

Linha Verde da Resposta à Emergência 1458

Report period: 1st June – 31st July 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.

20,385 Total Cases Registered

2,460 Cases Registered July 2023

97% Feedback Rate July 2023

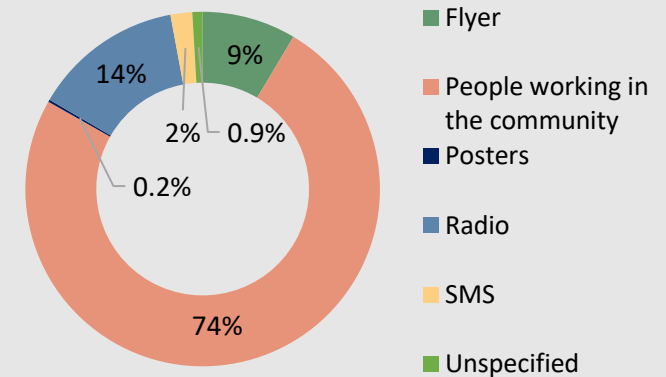


CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 31ST JULY 2023

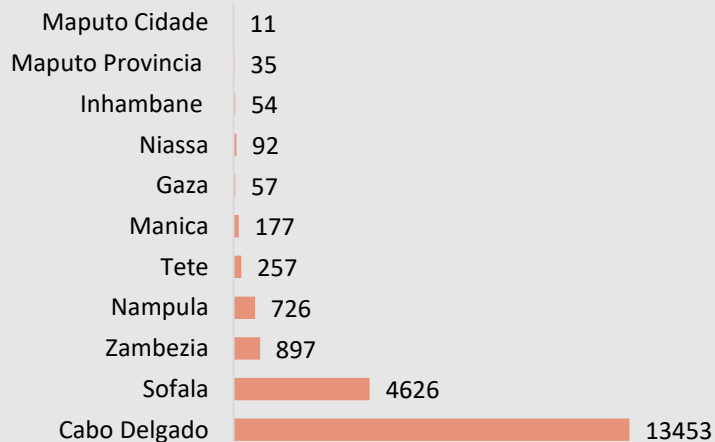
CALLER PROFILE



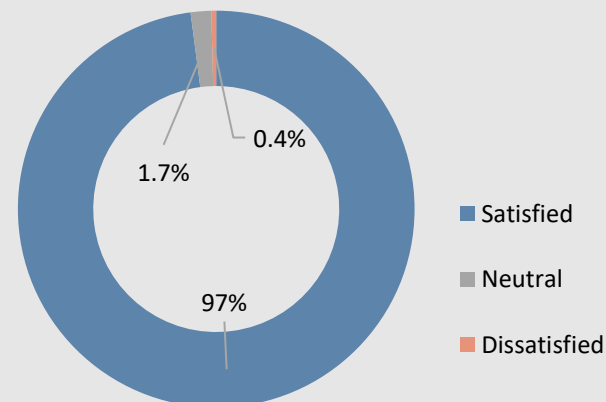
KNOWLEDGE ABOUT LINHA VERDE 1458



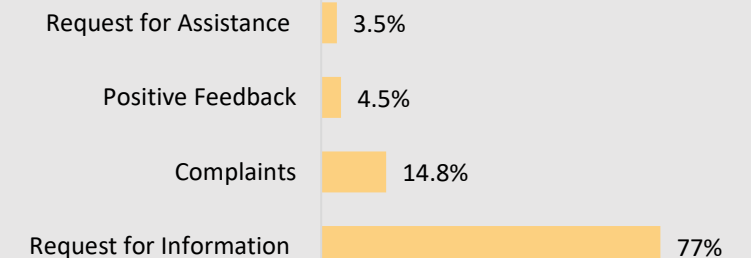
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST AUGUST 2022 – 31ST JULY 2023

1st – 31st July 2023

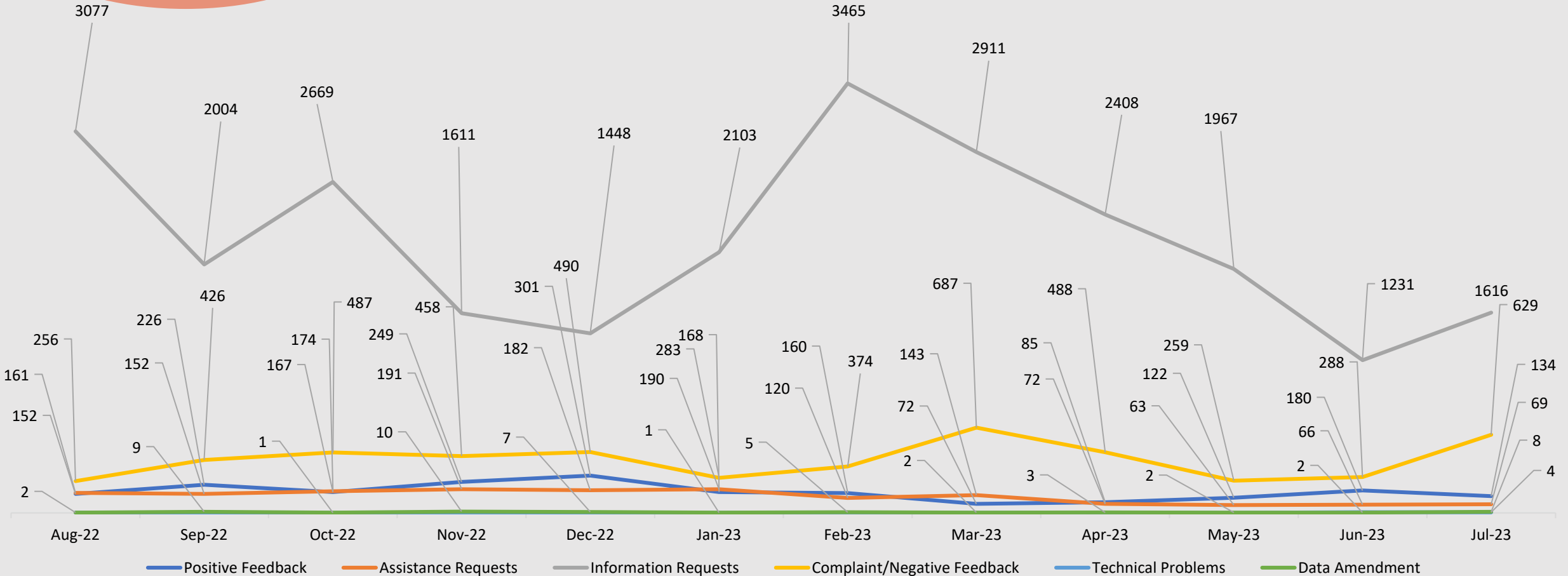
Nr. Total Registered Cases:

2,460

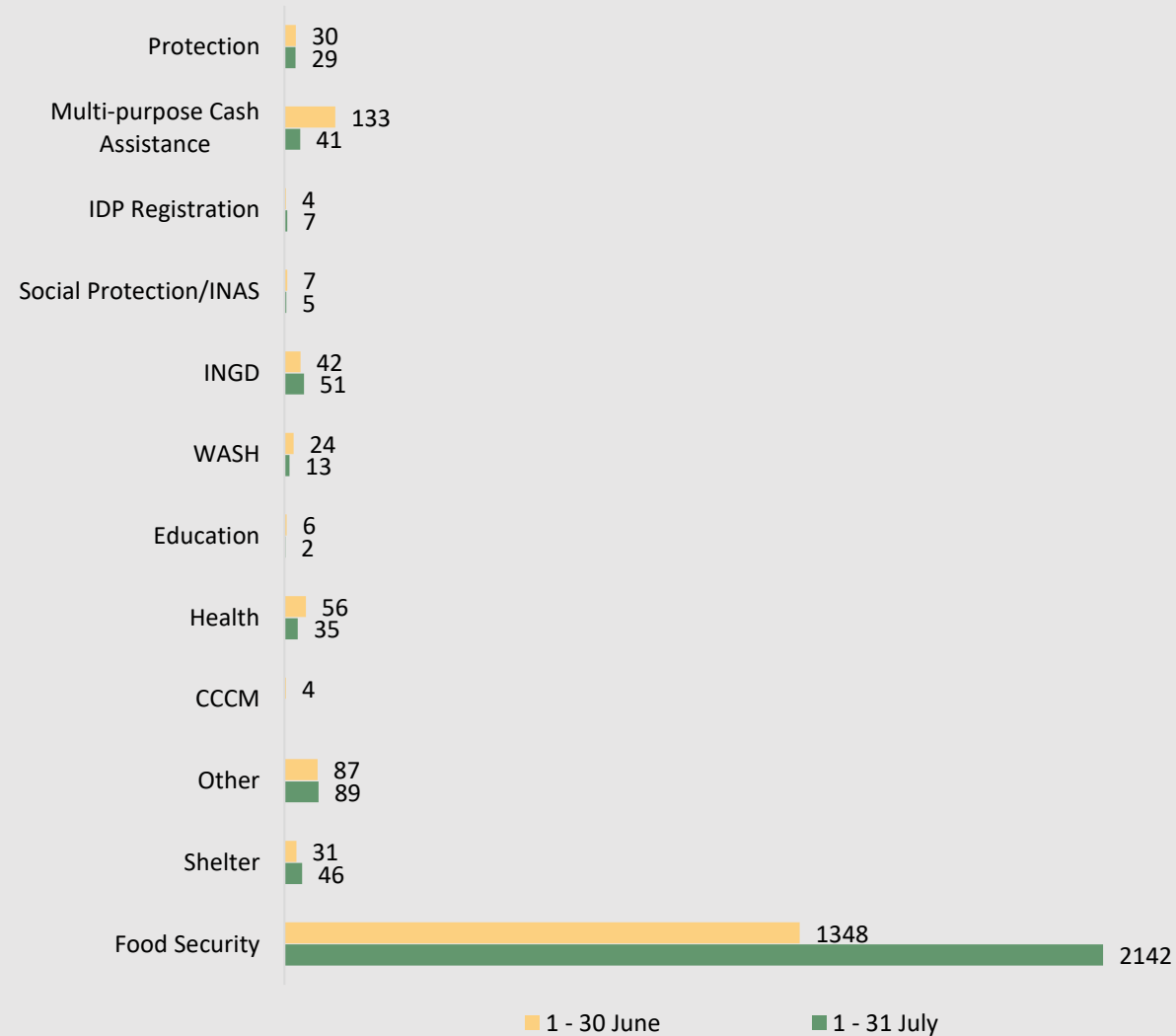
Nr. of calls from the northern region:

2,187

88.9% of the cases registered through Linha Verde 1458 between July 1st – 31st came from the northern region.



CASES PER SECTOR 1ST JUNE – 31ST JULY 2023



Food Security continues to rank first as the sector with most cases with 87% 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.

Sector **Other** refer to inquiries about Linha Verde 1458 objectives

FEEDBACK ANALYSIS PER SECTOR

1ST – 31ST JULY 2023



Cases Registered

2,460

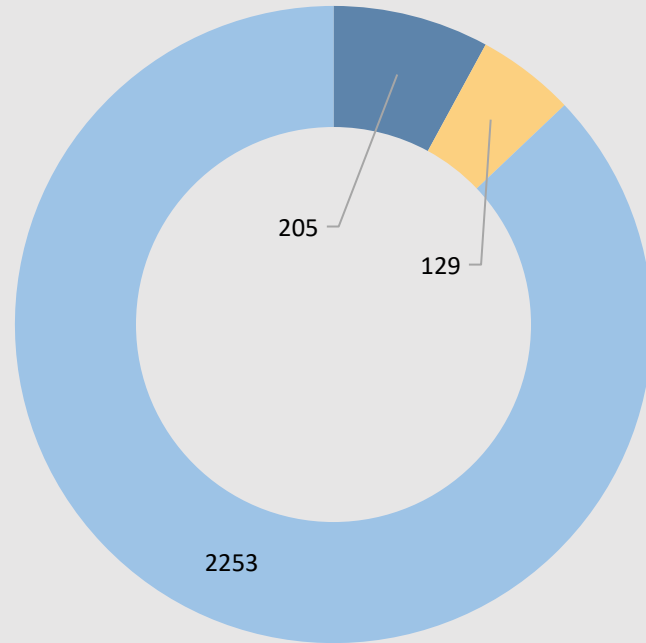
Cases Referred:

8.4%

First Case Resolution:

91.6%

- 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	112	86	2030
Shelter	43	30	3
Other	0	0	89
CCCM	0	0	0
Health	0	1	33
Education	2	0	0
WASH	9	0	4
Protection	2	2	0
Child Protection	4	2	21
GBV	1	0	2
Social Protection/INAS	1	0	4
IDP Registration	6	4	1
INGD	4	0	47
PSEA	0	0	0
Multi-purpose Cash Assistance	22	4	19
Total	205	129	2253

CASES PER REGION

1ST JUNE – 31ST JULY 2023



1st – 31st July 2023

Cases Registered:
2187

Feedback provided:
2153

1st – 31st July 2023

Cases Registered:
236

Feedback provided:
203

1st – 31st July 2023

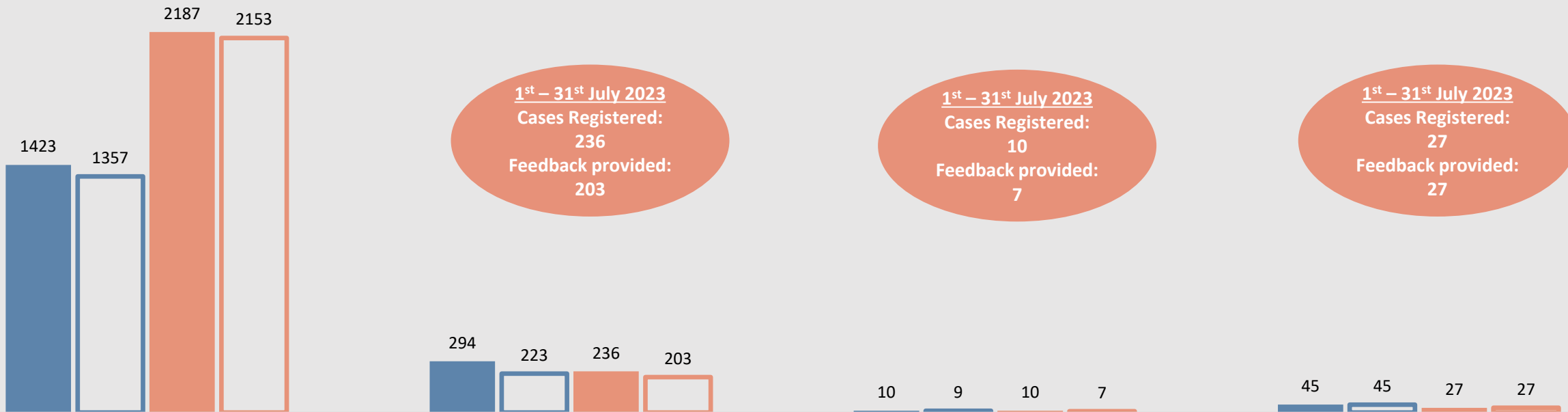
Cases Registered:
10

Feedback provided:
7

1st – 31st July 2023

Cases Registered:
27

Feedback provided:
27



Northern Region

Central Region

Southern Region

COVID-19

Registered Cases 1 - 30 June

Feedback Provided 1 - 30 June

Registered Cases 1 - 31 July

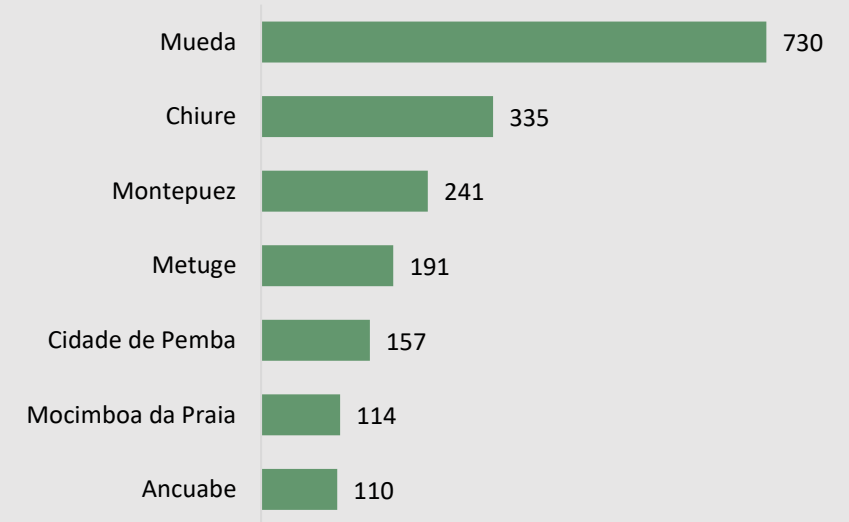
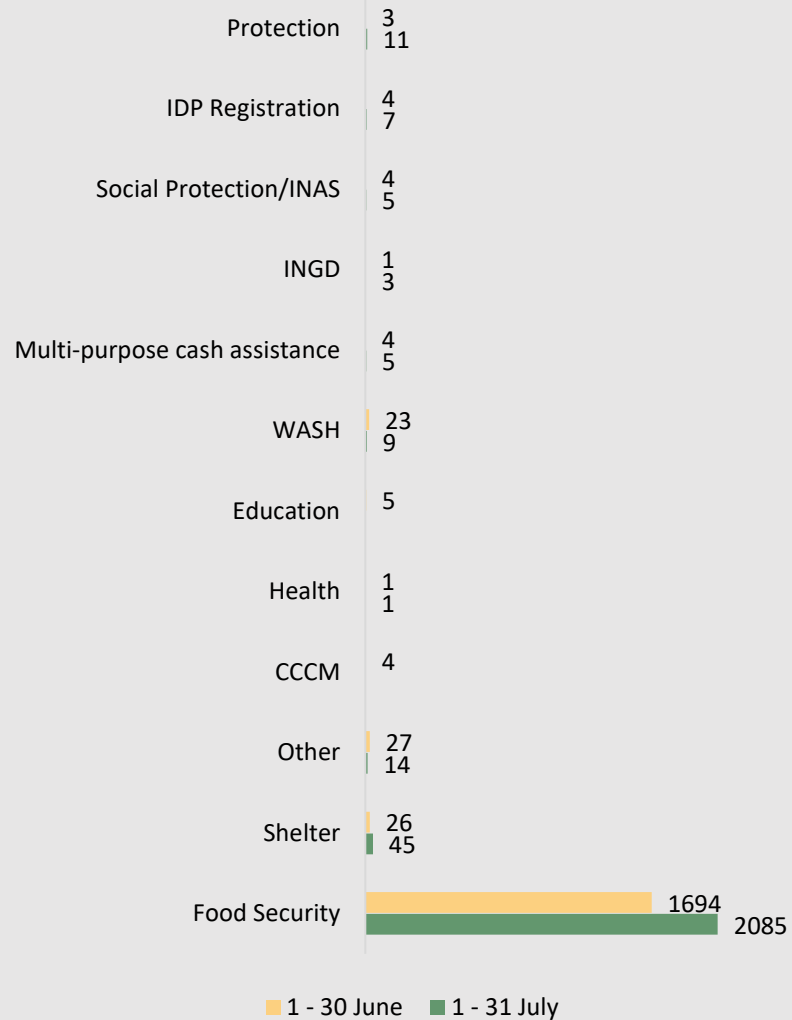
Feedback Provided 1 - 31 July

NORTHERN REGION CASES PER SECTORS 1ST JUNE – 31ST JULY 2023

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



Food Security cases represent 95.3% of all cases registered from the northern region. Requests for information on food distribution timing account for 99.7% with a feedback rate of 100%. Sector **Other** refer to inquiries about Linha Verde 1458 objectives



NORTHERN REGION
1ST JUNE – 31ST JULY 2023

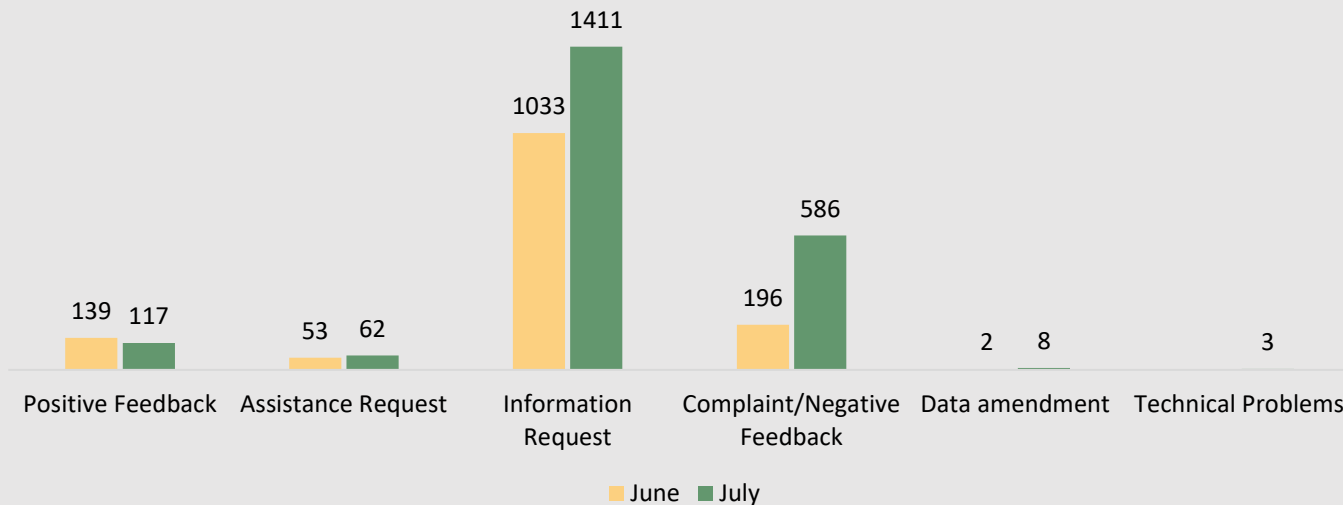
June
 Cases Registered:
1423
 Feedback Provided:
95%

July
 Cases Registered:
2187
 Feedback Provided:
98%

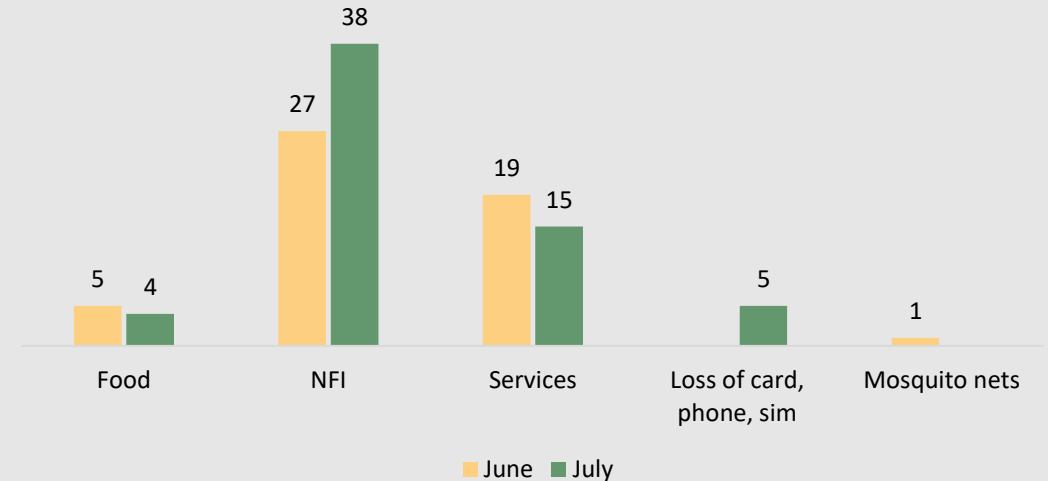
June
 Cases Registered:
53
 Feedback provided:
60%

July
 Cases Registered:
62
 Feedback provided:
69%

CASE TYPES



ASSISTANCE REQUEST



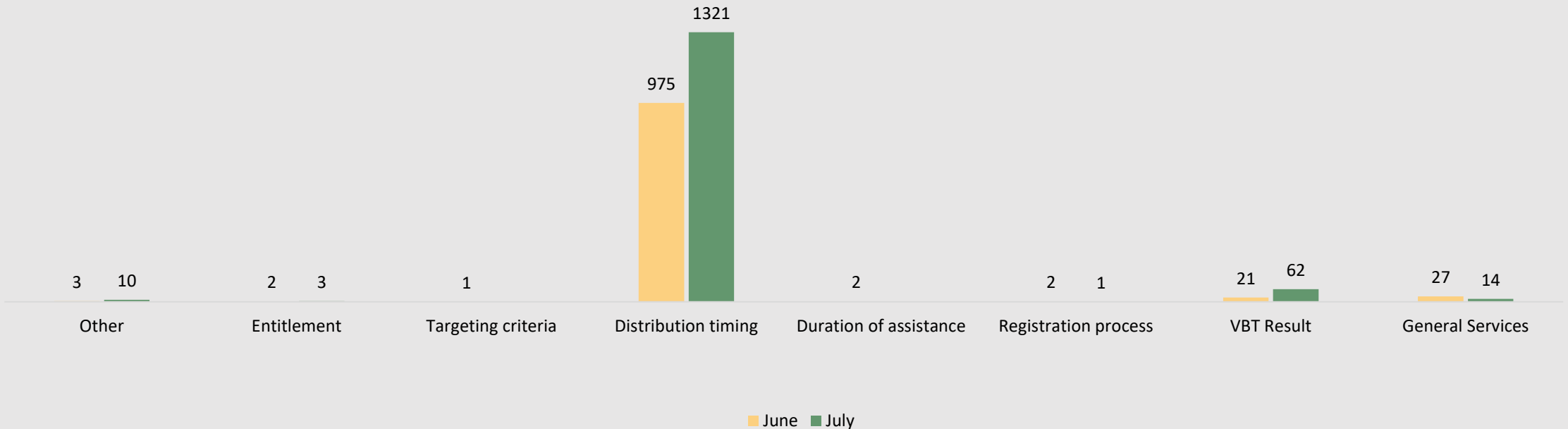
NORTHERN REGION INFORMATION REQUESTS 1ST JUNE – 31ST JULY 2023



June
Cases registered:
1033
Feedback provided:
100%

July
Cases registered:
1411
Feedback provided:
100%

Linha Verde 1458 registered an increase 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 1ST JUNE – 31ST JULY 2023

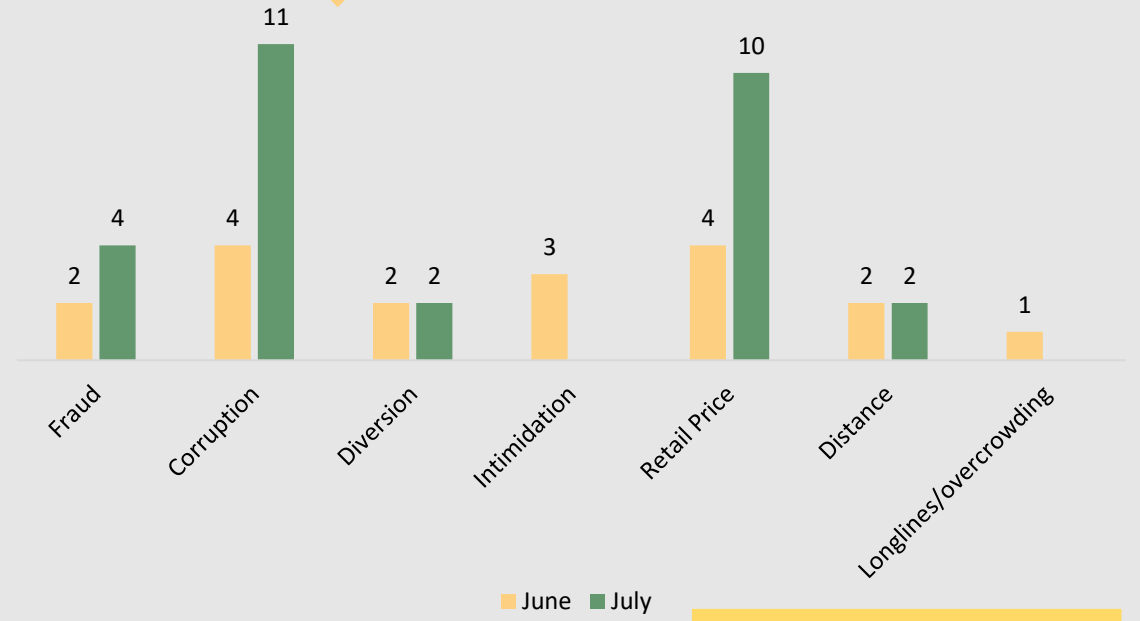
Approximately **92.5%** of exclusion errors are from IDPs and some from host communities who were no longer targeted for assistance as a result of the VBT. These people were taken through the VBT questionnaire to verify their status and those who appear to meet the criteria will be verified at the community level.



NORTHERN REGION BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST JUNE – 31ST JULY 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.



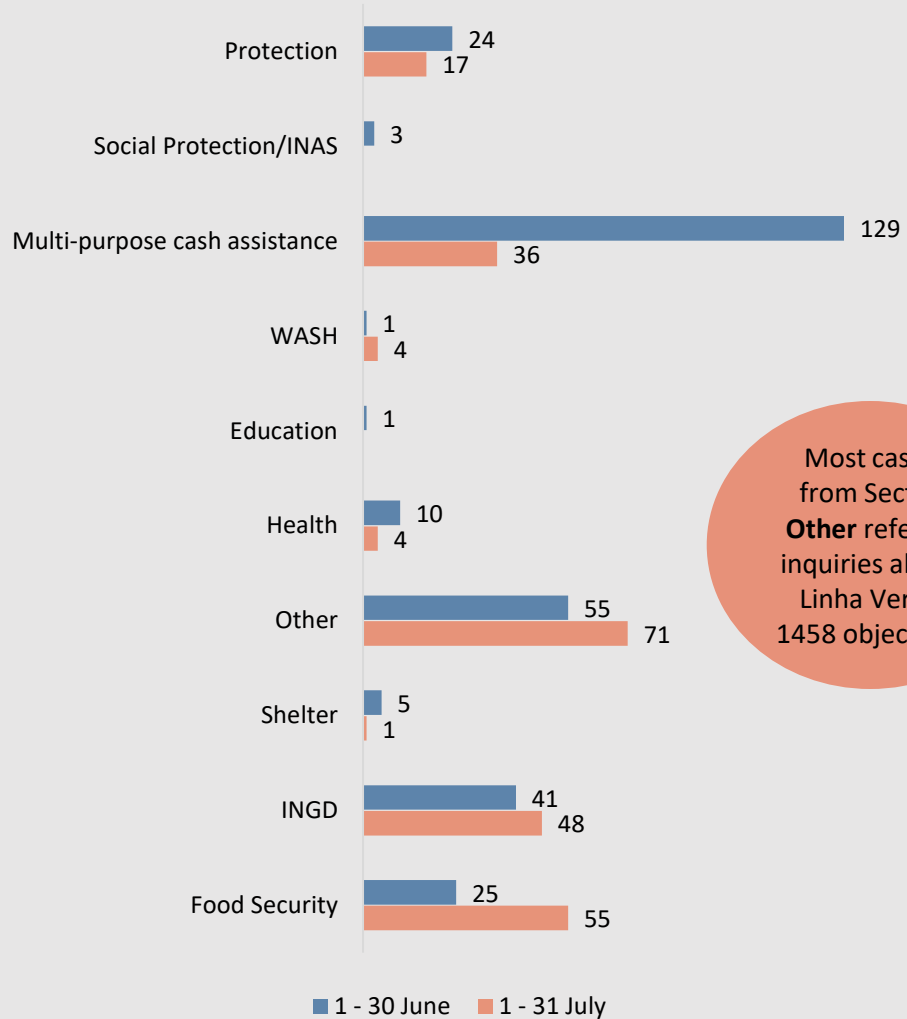
Complaints – Abuses of power

Complaints – Access barriers

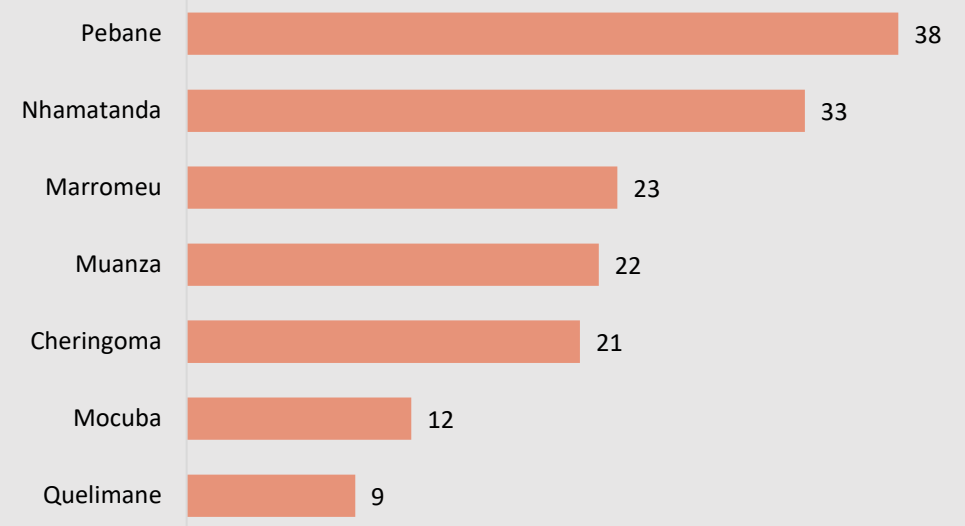
**CENTRAL REGION
CASES PER SECTORS
1ST JUNE – 31ST JULY 2023**



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



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



CENTRAL REGION
1ST JUNE – 31ST JULY 2023

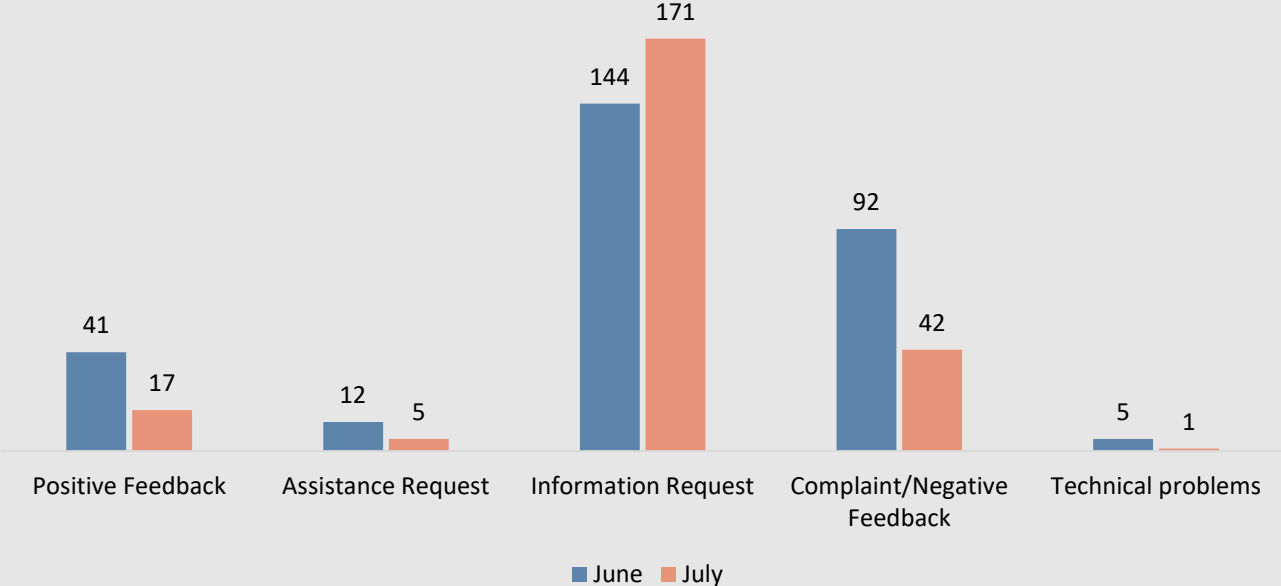
June
 Cases Registered:
294
 Feedback Provided:
76%

July
 Cases Registered:
236
 Feedback Provided:
86%

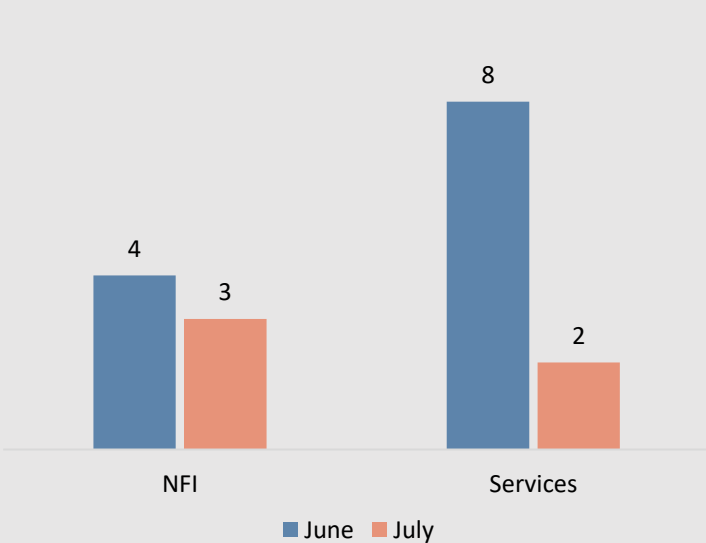
June
 Cases Registered:
12
 Feedback Provided:
67%

July
 Cases Registered:
5
 Feedback Provided:
60%

CASE TYPES



ASSISTANCE REQUEST



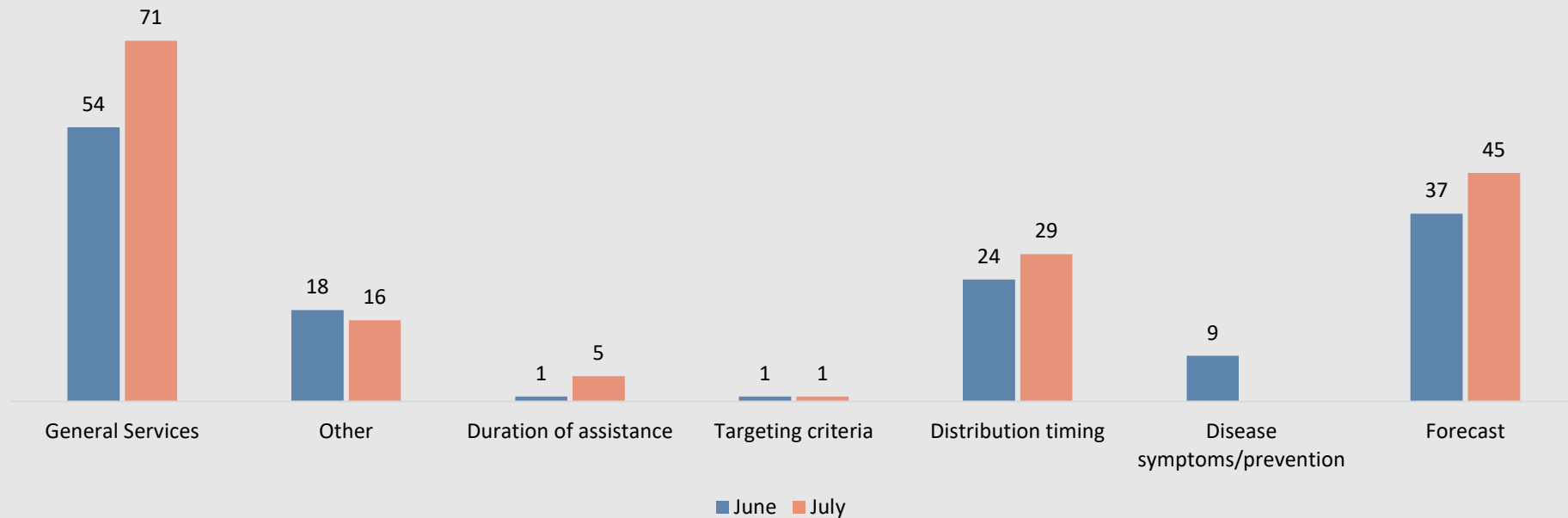
CENTRAL REGION INFORMATION REQUESTS 1ST JUNE – 31ST JULY 2023



General Services refer to inquires about Linha Verde 1458.

June
Cases Registered:
144
Feedback Provided:
100%

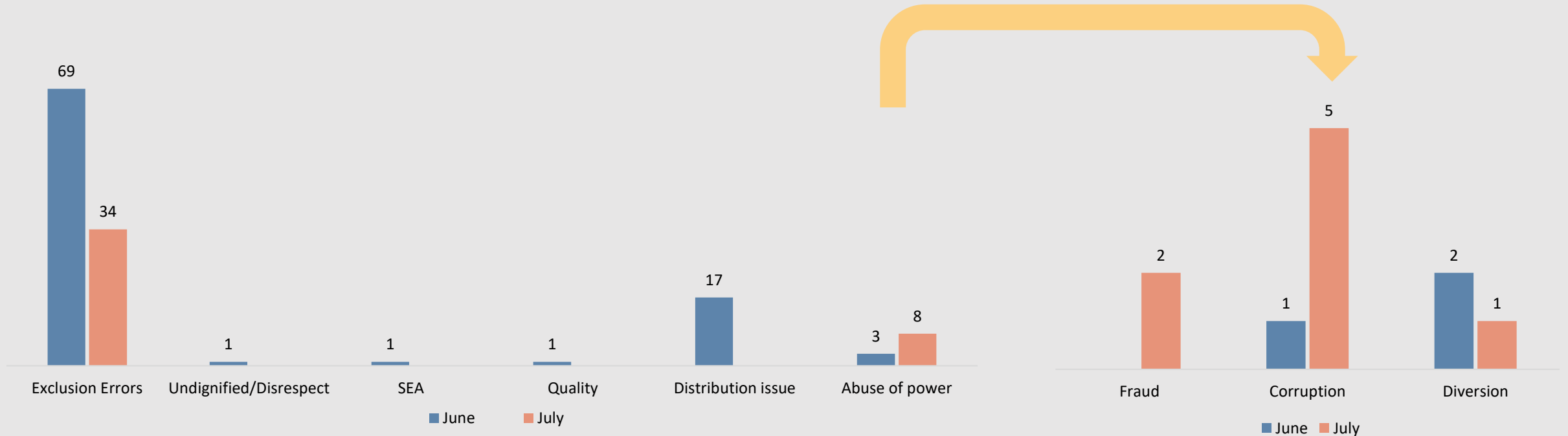
July
Cases Registered:
171
Feedback Provided:
98%



**CENTRAL REGION
COMPLAINTS/NEGATIVE FEEDBACK
1ST JUNE – 31ST JULY 2023**



**CENTRAL REGION
BREAKDOWN OF ABUSES OF POWER
1ST JUNE – 31ST JULY 2023**



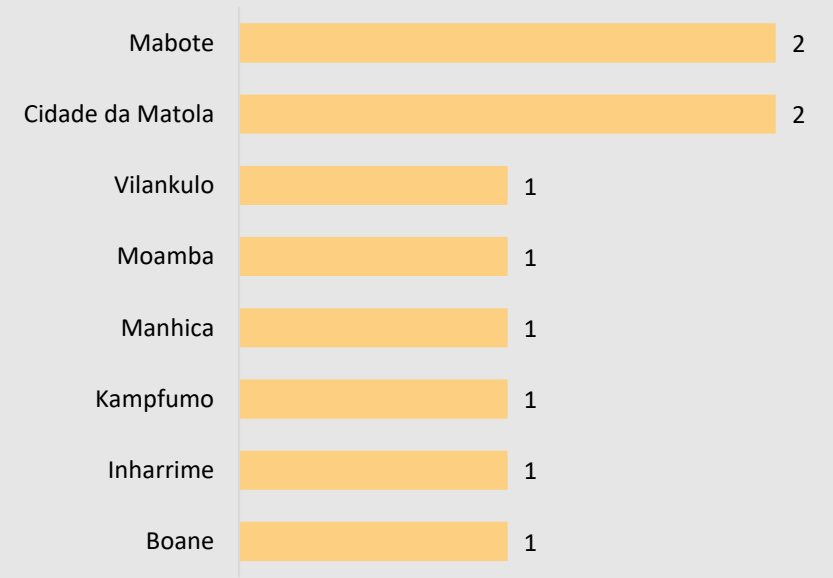
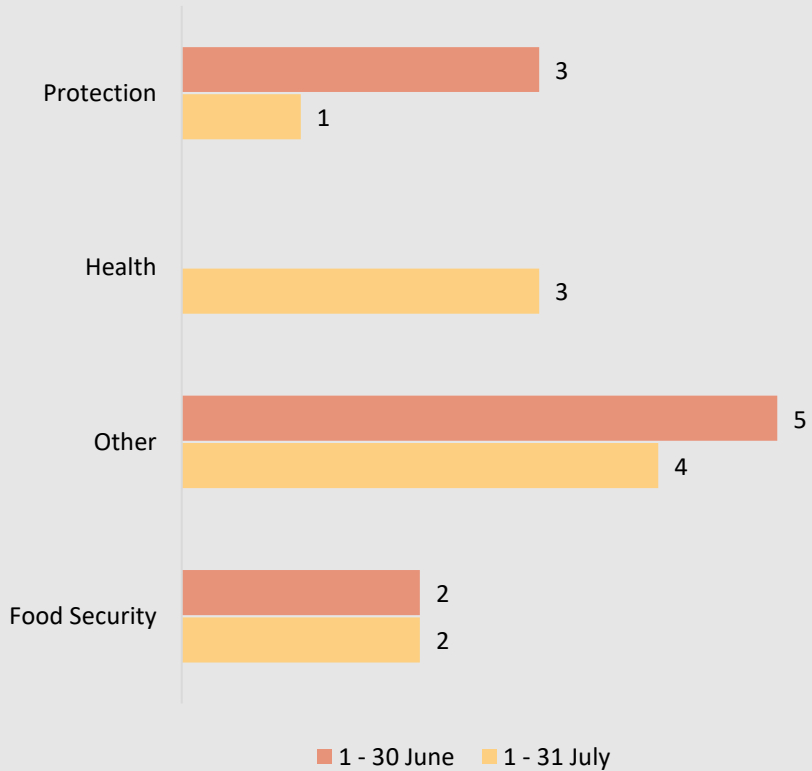
Complaints – Abuses of power

**SOUTHERN REGION
CASES PER SECTORS
1ST JUNE – 31ST JULY 2023**

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



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



POSITIVE FEEDBACK

1ST – 31ST JULY 2023



SOCIAL PROTECTION/INAS

"I'm from Niassa, Cuamba district, in Titimane, Mendosa neighborhood. I was a victim of tropical cyclone Freddy and I am a beneficiary of financial assistance provided by INAS. As part of the second phase of support for people affected by the cyclone. I received a cell phone on 05.07.2023, through the INAS in order to receive money via mobile wallets. I call to say thank you for your support." **Male, Cuamba, Niassa**

SHELTER

"I called to thank you for the support I received from Solidarités. I received tarps on 07/07/2023. I have been displaced from Nangade since October 2020, I currently live in the district of Mueda, in the locality of Imbuho headquarters in the relocation center of Lyanda with my family composed of 7 members." **Male, Mueda, Cabo Delgado**

MULTI-PURPOSE CASH ASSISTANCE

"I was affected by the tropical cyclone Freddy in the province of Zambézia, in the district of Pebane. I called to thank you for the money I received via Mpesa account in the amount of 7500 MZN from the NRC (Norwegian Refugee Council) project on July 03, 2023." **Female, Pebane, Zambezia**

INGD - FOOD SECURITY

"I call to thank you for the support I received from INGD on 28/07/23, where I received 1 food kit consisting of: 50 kg bag of rice and 10 kg of beans. I have been displaced from Mocimboa da Praia since December 2020, I currently live in the Province of Niassa, in the City of Lichinga, in the town of Malica, in the relocation center of Malica with my family of 8 people." **Female, Lichinga, Niassa**

FOOD SECURITY

"I have been displaced from Meluco to Chiure since 2021 due to armed attacks. I live in Chiure, locality of Milamba, Meculane relocation center with 8 family members. I was registered by the village chief and am a beneficiary of food assistance provided by WFP and partners. I received support yesterday, July 22, 2023, for a value voucher of 4230MZN. I am very grateful to WFP for this help." **Female, Chiure, Cabo Delgado**

WASH

"I am from Zambézia, district of Namacurra, locality of Muebele, in the neighborhood of Nevura. I was a victim of tropical cyclone Freddy and partially lost my possessions. As part of social support for people who were victims of the cyclone, last Saturday, 1/7/2023, a partner whose name I don't know I received shelter and hygiene material (buckets, drums, brush, toothpaste and soap. I called to thank you for this support." **Male, Namacurra, Zambezia**

FOOD SECURITY

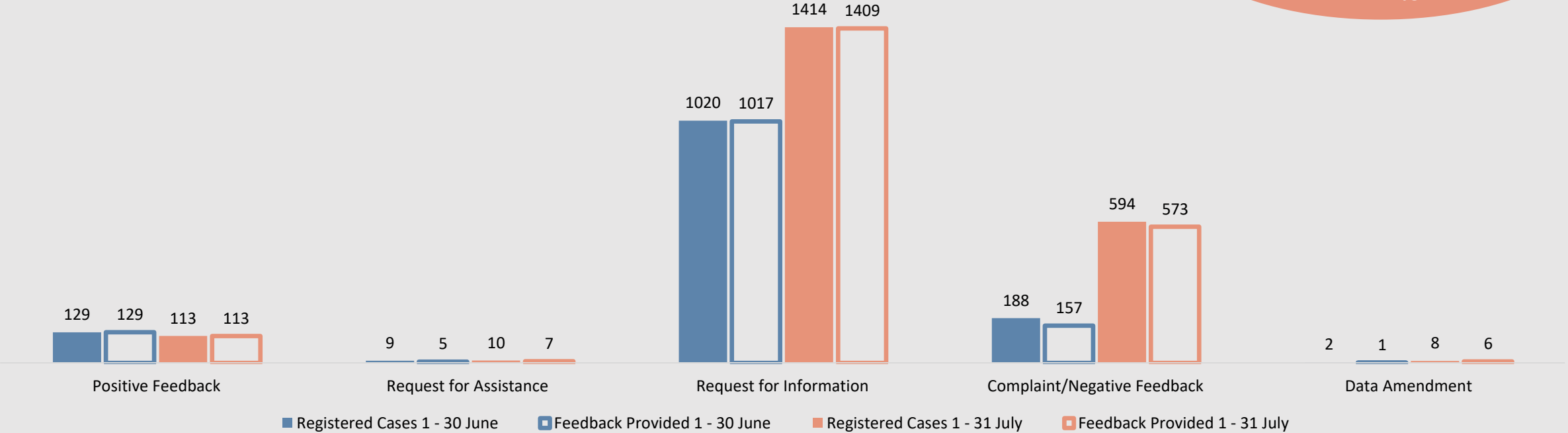
Sofala	33
Zambezia	18
Tete	3
Nampula	21
Cabo Delgado	2059
Inhambane	2
Niassa	5
Manica	1

Referred Cases	112
Referred Cases Feedback	86
First Case Resolution	2030



1st – 31st July 2023
 Cases Registered:
2142
 Feedback Provided:
2111

1st – 31st July 2023
97% of the cases registered here are from the northern region of the country. Requests for **food assistance in some cases** are also accompanied simultaneously by requests for NFI assistance in the **form of agricultural tools and seeds, shelter kits and or tents** as well as **hygiene kits**.



SHELTER/ NFI



1st – 31st July 2023

Cases Registered:
46

Feedback Provided:
44

Zambézia	1
Cabo Delgado	43
Niassa	2

Referred Cases	43
Referred Cases Feedback	30
First Case Resolution	3

WASH



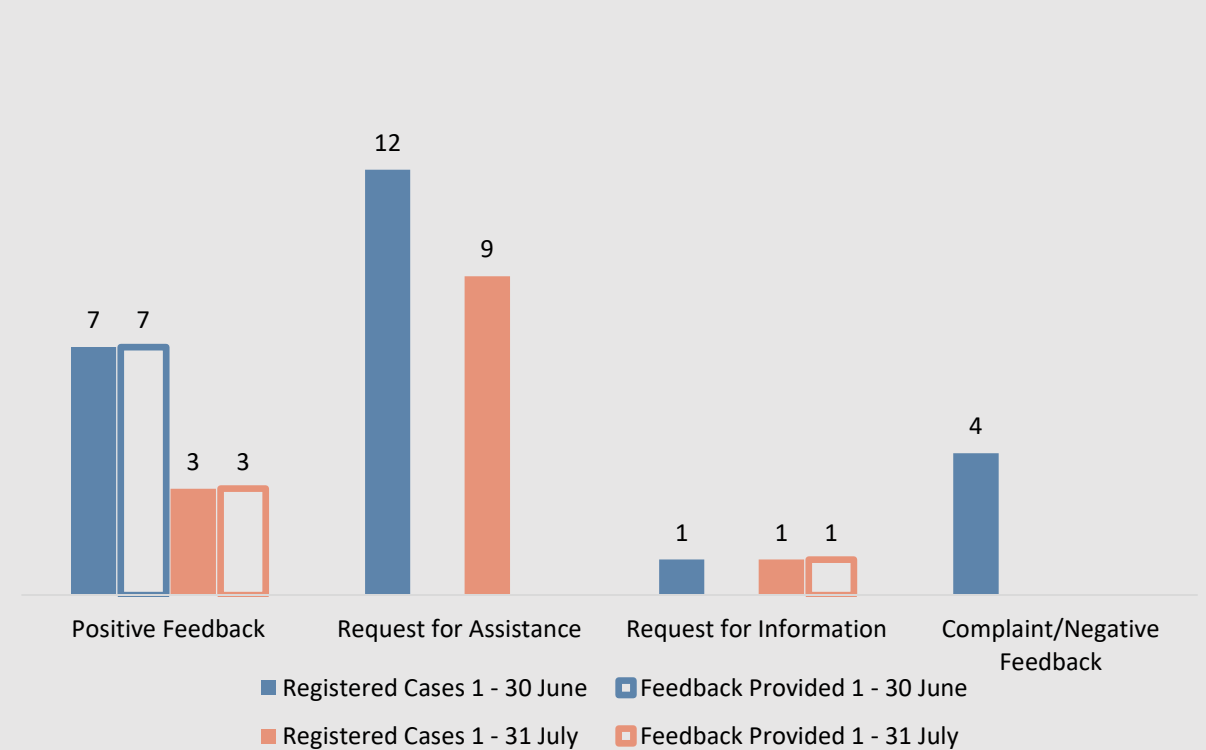
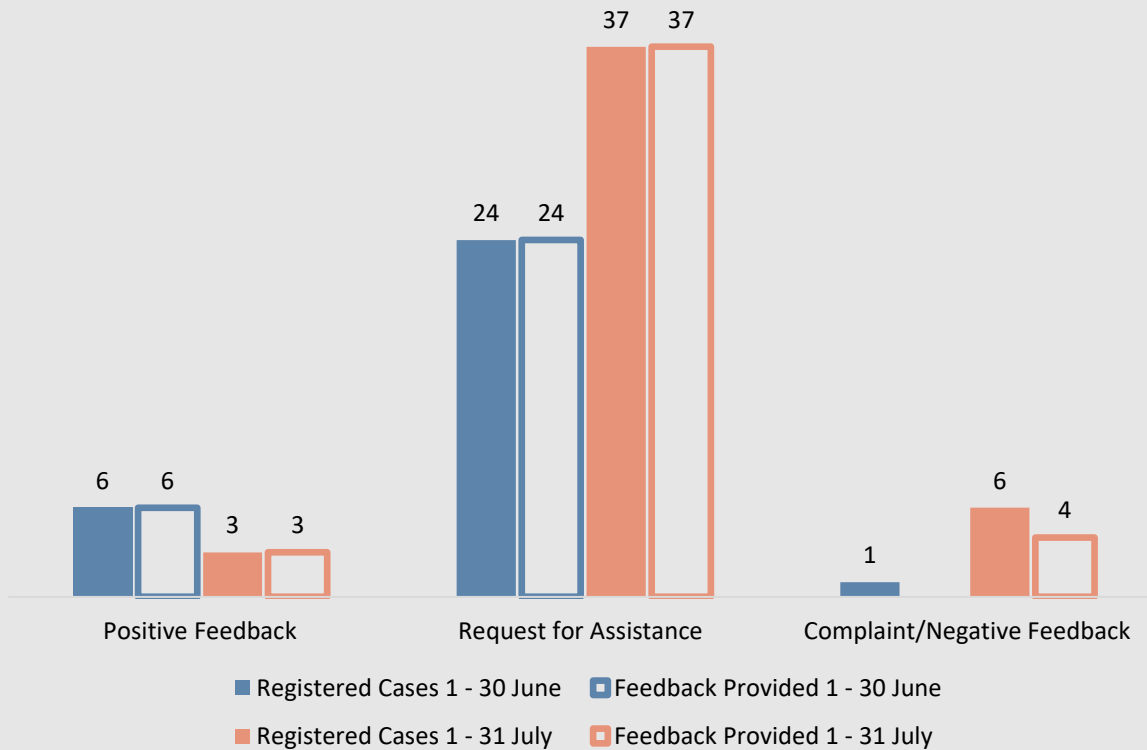
1st – 31st July 2023

Cases Registered:
13

Feedback Provided:
4

Zambézia	4
Cabo Delgado	9

Referred Cases	9
Referred Cases Feedback	0
First Case Resolution	4



CHILD PROTECTION



1st – 31st July 2023

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

1st – 31st July 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.

Sofala	4
Zambézia	11
Nampula	7
Cabo Delgado	2
Maputo Cidade	1

Referred Cases	4
Referred Cases Feedback	2
First Case Resolution	21

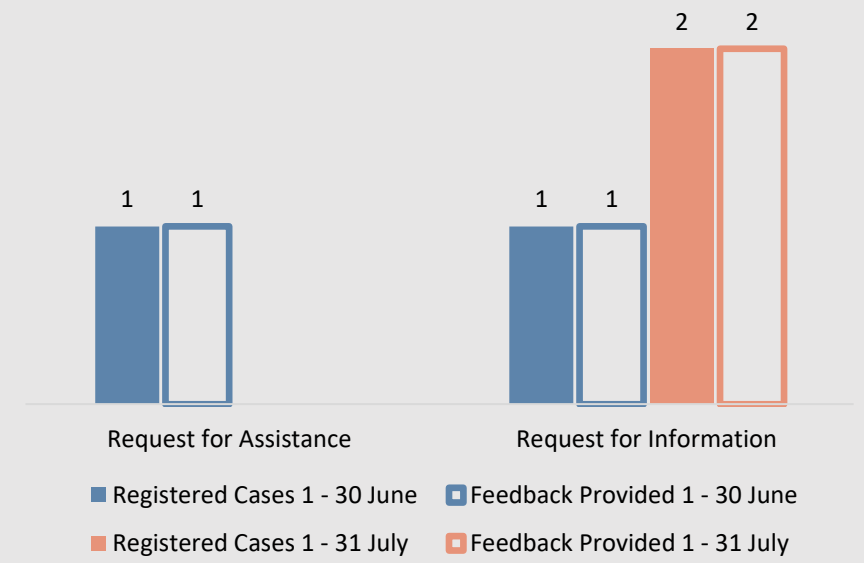
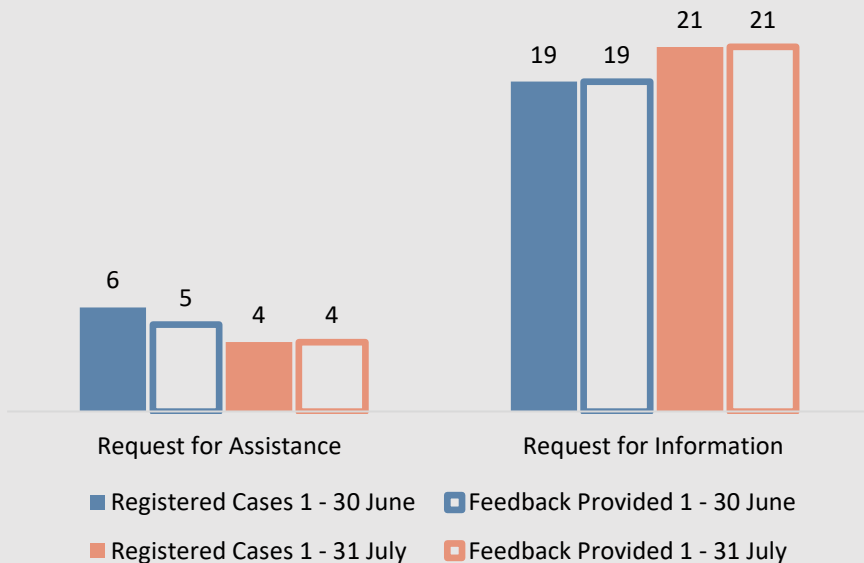
Child Protection sector includes:
Rape - 2 cases
Forced marriage - 1 case
Psychological/Emotional abuse - 1 case
Forced marriage (info) - 21 cases

GBV

Sofala	1
Zambezia	1

Referred Cases	0
Referred Cases Feedback	0
First Case Resolution	2

GBV sector includes:
GBV (info) - 2 cases



PROTECTION



Cabo Delgado	2
Referred Cases	2
Referred Cases Feedback	2
First Case Resolution	0

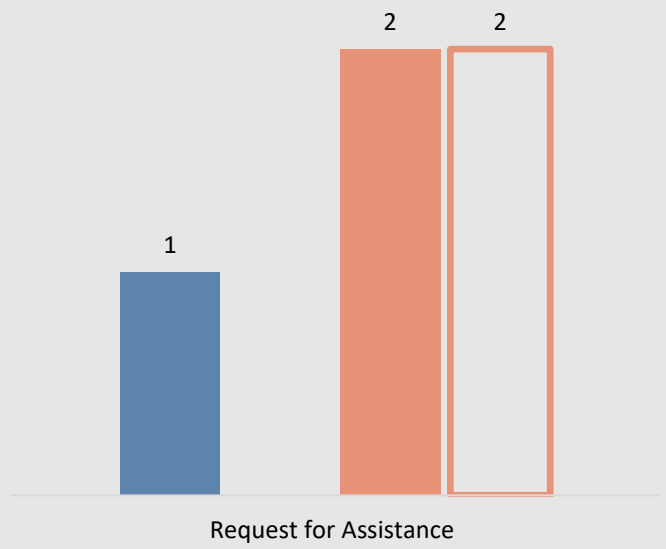


IDP REGISTRATION

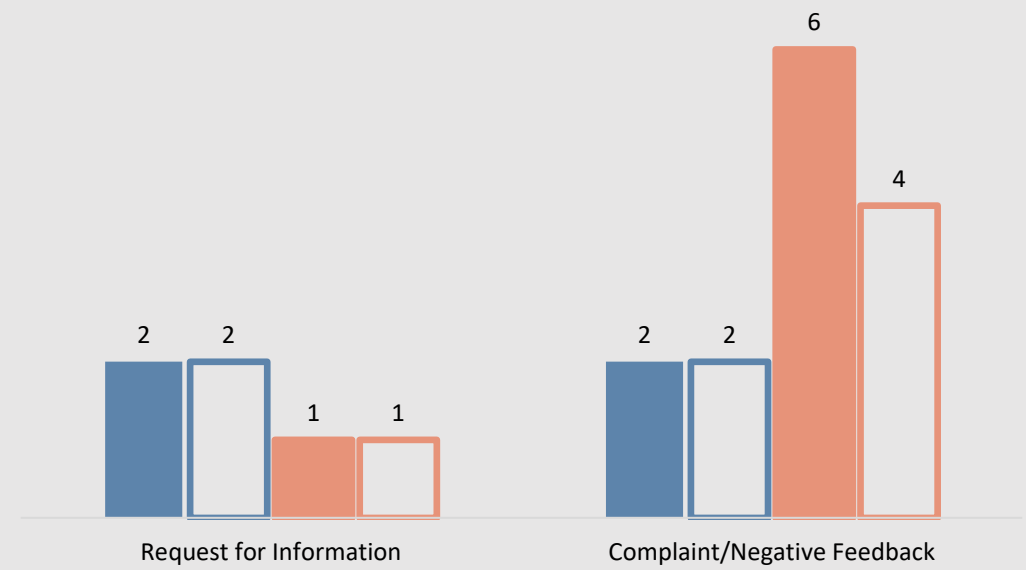
Nampula	1
Cabo Delgado	6
Referred Cases	6
Referred Cases Feedback	4
First Case Resolution	1



Protection sector cases Includes:
 Civil documentation - 2 cases



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



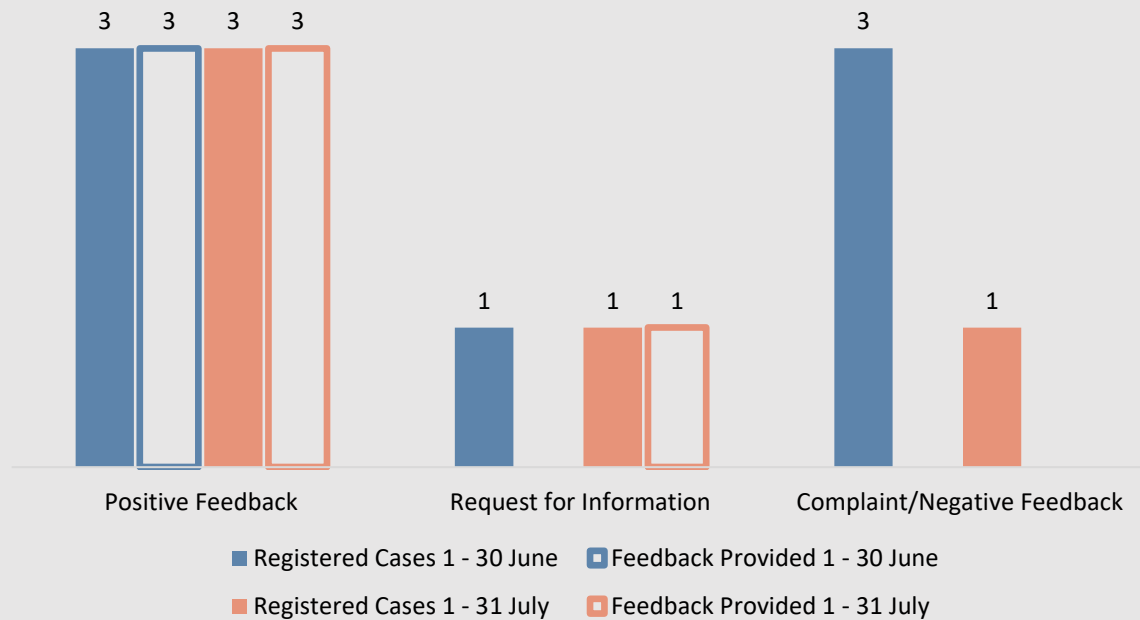
■ Registered Cases 1 - 30 June □ Feedback Provided 1 - 30 June
 ■ Registered Cases 1 - 31 July □ Feedback Provided 1 - 31 July

SOCIAL PROTECTION/INAS

Niassa	5
Referred Cases	1
Referred Cases Feedback	0
First Case Resolution	4

1st – 31st July 2023

Cases Registered:
5
Feedback Provided:
4



HEALTH

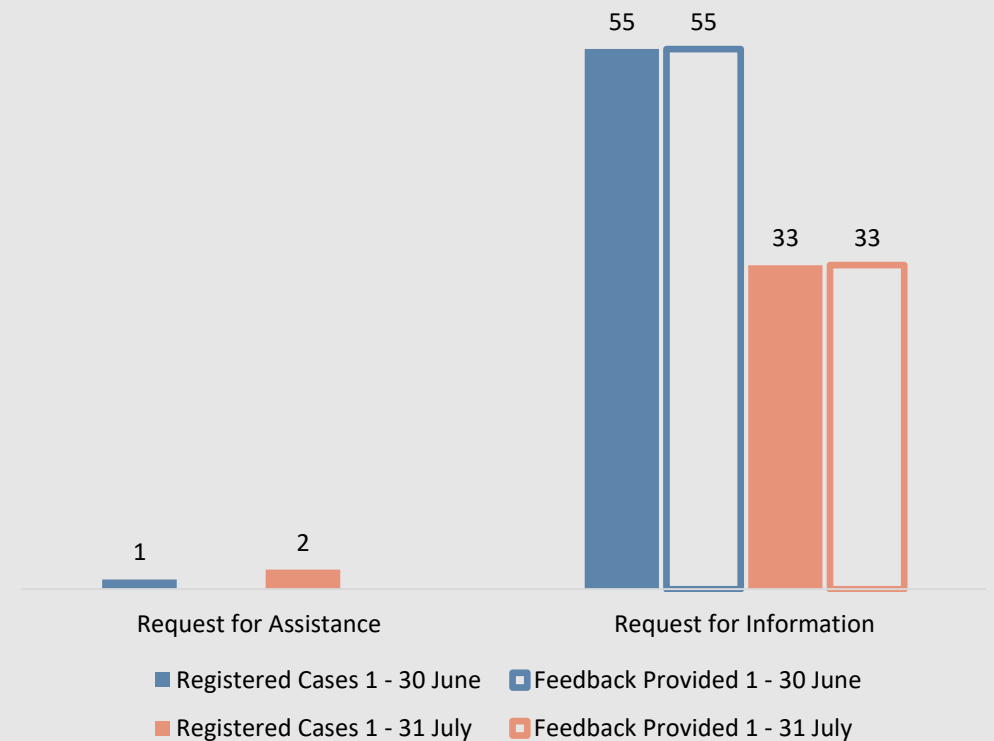


Sofala	15
Zambezia	10
Manica	3
Tete	2
Cabo Delgado	2
Inhambane	1
Maputo Provincia	2

Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	33

1st – 31st July 2023

Cases Registered:
35
Feedback Provided:
33

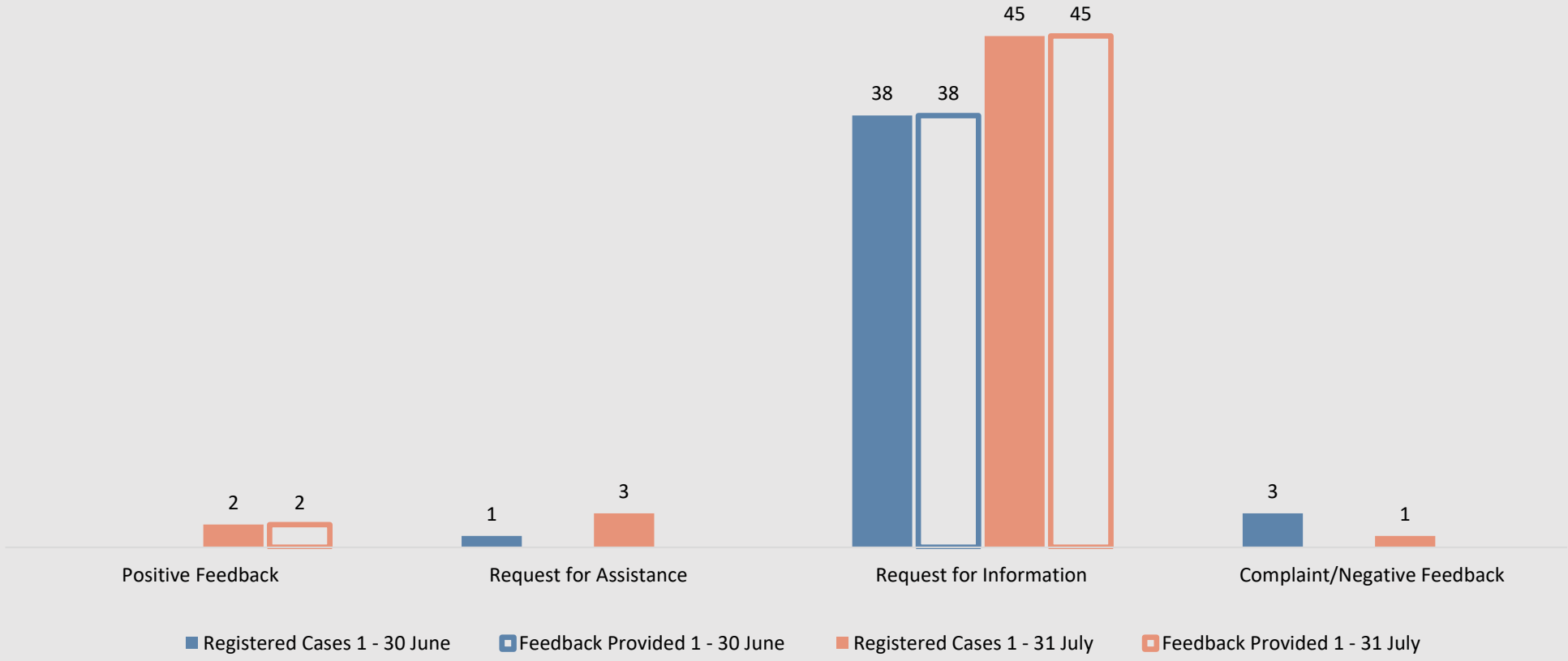


INGD

Sofala	42
Zambezia	3
Manica	1
Tete	2
Niassa	3

1st – 31st July 2023
 Cases Registered:
51
 Feedback Provided:
47

Referred Cases	4
Referred Cases Feedback	0
First Case Resolution	47



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST JULY 2023

Overview

- ❖ In July 2023 Linha Verde 1458 registered a total of **2,460** cases with an overall feedback rate of **97%**.
 - **91.6%** are cases closed during the call (first case resolution)
 - **8.4%** are cases referred to cluster focal points for verification and feedback, of which 62.9% have been addressed and closed with feedback. The following sectors are notable for the rate of feedback provided: Food Security (77% of 112 cases), Shelter (69% of 43 cases), Child Protection (50% of 4 cases) and Protection (100 % of 2 cases).

Workshop on prevention of abuse of power in Nampula

In recognition of the high prevalence of concerns raised regarding local leaders, WFP, the PSEA Coordinator, IOM, OHCHR and the protection cluster have worked jointly with INGD and the Attorney General's office since February 2022 to run provincial and district level workshops for the prevention of abuses of power in the humanitarian assistance. Having started in Cabo Delgado, reaching a majority of the affected districts, the approach was taken to the district level in Nampula in July 2023.

Over 2 days per district, in Nampula city, Rapale, Meconta, Erati, Monapo, Nacala-Porto, Nacala-a-Velha and Memba, government stakeholders engaged in the IDP response and local leaders from host communities were engaged in a participatory manner on the disaster management law, the role of INGDs Social and Environmental Safeguarding Division, the new code of conduct for humanitarian actors which was approved by the consultative council of INGD in May, as well as the policies that guide the approach of the humanitarian agencies and organizations that provide humanitarian assistance in northern Mozambique. These presentations were followed by a presentation of trends of cases received through Linha Verde 1458 and a presentation by the local Prosecutor on laws as they apply to abuse of power in the humanitarian response.

At the end, actions were jointly identified for the prevention and response to abuses of power in the humanitarian response and a common strategy was defined to mitigate and prevent such cases by government representatives involved in the humanitarian assistance.

Northern Region (IDP): 1– 31 July 2023

- ❖ In the northern region Linha Verde 1458 registered a total of **2,187** cases regarding to the humanitarian assistance and response to internally displaced persons. Of all cases food security represent **95.3%**, shelter needs and assistance **2.1%**, **0.4%** are related to WASH, and **0.3%** concern registration of internally displaced persons (IDPs) for food assistance.

Food Assistance

- ❖ Out of the total **2,085 food security** concerns raised through the hotline, **66.5%** are **information requests**, **27.3%** **complaints**, **5.2%** **positive feedback**, **0.4%** **requests for assistance** and **data amendment**.

Information Requests

- ❖ The requests for information are divided as follows:
 - **1,319** assisted people called seeking information about the food distribution timing. Linha Verde 1458 continues to provide information on the dates based on the distribution plans shared by the World Food Programme (WFP) and if plans are not shared callers are guided to contact local leaders to gather planned dates based on the information shared by the partners. The majority called from **Mueda, Montepuez, Chiure, Metuge, Pemba, and Ancuabe**.
 - **62** people called to inquire about the **vulnerability results** to know whether their names are now included in the beneficiary after being submitted to the vulnerability assessment questionnaire (VBT). Callers are informed that after vulnerability questionnaire is applied a verification is done by WFP team before the names can effectively be in the lists. The inquiries came from **Mueda, Chiure, and Montepuez**.
 - **2** assisted IDPs called to ask whether it is possible to make changes to their **entitlements** by increasing the quantities distributed and change the corn for rice or maize. Linha Verde 1458 explained that due to scarcity of funds and limited availability of stocks WFP and partners are not in position to accommodate such requests. The calls come from **Macomia and Muidumbe**.

Complaints

- ❖ Linha Verde 1458 received **570** complaints concerning food assistance. **93.3%** allegation of **exclusion error**, **2.6%** claims of **abuse of power**, **2.4%** were complaints of **quality**, **2.1%** claims of **access barriers**.
- ❖ Out of the **533** exclusion errors received:
 - **502** IDPs and members of the host community claimed that their names were in the beneficiaries lists but did not receive food in the previous distributions. Linha Verde 1458 continues to apply the VBT questionnaire and inform callers about the results that indicate whether they can be considered to receive food assistance in the next distributions. Of the 502 assessed **447 seem to meet the eligibility criteria**. Those were submitted to the WFP team for further analysis in the field. The cases came mostly from **Mueda and Chiure**, and then **Metuge, Montepuez, Pemba, Ancuabe and Namuno**.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST JULY 2023

- **21** IDPs complained that they did not receive food in the previous distribution cycle because their names were removed from the beneficiary lists. Linha Verde 1458 recommends callers to report these issues to helpdesks during the distribution for immediate verification and possible resolution. The cases came from **Mocímboa da Praia, Macomia, Quissanga, and Muidumbe** where lists are still determined in collaboration with local leadership.
- **7** assisted people complained that during the distribution people unknown to them and without their consent received their ration in their name. They are instructed to report these issues at the helpdesks immediately and arrive early at the distribution point. The cases came from Mpeme and Lyanda sites in Mueda, Ocua site in **Chiure**, EPC 25 de Junho temporary center in **Metuge**, Muadi in **Nangade** and community of Praia in **Quissanga**.
- **2** reports of exclusion of food distribution of the entire neighborhoods of Nanduadua in **Mocímboa da Praia** and Arexi in **Cidade Nampula**. The cases were referred to WFP.
- ❖ **15** complaints of **abuse of power** were received and they are distributed as follows:
 - **11** allegations of **corruption** of which **6** come from **Pemba** in the neighborhoods of Josina Machel and Alto Gingone where callers reported that local leaders were charging amounts between **200, 300, 500** and **1000MZN** to keep the names of assisted people in the beneficiary lists. Linha Verde 1458 explained that there was no registration of beneficiaries in progress in Pemba, as the registration had been done previously with the application of the VBT questionnaire. The other **5 corruption** allegations refer to local leaders charging between **10, 500, 700, 1000** and **3000MZN** to include people in the lists for food assistance. The allegations came from Nicavaco site in **Metuge**, Lyanda site and community of Maputo in **Mueda**, Ocua site in **Chiure**, and Changane community in **Macomia**. Linha Verde 1458 explained to callers that humanitarian aid is free and no one should pay such charges.
 - **3** complaints of **fraud** stating that people in charge of management of the beneficiary lists are creating fictitious names to include in the lists so they can collect the rations for them. The complaints are from Lyanda site in **Mueda, Quissanga** in Cabo Delgado and **Monapo** in Nampula.
 - **1** complaint of **diversion** and sale of food rations by the local leader in the community of Litandacua in **Macomia**. This case was forwarded to WFPs CFM focal points for follow up.
- ❖ **12** reports of **access barriers** regarding food assistance:
 - **10** claims increase of **retail price** of rice, maize and cooking oil right after distributions of value vouchers take place. Callers were informed that due to the scarcity of rice in the market, the prices are rising. For other products, Linha Verde 1458 continues to encourage callers to monitor prices in the different available shops to opt for the most affordable ones. The cases are from Eduardo Mondlane and Nandimba sites in Mueda, Alto Gingone in Pemba and Bairro Cimento in Chiure.

- **2** complaints of long **distance** between the communities and the food distribution point. One complaint refers to the previous distribution cycle where assisted people in the Nangua site, Metuge had to travel 2km to reach the distribution point due to breakdown of the distribution truck. Other complaint come from Nachivela community in Macomia.
- ❖ **5** complaints about poor **quality** of the food received/ purchased in contracted retailers. Linha Verde 1458 immediately referred these complaints to WFP CFM focal points for verification and action, while advising callers to inspect the food at the distribution point/shop to facilitate verification and resolution on site.
- ❖ **3** reports of food **distribution issues** were received, whereby distributions were reportedly interrupted early due to insufficient food (1); disruptions caused by local leaders who wanted to be on the distribution list (1); and technical issues with voucher scanners which meant assisted households couldn't purchase food. At the time of the call the callers were still waiting the hear when the distribution would be rescheduled.
- ❖ **1** complaint about **quantity** – having received only maize and sardine.

Registration of IDPs in host communities

- ❖ **7** IDPs called to raise concerns regarding registration to become beneficiary of food assistance: **6** IDPs claimed that their names have never been included in the food assistance lists despite several attempts to register as beneficiaries. The cases are from **Quissanga** and **Macomia**, Cabo Delgado and **Cidade de Nampula** in Nampula; **1** IDP from **Quissanga** called to request information about the registration process to benefit from food assistance as he never received food since he fled from his area of origin. He was instructed to consult with local leadership and follow their guidance.

WASH

- ❖ A total of **9** request for assistance to increase the water supplied were received from the site of Lyanda and in **Mueda**, and from the neighborhood of Unidade in **Mocímboa da Praia**. The cases were referred to the WASH cluster for follow up.

Shelter and NFIs

- ❖ A total of **45** cases related to shelter assistance and NFIs needs were registered, **80%** are assistance requests, **13.3%** are complaints, and **6.7%** are positive feedback.

Assistance Requests

- ❖ **Mueda** (Lyanda, Nandimba, Mpeme, Eduardo Mondlane, sites): **24** IDPs requested tarpaulins, blankets, kitchen utensils, buckets, grass mats, and mosquito nets.
- ❖ **Nangade** (Ntoli and Mualela temporary centers): **3** IDPs requested tarpaulins, kitchen utensils, and blankets.

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- ❖ **Metuge** (Naminawe site and temporary center of Namuapala) **2**, **Mocímboa da Praia** (communities of Chitolo and Metumbati) **2**: **4** IDPs requested kitchen utensils, blankets, buckets, grass mats, mosquito nets, and tarpaulins.
- ❖ **Chiure** (Maningane site) **1**, **Muidumbe** (7 de Abril community) **1**, **Quissanga** (Mahate community) **1**, **Lago** (Muchenga community) **1**, **Mecanhelas** **1**: **5** IDPs requested tarpaulins, kitchen utensils, and mosquito nets.

Complaints

- ❖ **5** complaints from from sites of Lyanda, Nandimba and Eduardo Mondlane in **Mueda**. of **exclusion error** of IDPs from the beneficiary list for shelter items such tarpaulins, buckets, blankets, lamps and construction materials such shovels.
- ❖ **1** claim of **diversion** of construction materials by local authorities intended for the construction of houses for the IDPs in Marokani temporary center in Ancuabe. All complaints were referred to the Shelter cluster for verification in the field.

Central Region: 1 – 31 July 2023

- ❖ In the central region Linha Verde 1458 registered **236** cases, **72.5% information requests**, **17.8% complaints**, **7.2% positive feedback** and **2.1% requests for assistance**. Majority of the concerns raised are inquiries related to response to tropical storm Freddy and to the weather forecast.

Weather related queries

- ❖ Linha Verde 1458 received a total of **45** inquiries from Nhamatanda, Muanza, and Cheringoma in Sofala about the weather forecast during the month. Callers received weather updates from the Instituto Nacional de Meteorologia (INAM).

Cyclone Freddy Response

- ❖ **40** calls were received by Linha Verde 1458 from people affected by cyclone Freddy. Out of the total **42.5%** were **requests for information**, **40%** were **complaints**, **15%** **positive feedback**, and **2.5%** **requests for assistance**.

Information Requests

- ❖ **17** information requests were received, **15** of which called to inquire when the next **food distribution** will take place while one caller asked when WASH items will take place for those that missed the previous distribution. The majority of the cases came are from **Marromeu** and **Muanza** in Sofala.
- ❖ **1** request for information from **Marromeu** asking for clarification about **targeting criteria** for food assistance.

Complaints

- ❖ Of the **16** complaints received, **9** were related to **exclusion** from food assistance. The cases were referred to WFP CFM focal points who clarified that the process of lists verification was thorough and conducted in transparent manner, and only the families that met eligibility criteria were included. The complaints came from **Muanza**, **Marromeu**, **Cheringoma** in Sofala, **Chinde** in Zambezia and **Mutarara** in Tete.
- ❖ **7** reports of **abuse of power** that include:
 - **4** allegations of **corruption** by local leaders in Cheringoma, Sofala who charged **100MZN** to community members affected by the cyclone to have their names included in the distribution lists. Follow up on the case permitted the return of the values wrongfully charged to the affected population.
 - **2** claims of **fraud** where local leaders in Cheringoma and Muanza in Sofala, registered family members and government employees while excluding the vulnerable households from the lists. Follow up of the case confirmed the acts and enabled the removal of the actors from the beneficiary list.
 - **1** claim of **diversion** of value vouchers of 3,850MZN by the local leader from Alto Molocue in Zambezia which following verification was returned to WFP.

Assistance Requests

- ❖ One caller from **Mocuba** requested support with mosquito nets.

Multi-purpose Cash Assistance (Norwegian Refugee Council)

- ❖ A total of **36** cases regarding multi-purpose cash assistance from the Norwegian Refugee Council (NRC) where received by Linha Verde 1458. **50%** were **complaints**, **27.7% positive feedback**, **19.4% requests for information** and **2.8% technical problems**.
 - **18** registered people to receive assistance claimed that they received the mobile phone to start receiving money transfer via Mpesa or E-mola, however complained did not receive the transfers during the expected date. The cases come from **Pebane** in Zambezia. All cases were referred to NRC focal points.
 - **7** requests for information about distribution dates for the money transfers. The cases are from Pebane in Zambezia.
 - **1** report of **technical problems** from an assisted person experiencing difficulties withdrawing the amount transferred. Linha Verde 1458 directed to the nearest mobile operator store for assistance.

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Protection

❖ A total of **29** protection cases were registered by Linha Verde 1458. The cases include:

- **4 child protection** cases were received: **2** reports of rape from Mueda and Alto Molocue; **1** report of forced marriage from Maputo Cidade; **1** report of psychological/emotional abuse from Cidade de Nampula. All cases were referred to Linha Fala Crianca (116) focal points. Furthermore **21 information requests** related to **child protection** focusing on: forced marriage, majority came from Alto Mulocue, Quelimane and Maganja da Costa in Zambezia, Mogincual and Cidade de Nampula in Nampula.
- **2 protection** cases from IDPs, from Quissanga and Montepuez, that called to request assistance in obtaining **civil documentation**. Cases were referred to Protection cluster focal points, which advised the callers to go to the district civil registry office and go to the UNOPS tents there, where the service is free. Services operate from Monday to Friday from 07:00 to 15:00.
- **2** callers sought clarification on what gender-based violence is.