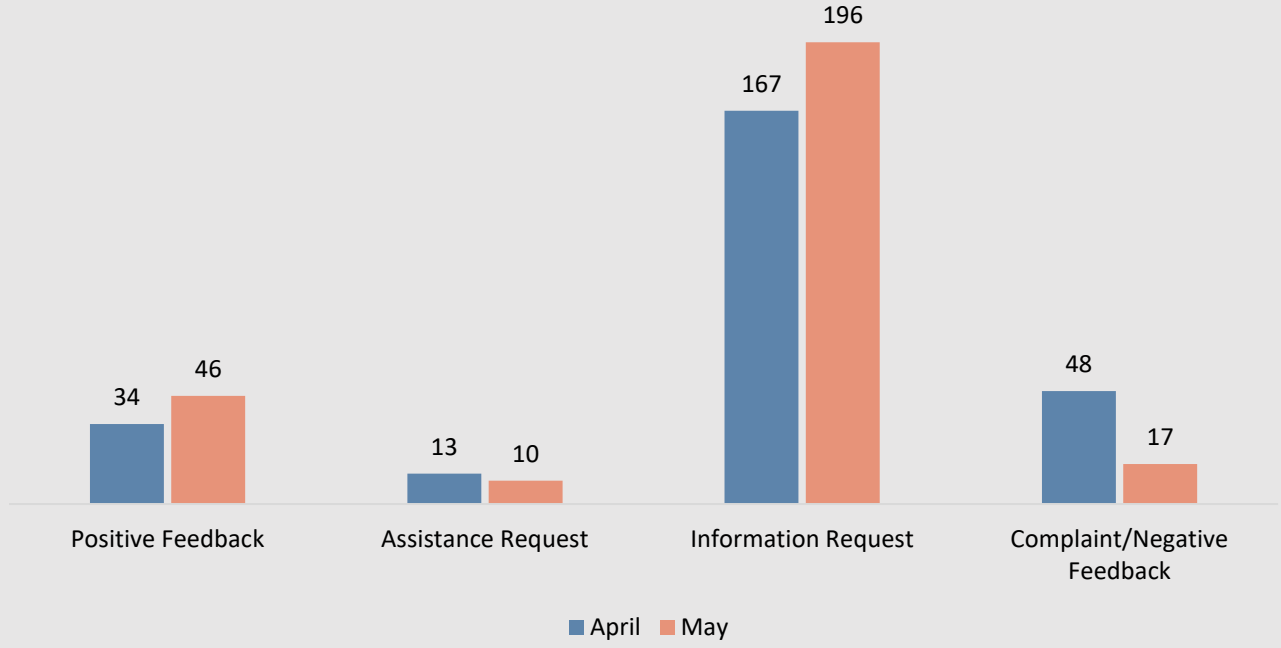
May
 Cases Registered:
9
 Feedback Provided:
67%



NFI

CASE TYPES

ASSISTANCE REQUEST

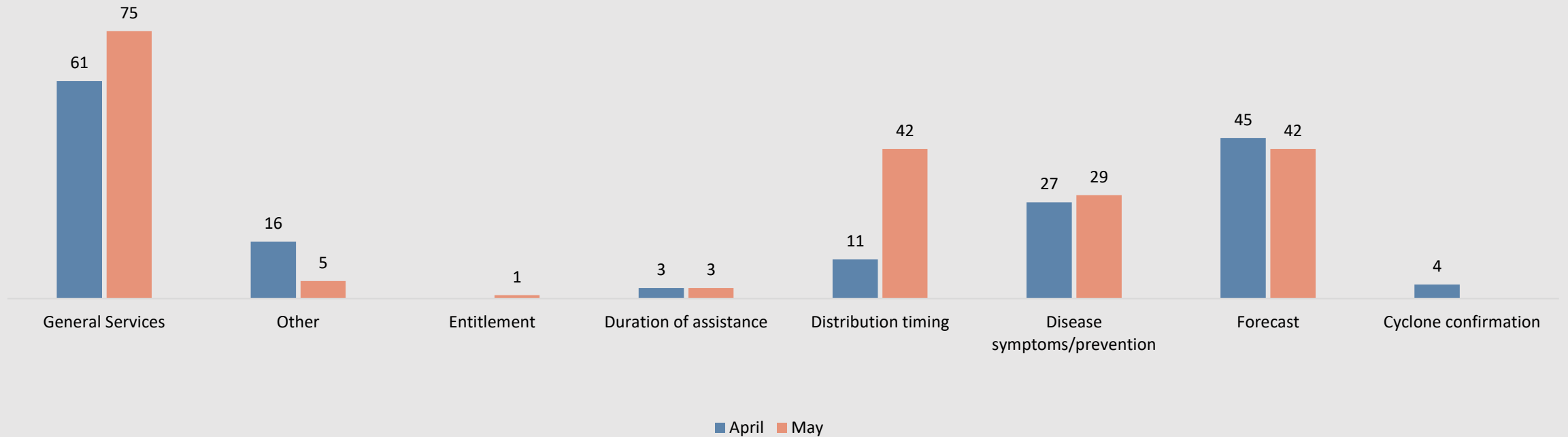


**CENTRAL REGION
INFORMATION REQUEST
1ST APRIL – 31ST MAY 2023**



April
Cases Registered:
167
Feedback Provided:
100%

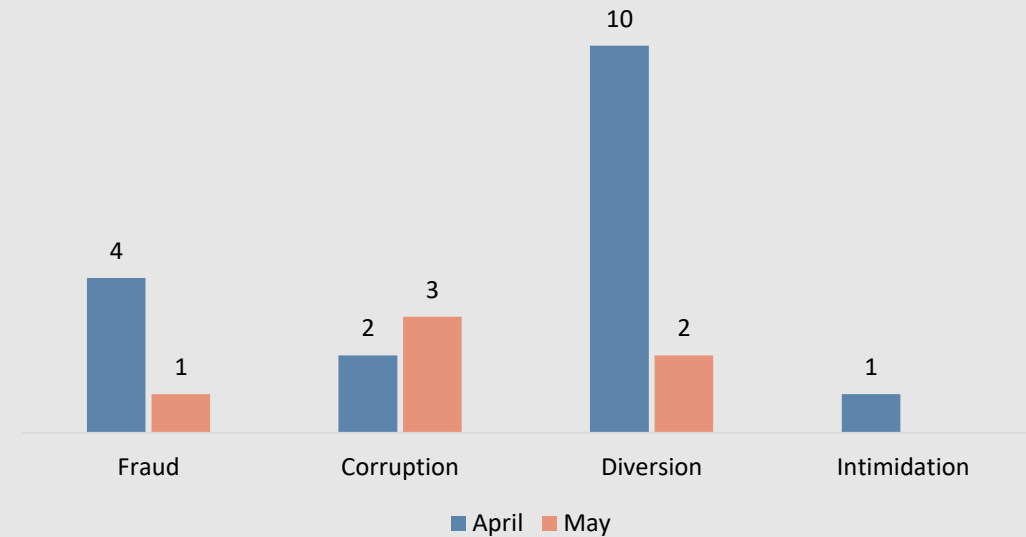
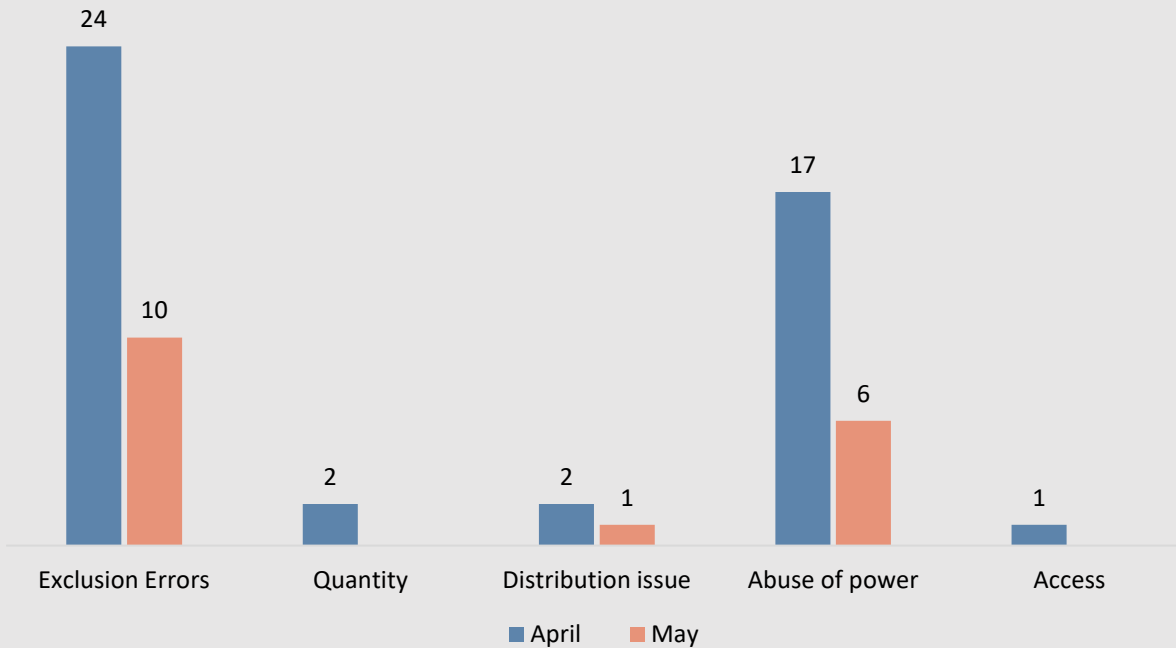
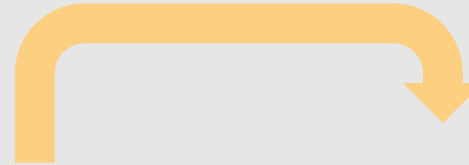
May
Cases Registered:
197
Feedback Provided:
100%



**CENTRAL REGION
COMPLAINTS/NEGATIVE FEEDBACK
1ST APRIL – 31ST MAY 2023**



**CENTRAL REGION
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST APRIL – 31ST MAY 2023**



Complaints – Abuses of power

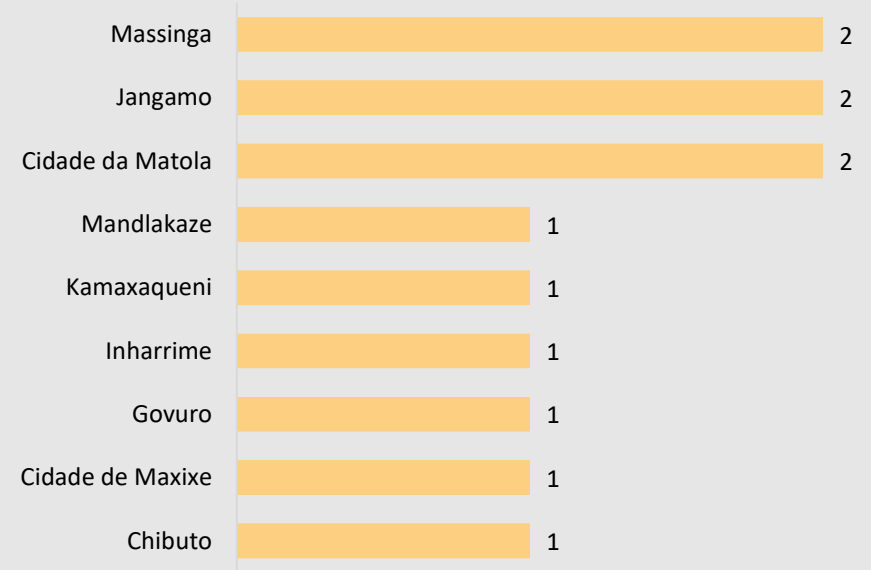
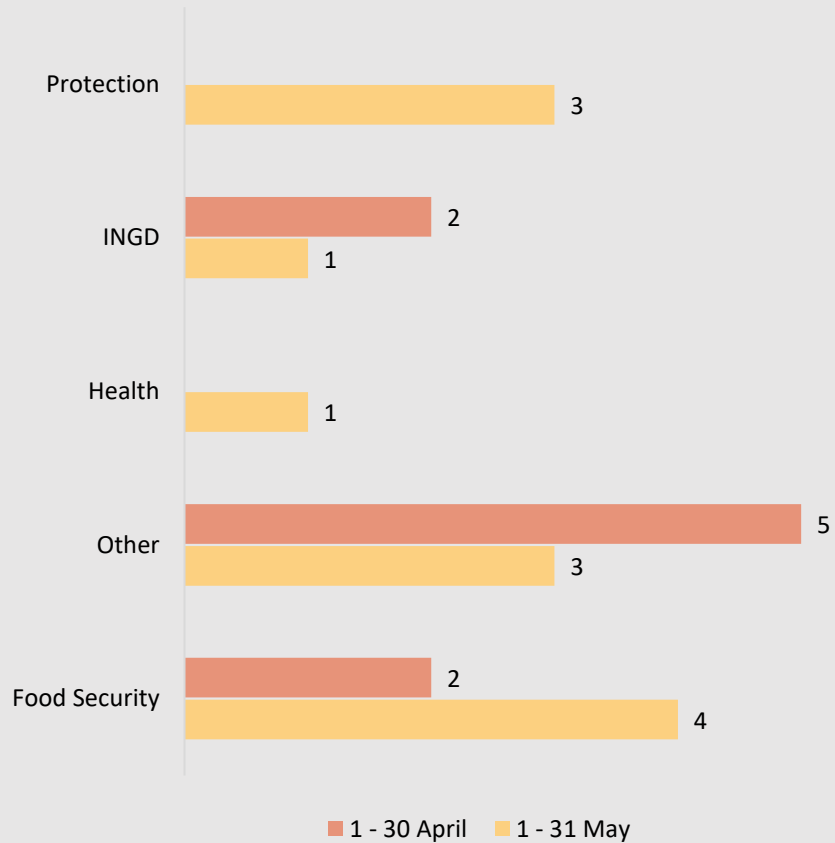
Complaints – Access barriers

**SOUTHERN REGION
CASES PER SECTORS
1ST APRIL – 31ST MAY 2023**

**SOUTHERN REGION
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 31ST MAY 2023**



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



POSITIVE FEEDBACK

1ST – 31ST MAY 2023

SHELTER

"I am from Zambezia, district of Namacurra, I live in the town of Furquia, Chuinde community. I was affected by tropical storm Freddy and I am a beneficiary of food assistance provided by WFP and partners. I called to say thank you for the support given by the organizations that provided us with shelter materials such as solar panels, lamps, tarpaulins, pans, knives, spoons and plates." **Female, Namacurra, Zambezia**



FOOD SECURITY

"I'm from Tete province, Doa district, Bairro 3 and I was affected by tropical storm Freddy. I was registered by the local leader and I live with 6 members of my family. I received support provided by INGD of rice, beans and cooking oil on 26.04.2023. I am very grateful for this support." **Male, Doa, Tete**



CHILD PROTECTION-EDUCATION

"I called to thank you because on 23.05.2023 I received school materials: two packs of small notebooks, 1 sharpener, an eraser, two pens, 2 pencils and a backpack from UNICEF. I'm from Buzi and I suffered from the last tropical storm Idai, which occurred on the 4th of March 2019. I currently live with 2 people in the R.C. 2021 where the distribution took place." **Female, Buzi, Sofala**

FOOD SECURITY

"I'm calling to say thank you for the support I received from WFP on 24.05.2023. I received a 50kg bag of corn, 10kg of beans and 4 liters of cooking oil. I have been displaced from Quissanga since 2018, I currently live in the district of Metuge, at the R.C. of Ngalane with my family of 6 people." **Female, Metuge, Cabo Delgado**

FOOD SECURITY

"I'm calling from Sofala, Muanza district in Binga neighborhood where I live with 5 family members. I was affected by tropical storm Freddy and in March 2023 I was registered by the local leader. On the 7th of May 2023 I received 50kg of rice, 4L of cooking oil, 10kg of beans and 2kg of sugar from WFP. I am very grateful for the support." **Male, Muanza, Sofala**

FOOD SECURITY

"I am calling from Zambezia, Namacura district at the Ronda Resettlement Center where I live with 6 family members. I was affected by Cyclone Freddy. In March 2023 I was registered by the local leader and in May 2023 I received food support in rice, oil, beans. Yesterday, 24.05.2024, women received dignity kits. I call to thank you for your support." **Male, Namacurra, Zambezia**

FOOD SECURITY



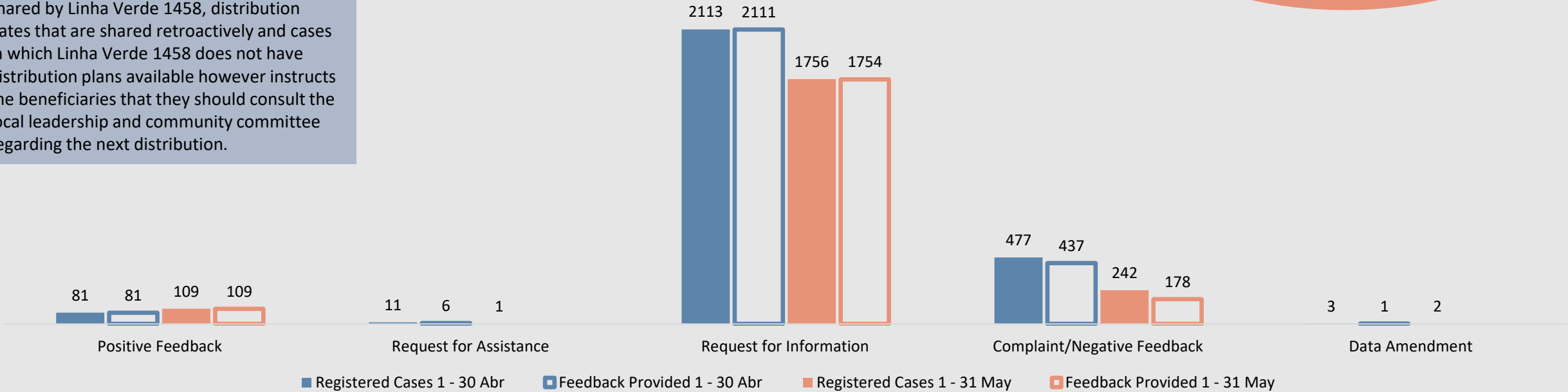
Sofala	44
Zambezia	35
Tete	13
Nampula	73
Cabo Delgado	1933
Inhambane	3
Gaza	1
Niassa	8

Referred Cases	72
Referred Cases Feedback	9
First case resolution	2038

1st – 31st May 2023
 Cases Registered: **2110**
 Feedback Provided: **2041**

1st – 31st May 2023
 95% of the cases registered here are from the northern region of the country. Requests for **food assistance in some cases** are also accompanied simultaneously by requests for NFI assistance in the form of **agricultural tools and seeds, shelter kits and or tents** as well as **hygiene kits**.

First case resolution: cases closed on the call include information requests regarding distribution timing who planned dates are shared by Linha Verde 1458, distribution dates that are shared retroactively and cases in which Linha Verde 1458 does not have distribution plans available however instructs the beneficiaries that they should consult the local leadership and community committee regarding the next distribution.



SHELTER/NFI



1st – 31st May 2023

Cases Registered:
39

Feedback Provided:
30

Sofala	2
Zambezia	12
Cabo Delgado	22
Niassa	3

Referred Cases	8
Referred Cases Feedback	5
First Case Resolution	30

WASH



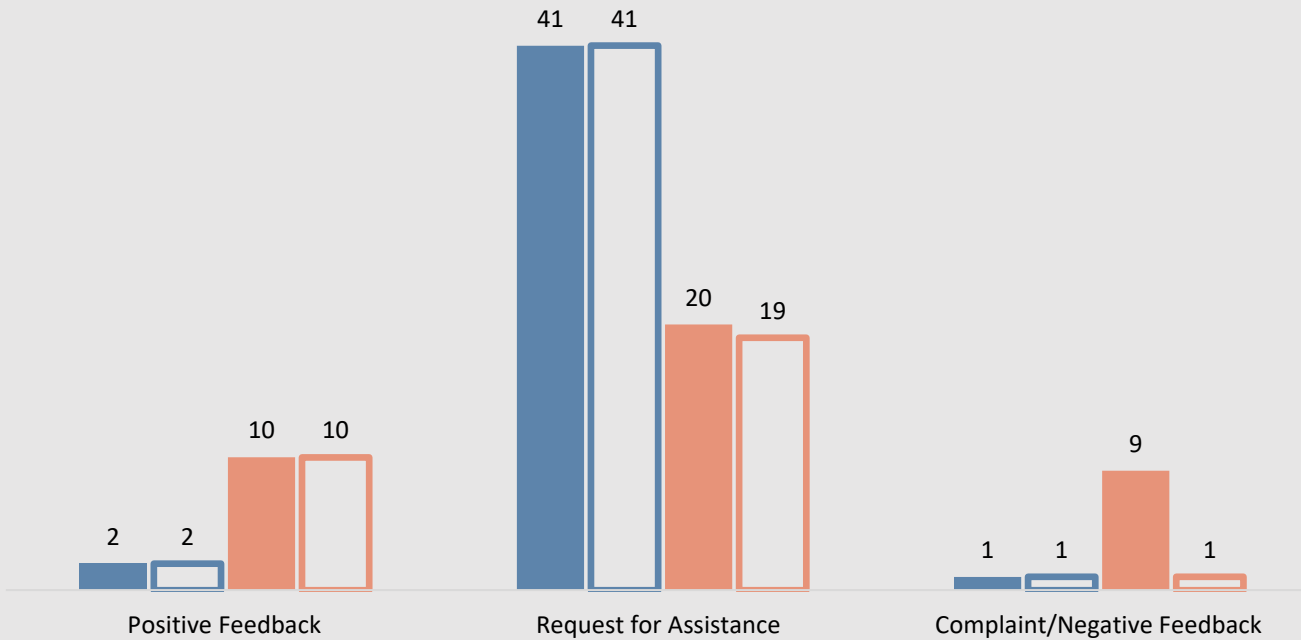
1st – 31st May 2023

Cases Registered:
25

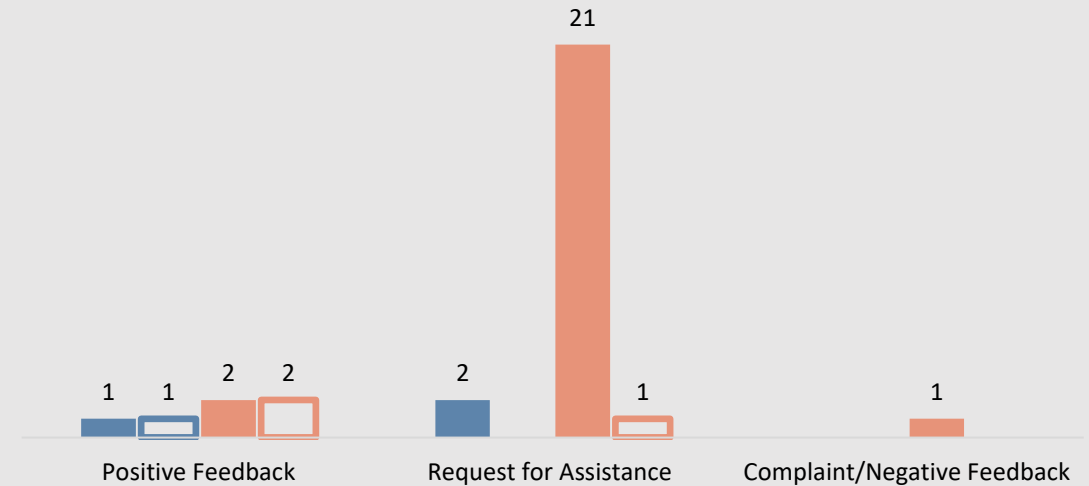
Feedback Provided:
4

Zambezia	2
Cabo Delgado	23

Referred Cases	4
Referred Cases Feedback	0
First Case Resolution	21



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

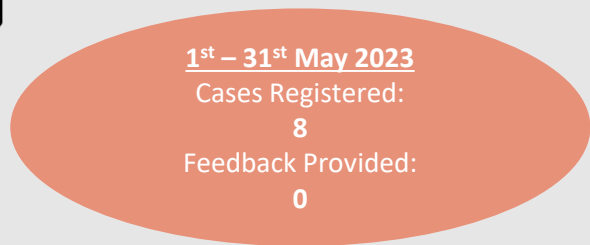


■ Registered Cases 1 - 30 Abr Feedback Provided 1 - 30 Abr
■ Registered Cases 1 - 31 May Feedback Provided 1 - 31 May

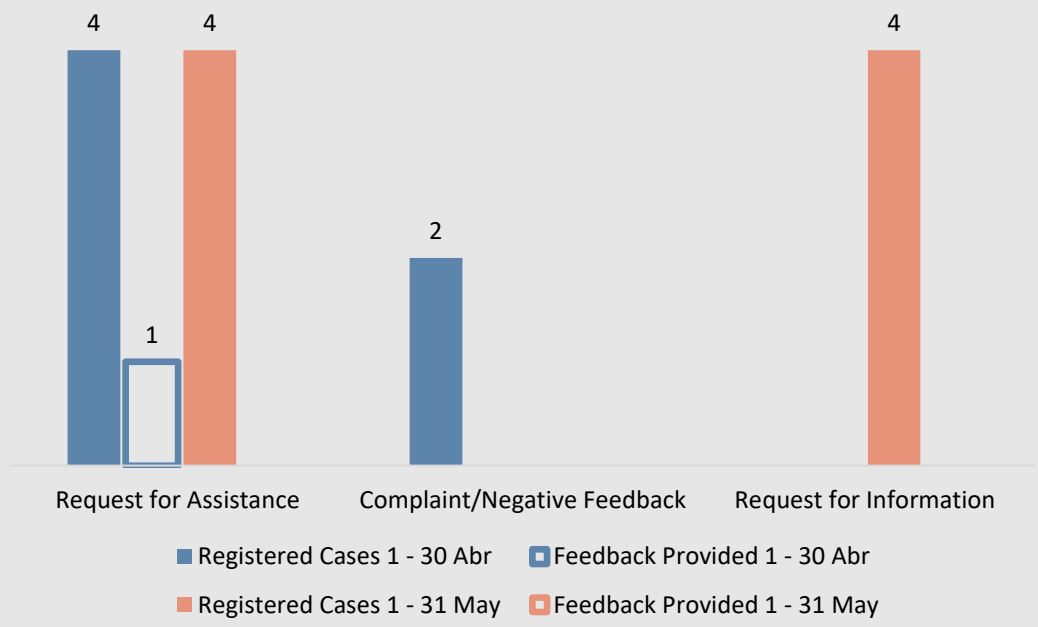
PROTECTION



Cabo Delgado	8
Referred Cases	4
Referred Cases Feedback	0
First Case Resolution	0



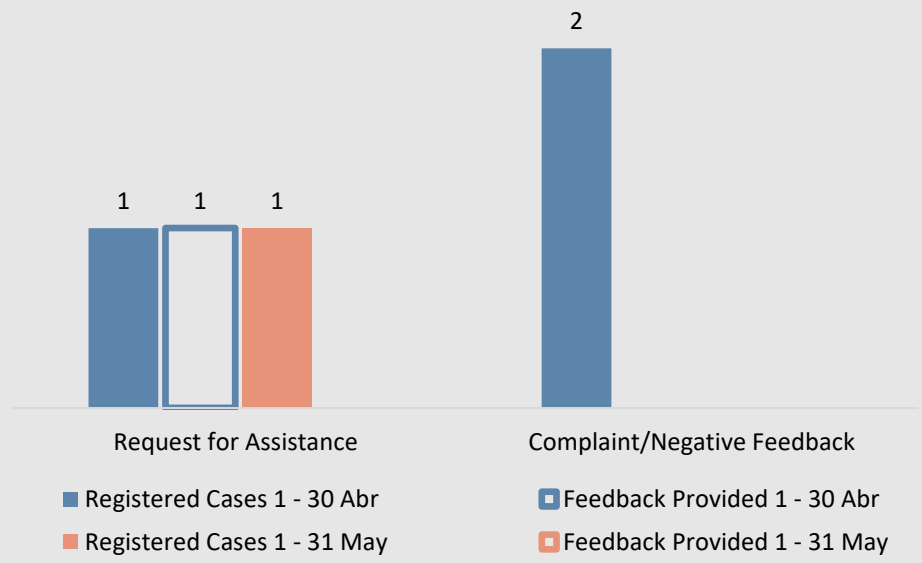
Protection sector cases include:
 Return - 4 cases
 Civil Documentation - 3 cases
 HLP (House, Land, Property) - 1 case



CCCM



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



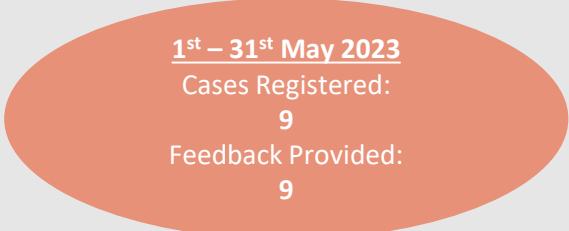
CHILD PROTECTION



Sofala	6
Zambezia	6
Nampula	1
Cabo Delgado	2

Referred Cases	8
Referred Cases Feedback	2
First Case Resolution	7

Child Protection sector includes:
 Rape – 4 cases
 Forced marriage – 3 cases
 Forced marriage (info) – 5 cases



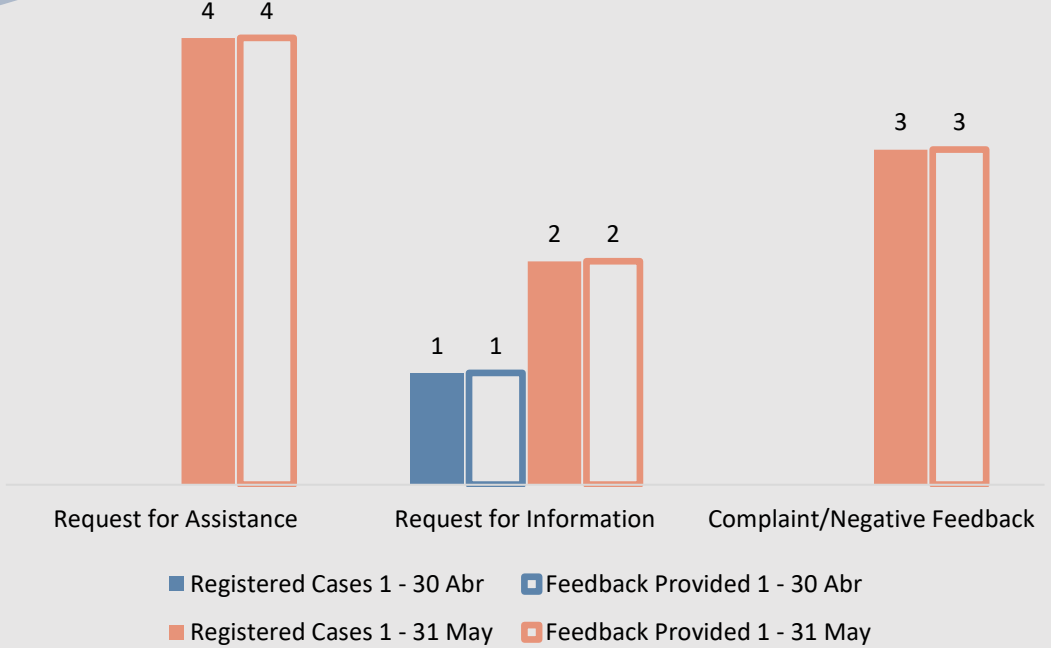
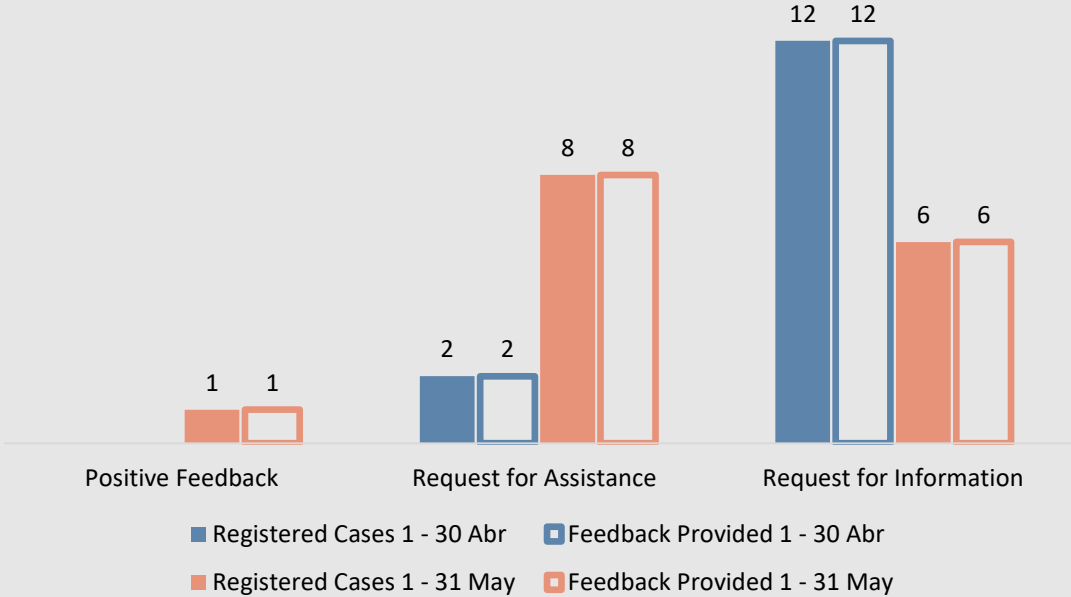
Child Protection cases are referred to **Linha Fala Criança** as well as **GBV** cases are referred to the GBV cluster for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider**. **Forced marriage (info)**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

GBV

Cabo Delgado	6
Inhambane	1
Gaza	1
Maputo Provincia	1

Referred Cases	7
Referred Cases Feedback	2
First Case Resolution	2

GBV sector includes:
 Sexual assault - 1 case
 Physical assault - 3 cases



INGD

Sofala	37
Tete	4
Inhambane	1
Zambezia	3

Referred Cases	2
Referred Cases Feedback	1
First Case Resolution	43

1st – 31st May 2023
 Cases Registered: **45**
 Feedback Provided: **43**

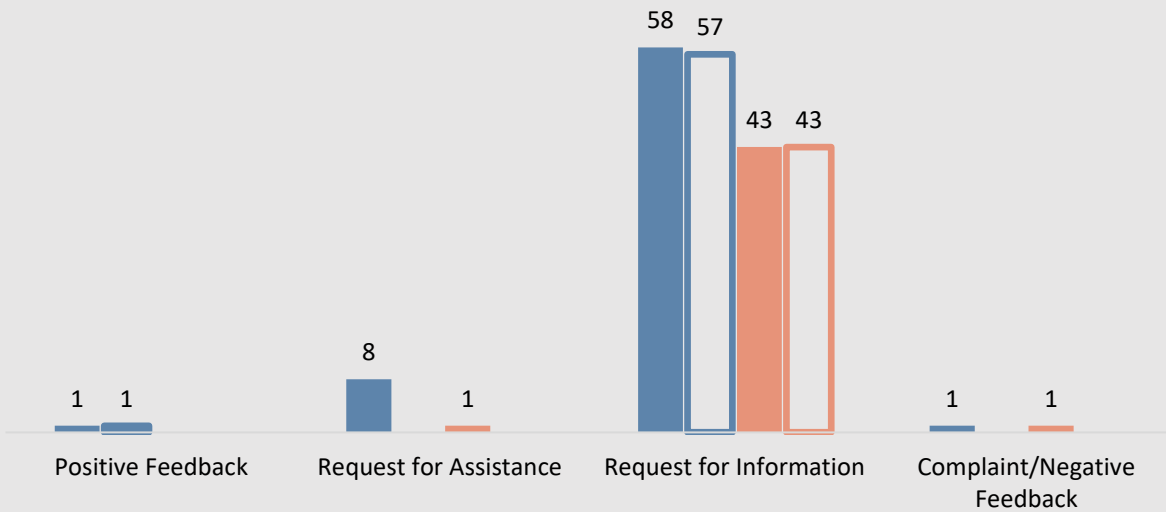
1st – 31st May 2023
 Cases Registered: **67**
 Feedback Provided: **65**

HEALTH



Sofala	38
Zambezia	9
Manica	7
Tete	8
Nampula	2
Cabo Delgado	2
Inhambane	1

Referred Cases	1
Referred Cases Feedback	0
First Call Resolution	65



■ Registered Cases 1 - 30 Abr □ Feedback Provided 1 - 30 Abr
■ Registered Cases 1 - 31 May □ Feedback Provided 1 - 31 May

■ Registered Cases 1 - 30 Abr □ Feedback Provided 1 - 30 Abr
■ Registered Cases 1 - 31 May □ Feedback Provided 1 - 31 May

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST MAY 2023

Overview

- ❖ For the month of May 2023, Linha Verde 1458 registered a total of **2,413** cases with a feedback rate of **95%**.
- ❖ **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 **27.8%** have been addressed and closed with feedback.
- ❖ During May 2023:
 - **86.9%** of registered cases come from northern region related to humanitarian activities in response to conflict.
 - **11.1%** of cases come from the central region covering concerns related to humanitarian assistance in response to cyclone Freddy.
 - **1.4%** are related Covid-19.
 - **0.4%** are from the southern region.

Northern Region: 1 – 31 May 2023

- ❖ For the northern region Linha Verde 1458 registered **2,097** cases mostly related to humanitarian assistance in response to the conflict. This represents an increase in 17% from previous month. Of the total cases **96%** is food security related, **1.2%** related to shelter assistance and needs, **1.1%** is related to WASH.

Food Assistance

- ❖ In the northern region **2014** cases were registered concerning food assistance, which **84.8%** were **requests for information**, **11.5%** **complaints**, **3.6%** **positive feedback** and **0.1%** requests for **data amendment**.

Information Requests

- ❖ About **1709** requests for information were received and consisted of:
 - **1678** cases from recipients of food assistance called to request information about food **distribution schedules**. Linha Verde 1458 continues to provide information on the dates based on distribution plans shared. In cases where plans are not available the hotline instructs callers to consult with local leaders for information on the planned dates according to was shared by the partners. The majority came from **Montepuez, Metuge, Pemba** and **Ancuabe**.
 - **24** called inquiring about the **vulnerability-based targeting** lists.

- **19** callers asked about the **results of vulnerability-based targeting** interviews they participated in 2022 to confirm if they are eligible to receive food assistance under the criteria. Linha Verde 1458 consulted the vulnerability-based beneficiary lists shared by WFP CFM team to inform them about their eligibility. When found not eligible Linha Verde applies the vulnerability-based questionnaire to assess their vulnerability level since the interviews have been conducted several months ago and vulnerability status might have changed. After questionnaire is applied callers are informed about the results that indicate whether they become eligible or remain not eligible. The calls came from **Metuge, Ancuabe, Mueda, Pemba, and Chiure**.
- **5** callers asked when their names will be included in the beneficiary lists based on vulnerability to continue to receive food assistance after they were submitted to the vulnerability-based questionnaire in February and March 2023. Linha Verde instructs them to wait for communication from WFP on the steps forward. The calls came from **Montepuez, Chiure, and Metuge**
- **5** beneficiaries inquired about the food assistance **entitlement**. Out of the total 4 stated that they receive 1 voucher, which they claim not enough to cover the entire household monthly needs. Linha Verde 1458 clarified that due to shortage of funds the quantities were reduced and sensitized families to rationalize as much as possible. One beneficiary asked if another member of the household could also be listed as beneficiary, which clarified that only one member in the household can be registered as the beneficiary for the entire.
- **2 IDPs** from **Chiure** asked why in the recent distributions more people from host communities are receiving food assistance. Linha Verde 1458 explained the new vulnerability-based targeting criteria is directed to assist the most vulnerable and food insecure both from the IDP and host community, therefore no longer exclusively to IDPs.

Complaints

- ❖ A total of **229** complaints were registered by the hotline concerning food assistance. **Exclusion errors** represent **85.5%** of all complaints, **8.7%** were complaints of the **quality** of the food distributed, of, **3.9%** claims of **abuse of power**, and **1.7%** were claims of **distribution issues** and **access barriers**.
- ❖ Out of the **197** exclusion errors:
 - **183** assisted people complained they did not receive food in the previous distribution cycle because their names were not included in the list. Linha Verde 1458 applied the vulnerability-based targeting questionnaire to assess the eligibility and informed if their households are eligible to receive food assistance under new vulnerability-based criteria during the call. Of the total assessed, **167** met the criteria and are likely to receive assistance under the new targeting criteria. The cases came from all 9 districts where vulnerability-based criteria is applied (**Metuge, Ancuabe, Chiure, Ibo, Montepuez, Mueda, Namuno, Pemba, Balama**).

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST MAY 2023

- 7 callers reported that their communities have been excluded from the food distribution for the past months. The communities indicated as excluded are **Nanga B site** in **Macomia**, **Milamba Expansao** in **Ancuabe**, **Cupe** and **Jonga** in **Chiure**, and **Bairro Novo site** in **Mecula**, **Niassa**.
- 3 IDPs 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. Callers instructed to arrive as early as possible at the distribution points to prevent such situations from occurring. The cases are from **Palma**, **Mueda** and **Nangade**.
- 3 callers from Macomia, Nangade and Quissanga complained that they did not receive food in the last distribution because their names were excluded from the lists. The cases were referred for verification.
- ❖ 20 beneficiaries reported **quality issues** of maize and beans distributed that were improper for consumption. The cases were immediately referred to the WFP CFM team verification and Linha Verde 1458 continues to instruct callers to inspect the food at the distribution site and report any problems to help desks.
 - 16 called to complain about the maize received, which had mold. The cases were reported from Bandar, Pulo, and Pachinuapa sites, Nanlia, Tratara, 1 de Maio, and Tribuna in Metuge.
 - 4 people from Galane and Nacussa site in Ancuabe, Milamba in Chiure and Ngalane site in Metuge stated that the beans they received had worms.
- ❖ 9 claims of **abuse of power**, they are distributed as follows:
 - 3 allegations of **diversion** of food leaving several beneficiaries unassisted: 2 callers from Macomia and Chiure claimed that local leaders were selling the food kits to non-beneficiaries at 1000MT per kit; 1 caller from Mpeme site in Mueda claimed that people in charge of the distribution at the mobile store collected the value vouchers from beneficiaries and did not give them the food in return.
 - 3 claims of **corruption** indicating that local leaders have been charging amounts between 1000MT - 1500MT to include not vulnerable people while removing eligible ones from the lists. The claims are from the sites of Lyanda in Mueda, Jonga in Chiure and Nacussa in Ancuabe.
 - 2 claims of **Intimidation**, one from Nandimba site in Mueda stating that local leader threatened to remove the beneficiary's name from list if he did not share half of the food. Other case from Katapua site, that allegedly had been excluded from distribution, claiming that distribution teams threatened to remove the beneficiary name from the list if questioned the reason behind the exclusion of the community.
 - 1 claim that local leaders in Mocímboa da Praia County are conditioning the food assistance based on **political affiliation**, granting assistance only those affiliated to a specific party while those not affiliated to the party are excluded from it.

- ❖ 1 report of **distribution issue** in **Mocímboa da Praia** stating that not all received food due to the low stock of food. Furthermore, the distribution teams had not return to resume the distributions as they have indicated.
- ❖ 1 case of **access barrier** of food due to price hike in the authorized stores right after the distributions of value vouchers took place and due to limited stock of products such as maize. The case came from **Lyanda site** in **Mueda**.

WASH

- ❖ A total of **23** cases related to WASH were registered during the current month. About **95.6%** are **requests for assistance** and **4.4%** **positive feedback**.

Assistance Requests

- ❖ 20 IDPs called to inform that the water supplied in their communities is not enough to satisfy their needs, therefore they would like to request an increase in the quantity supplied. Majority of requests came from Mueda in Lyanda, Mpeme, Eduardo Mondlane, Nandimba and Ruanda sites, and from Montepuez in Ntele site and Mocímboa da Praia in Eduardo Mondlane site.
- ❖ 2 IDPs from Mpeme site in Mueda requested assistance in buckets to preserve water. All assistance requests were referred to the WASH cluster.

Shelter and NFIs

- ❖ Linha Verde 1458 registered **25** cases related to shelter assistance and NFIs needs, **76%** are assistance requests, **16%** are complaints and **8%** are positive feedback.

Assistance Requests

- ❖ **Mueda (Lyanda, Mpeme and Namatil sites and Josina Machel): 9** IDPs requested tarpaulins, blankets, kitchen utensils, flashlights, buckets, grass mats, mosquito nets, construction materials and agricultural tools and seeds.
- ❖ **Ancuabe (Nannona and Naua sites): 6** IDPs requested tarpaulins, grass mats, flashlights, kitchen utensils, blankets and hygiene items.
- ❖ **Chiure (Maningane site): 2** IDPs requested tarpaulins and grass mats.
- ❖ **Nangade (Ntoli site): 1** IDP requested for tarpaulins.
- ❖ **Metuge (25 de Junho site): 1** IDPs asked for tarpaulins, blankets, and flashlights.

Complaints

- ❖ 2 allegations of **fraud** from beneficiaries of assistance in response to tropical storm Freddy, complaining that the people in charge of distribution would only choose family members and acquaintances to receive shelter items such as tarpaulins and blankets. The cases are from **Mecanhelas** in **Niassa**.

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- ❖ 1 complaint of **distribution issue** stating that not all received the shelter items distributed and the teams did not inform when they would return to resume the distribution. The case came from **Mocimboa da Praia**.
- ❖ 1 caller affected by the tropical storm Freddy claimed to have been **excluded** from the distribution of tarpaulins and blankets. The case came from **Mecanhelas** in **Niassa**.

Central Region: 1 – 31 May 2023

- ❖ In the central region Linha Verde 1458 registered **269** cases, maintaining the same trend from previous month. The cases are grouped as follows **73.2%** are information requests, **14.4%** **positive feedback**, **6.7%** **complaints**, and **4.1%** **assistance requests**.

Weather related queries

- ❖ A total of **42** inquiries about the weather forecast were received by the hotline as people continued to monitor the daily weather after the tropical storm. Linha Verde 1458 provided callers with the weather updates according to the Instituto Nacional de Meteorologia (INAM) and advised them to search for information on official communication channels. Majority of inquiries came from Nhamatanda, Muanza, Caia in Sofala and Mutarara in Tete.

People affected by Tropical Storm Freddy

- ❖ A total of **81** calls were received by Linha Verde 1458 from people affected by tropical storm Freddy. Out of the total **44.4%** were **requests for information**, **35.8%** **positive feedback**, **17.2%** were **complaints**, and **2.5%** **requests for assistance**.

Information Requests

- ❖ **36** people called to ask for information on food **distribution dates**. Linha Verde 1458 informed about the distribution dates based on the distribution plans shared. In cases where plans were not available the hotline instructed callers to seek information with the local leaders. The cases came from Caia, Chemba, Dondo e Marromeu in Sofala and from Mutarara, Nicoadala and Pebane in Zambezia.

Complaints

- ❖ A total of **14** complaints were received and are divided as follows:
- ❖ **9 exclusion errors** from people claiming to have been removed from the distribution lists.
 - **5** of the exclusion errors were related to food assistance and came from Brigodo and Ronda sites, Munguissa in Namacurra, Namitangurine site in Nicoadala, and Quelimane.
 - **4** cases were related to shelter assistance and came from Caia in Sofala, Namacurra and Nicoadala in Zambezia. All cases were referred to the CFM team for verification.

- ❖ **4** cases of **abuse of power** that includes:

- **2** allegations of **corruption** where community leaders removed names from the lists created by local government and charged **500MT** to include people that do not meet the selection criteria. The claims came from Caia in Sofala and Mutarara in Tete.
- **1** claim of **fraud** indicating that the local leader only included in the list the names of family members. The case came from **Machanga** in **Sofala**.
- **1** claim that local authorities in charge of the distributions **diverted** the food intended for those affected by the storm and put it for sale. The case was reported from Chupanga in Machanga, Sofala.

- ❖ **1** complaint of **distribution issue** was reported from **Metangurine site** in **Quelimane** claiming that there was not enough food and several did not receive. Furthermore, no indication was given about when the distribution teams would return to complete the process.

Assistance Requests

- ❖ **2** assistance requests were received from people impacted by storm Freddy in Zambezia:
 - **1 request** in **food** assistance from Metangurine accommodation center in Quelimane.
 - **1 request for assistance** in **mosquito nets** from community of Chiundi in Namacurra.

Cholera

- ❖ Linha Verde 1458 received a total of **30** calls related. The cases are described as follows:
 - **29** calls from people seeking information about cholera preventive measures. Linha Verde 1458 continues to provide information about cholera preventive measures according to MISAU guidelines. The calls came from Nhamatanda, Marromeu, Dondo, Cheringoma, and Chemba in Sofala, Mutarara, Moatize and Marara in Tete, Inhassunge, Quelimane and Namacurra in Zambezia, Vanduzi in Manica, and Jangamo in Inhambane.
 - **1** call to report an outbreak of cholera in the community of Furquia, district of Namacurra, Zambezia.

Protection

- ❖ A total of **32** cases were registered by Linha Verde 1458. The cases are categorized as follows:
 - **15 child protection** cases, 4 reports of rape from Dondo and Cidade da Beira, Maganja da Costa, and Cidade de Nampula. 3 reports of forced marriage from Buzi in Sofala, Metuge in Cabo Delgado and Gile in Zambezia. All cases were referred to Linha Fala Criança. The remaining cases were requests for information about forced marriage and children rights that came from Mocuba and Quelimane in Zambezia, Marromeu in Sofala, and Chiure in Cabo Delgado, which Linha Verde 1458 addressed during the call.

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- **8 protection** cases, 4 **IDPs** from Lusaka and Chimoio sites in Montepuez, Manono and 25 de Junho sites in Metuge 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. Cases were referred to WFP CFM team for verification and clarified that IDPs are not required to return to their zones of origins, but instead highly encouraged to engage in income generating activities for their livelihood. **3** IDPs from Metuge, Chiure and Macomia requested assistance to obtain civil documentation. **1 IDP** from Nahele in Chiure requested assistance to obtain land.
- **9 GBV** cases, including **3** reports of **physical assault** from Mueda, Cabo Delgado, Mandlakaze in Gaza and Cidade da Matola in Maputo. **1** report of **sexual assault** from Mueda in Cabo Delgado. All cases were referred to GBV Aor. **2** callers from Balama, Cabo Delgado and Jangamo in Inhambane wanted to know what **gender-based violence** is.