

# Linha Verde da Resposta à Emergência 1458

Report period: 1<sup>st</sup> May – 30<sup>th</sup> June 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.

**17,925** Total Cases Registered

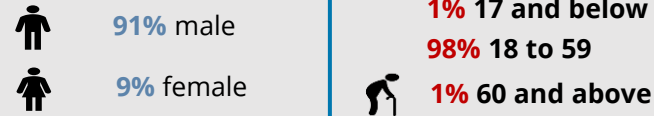
**1,772** Cases Registered June 2023

**92%** Feedback Rate June 2023

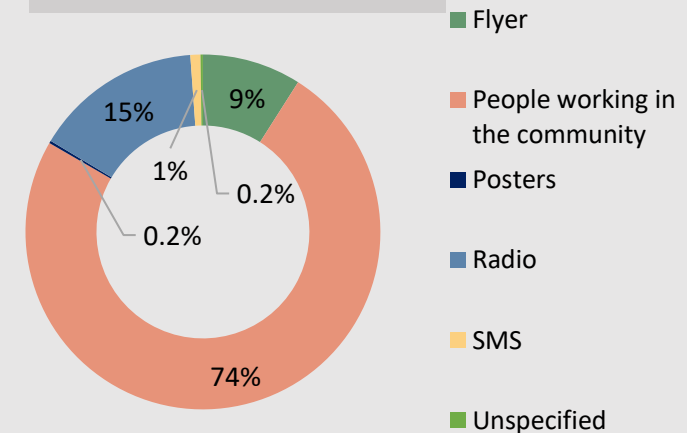


## CUMULATIVE DATA OVERVIEW PERIOD: 1<sup>ST</sup> JANUARY – 30<sup>TH</sup> JUNE 2023

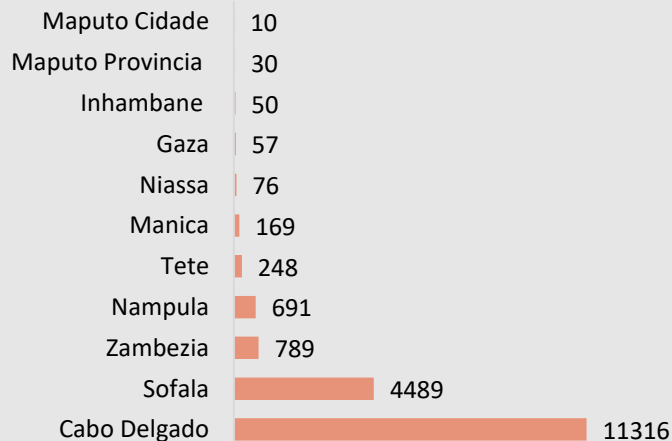
### CALLER PROFILE



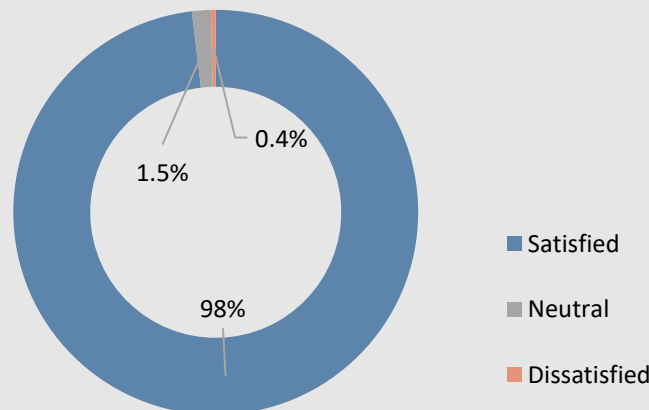
### KNOWLEDGE ABOUT LINHA VERDE 1458



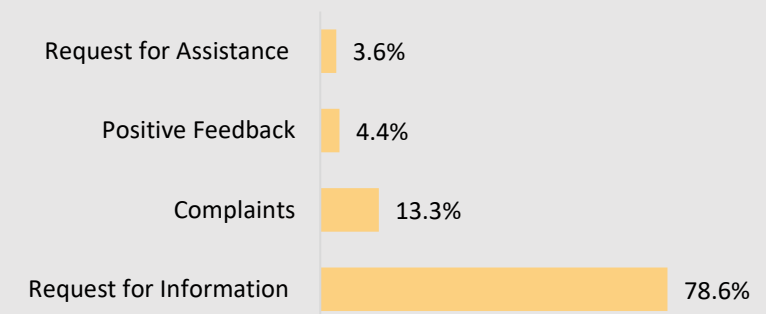
### CASES BY PROVINCE



### SATISFACTION



### CASE TYPE



# TYPES OF CASES REGISTERED PER MONTH

1<sup>ST</sup> JULY 2022 – 30<sup>TH</sup> JUNE 2023

**1<sup>st</sup> – 30<sup>th</sup> June 2023**

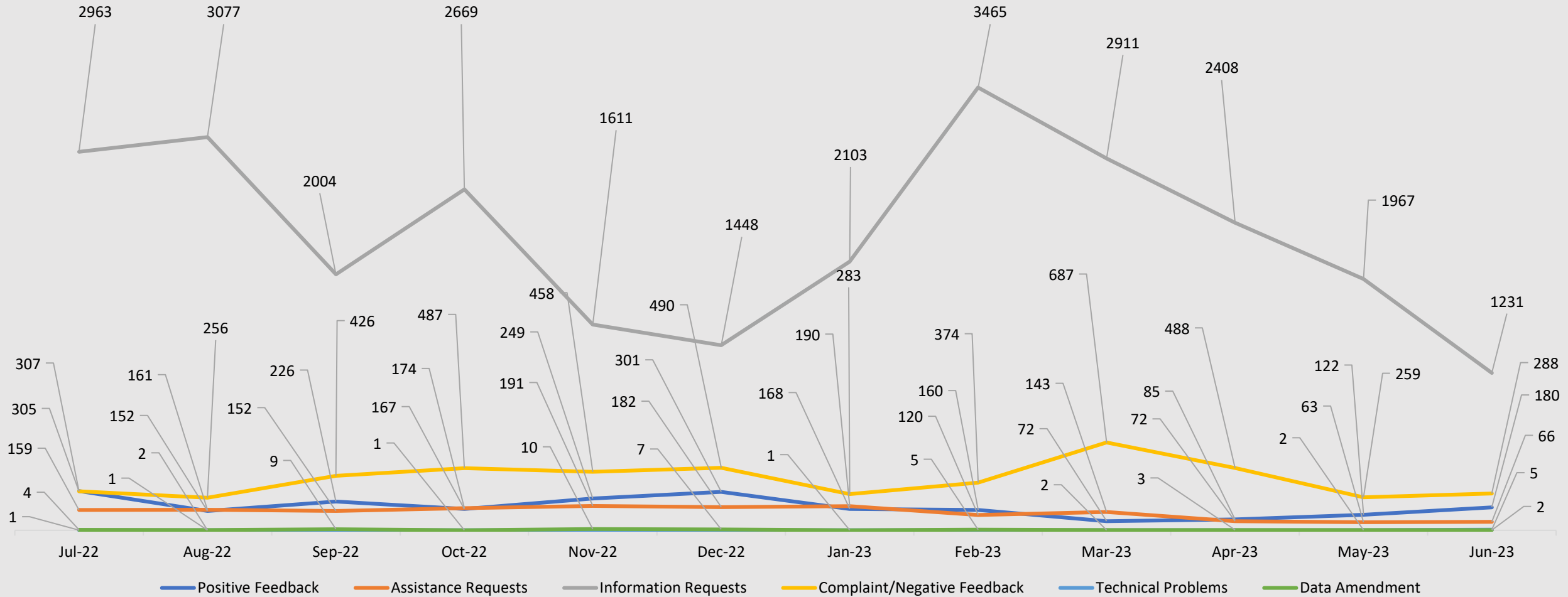
Nr. Total Registered Cases:

**1,772**

Nr. of calls from the northern region:

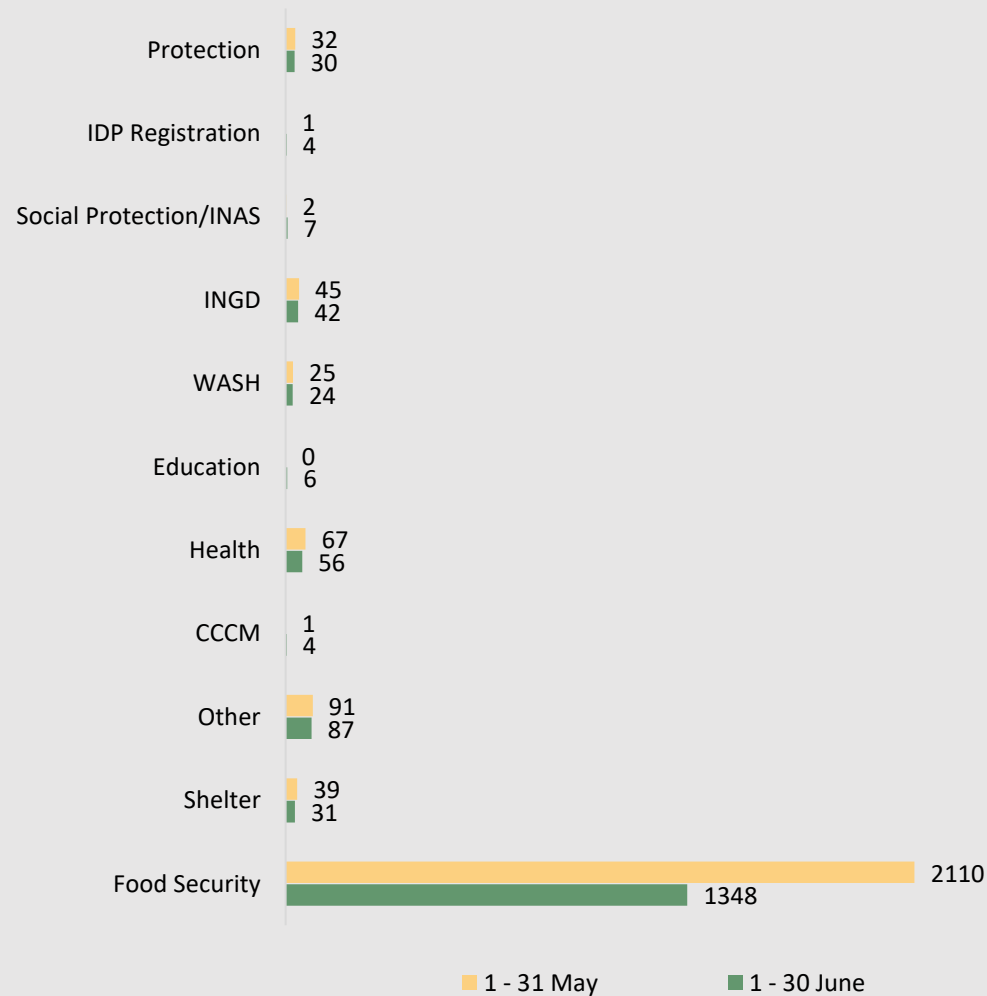
**1,423**

**80.3%** of the cases registered through Linha Verde 1458 between June 1<sup>st</sup> – 30<sup>th</sup> came from the northern region.



# CASES PER SECTOR

## 1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023



Food Security continues to rank first as the sector with most cases with 76% of all cases registered at the Linha Verde 1458. This may be linked to regular sensitisation lectures on the Linha Verde 1458 and beneficiaries' rights by food security actors during the distributions.

# FEEDBACK ANALYSIS PER SECTOR

1<sup>ST</sup> – 30<sup>TH</sup> JUNE 2023



Cases Registered

**1,772**

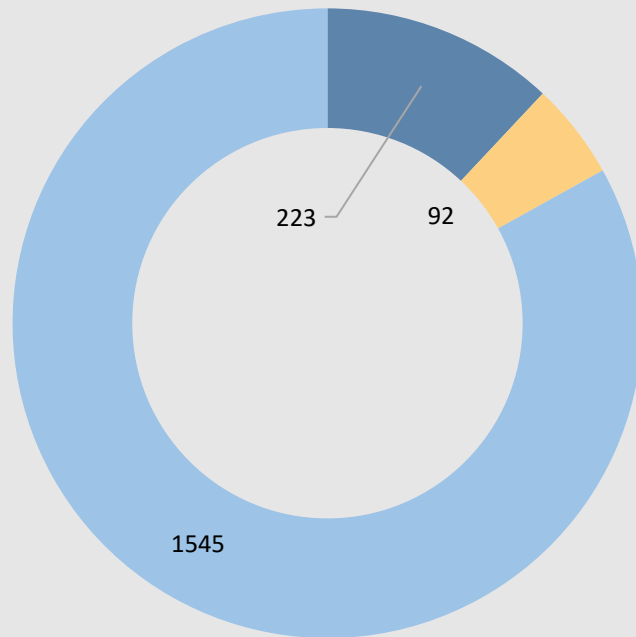
Cases Referred:

**12.6%**

First Case Resolution:

**87.2%**

1. **Referred cases** is the number of cases Linha Verde 1458 shared with cluster’s focal points and partners that require verification/ investigation.
2. **Referred Cases Feedback** is the number of cases that were followed up on by the organization and subsequently provided feedback on the resolution or guidance/ clarification to callers.
3. **First Case Resolution** are the cases were Linha Verde 1458 was able to respond to during the first call. This is the case of “information request” case type and subcategories.



■ Referred Cases    ■ Referred Cases Feedback    ■ First Case Resolution

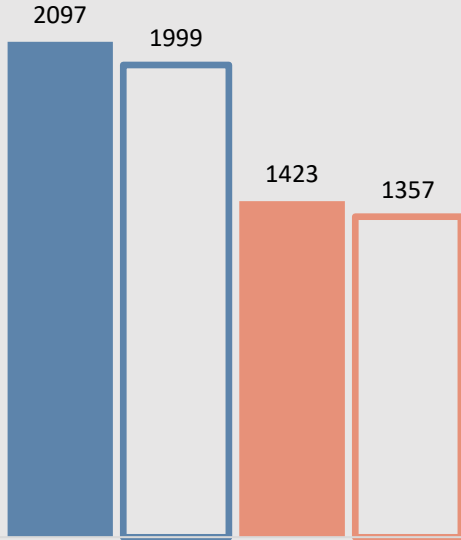
Sectors	Referred Cases	Referred Cases Feedback	First Case Resolution
Food Security	94	64	1252
Shelter	1	0	30
Other	1	0	86
CCCM	4	0	0
Health	0	0	55
Education	6	3	0
WASH	17	0	7
Protection	1	0	0
Child Protection	6	2	19
GBV	1	0	1
Social Protection/INAS	3	0	3
IDP Registration	2	2	2
INGD	4	0	38
PSEA	2	0	0
Multi-purpose Cash Assistance	81	21	52
<b>Total</b>	<b>223</b>	<b>92</b>	<b>1545</b>

# CASES PER REGION

## 1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023

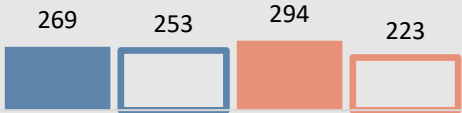


**1<sup>st</sup> – 30<sup>th</sup> June 2023**  
**Cases Registered:**  
 1423  
**Feedback provided:**  
 1357



Northern Region

**1<sup>st</sup> – 30<sup>th</sup> June 2023**  
**Cases Registered:**  
 294  
**Feedback provided:**  
 223



Central Region

**1<sup>st</sup> – 30<sup>th</sup> June 2023**  
**Cases Registered:**  
 10  
**Feedback provided:**  
 9



Southern Region

**1<sup>st</sup> – 30<sup>th</sup> June 2023**  
**Cases Registered:**  
 45  
**Feedback provided:**  
 45

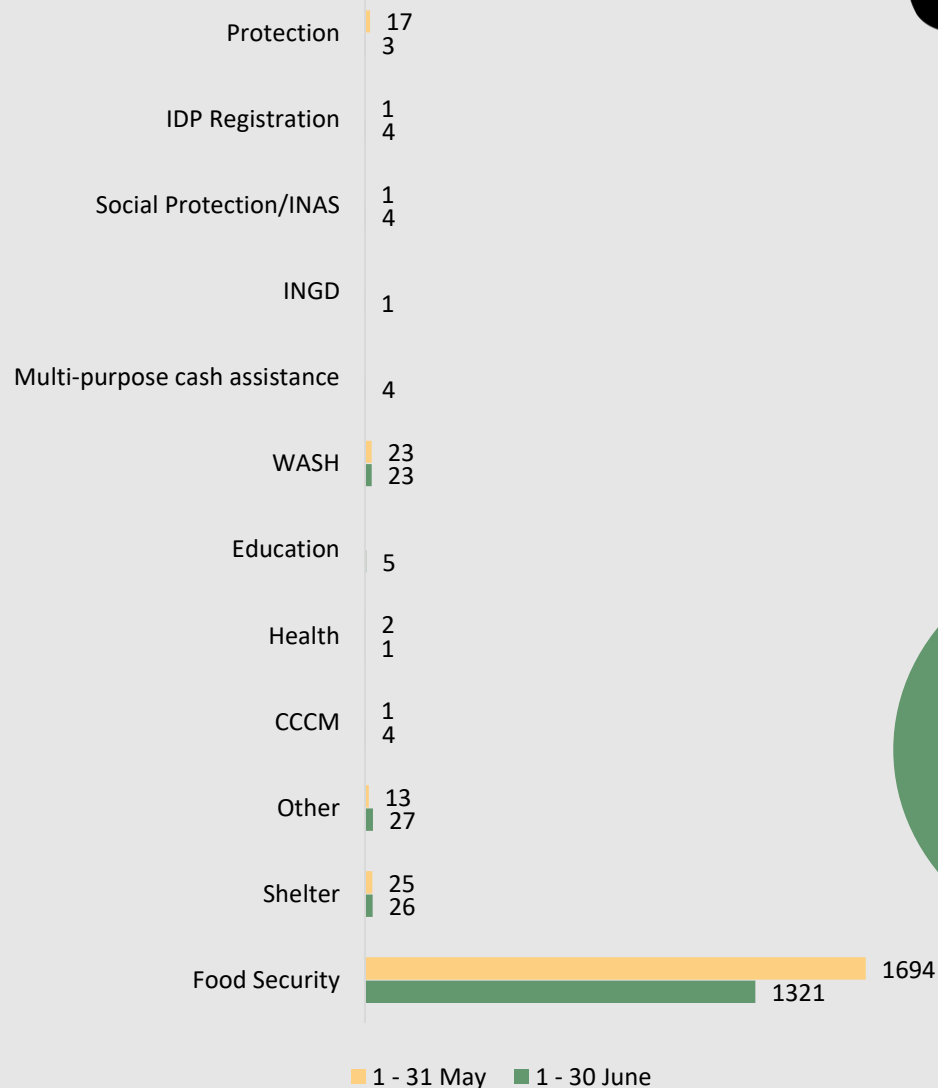


COVID-19

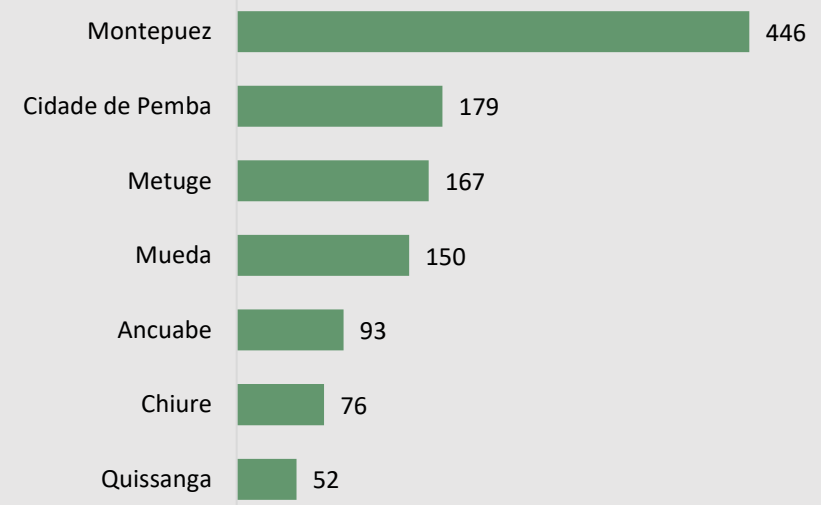
■ Registered Cases 1 - 31 May    
 □ Feedback Provided 1 - 31 May    
 ■ Registered Cases 1 - 30 June    
 □ Feedback Provided 1 - 30 June

# NORTHERN REGION CASES PER SECTORS 1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023

# NORTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1<sup>ST</sup> – 30<sup>TH</sup> JUNE 2023



**Food Security** cases represent 92.8% of all cases registered from the northern region. Requests for information on food distribution timing account for 94.4% with a feedback rate of 100%.



**NORTHERN REGION**  
**1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023**

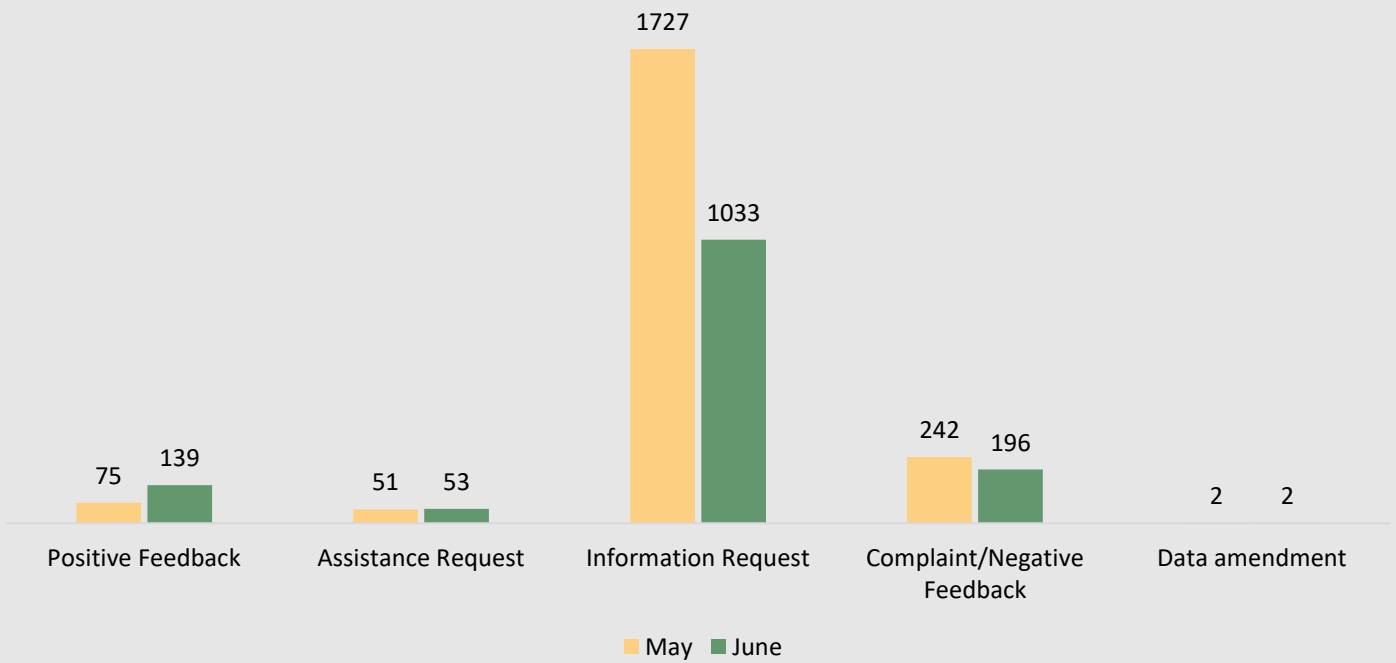
**May**  
 Cases Registered:  
**2097**  
 Feedback Provided:  
**95%**

**June**  
 Cases Registered:  
**1423**  
 Feedback Provided:  
**95%**

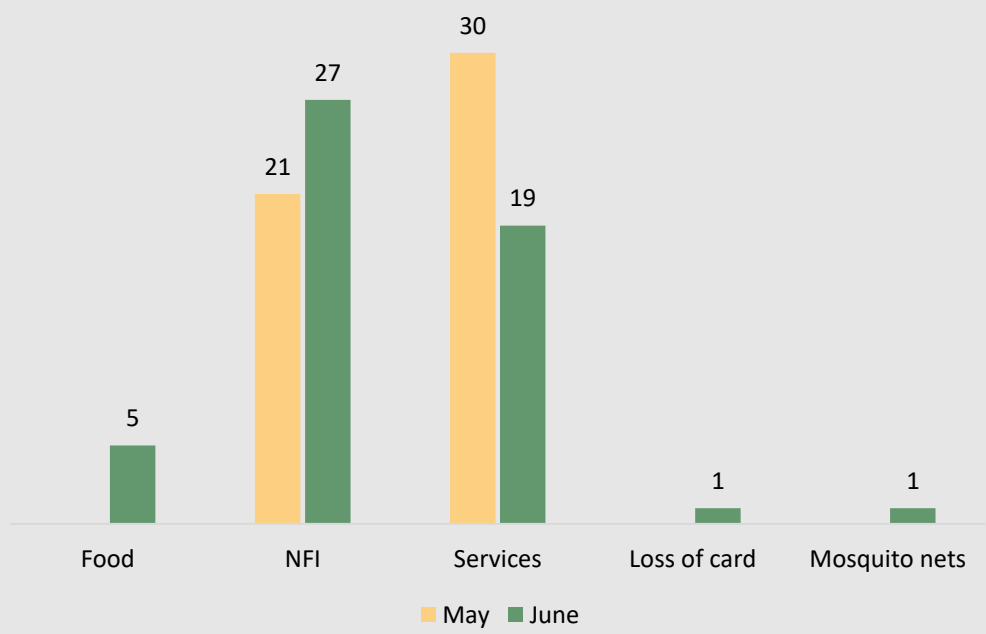
**May**  
 Cases Registered:  
**51**  
 Feedback provided:  
**47%**

**June**  
 Cases Registered:  
**53**  
 Feedback provided:  
**58%**

**CASE TYPES**



**ASSISTANCE REQUEST**



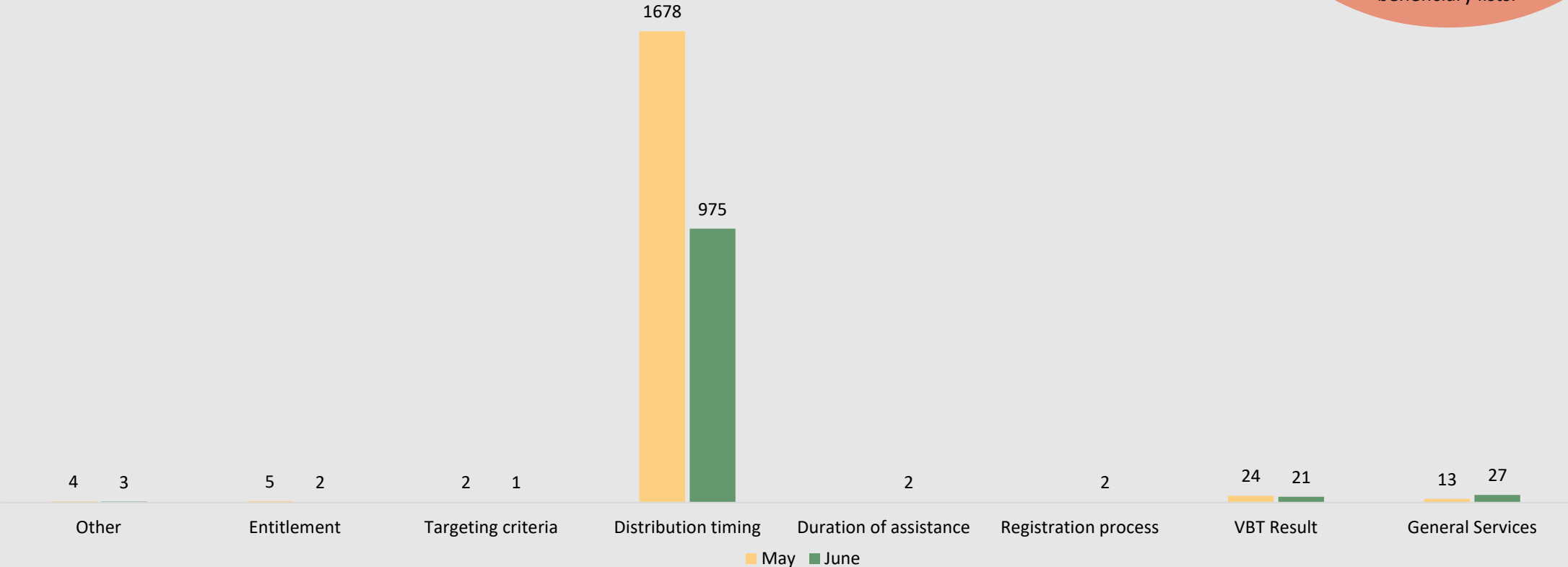
# NORTHERN REGION INFORMATION REQUESTS 1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023



**May**  
Cases registered:  
**1726**  
Feedback provided:  
**100%**

**June**  
Cases registered:  
**1033**  
Feedback provided:  
**100%**

Linha Verde 1458 registered a reduction by almost 50% on calls related to **(food) distribution timing** compared to the previous month. Food distributions in some locations have been halted due to ongoing discussions regarding beneficiary lists.





## NORTHERN REGION COMPLAINT/ NEGATIVE FEEDBACK 1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023

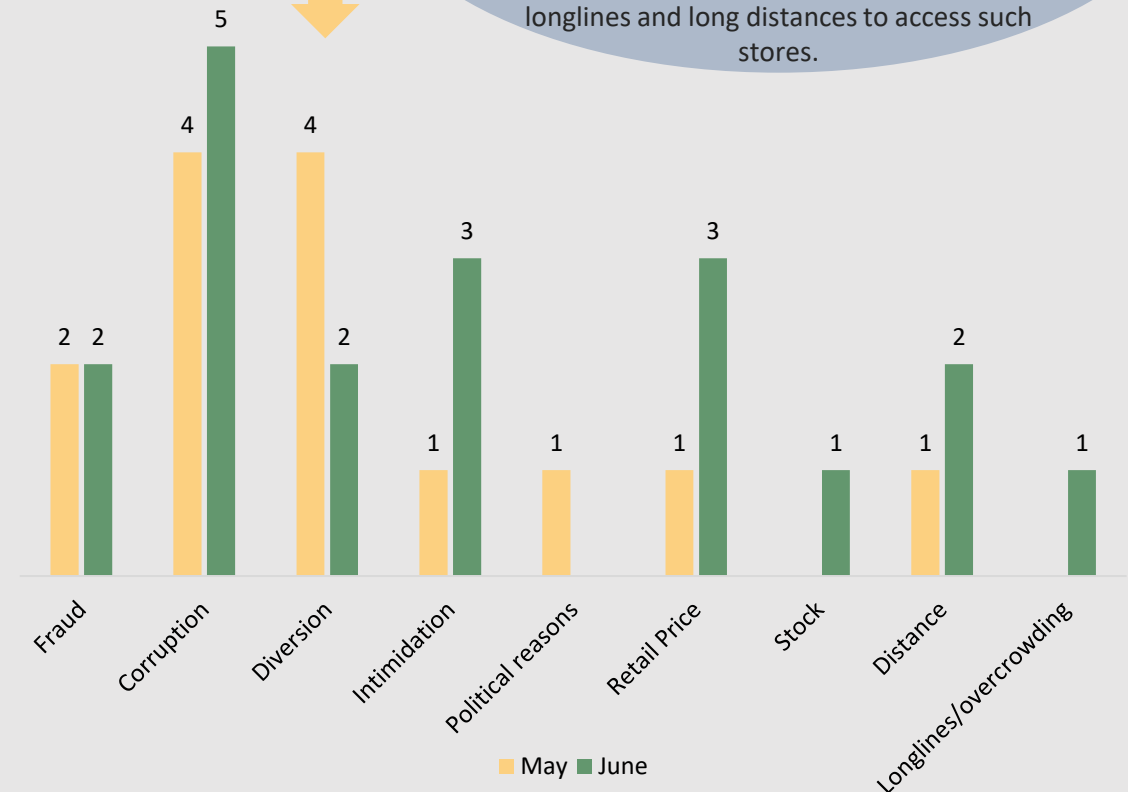
Approximately **72.3%** of exclusion errors are from IDPs and some from host communities who were no longer targeted for assistance as a result of the VBT. These people were taken through the VBT questionnaire to verify their status and those who appear to meet the criteria will be verified at the community level.



## NORTHERN REGION BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023

**Abuse of power:** refers to corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.

**Access:** refers to problems that beneficiaries, mostly of value vouchers, when going to stores authorized to pick up products are faced with price increases, lack of stock, longlines and long distances to access such stores.



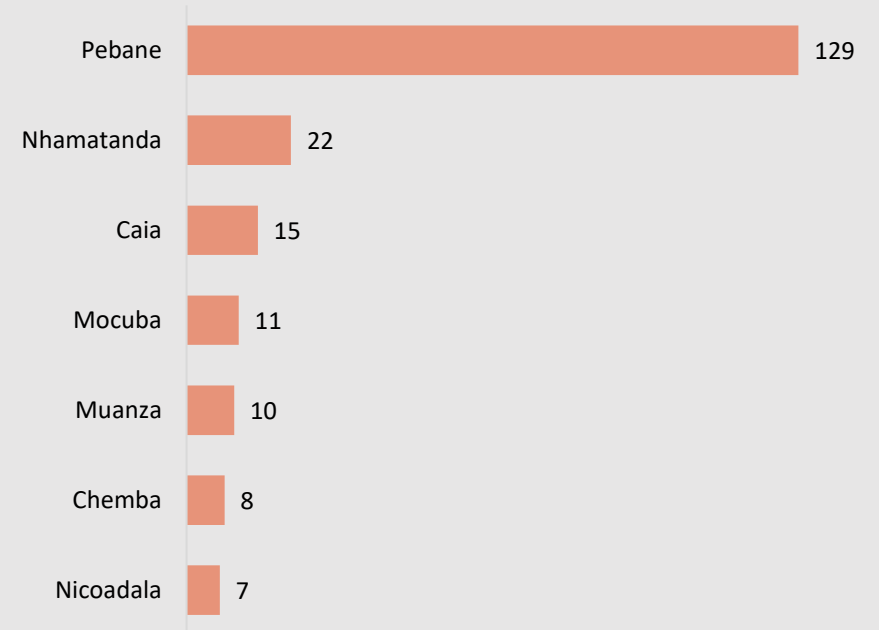
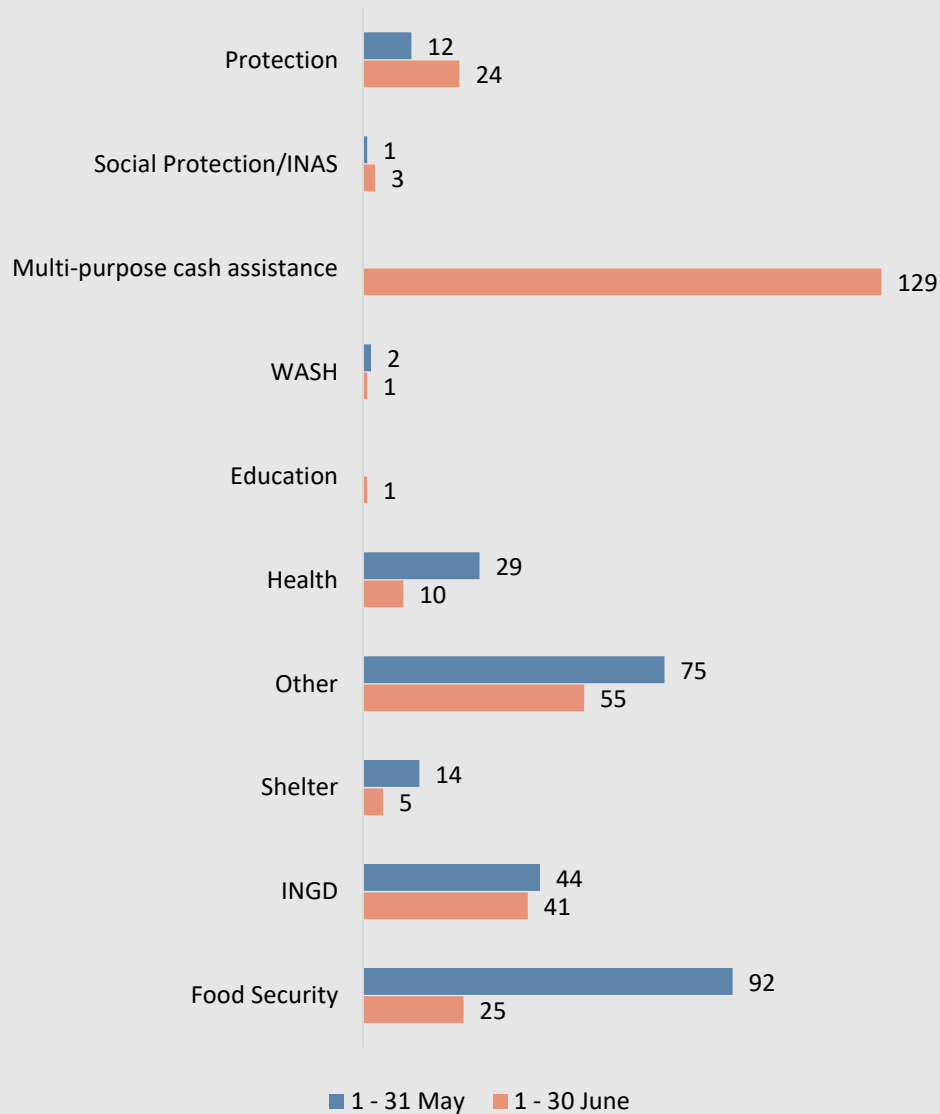
Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION  
CASES PER SECTORS  
1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023**



**CENTRAL REGION  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 30<sup>TH</sup> JUNE 2023**



**CENTRAL REGION**  
**1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023**

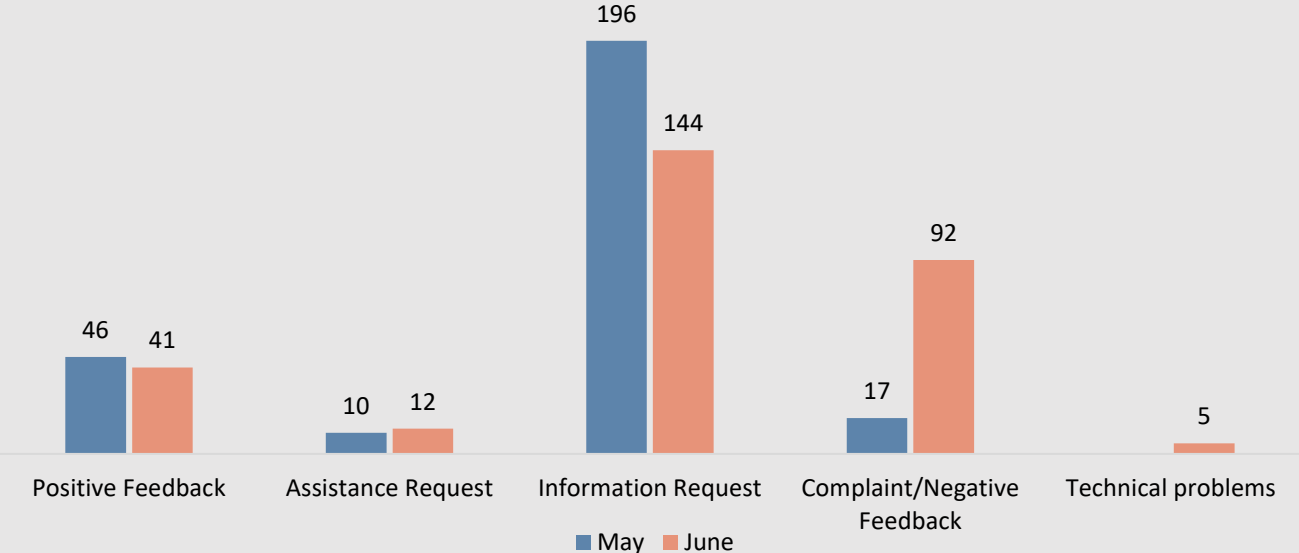
**May**  
Cases Registered:  
**269**  
Feedback Provided:  
**94%**

**June**  
Cases Registered:  
**294**  
Feedback Provided:  
**76%**

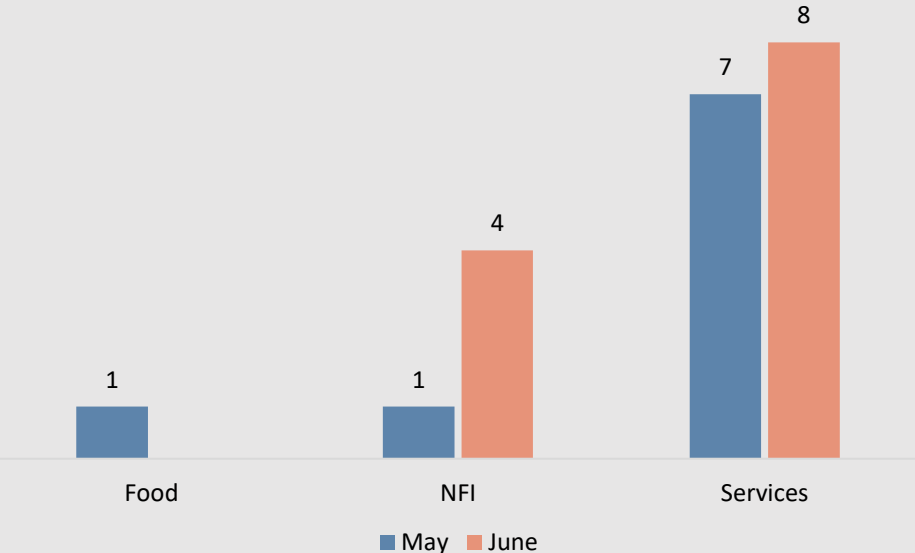
**May**  
Cases Registered:  
**9**  
Feedback Provided:  
**67%**

**June**  
Cases Registered:  
**12**  
Feedback Provided:  
**67%**

**CASE TYPES**



**ASSISTANCE REQUEST**



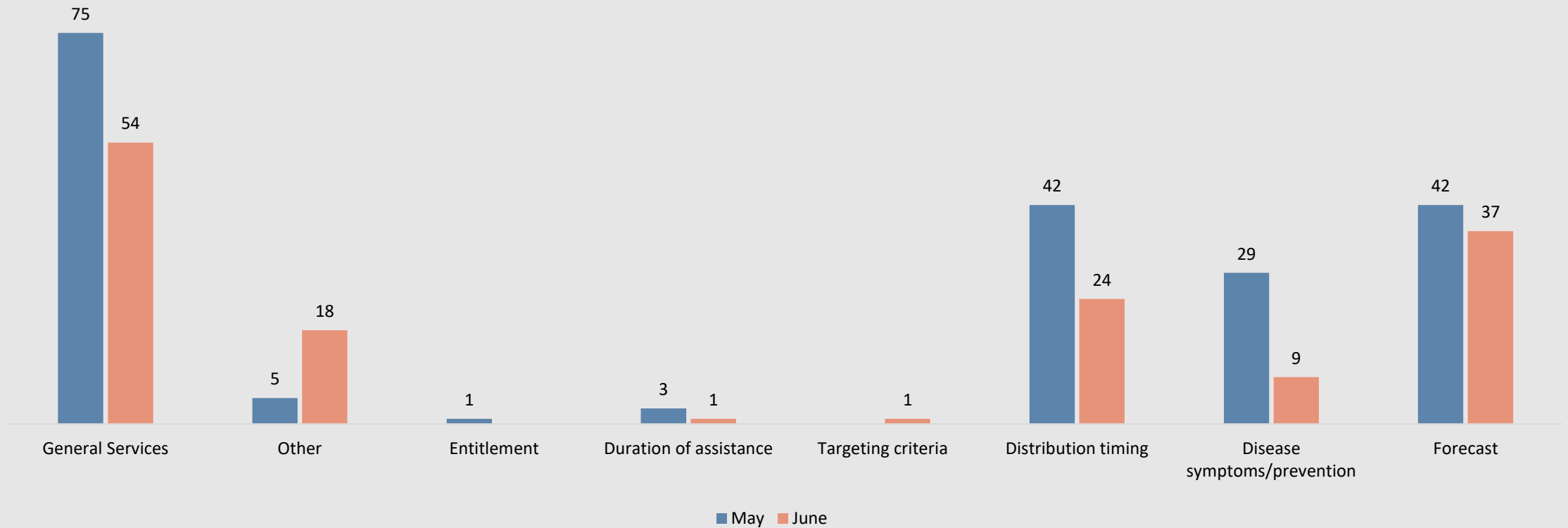
# CENTRAL REGION INFORMATION REQUESTS 1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023



**General Services** are cases where callers want to know about the objectives of Linha Verde 1458.

**May**  
Cases Registered:  
**197**  
Feedback Provided:  
**100%**

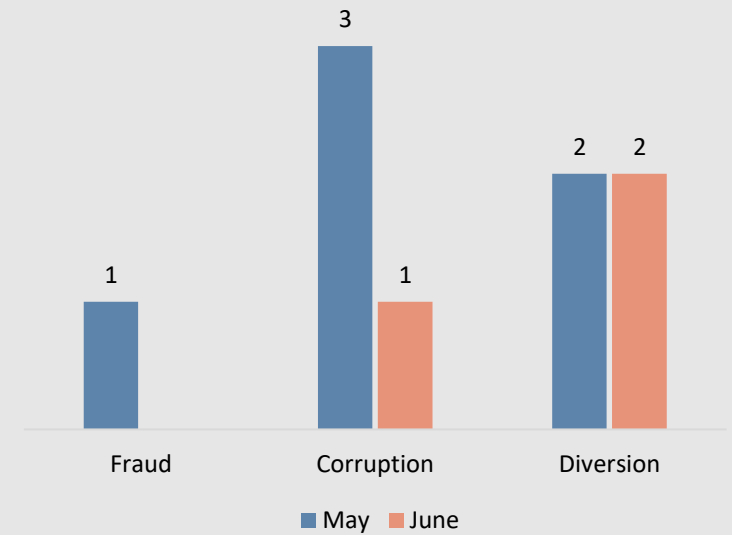
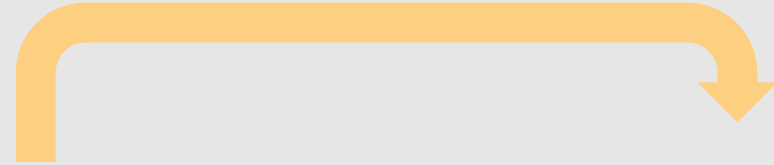
**June**  
Cases Registered:  
**144**  
Feedback Provided:  
**100%**



**CENTRAL REGION  
COMPLAINTS/NEGATIVE FEEDBACK  
1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023**



**CENTRAL REGION  
BREAKDOWN OF ABUSES OF POWER AND  
OTHER ACCESS BARRIERS  
1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023**



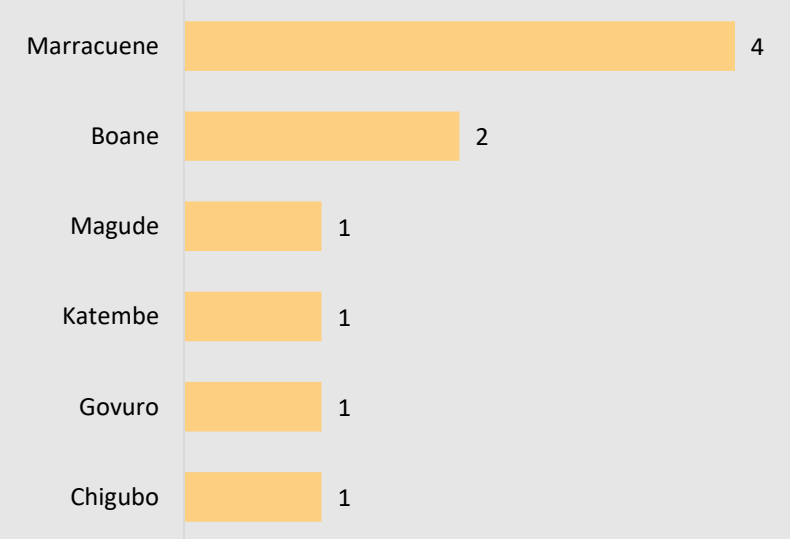
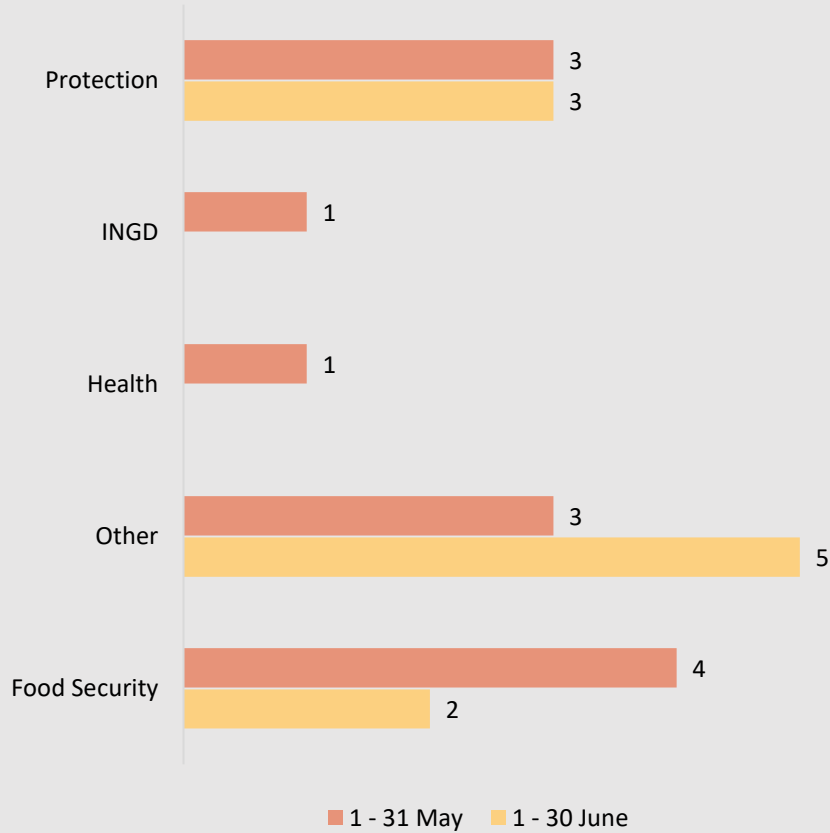
**Complaints – Abuses of power**

**SOUTHERN REGION  
CASES PER SECTORS  
1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023**

**SOUTHERN REGION  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 30<sup>TH</sup> JUNE 2023**



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



## POSITIVE FEEDBACK

1<sup>ST</sup> – 30<sup>TH</sup> JUNE 2023



### SHELTER

"I am from Zambezia, district of Namacurra, I live in 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 in 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 + PROTECTION

"I am calling from Zambezia, Namacurra 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

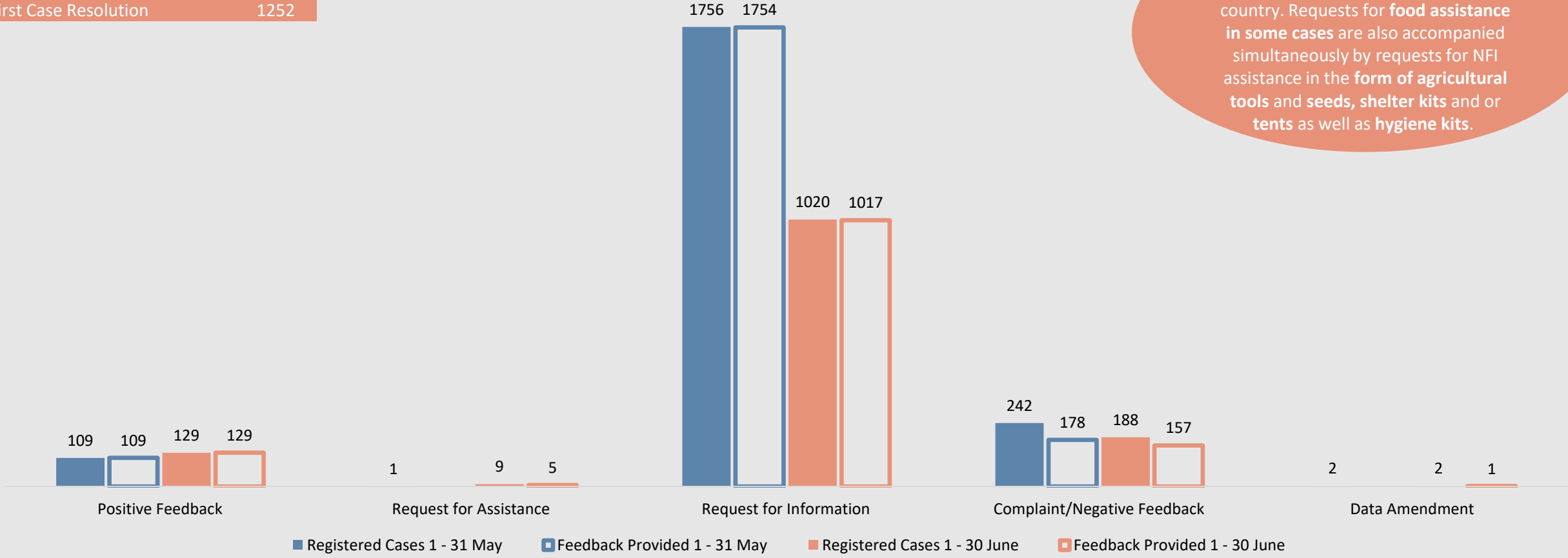


Sofala	15
Zambezia	7
Tete	3
Nampula	91
Cabo Delgado	1226
Gaza	1
Niassa	4
Maputo Provincia	1

Referred Cases	94
Referred Cases Feedback	64
First Case Resolution	1252

**1<sup>st</sup> – 30<sup>th</sup> June 2023**  
 Cases Registered:  
**1348**  
 Feedback Provided:  
**1309**

**1<sup>st</sup> – 30<sup>th</sup> June 2023**  
**98%** of the cases registered here are from the northern region of the country. Requests for **food assistance in some cases** are also accompanied simultaneously by requests for NFI assistance in the **form of agricultural tools and seeds, shelter kits and or tents** as well as **hygiene kits**.





## SHELTER/ NFI



1<sup>st</sup> – 30<sup>th</sup> June 2023

Cases Registered:  
31

Feedback Provided:  
30

Zambézia	5
Cabo Delgado	25
Niassa	1

Referred Cases	1
Referred Cases Feedback	0
First Case Resolution	30

## WASH



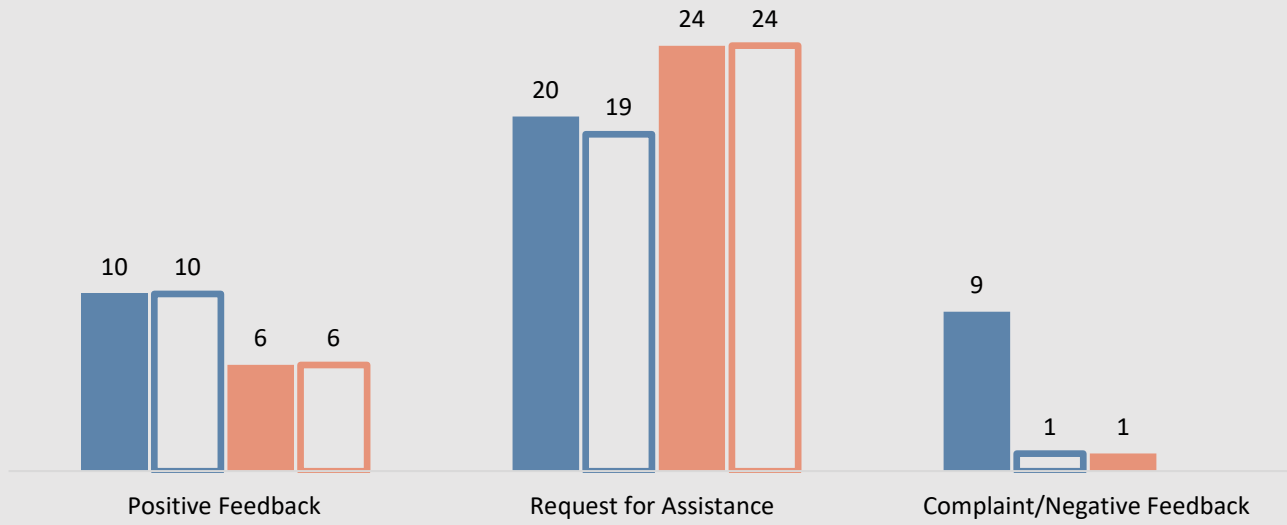
1<sup>st</sup> – 30<sup>th</sup> June 2023

Cases Registered:  
24

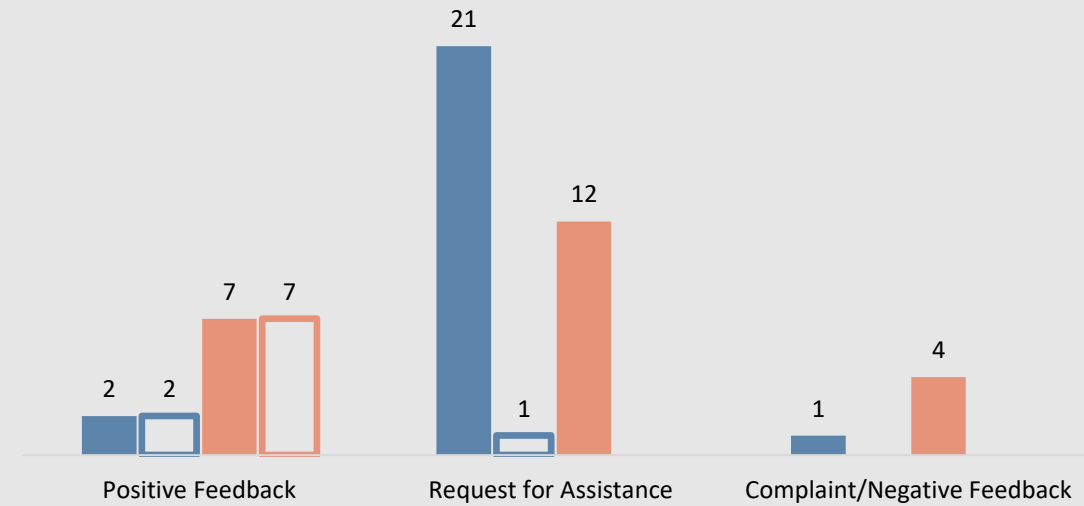
Feedback Provided:  
7

Zambézia	1
Cabo Delgado	23

Referred Cases	17
Referred Cases Feedback	0
First Case Resolution	7



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



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

# CHILD PROTECTION



Sofala	5
Zambézia	12
Manica	1
Tete	3
Cabo Delgado	1
Maputo Province	3
Referred Cases	6
Referred Cases Feedback	2
First Case Resolution	19

**Child Protection sector includes:**  
 Forced marriage – 4 cases  
 Sexual assault – 1 case  
 Forced marriage (info) – 20 cases

**1st – 30th June 2023**

Cases Registered: **25**  
 Feedback Provided: **25**

**1st – 30th June 2023**

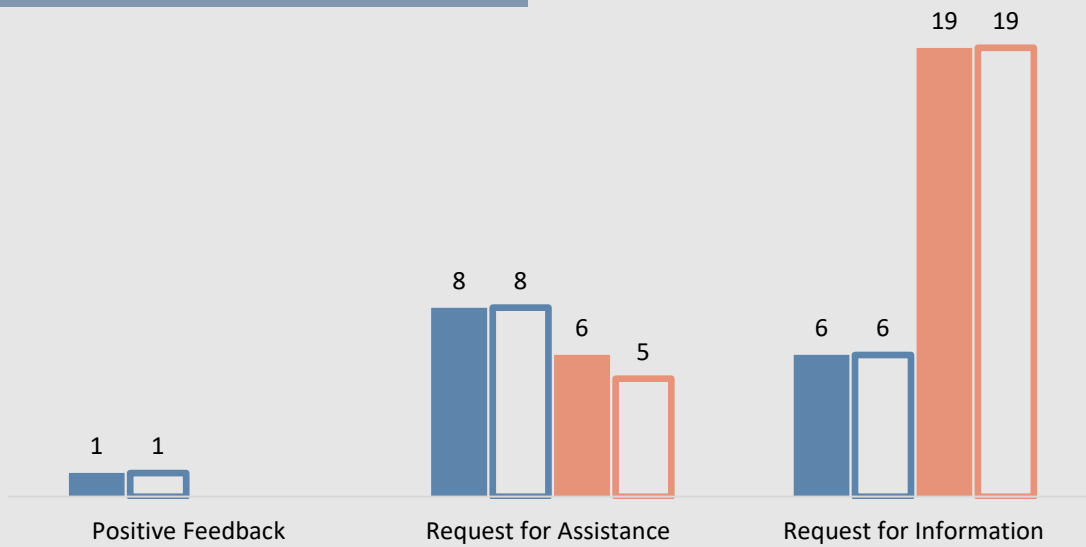
Cases Registered: **2**  
 Feedback Provided: **2**

**Child Protection** cases are referred to **Linha Fala Criança** as well as **GBV** cases are referred to the GBV sector 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.

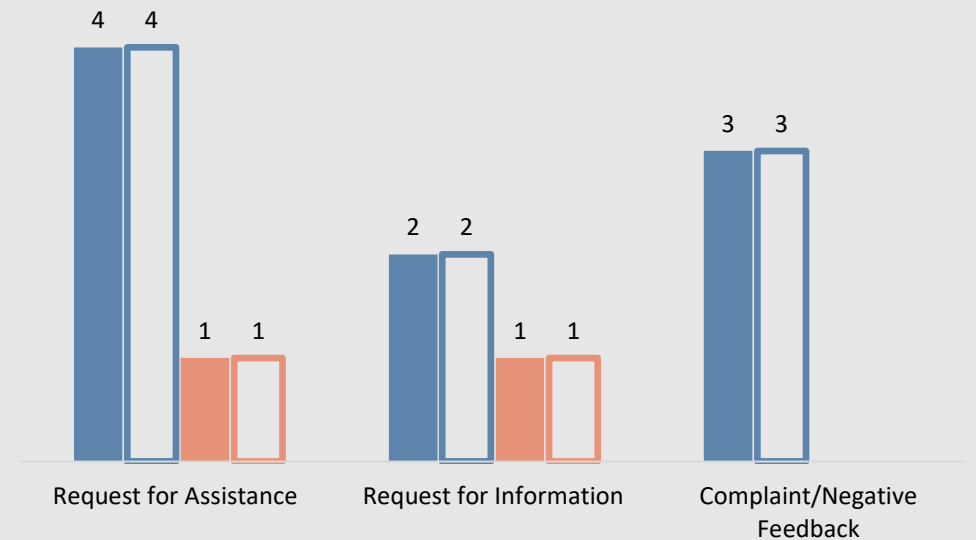
# GBV

Sofala	2
Referred Cases	1
Referred Cases Feedback	0
First Case Resolution	1

**GBV sector includes:**  
 Physical assault - 1 case



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



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

## PROTECTION

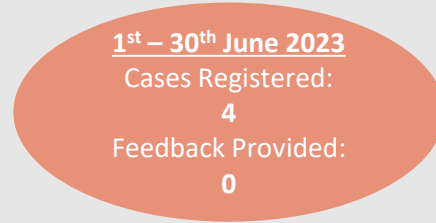


Cabo Delgado	1
Referred Cases	1
Referred Cases Feedback	0
First Case Resolution	0

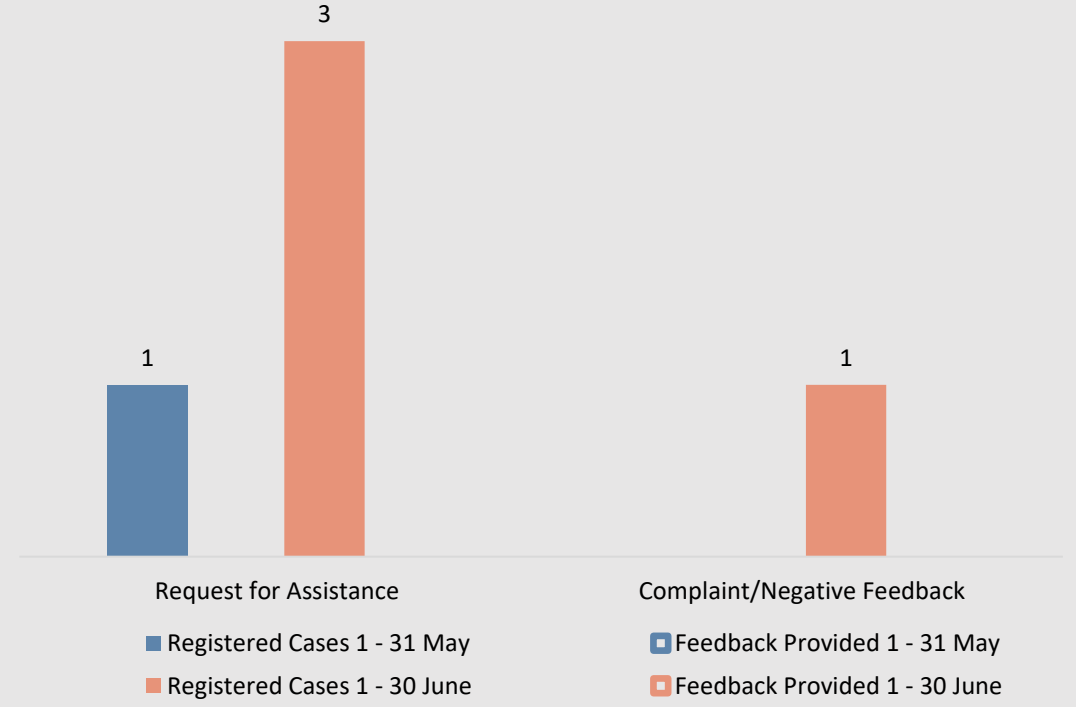
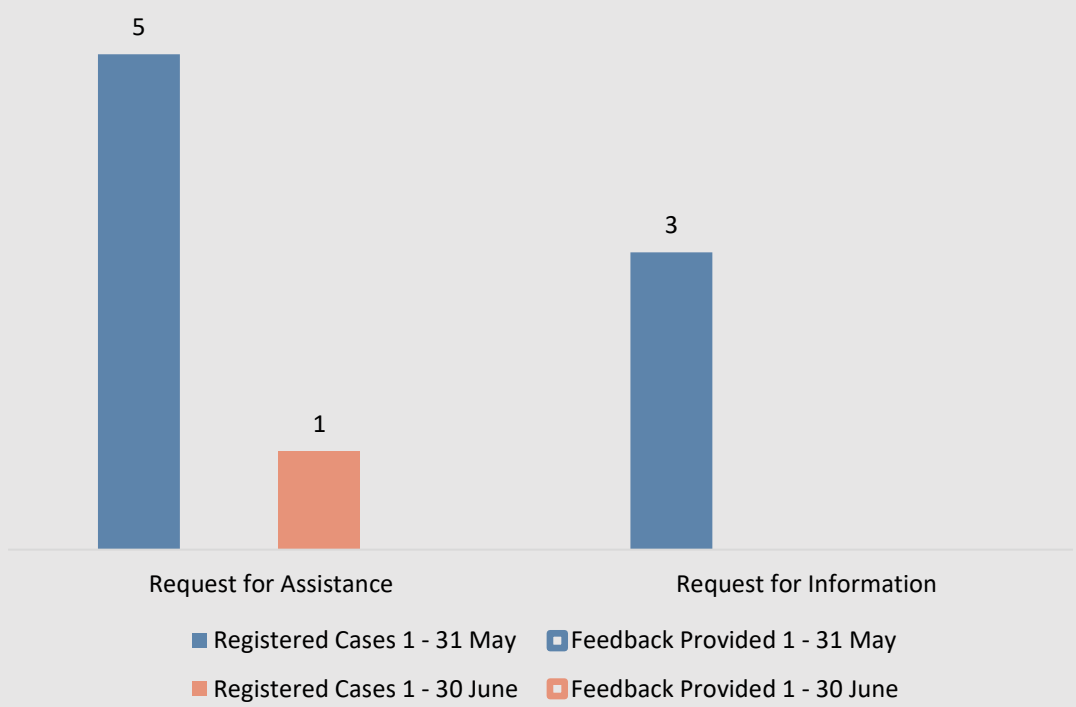


## CCCM

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



**Protection sector cases Includes:**  
Civil documentation - 1 case



# INGD

# HEALTH

Sofala	34
Zambezia	4
Manica	2
Tete	1
Niassa	1

Referred Cases	4
Referred Cases Feedback	0
First Case Resolution	38

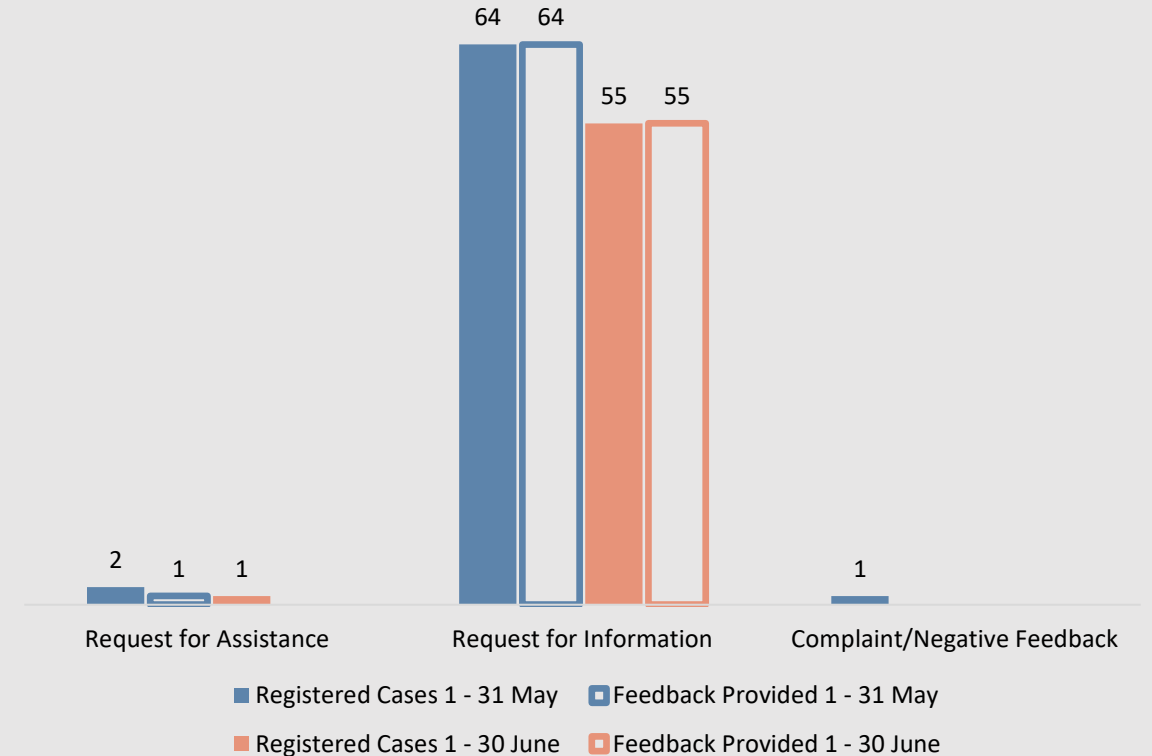
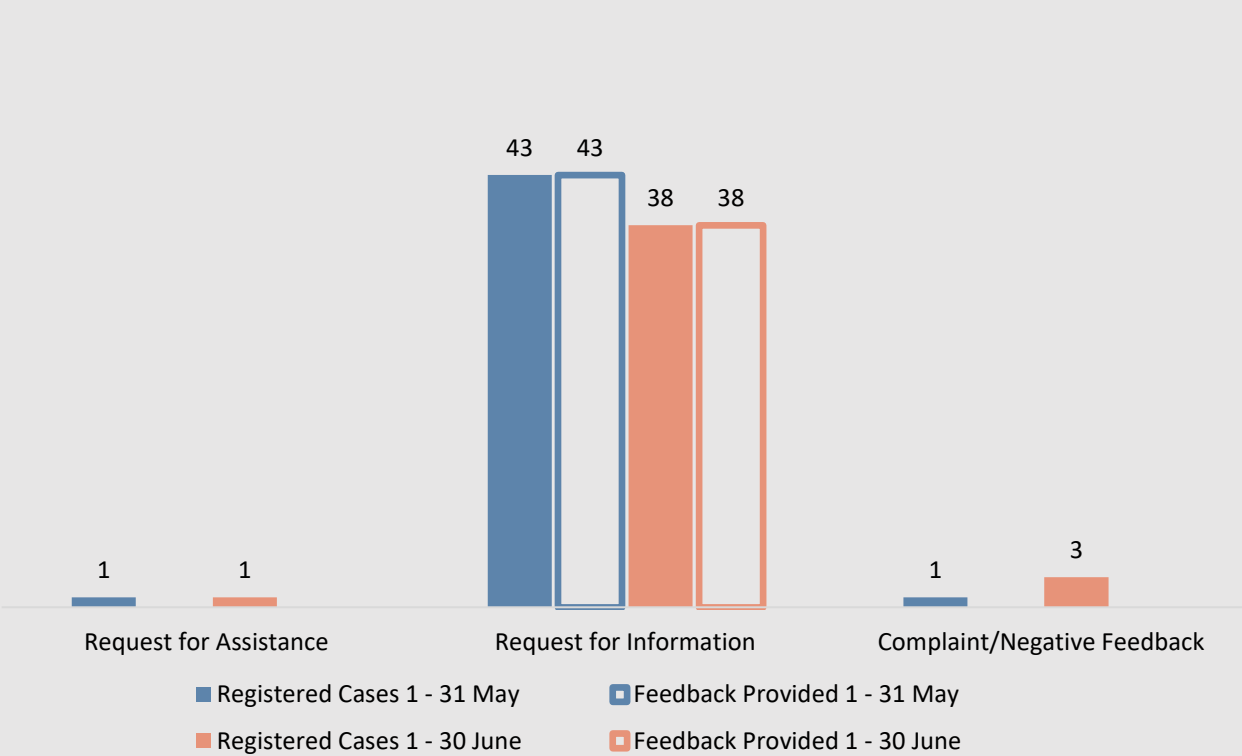
**1<sup>st</sup> – 30<sup>th</sup> June 2023**  
 Cases Registered: **42**  
 Feedback Provided: **38**



**1<sup>st</sup> – 30<sup>th</sup> June 2023**  
 Cases Registered: **56**  
 Feedback Provided: **55**

Sofala	28
Zambezia	19
Manica	5
Tete	1
Nampula	1
Cabo Delgado	2

Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	55



## SOCIAL PROTECTION/INAS

## IDP REGISTRATION

Sofala	1
Zambezia	2
Niassa	4

Referred Cases	3
Referred Cases Feedback	0
First Case Resolution	3

**1<sup>st</sup> – 30<sup>th</sup> June 2023**

Cases Registered:  
**7**  
Feedback Provided:  
**3**

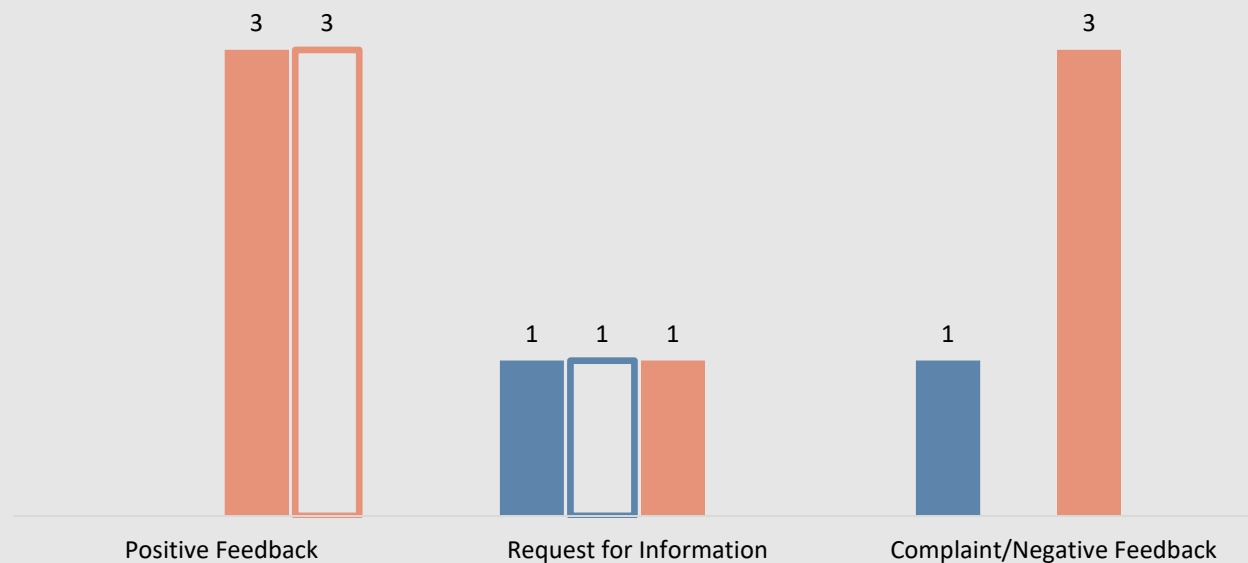
**1<sup>st</sup> – 30<sup>th</sup> June 2023**

Cases Registered:  
**4**  
Feedback Provided:  
**2**

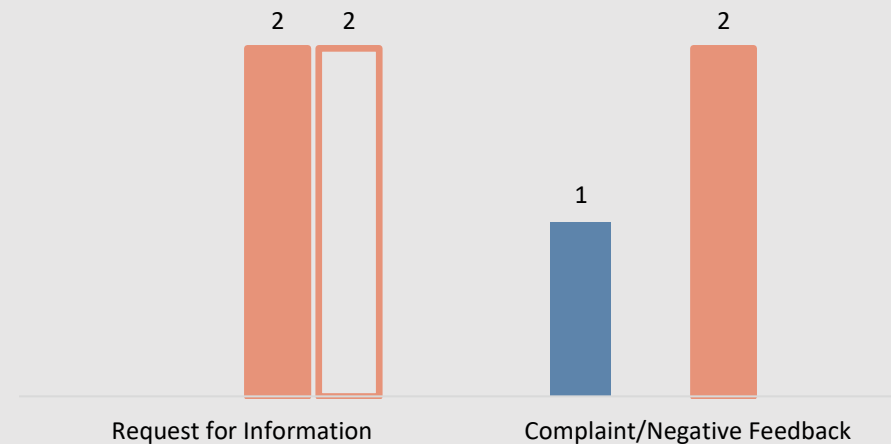


Nampula	1
Cabo Delgado	3

Referred Cases	2
Referred Cases Feedback	0
First Call Resolution	2



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



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

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

## 1<sup>ST</sup> – 30<sup>TH</sup> JUNE 2023

### Overview

- ❖ For the month of June 2023, Linha Verde 1458 registered a total of **1,772** cases with a feedback rate of **92%**.
  - **87.2%** of cases were closed during the call through first case resolution.
  - **12.6%** of the registered cases were referred to focal points of the different clusters and organisations for verification and action. Of these, 41.3% were addressed and closed with feedback provided.
  - **80.3%** of cases come from the Northern region, related to humanitarian activities in response to the armed conflict.
  - **16.6%** of cases are from the Central region, covering issues related to humanitarian assistance in response to Tropical Cyclone Freddy.
  - **2.5%** of the cases are related to Covid-19.
  - **0.6%** are from the South region related to Cyclone Freddy and drought.

### Interagency Training for Linha Verde 1458 Operators

- ❖ On 15 and 16 of June 2023, Linha Verde 1458 operators received first sessions of training from UNOPS, as it joins Linha Verde 1458 as a co-funding agency along with WFP, IOM, UNICEF, FAO, UNDP, UNFPA, UNHCR, OCHA, and WHO. The training sessions highlighted UNOPS roles and responsibilities in humanitarian response and current interventions in the northern region of the country.



### Northern Region: 1 to 30 June 2023

- ❖ For the Northern region, Linha Verde 1458 recorded 1,423 cases, mostly related to humanitarian assistance in response to the conflict. This represents a decrease of 32% relative to the previous month. 92,8% of the registered cases are related to food security, 1,8% related to shelter assistance and shelter needs and 1.6% related to Water, Sanitation and Hygiene (WASH).

### Food Assistance

- ❖ In the Northern region a total of 1,321 cases were registered regarding food assistance, of which 75.8% were requests for information, 13.9% complaints, 9.5% positive feedback and 0.2% requests for data amendment.

### Information requests

- ❖ The 1,001 requests for information consisted of:
  - **975** requests for information on food distribution schedules. Linha Verde 1458 continues to provide information regarding distribution dates based on distribution plans shared by the World Food Program (WFP). In cases where plans are not available, Linha Verde 1458 advises callers to consult with local leaders for information on planned dates, as they are first to be informed by cooperating partners once the dates are confirmed. Most of the cases come from the districts of Montepuez, Metuge, Pemba, Ancuabe and Chiúre.
- ❖ 21 calls were received regarding the beneficiary selection lists, based on the vulnerability criteria (VBT), divided as follows:
  - **15** people who called to find out about the results of the VBT process. After checking the preliminary beneficiary list, the operators applied the vulnerability assessment to determine whether the callers meet the targeting criteria or not. Most of these calls came from the districts of Metuge and Montepuez.
  - **6** people who had already answered the vulnerability assessment and been informed that they appeared to be eligible, called to ask when their names would be included in the new beneficiary lists. They were instructed to await communication from the WFP team which will need to verify their situation before confirming any inclusion on the beneficiary list. The calls came from Montepuez, Metuge and Balama districts in Cabo Delgado.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

## 1<sup>ST</sup> – 30<sup>TH</sup> JUNE 2023

- ❖ 1 request from Ancuabe asking whether there was a possibility to change maize back to rice as he is unable to pay for the milling of the maize he receives. Linha Verde 1458 clarified that the WFP, based on a sustainable management of available resources, seeks to ensure food assistance to assisted households with the most viable products possible in terms of logistics, nutrition and cost.

### Complaints

- ❖ In total, 184 complaints were registered regarding the food assistance. Exclusion errors accounted for 76.6% of all complaints, 7.1% were complaints about the quality of food distributed, 5.4% were allegations of abuse of power, 3.3% were complaints about problems with distribution and 3,3% access barriers.
- ❖ Of the 141 exclusion errors:
  - **108** people that were being assisted complained that they did not receive food in the previous distribution cycle because their names were not on the list. Linha Verde 1458 verified their names on the preliminary beneficiary list and if they were not there applied vulnerability assessment questionnaire. Of the 108 complainants, 99 appeared to meet the targeting criteria and were informed that in line with the result, they would have to be verified by WFP/ partners before any confirmed inclusion in food assistance. 10 were not eligible and were informed accordingly of the financial constraints WFP is facing to provide assistance and that for now assistance is limited only to the most vulnerable. The cases came from the 9 districts where the vulnerability criterion is being applied (Metuge, Ancuabe, Chiure, Ibo, Montepuez, Mueda, Namuno, Pemba, Balama).
  - **2** IDPs reported exclusion from food distributions in recent months due to the lack of civil documentation (Identity card), although their names appear on the list of beneficiaries. The cases came from Nampula (Nacala Porto and Meconta)
  - **2** IDPs claimed that someone unknown and without their consent had received their entitlement in their place. Callers are instructed to arrive at distribution points as early as possible to prevent such situations from occurring. The cases are from Metuge and Chiure in Cabo Delgado.
  - **2** people who called from 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 forwarded for verification.
- ❖ 13 assisted people reported quality issues with maize and beans they received. The cases were immediately referred to WFP for follow up and replacement where necessary. Linha Verde 1458 continues to instruct assisted people to inspect the food at the distribution point and report any problems to the humanitarian actors at the distribution site – at the help desk in order to facilitate immediate resolution. Cases have been reported in the centers of Nangua, Impire and Nicavaco in Metuge and Mueda, in Cabo Delgado, and Mogincual, in Nampula.

- ❖ 8 assisted people reported problems with quantity, stating that the kit received was incomplete, containing only rice, lacking oil and beans. The cases come from the temporary center of Natove in Quissanga and resettlement sites of Nanona and Cajupane (Ancuabe). Linha Verde 1458 forwarded the cases immediately to WFP's CFM focal points for follow up.
- ❖ 1 Allegation of **disrespect** from 9 people who are part of the community committee in Nanona B, in Montepuez who claim that they were promised food assistance due to being committee members, however only one person received food during the last distribution. Linha Verde 1458 forwarded this case to WFP.
- ❖ 10 Complaints of abuse of power:
  - **2** food diversion allegations from Mocimboa da Praia and Palma claiming that local leaders have invented names of people to receive assistance, which they then must deliver to the leader's homes.
  - **1** case regarding School Feeding in Palma a reports some teachers are excluding students from distributions while charging the community members between 200 – 500 MZN to receive food.
  - **3** reports of corruption indicating that local leaders have charged amounts between 100 – 300 MZN to include non-vulnerable people and in contrast, exclude those eligible from the lists. The claims are from the resettlement sites of Lyanda in Mueda, Campona in Montepuez, and Palma.
  - **3** complaints of **intimidation** from the temporary center of Namputo, in Montepuez and in Pemba City claiming that the local leader induced the affected population to disrupt the distribution and deny the value voucher in demonstration against the use of the new lists based on the vulnerability criteria, which has resulted in the removal of a significant number of people.
- ❖ 6 reports of distribution issues where the distribution team interrupted the distributions due to the confusion caused by some members of the affected population who claimed to have been excluded from the new lists. The cases are from Montepuez, Chiure, Metuge in Cabo Delgado and Monapo and Nacala Porto in Nampula.
- ❖ 5 complaints of access barriers were received as follows:
  - **2** callers in Macomia complained that they have to travel long distances about 17km to the distribution point and asked the teams to move the distribution point closer to their community.
  - **1** complaint from Campona in Montepuez where assisted households faced long lines/overcrowding to buy the products at the mobile shops.
  - **2** complaints of price increases in contracted shops right after the distribution of value vouchers. The cases come from Campona and Namputo in Montepuez.

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## **WASH (Water, Sanitation and Hygiene)**

- ❖ A total of 23 cases related to WASH were recorded during the month, 52% of which were requests for assistance, 26% positive feedback, 17,5% Complaints and 4% requests for information.

### **Assistance Requests**

- ❖ 10 internally displaced people (IDPs) called to inform that the water provided to their communities is not enough to meet their needs. They would like to request an increase in the amount supplied. Most requests came from Mueda in Mpeme, Eduardo Mondlane and Nandimba resettlement sites.
- ❖ 2 IDPs from Mpeme and Lyanda resettlement in Mueda requested assistance with buckets to conserve water. All requests for assistance have been forwarded to the WASH cluster.

### **Complaints**

- ❖ 1 IDP in Alto Gingone in Pemba City reported case of abuse of power stating that after receiving the distributed value voucher from AVSI for the purchase of hygiene products, a local leader demanded a payment of 200 MZN or that he divide the goods that he intended to purchase. Linha Verde 1458 explained that humanitarian assistance is free and that the caller should not pay anything. The case was forwarded to the WASH cluster focal point from UNICEF.
- ❖ 2 cases of access barriers:
  - 1 person in Chiure, Cabo Delgado mentioned that local leaders are charging 1 Metical for every 20l of water while at the inauguration of the water point everyone was informed that users should pay 20 Meticals per month. Linha Verde1458 forwarded the case to the WASH cluster focal point.
  - 1 claim of price hike of hygiene products in the contracted stores to redeem the value vouchers. Linha Verde 1458 instructed the person to request the receipt after the purchase and shared the case with the WASH cluster focal point.
- ❖ 1 IDP living in the Josina Machel neighbourhood in Pemba reported a case of exclusion. He said that when he arrived at the distribution site, he was informed that an unknown person had already received his entitlement, signing in his place.

## **Shelter and non-food items**

- ❖ Linha Verde 1458 registered 26 cases related to needs for shelter and non-food items. 84.6% are requests for assistance, 3.8% are complaints and 11.5% are positive feedback.

## **Assistance Requests**

- ❖ **Mueda (relocation centers of Lyanda and Nandimba and temporary center of Namatil): 8 IDPs** requested tarpaulins, blankets and household utensils.
- ❖ **Ancuabe (relocation center of Nanona): 4 IDPs** requested tarpaulins and grass mats.
- ❖ **Chiure (center of relocation of Maningane): 1 IDP** requested tarpaulins and grass mats.
- ❖ **Nangade (temporary center of Ntoli): 1 IDP** requested tarpaulin support.
- ❖ **Metuge (relocation center of Nangua 2 and EPC temporary center 25 de Junho): 4 IDPs** requested tarpaulins, blankets, dishes and mosquito nets.
- ❖ **Macomia: 2 IDPs** requested tarpaulins, blankets and kitchen utensils.
- ❖ **Muidumbe: 1 IDP** requested tarpaulins, pots and buckets to conserve water.
- ❖ **Nangade (temporary center of Ntoli): 1 IDP** requested tarpaulins.
- ❖ 1 caller affected by Tropical Storm Freddy called to request roofing sheets, buckets, saws, mosquito nets and flashlights. The case came from Lago in Niassa.

### **Complaints**

- ❖ 1 exclusion claim alleging that IDPs in Nanlia, Metuge were all excluded from the distribution of shelter items (pots, buckets and bowls), and only natives received the articles.

## **Central Region: 1 to 30 June 2023**

- ❖ From the central region Linha Verde 1458 registered 294 cases that are grouped as follows: 40% are requests for information, 13.9% positive feedback, 31.3% complaints and 4.1% requests for assistance.

## **Weather-related queries**

- ❖ A total of 37 requests for information about the weather forecast were received as people continued to monitor the weather daily after the tropical storm. Linha Verde 1458 provided users with weather updates according to the National Institute of Meteorology (INAM) and also advised them to obtain information from official communication channels. Most requests came from Nhamatanda, Muanza and Buzi in Sofala.

## **People affected by Cyclone Freddy**

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



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## **Food Assistance**

- ❖ A total of 25 calls were received by Linha Verde 1458 from people affected by Tropical Storm Freddy. Of the total, 68% were requests for information, 12% were positive feedback, 16% were complaints and 4% were requests for assistance.

## **Information requests**

- ❖ 16 people called to inquire about food distribution dates. Linha Verde 1458 informed about the distribution dates based on the distribution plans shared by WFP. In cases where plans were not available, callers were instructed to seek information from local leaders. The cases came from Caia and Chemba in Sofala, Nicoadala, Gurué and Mocuba in Zambézia and Mutarara in Tete.
- ❖ 1 case from Cahora Bassa in Tete requesting information regarding the duration of assistance.

## **Assistance Request**

- ❖ 1 caller requested support with agricultural tools such as: watering can and hoes. Linha Verde 1458 shared this case with FAO focal points.

## **Complaints**

- ❖ 3 exclusion complaints were registered:
  - 1 caller in Pebane, Zambezia, affected by tropical storm Freddy called to report a case of exclusion in the distribution of agricultural seeds.
  - 1 caller in Mocuba (Macovine), Zambezia, internally displaced, reported cases of exclusion in the distribution of value vouchers for the purchase of food .
  - 1 caller from Chemba, Sofala, affected by tropical storm Freddy called to report a case of exclusion in the distribution of food, claiming that his name had been removed from the list.
- ❖ Complaints of Abuse of Power
  - 1 caller reported a sale of products intended for the School Feeding program in Mutarara in Tete.

## **Protection**

- ❖ 25 child protection cases:
  - 1 report of rape from Quelimane in Zambézia
  - 5 reports of forced marriage coming from Alto Molócuè and Ile in Zambézia, Marracuene in Maputo Province and Vandúzi in Manica. All cases were referred to the Linha Fala Criança child protection hotline (116).
  - **19 information requests** about forced marriage and women's rights came from Mocuba in Zambézia, Nhamatanda and Chemba in Sofala, and Boane in Maputo. Linha Verde 1458 operators were able to provide the requested information during the call.
- ❖ 2 Cases of Gender-Based Violence (VBG):
  - 1 report of physical assault in Dondo in Sofala and 1 request for information on what gender-based violence is. Linha Verde 1458 forwarded the claim to the GBV AoR.
- ❖ 1 caller from Chiure in Cabo Delgado requested support in obtaining civil documentation. The case has been referred to the Protection cluster.
- ❖ 2 SEA claims referred to the concerned organization focal point and to the PSEA Network.