

Linha Verde da Resposta à Emergência 1458

Report period: 1st August – 30th September 2023

The **United Nations tollfree inter-agency hotline – Linha Verde da Resposta à Emergência 1458** accessible from Monday to Saturday, from **7am to 8pm**. *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 to affected populations, the hotline also serves as a mechanism to report abuses in humanitarian assistance.

25,554 Total Cases Registered 2023

3,016 Cases Registered September 2023

95% Feedback Rate September 2023

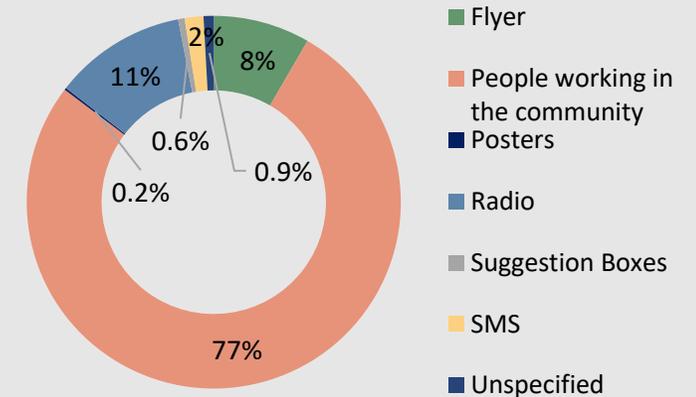


CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 30TH SEPTEMBER 2023

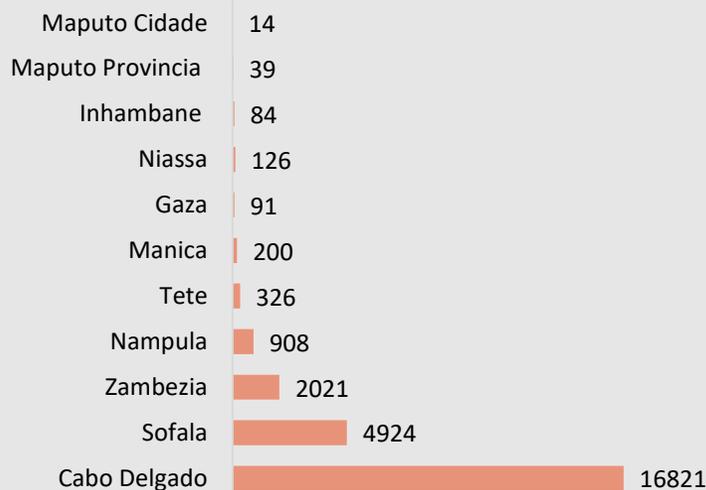
CALLER PROFILE



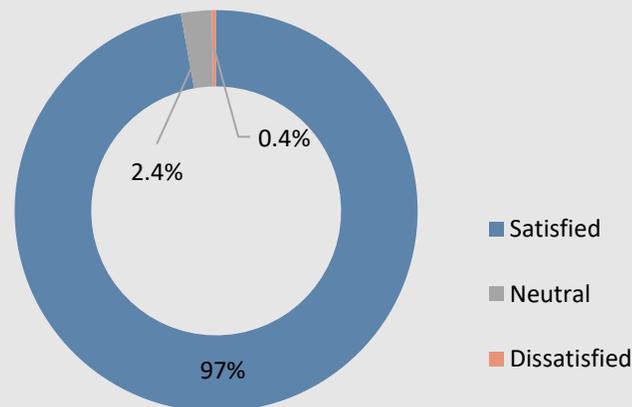
KNOWLEDGE ABOUT LINHA VERDE 1458



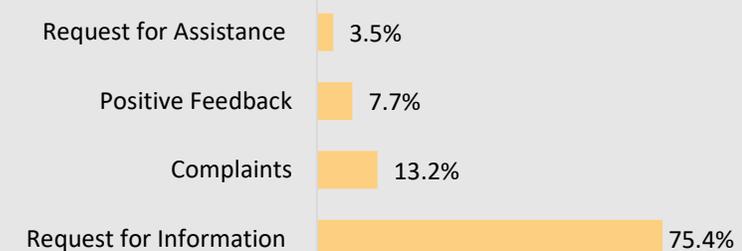
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST OCTOBER 2022 – 30TH SEPTEMBER 2023

1st – 30th September 2023

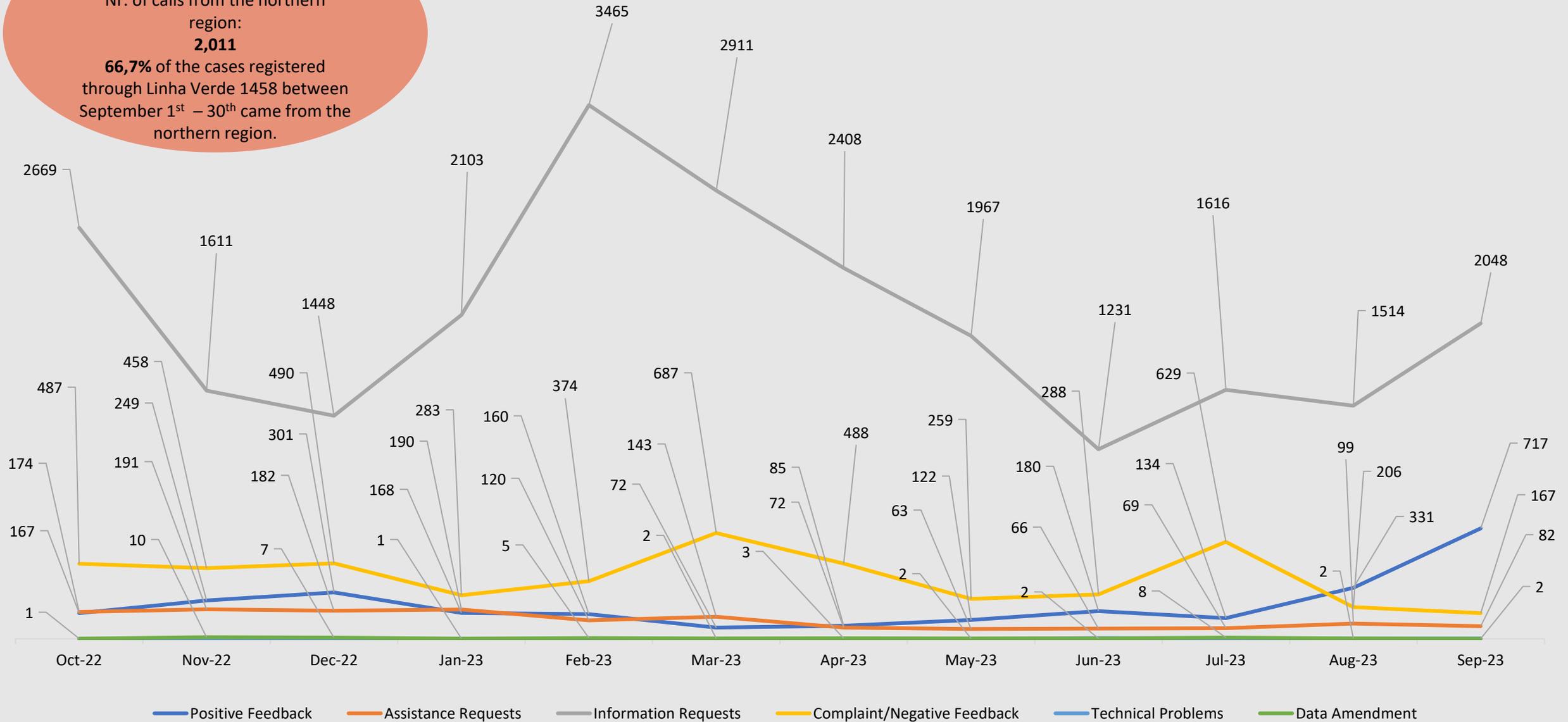
Nr. Total Registered Cases:

3,016

Nr. of calls from the northern region:

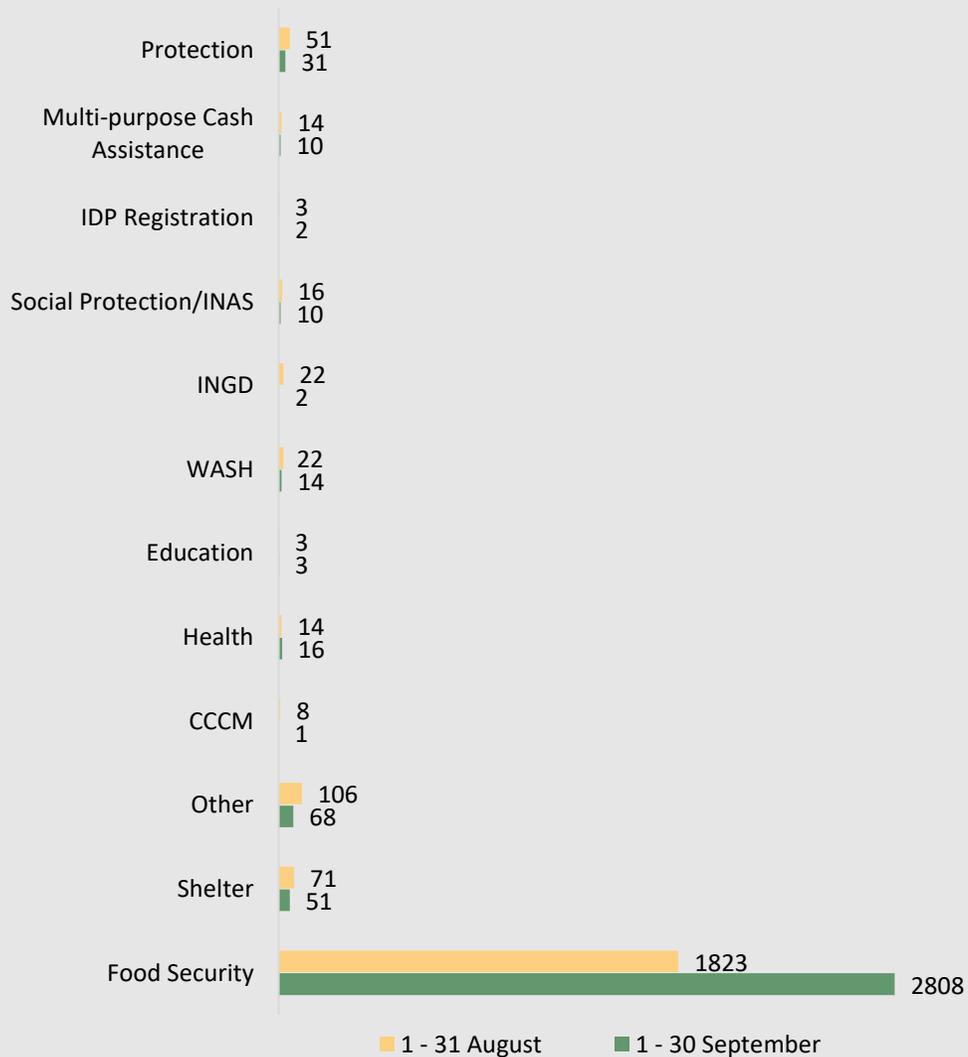
2,011

66,7% of the cases registered through Linha Verde 1458 between September 1st – 30th came from the northern region.



CASES PER SECTOR

1ST AUGUST – 30TH SEPTEMBER 2023



Food Security continues to rank first as the sector with most cases with 93.3% 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 functionality

FEEDBACK ANALYSIS PER SECTOR

1ST – 30TH SEPTEMBER 2023



Cases Registered

3,016

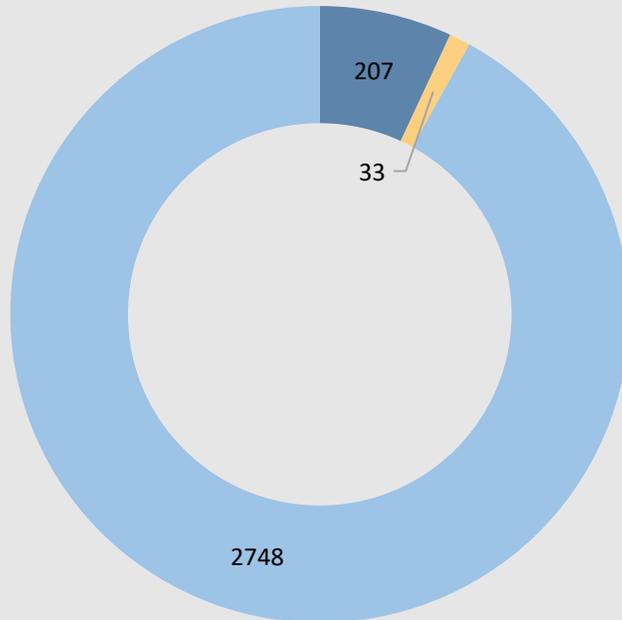
Cases Referred:

6.7%

First Case Resolution:

93.3%

- Referred cases** is the number of cases Linha Verde 1458 shared with cluster's focal points and partners that require verification/ investigation.
- 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.
- 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	27	2696
Shelter	47	0	4
Other	2	1	66
CCCM	1	0	0
Health	0	0	14
Education	2	1	1
WASH	10	0	4
Protection	2	2	0
Child Protection	7	2	17
GBV	2	0	1
Social Protection/INAS	5	0	5
IDP Registration	1	0	1
INGD	0	0	2
PSEA	2	2	0
Multi-purpose Cash Assistance	10	0	0
Total	207	33	2748

CASES PER REGION

1ST AUGUST – 30TH SEPTEMBER 2023

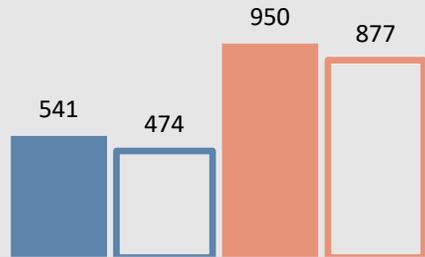
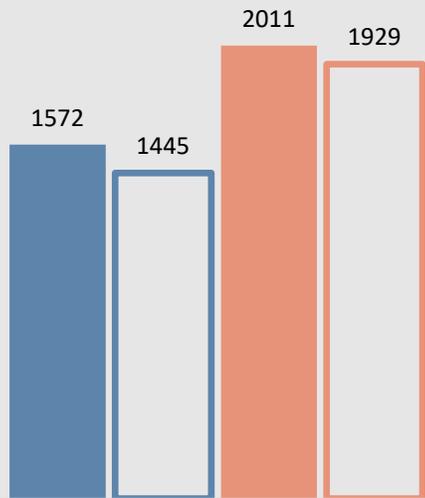


1st – 30th September 2023
Cases Registered:
 2011
Feedback provided:
 1929

1st – 30th September 2023
Cases Registered:
 950
Feedback provided:
 877

1st – 30th September 2023
Cases Registered:
 44
Feedback provided:
 41

1st – 30th September 2023
Cases Registered:
 11
Feedback provided:
 11



Northern Region

Central Region

Southern Region

COVID-19

■ Registered Cases 1 - 31 August

■ Feedback Provided 1 - 31 August

■ Registered Cases 1 - 30 September

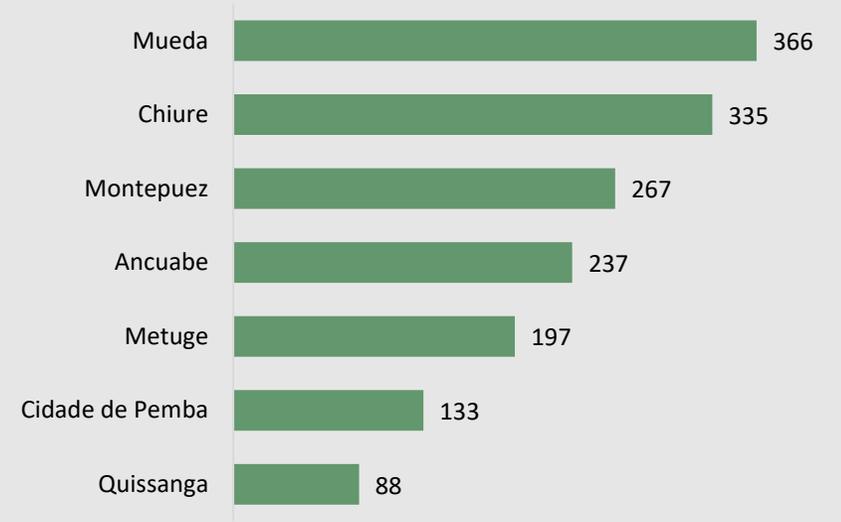
■ Feedback Provided 1 - 30 Setembro

NORTHERN REGION CASES PER SECTORS 1ST AUGUST – 30TH SEPTEMBER 2023

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



Food Security cases represent 95.3% of all cases registered from the northern region. Requests for information on food distribution timing account for 92.6% with a feedback rate of 100%. Sector **Other** refer to inquiries about Linha Verde 1458 objectives



NORTHERN REGION
1ST AUGUST – 30TH SEPTEMBER 2023

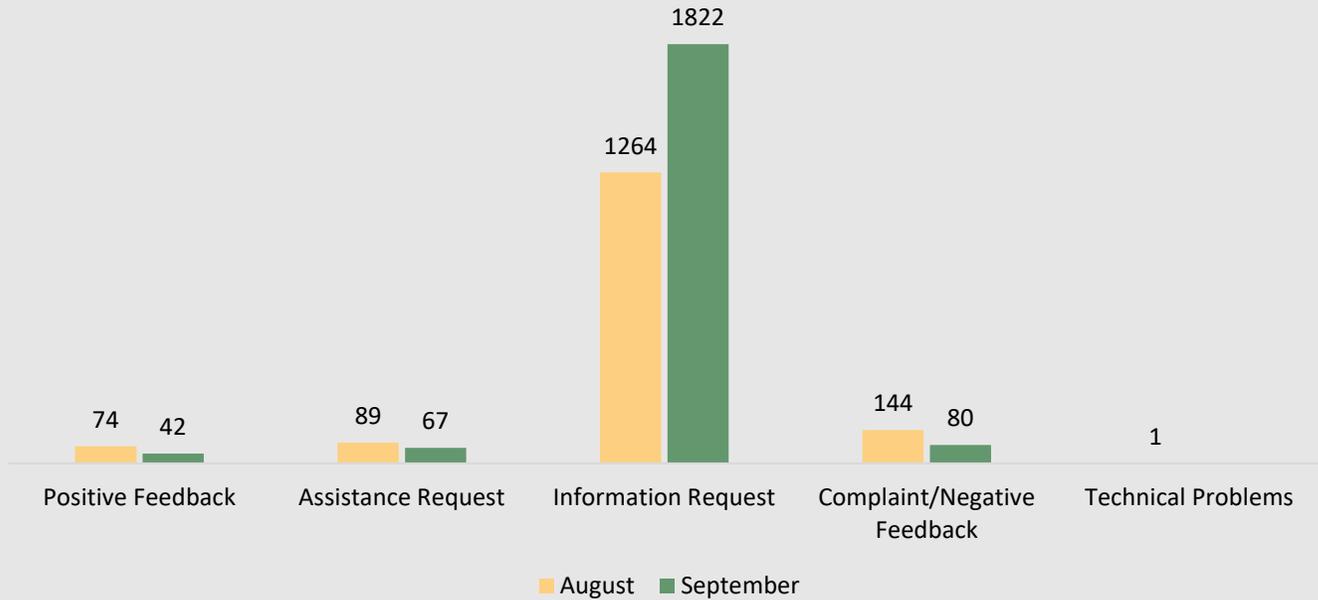
August
 Cases Registered:
1572
 Feedback Provided:
92%

September
 Cases Registered:
2011
 Feedback Provided:
96%

August
 Cases Registered:
87
 Feedback provided:
25%

September
 Cases Registered:
61
 Feedback provided:
15%

CASE TYPES



ASSISTANCE REQUEST



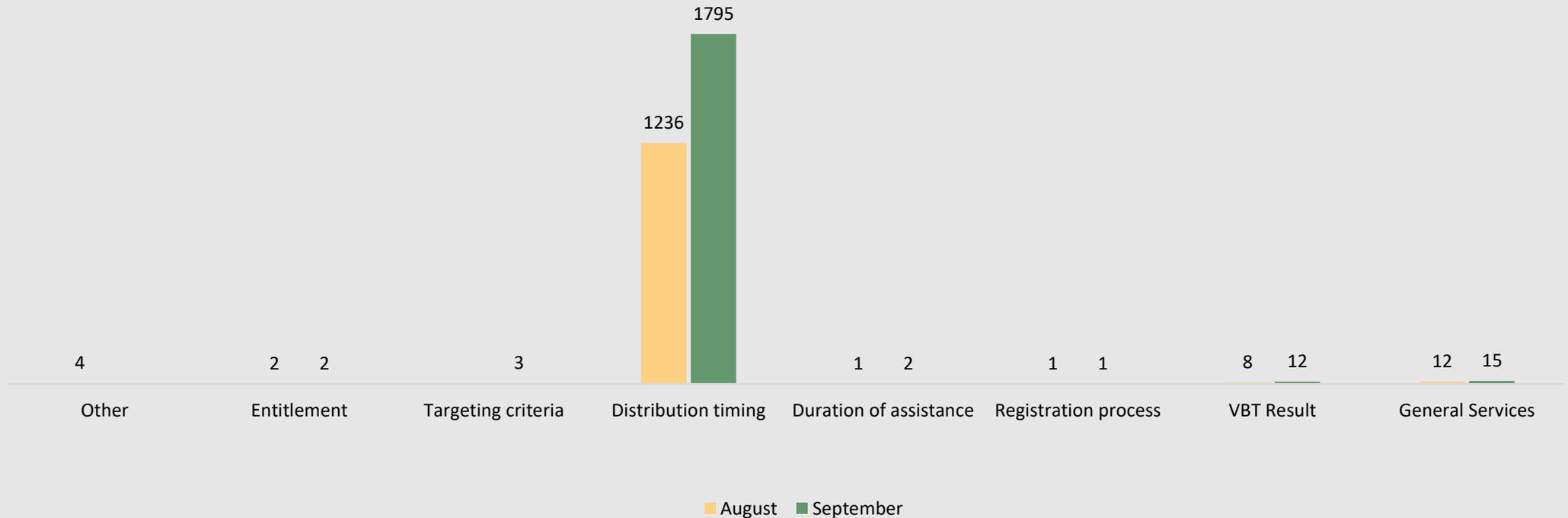
NORTHERN REGION INFORMATION REQUESTS 1ST AUGUST – 30TH SEPTEMBER 2023



August
Cases registered:
1264
Feedback provided:
100%

September
Cases registered:
1815
Feedback provided:
100%

Linha Verde 1458 continues to register a high number of calls related to (food) **distribution timing**. Food distributions in some locations have been halted due to ongoing discussions regarding beneficiary lists under the vulnerability criteria.



NORTHERN REGION COMPLAINT/ NEGATIVE FEEDBACK 1ST AUGUST – 30TH SEPTEMBER 2023

Approximately **38.3%** 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 and will possibly be verified at the community level for a possible inclusion depending on the availability of funds.



NORTHERN REGION BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST AUGUST – 30TH SEPTEMBER 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.



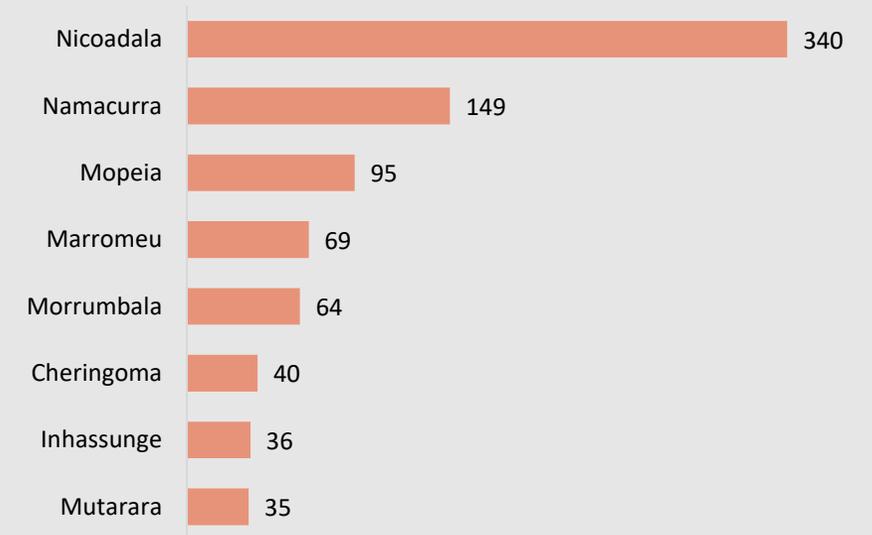
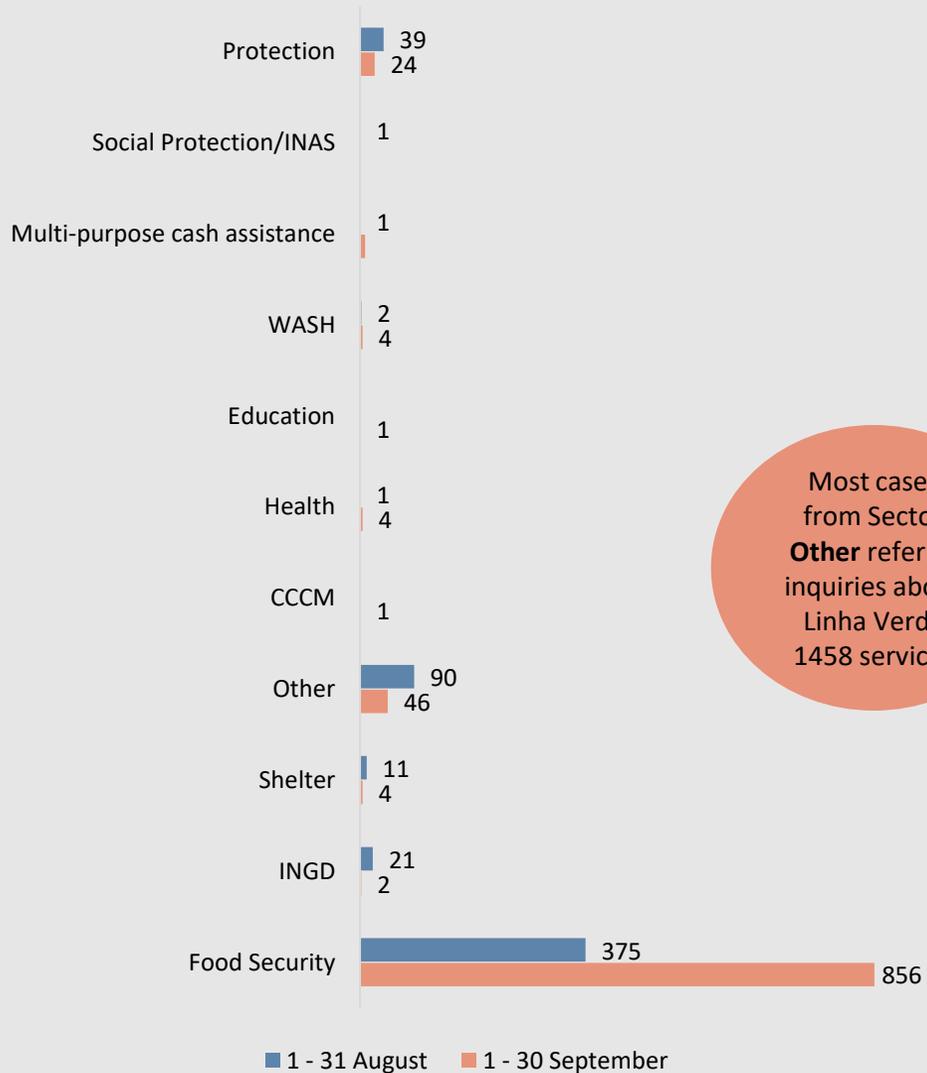
Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION
CASES PER SECTORS
1ST AUGUST – 30TH SEPTEMBER 2023**



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



CENTRAL REGION

1ST AUGUST – 30TH SEPTEMBER 2023

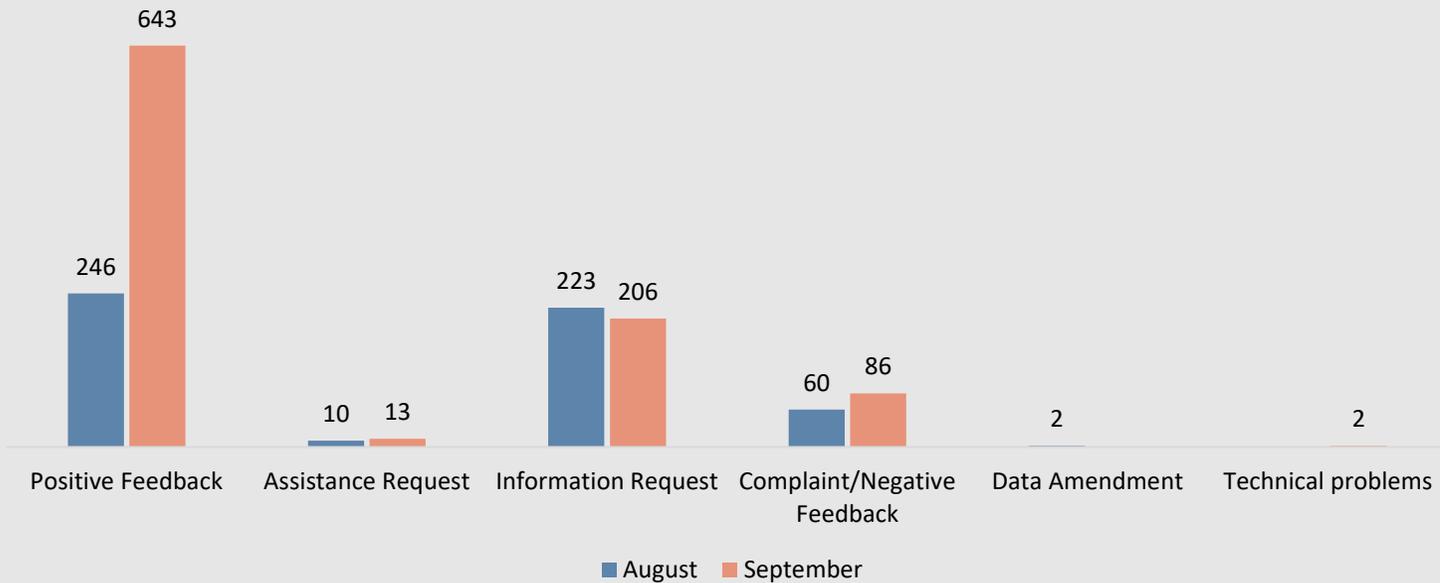
August
Cases Registered:
541
Feedback Provided:
89%

September
Cases Registered:
950
Feedback Provided:
92%

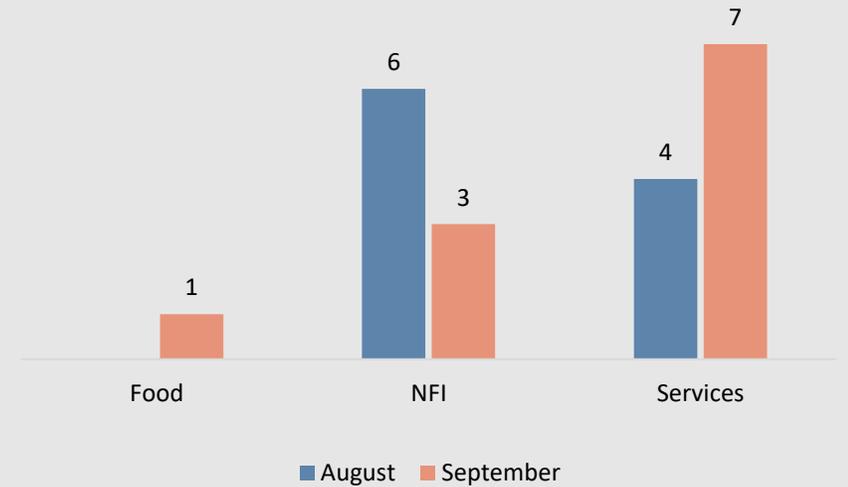
August
Cases Registered:
10
Feedback Provided:
50%

September
Cases Registered:
11
Feedback Provided:
55%

CASE TYPES



ASSISTANCE REQUEST



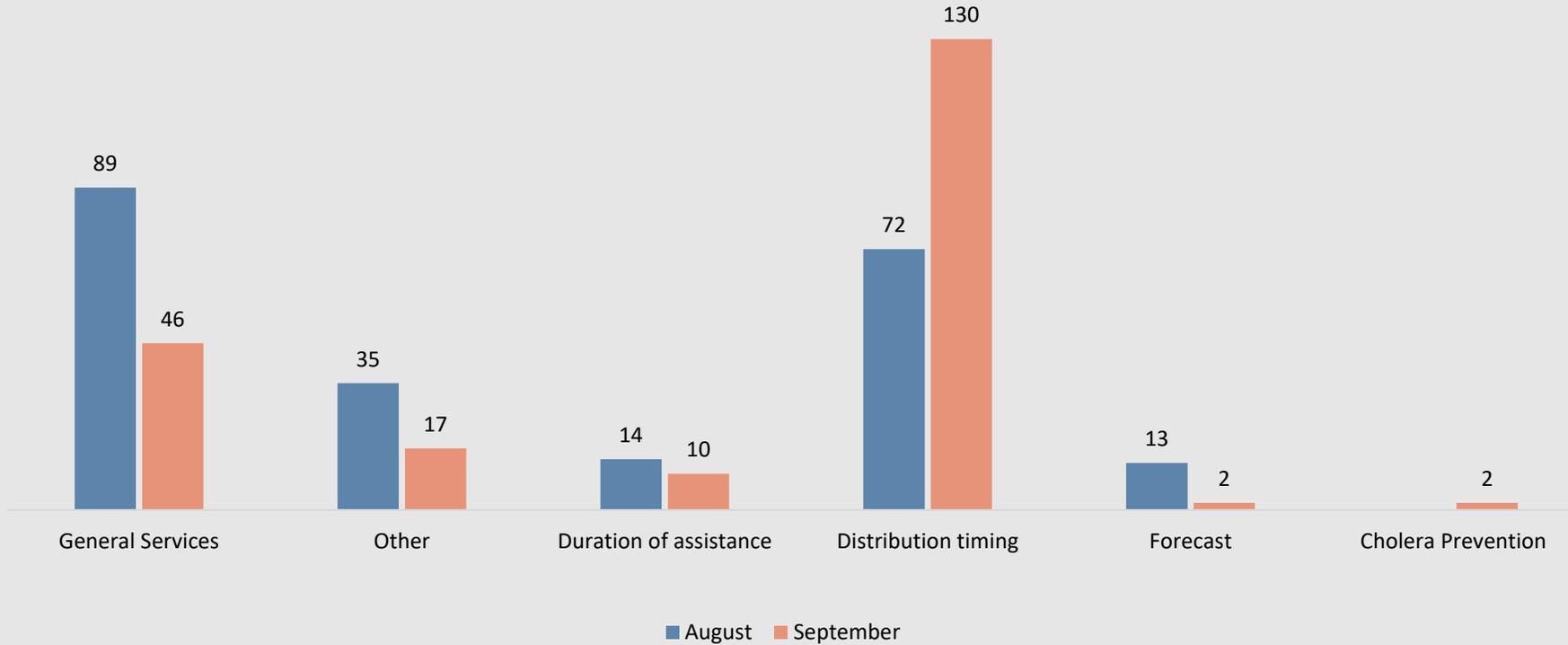
CENTRAL REGION INFORMATION REQUESTS 1ST AUGUST – 30TH SEPTEMBER 2023



General Services refer to inquires about Linha Verde 1458.

August
Cases Registered:
223
Feedback Provided:
100%

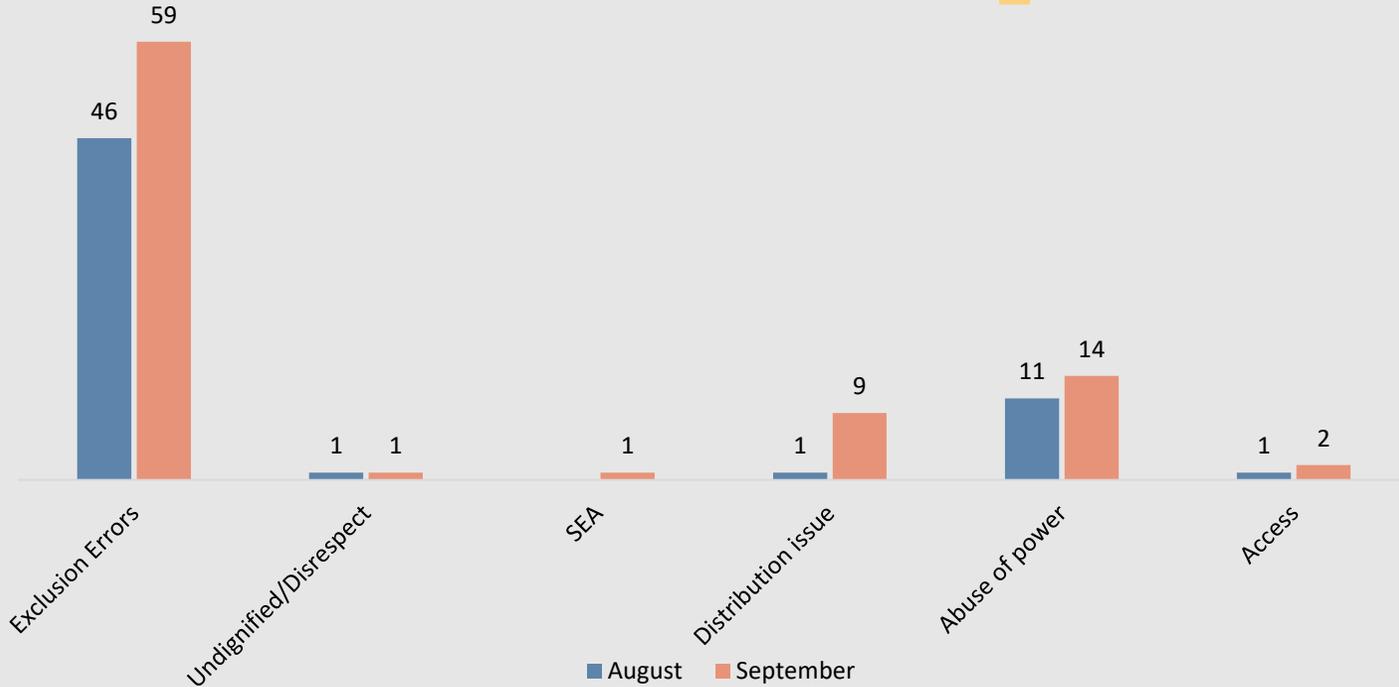
September
Cases Registered:
207
Feedback Provided:
100%



**CENTRAL REGION
COMPLAINTS/NEGATIVE FEEDBACK
1ST AUGUST – 30TH SEPTEMBER 2023**



**CENTRAL REGION
BREAKDOWN OF ABUSES OF POWER
1ST AUGUST – 30TH SEPTEMBER 2023**



■ August ■ September

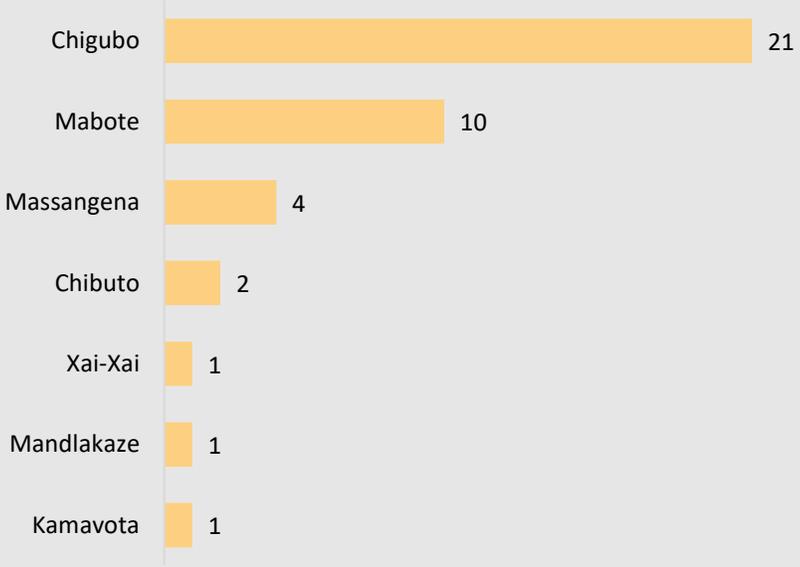
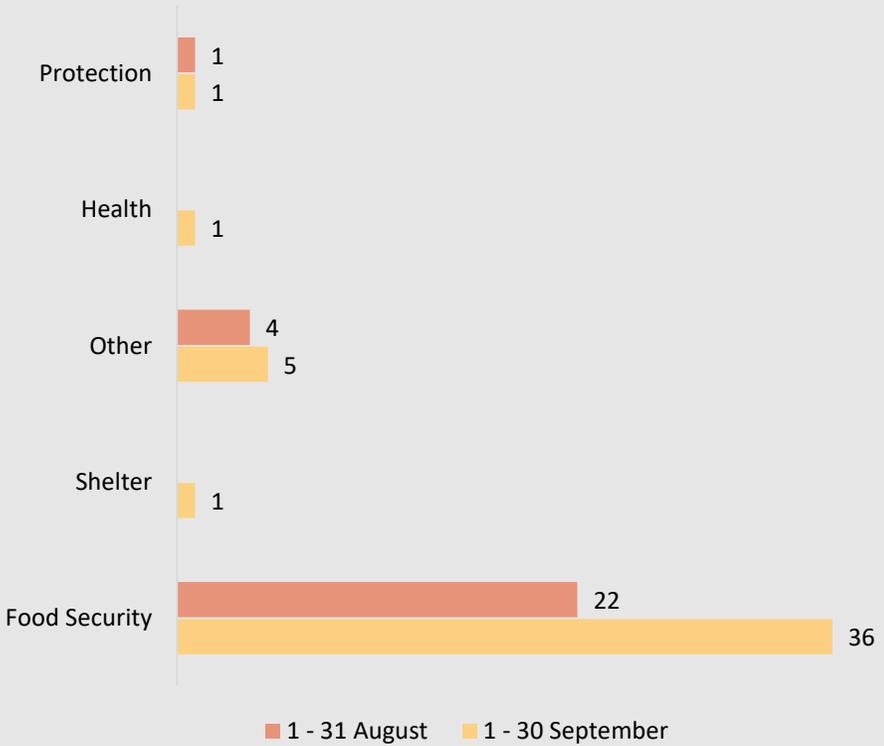
Complaints – Abuses of power

Complaints – Access barriers

SOUTHERN REGION CASES PER SECTORS 1ST AUGUST – 30TH SEPTEMBER 2023

SOUTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 30TH SEPTEMBER 2023

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



POSITIVE FEEDBACK
1ST – 30TH SEPTEMBER 2023



SHELTER

"I have been displaced from Meluco to Chiure since 2021 due to armed conflicts. I live in the Maningane relocation center with 4 members of my family. I was registered by the village leader and beneficiary of the food assistance provided by and partners. I called to thank the IOM organization for receiving 1 tarp, 1 mat, 2 blankets, 2 pans, 5 bowls, 5 plates and 5 spoons and 5 knives." **Female, Chiure, Cabo Delgado**

FOOD SECURITY

"I live in Sofala, Cheringoma district, and was affected by Cyclone Freddy. I currently live in my house with 7 members of my family. I am benefiting from the support provided by WFP and partners. I received on September 24, 2023, 30kg of rice, 60kg of beans, 9l of oil, 3kg of salt, and 3 bags of 25kg of flour. I'm calling to thank you for your support." **Female, Cheringoma, Sofala**

FOOD SECURITY

"I called to thank you because on 09/21/2023 I received 1 bag of 50kg of flour, 2 bags of 10kg of rice, 6 liters of cooking oil, 2kg of salt and 20kg of beans, by ADRA and PMA. I'm from Chigubo and I suffered from the last tropical storm Freddy, which occurred on 03/12/2023. I currently live in my own cabin with 2 people. The distribution location is at EPC Nhamazane." **Female, Chigubo, Gaza**

FOOD SECURITY

"I'm from the province of Zambézia, district of Nicoadala, in the town of Nicoadala-sede, community of Botao. I was affected by tropical cyclone Freddy, and I am a beneficiary of food assistance provided by WFP and partners. I called to thank you for the support provided to us by WFP and ADRA on 09/26/2023, where we received a tranfer of 3592MZN via Mpesa." **Male, Nicoadala, Zambezia**

FOOD SECURITY

"I call to thank you for having received a check in the amount of 4,230MZN distributed on 09/29/2023 by the WFP. I ask WFP and partners to continue assisting for longer. I have been displaced from Mocimboa da Praia to Nampula, Namanchilo since June 2021. I currently live in Aldeia Muriasse in a borrowed house with 4 members of my family and I am a beneficiary of WFP food assistance." **Male, Cidade de Nampula, Nampula**

FOOD SECURITY

"I was affected by Cyclone Freddy. I currently live in my house with my grandmother. I am a beneficiary of the support provided by WFP and its partners, and I received the support today, 09/08/2023, a transfer of 3,552.00 MZN, via Mpesa. I call to thank you for this support." **Male, Mutarara, Tete**

FOOD SECURITY

Sofala	129
Zambezia	692
Manica	2
Tete	33
Nampula	109
Cabo Delgado	1805
Inhambane	9
Gaza	27
Niassa	2

Referred Cases	112
Referred Cases Feedback	27
First Case Resolution	2696



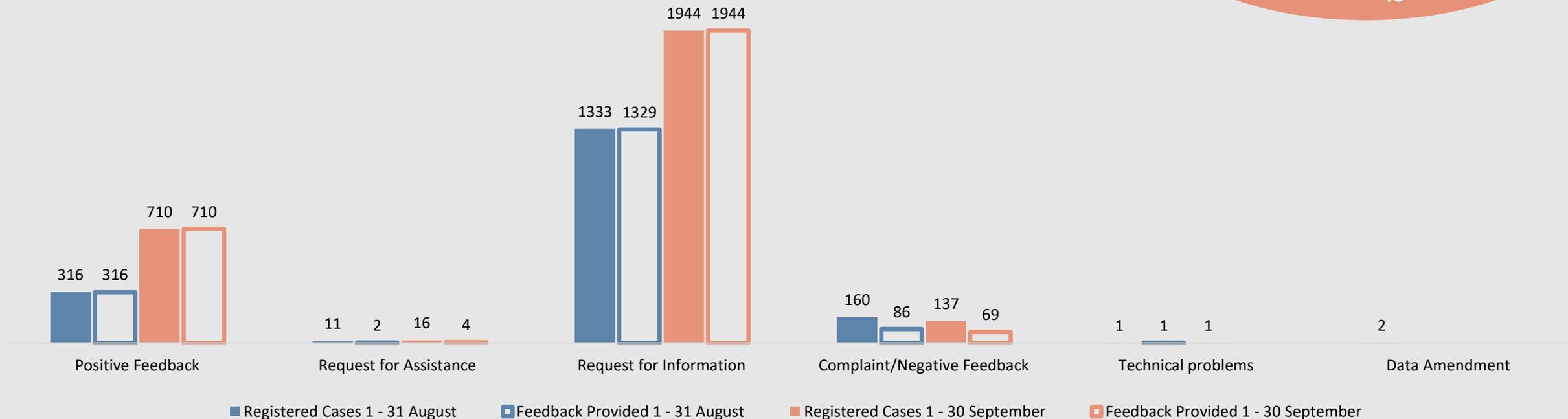
1st – 30th September 2023

Cases Registered:
2808

Feedback Provided:
2727

1st – 30th September 2023

68% 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 – 30th September 2023

Cases Registered:

51

Feedback Provided:

4

Zambezia	3
Tete	1
Cabo Delgado	46
Inhambane	1

Referred Cases	47
Referred Cases Feedback	0
First Case Resolution	4

WASH



1st – 30th September 2023

Cases Registered:

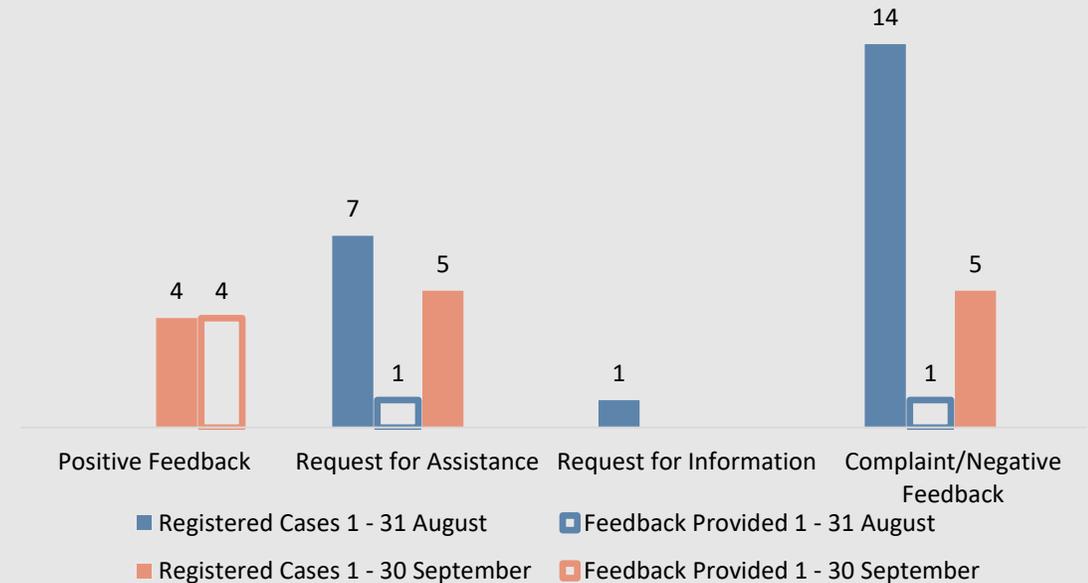
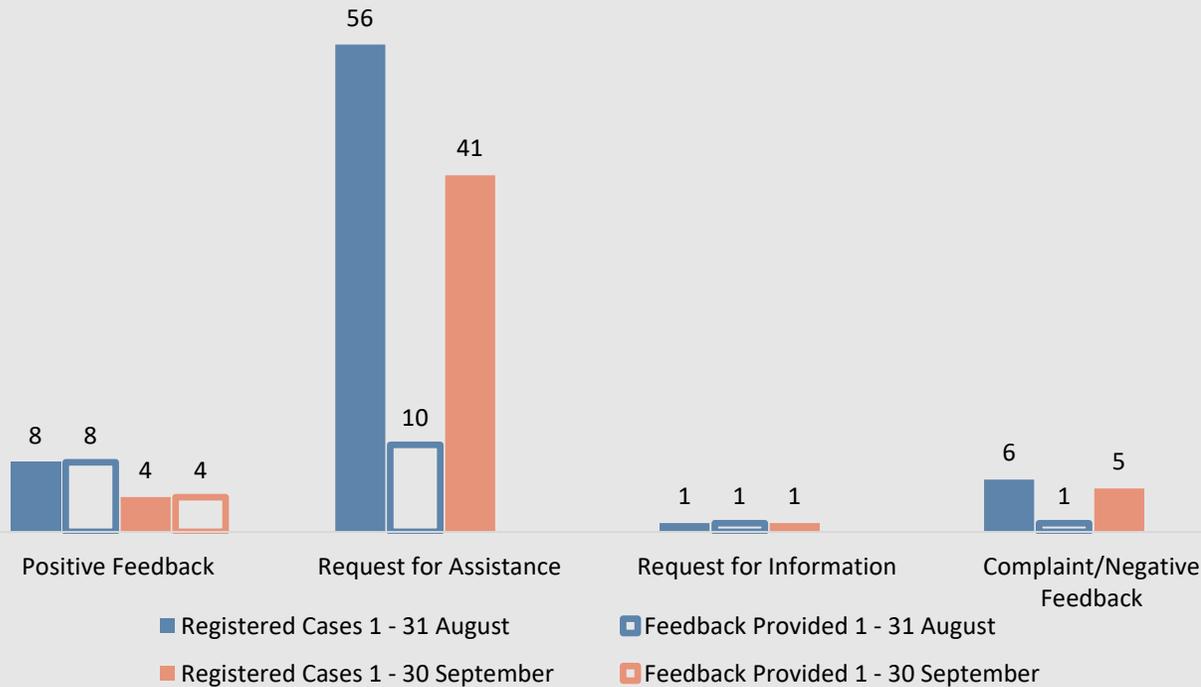
14

Feedback Provided:

4

Zambezia	3
Tete	1
Cabo Delgado	10

Referred Cases	10
Referred Cases Feedback	0
First Case Resolution	4



CHILD PROTECTION



1st – 30th September 2023

Cases Registered:

24

Feedback Provided:

24

1st – 30th September 2023

Cases Registered:

3

Feedback Provided:

3

Sofala	10
Zambezia	5
Manica	3
Tete	3
Cabo Delgado	2
Gaza	1

Referred Cases	7
Referred Cases Feedback	2
First Case Resolution	17

Child Protection sector includes:
 Forced marriage - 7 cases
 Forced marriage (info) - 17 cases

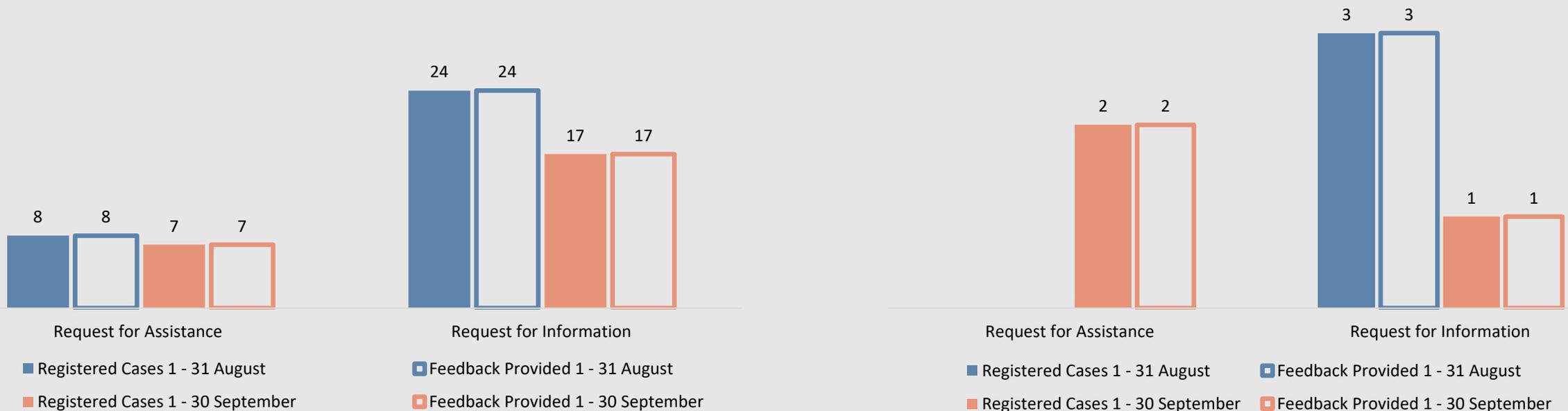
Child Protection cases are referred to **Linha Fala Criança 116** as well as **GBV** cases are referred to the GBV sector for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider**. **Forced marriage (info)** are cases where callers want to know what forced marriage is.

GBV

Sofala	1
Tete	1
Nampula	1

Referred Cases	2
Referred Cases Feedback	0
First Case Resolution	1

GBV sector includes:
 Rape - 1 case
 Physical assault – 1 case
 GBV (info) - 1 case



PROTECTION



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



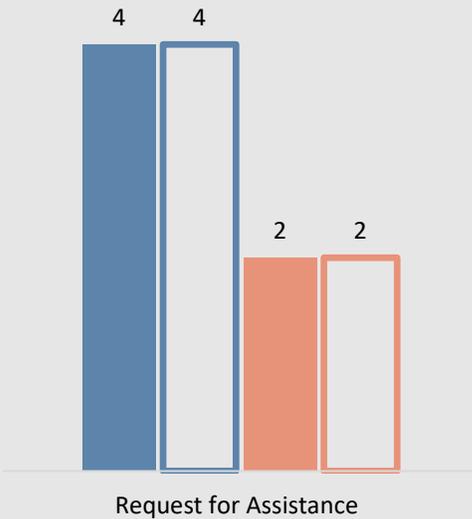
SOCIAL PROTECTION/INAS

Niassa	9
Cabo Delgado	1
Referred Cases	5
Referred Cases Feedback	0
First Case Resolution	5



Protection sector cases Includes:

- Civil documentation - 1 case
- Family reunification - 1 case



■ Registered Cases 1 - 31 August Feedback Provided 1 - 31 August
■ Registered Cases 1 - 30 September Feedback Provided 1 - 30 September



■ Registered Cases 1 - 31 August Feedback Provided 1 - 31 August
■ Registered Cases 1 - 30 September Feedback Provided 1 - 30 September

INGD

HEALTH

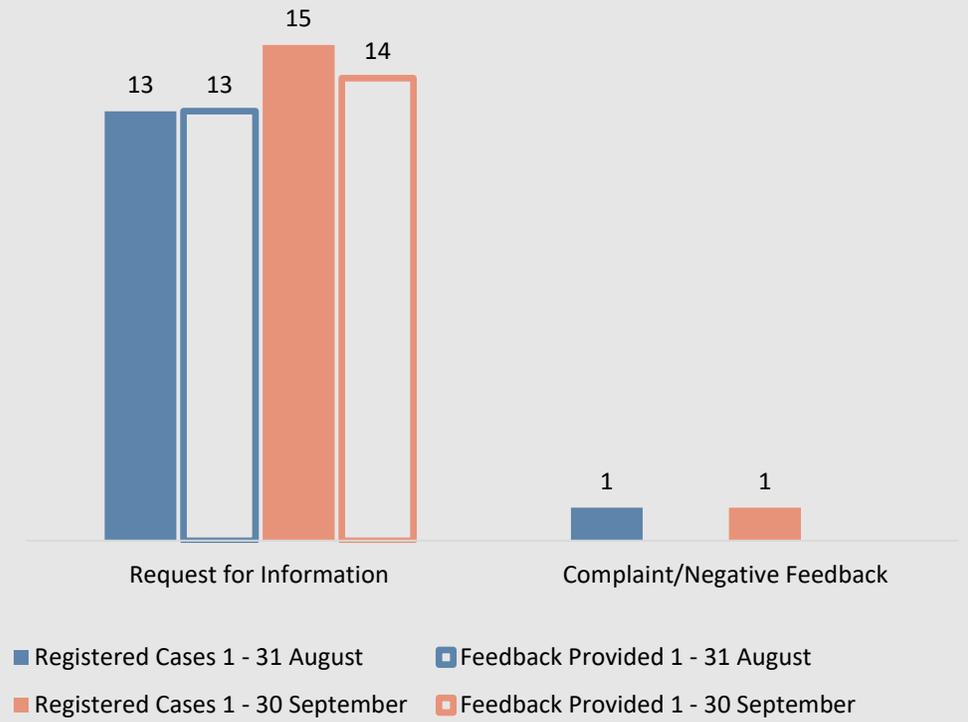
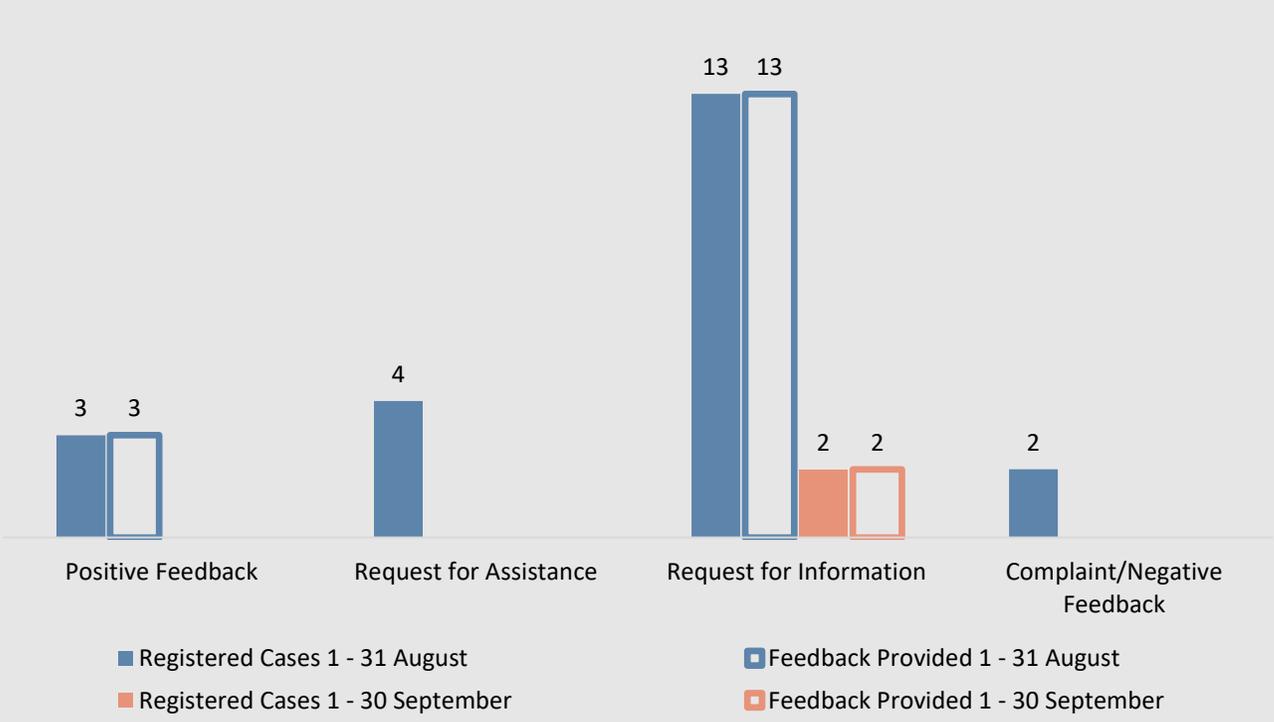
Sofala	2
Referred Cases	0
Referred Cases Feedback	0
First Case Resolution	2

1st – 30th September 2023
 Cases Registered: **2**
 Feedback Provided: **2**

1st – 30th September 2023
 Cases Registered: **16**
 Feedback Provided: **14**



Sofala	3
Zambezia	9
Manica	2
Nampula	1
Gaza	1
Referred Cases	0
Referred Cases Feedback	0
First Call Resolution	14



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 30TH SEPTEMBER 2023

Overview

- ❖ In September 2023 Linha Verde 1458 registered a total of **3,016** cases with an overall feedback rate of **95%**.
 - **93.3%** are cases closed during the initial call (first case resolution)
 - **6.7%** are cases referred to cluster focal points for verification and feedback, of which **17.2%** have been addressed and closed with feedback. The feedback rate by sector was Food Security (24.1% of 112 cases), Child Protection (28.6% of 7 cases) and Protection (100% of 2 cases).

Interagency Training Sessions for Linha Verde 1458 Operators

- ❖ From September 26th to October 3rd, 2023, the operators of Linha Verde 1458 received refresher training sessions on the structure of the humanitarian cluster and the different humanitarian interventions in the country, with a focus to the conflict in the northern region and to Cyclone Freddy response. These sessions constitute an essential tool to enable effective case handling and information sharing with hotline users.
- ❖ The clusters and organizations that participated in this training were: **Food Security, WASH, PSEA, CCCM, Protection, GBV, INGD-DSSA, Linha Fala Criança, and UNOPS.**



Northern Region (IDP) Response: 1 – 30 September 2023

- ❖ In the northern region Linha Verde 1458 registered a total of **2,011** cases related to the response to conflict in the north of Mozambique. The cases are distributed as follows: food security with **95.3%**, shelter **2.3%**, WASH **0.5%** and post-Covid-19 social protection assistance with **0.5%**

Food Assistance

- ❖ A total of **1,916** cases were registered by the hotline regarding food security, of which **94.3%** are **information requests**, **3.2%** **complaints**, **2%** **positive feedback**, and **0.5%** **assistance requests**.

Information Requests

- ❖ **1,807** requests for information were received and divided as follows:
 - **1,789** callers asked for information about the **distribution timing**. For the districts of **Ancuabe, Pemba, Ibo** and **Balama**, callers were informed that distributions have been suspended pending approval of VBT lists by the district government. Where plans were shared, callers were informed about the distribution dates. The majority called from **Mueda, Chiure, Montepuez, Ancuabe, Metuge** and **Pemba**.
 - **12** people from **Chiure, Metuge, Mueda** and **Montepuez**, previously submitted to the vulnerability assessment questionnaire (VBT) called to inquire about the waiting time until their names make to the list and they can start receiving food. Linha Verde 1458 informed that any inclusion on the list is dependent on a community level verification by WFP followed by other procedures for approval. Currently there is no established time for this to be completed as it depends on multiple factors.
 - **2** assisted people called asking about the **entitlement**; **3** people asked about the **targeting criteria**; and **1** caller asked about the **duration of assistance**.

Complaints

- ❖ Linha Verde 1458 registered a total of **62** complaints concerning food assistance. **80.6%** allegations of **exclusion errors**, **9.7%** allegations of **abuse of power**, **4.8%** reports of **distribution issues** and **4.8%** complaints of **quality**.
- ❖ Out of the **50** exclusion errors received:
 - **23** IDPs and members of the host community complained about not being considered for food assistance where vulnerability-based targeting (VBT) is being implemented, despite facing significant challenges to ensure their food security. Linha Verde 1458 operators submitted them to the VBT questionnaire, which indicated that **22 callers seemed to be eligible** for assistance. The results of the questionnaire were referred to WFP for verification. The cases came from **Metuge, Chiure, Pemba, Quissanga, Namuno, Ancuabe**, and **Montepuez**.
 - **23** IDPs in non-VBT locations reported that they did not receive food in the previous distribution cycle because their names were removed from the beneficiary lists. The cases came from **Cidade de Nampula, Rapale** and **Erati** in Nampula, **Muidumbe, Macomia** and **Mocimboa da Praia** in Cabo Delgado, and **Mandimba** in Niassa.
 - **3** reports from assisted people complaining that during the distributions unknown people received food rations in their place. The complaints are from **Nangade** and **Muidumbe** in Cabo Delgado and **Cidade de Nampula**.
 - **1** complaint of exclusion of the entire center of Bandar in **Metuge** in the food distribution. The case was referred to WFP CFM focal points for follow up.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 30TH SEPTEMBER 2023

❖ **6** complaints of **abuse of power** were registered and distributed as follows:

- **Fraud:** **1** allegation from Ngalane site in **Metuge**, stating that a group of people are redeeming assistance using beneficiary cards of people who no longer reside in the centre – the cards were reportedly given to them by the distribution team. **1** allegation from Lyanda site in **Mueda** stating that the leader of the site registered 3 - 4 people from each household – however Linha Verde 1458 clarified to the caller that the lists are based on the participatory vulnerability-based targeting which is pending validation by the local government.
- **2** allegations of food **diversion** and sale in local markets came from Mpeme site in **Mueda** and Nanga B in **Macomia**.
- **1** allegation of **corruption** from Milamba, **Ibo**, stating that a local leader is requesting 1000MZN to register people to receive food assistance. Linha Verde 1458 clarified to the caller that there is no ongoing registration and lists have already been created and are awaiting approval by the district government.
- **1** case of **politization of assistance** in which the local leader from Muajaja community met with the IDPs and demanded that they vote a certain political party in the municipal elections as condition to continue to receive food assistance. The caller was informed that humanitarian assistance is free and never conditioned to a political affiliation.

❖ **3** complaints about poor **quality** of beans distributed in Lusaka center in **Nangade** and community of Maipa in **Chiure**, and **Rapale** in Nampula. Linha Verde 1458 immediately referred the complaints to WFP CFM focal points for verification and action and continues to advise callers to inspect the food at the distribution point/shop to facilitate verification and resolution on site.

❖ **1** complaint of **distribution issue** from **Rapale**, Nampula stating that several people did not receive their cards on the distribution date; and **1** from **Quissanga**, Cabo Delgado indicating that many households did not receive their rations because the food was in short supply. At the time of the call the distribution teams had not yet returned to complete the distribution.

Shelter and NFIs

❖ A total of **46** cases regarding shelter assistance and NFIs needs were registered, **82.6%** are assistance requests, **8.7%** positive feedback, **6.5%** are complaints and **2.2%** information requests.

Assistance Requests

❖ A total of **38 IDPs** from the districts of **Mueda** (10), **Montepuez** (7), **Nangade** (6), **Mecufi** (3), **Balama** (3), **Ancuabe** (2), **Muidumbe** (2), **Quissanga** (2), **Chiure** (1), **Macomia** (1), and **Metuge** (1), requested tarpaulins, grass mats, kitchen utensils, lamps, flashlights, , blankets, buckets, clothing, mosquito nets, agricultural tools, construction materials (nails and zinc sheets), WASH items and others NFIs, such as footballs and sports equipment.

Complaints

- ❖ **2 exclusion error** complaints from IDPs regarding distribution of tarpaulins and kitchen utensils in Namdimba site **Mueda** and Ntele site **Montepuez**. The cases were referred to Shelter cluster for verification.
- ❖ **1** allegation of **diversion** against the leader in the community of Chimunba in **Muidumbe** stating that after distributions of shelter items he demands from every person half of the kit received. The cases were referred to the Shelter cluster for verification.

WASH

Assistance Requests

❖ A total of **10** cases related to WASH assistance were received:

- **6** requests to increase the water supplied as it does not cover the needs of the entire community and that usually leaders of the centers and their families take priority in accessing the water and almost nothing is left for the rest. The cases are from the sites of Ntoli in **Nangade**, Lyanda and Rwanda sites in **Mueda** and Naminawe in **Metuge**. The cases were referred to the WASH cluster for verification and follow up.
- **1** request for buckets to preserve water from the temporary center of Namatil in **Mueda**.

Complaints

❖ **3** complaints regarding **access** to water were raised: **2** refer to **longlines/crowding** people face to get water; **1** refer to the amount that vary from 1 – 3MZN people are demanded to pay to get 10 to 20 liters of water. Linha Verde 1458 clarified to the caller that the charge is part of participatory management, and the amounts are for the maintenance of infrastructure in the community.

Social Protection INAS Covid-19 response

❖ The hotline registered **9** cases regarding INAS post-Covid-19 assistance in Niassa (**Cuamba**, **Mandimba** and **Marrupa**). About **5** cases were information requests from assisted people asking when the Mpesa transfers will take place. **4** complained they received phones and SIM cards but did not receive the money transfers via Mpesa on the planned dates. All complaints were referred to INAS focal points for verification.

Central Region: 1 – 30 September 2023

❖ The hotline registered **950** cases in the central region and **91.9%** were related to food assistance in response to cyclone Freddy. Of the total **67.7%** were **positive feedback**, **21.7% information requests**, **9.1% complaints**, and **1.4% requests for assistance**.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 30TH SEPTEMBER 2023

Cyclone Freddy Response

- ❖ **863** calls were received by Linha Verde 1458 regarding response to cyclone Freddy. Out of the total **73.7%** were **positive feedback**, **15.8% requests for information**, **9.6% complaints**, and **0.9%** were **requests for assistance and technical problems** combined.

Information Requests

- ❖ Linha Verde 1458 registered **128** requests for information about the upcoming food distribution dates. Most of the cases came from **Namacurra**, **Mopeia** and **Nicoadala** in Zambezia.

Complaints

- ❖ A total of **84** complaints were received, out of the total **59** were allegations of **exclusion** from food and shelter assistance. Cases were referred to Food Security and Shelter focal points cluster for verification and follow up. Most complaints came from **Namacurra** and **Nicoadala** in Zambezia.
- ❖ **14** claims of **abuse of power** that include:
 - **6** allegations regarding **intimidation** by local leaders who reportedly demand half of the amount of 3,552MZN from the beneficiaries and to those who refuse they threaten to expel them from the community. These cases come from **Cheringoma**, Sofala and **Mutarara** Tete.
 - **5** accusations of **corruption** against local leaders stating they are not receiving assistance via Mpesa because they did not pay the amounts (100 – 500MZN) demanded to be included in the list. The cases come from Mutarara in Tete, Maganja da Costa and Morrumbala in Zambezia, and Cheringoma in Sofala. Linha Verde explained that local leadership has no control over the lists, and these were created following a transparent process. However, cases were referred to WFP CFM for verification.
 - **Diversion: 1** allegation call from **Namacurra** in Zambezia reporting the Mpesa agent took part of the money from the assisted person. **1** allegation that people in charge of school feeding assistance stole part of the food directed to the assisted students. For the first case, the caller was advised to report to Vodacom and the other case was referred to WFP CFM focal point for follow up.
 - **1** claim of **fraud** reporting that local leader in **Namacurra**, Zambezia registered several members in the same household excluding the vulnerable households from the lists. Linha Verde 1458 explained that leaders are not in charge of registration and cannot change the lists once created.
- ❖ **9** reports from Nicoadala of **distribution issues** regarding the transfers of 3,552MZN via Mpesa, where many did not receive their transfer on the set date. Callers were **informed** that WFP was aware of the problems and would complete the transfers soon. Transfers were completed in the following days.
- ❖ **1** complaint from an assisted person that people must walk a long **distance** to find Mpesa agents to withdraw money from their accounts after receiving the transfer. The claim came from the community of Voabil Mutapula in **Nicoadala**, Zambezia.

Assistance Requests

- ❖ **6** people from Zambézia called to request assistance: **3** from **Inhassunge** and **Namacurra** asked for shelter items such as tarpaulins and construction zinc sheets; **3** callers from **Pebane**, **Nicoadala** and **Namacurra** requested support to recover their lost SIM cards. All cases were referred to Shelter and WFP CFM Focal Point.

Protection

- ❖ Linha Verde registered **31** cases concerning protection as follows:
 - **7 child protection** cases reporting forced marriage from **Chiure** and **Montepuez** in Cabo Delgado, **Manica** and **Gondola** in Manica, **Dondo** in Sofala, **Quelimane** in Zambezia and **Moatize** in Tete. All cases were referred to Linha Fala Criança 116.
 - **2 SEA** (Sexual Exploitation and Abuse) claims that were referred to the PSEA Network.
 - **2 GBV** reports, one denouncing **rape** and the other **physical assault**. The cases were referred to the GBV AOR.
 - **2 protection** cases from IDPs. One IDP from **Metuge** requested assistance to obtain **civil documentation** and one IDP from **Mocímboa da Praia** requested help with **family reunification** services after fleeing his area of origin from the recent military attacks. Both cases were referred to Protection focal points, which provided callers with guidance to get the assistance they need.
 - **17** callers asked questions regarding forced marriage.
 - **1** caller asked a question regarding gender-based violence.