



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 16th Mar 2021 - 15th April 2021

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.

38,566 Total Cases Registered

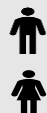


92% Closure Rate

10,287 Total Cases Registered since 1st January 2021

CUMULATIVE DATA OVERVIEW PERIOD: 16TH MARCH 2021 – 15TH APRIL 2021

CALLER PROFILE



86% male

12% female



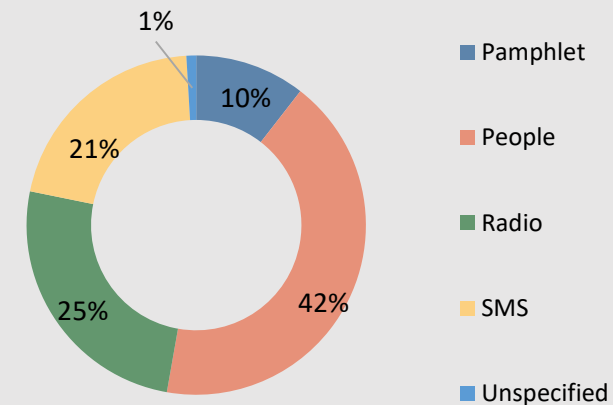
2% 17 and below

95% 18 to 59

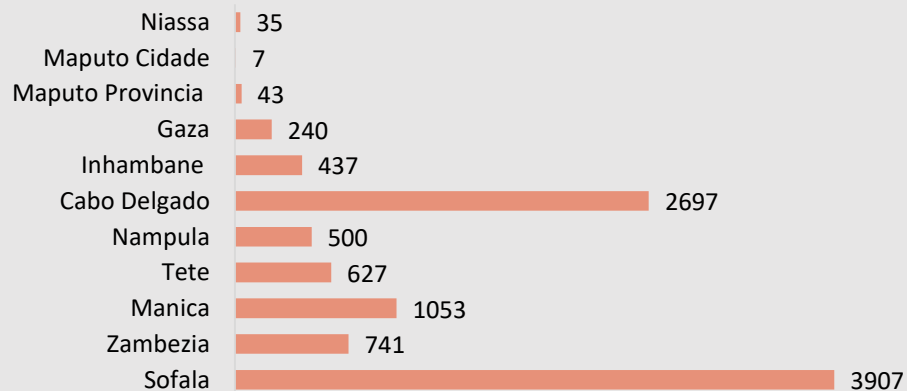
1% 60 and above

3% not specified in terms of age and 2% in gender

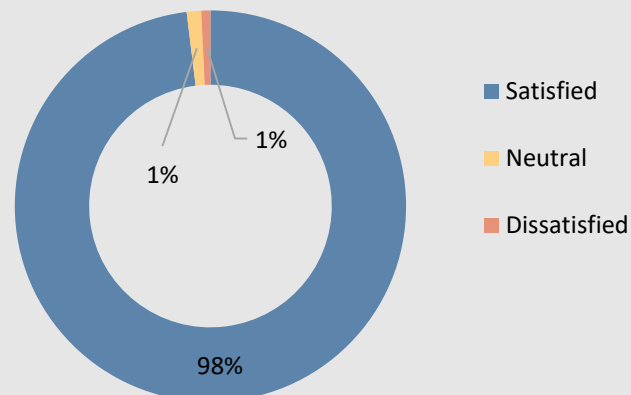
KNOWLEDGE ABOUT LINHA VERDE 1458



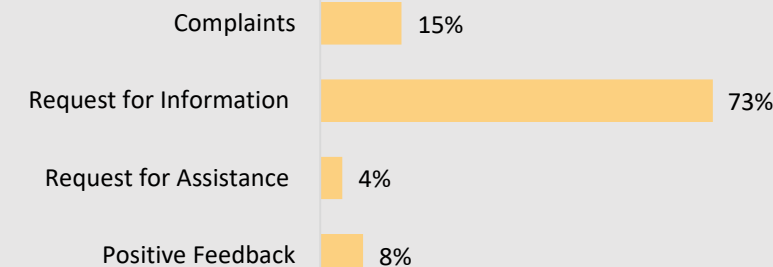
CASES BY PROVINCE



SATISFACTION

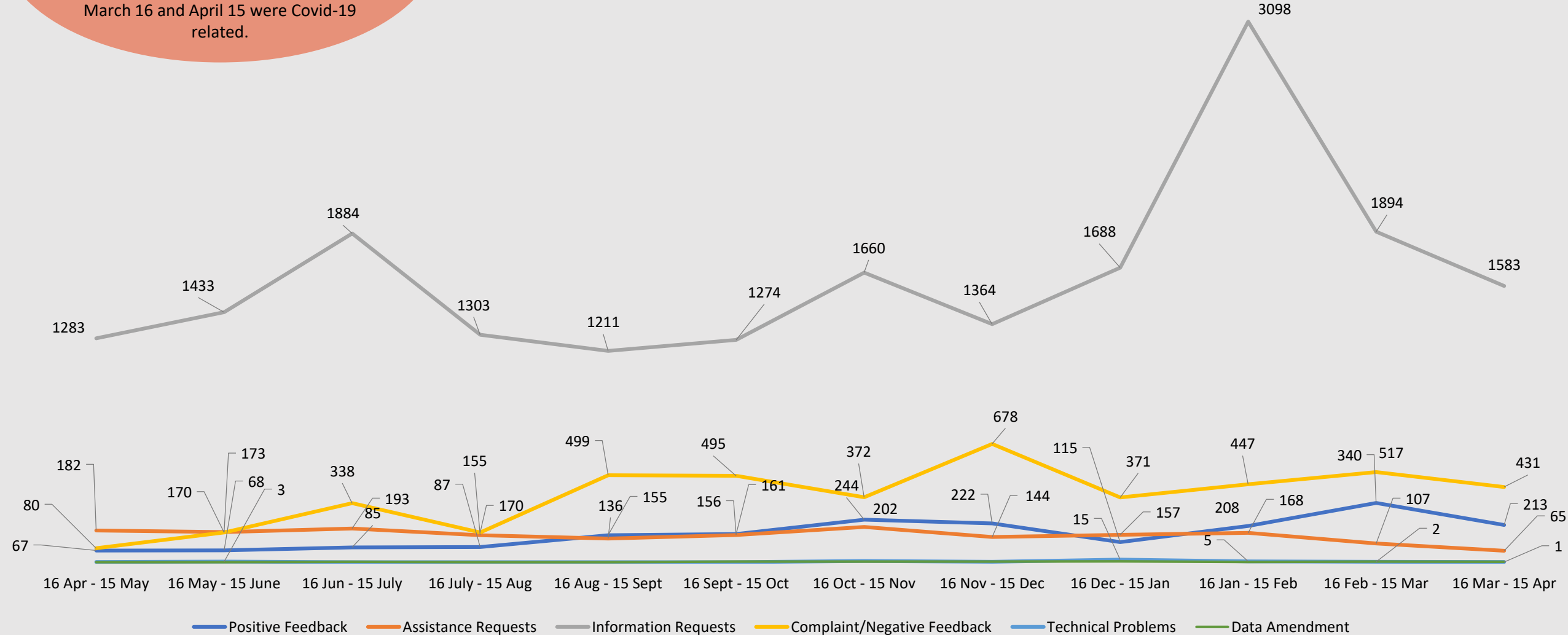


CASE TYPE



TYPES OF CASES REGISTERED PER MONTH 16TH MAR – 15TH APR 2021

Mar 16 to Apr 15, 2021
 Nr. Total Registered Cases:
2295
 Nr. of calls about Covid-19:
1017
44% of the cases registered
 through Linha Verde 1458 between
 March 16 and April 15 were Covid-19
 related.



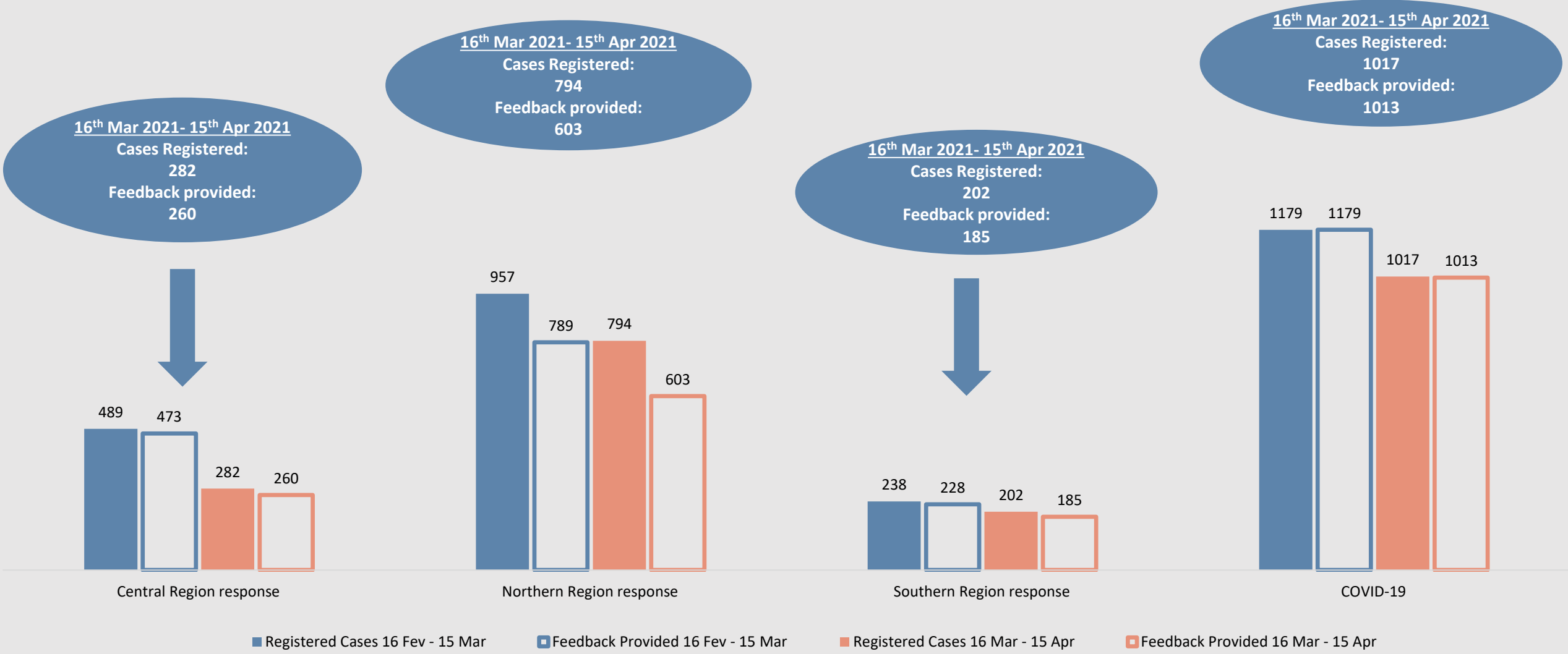
CASES PER SECTOR

16TH MAR – 15TH APR 2021



CASES PER RESPONSE

16TH MAR – 15TH APRIL 2021



■ Registered Cases 16 Feb - 15 Mar
 Feedback Provided 16 Feb - 15 Mar
 ■ Registered Cases 16 Mar - 15 Apr
 Feedback Provided 16 Mar - 15 Apr

CENTRAL REGION RESPONSE
16TH MAR – 15TH APR 2021

Feb/Mar
 Cases Registered:
489
 Feedback Provided:
97%

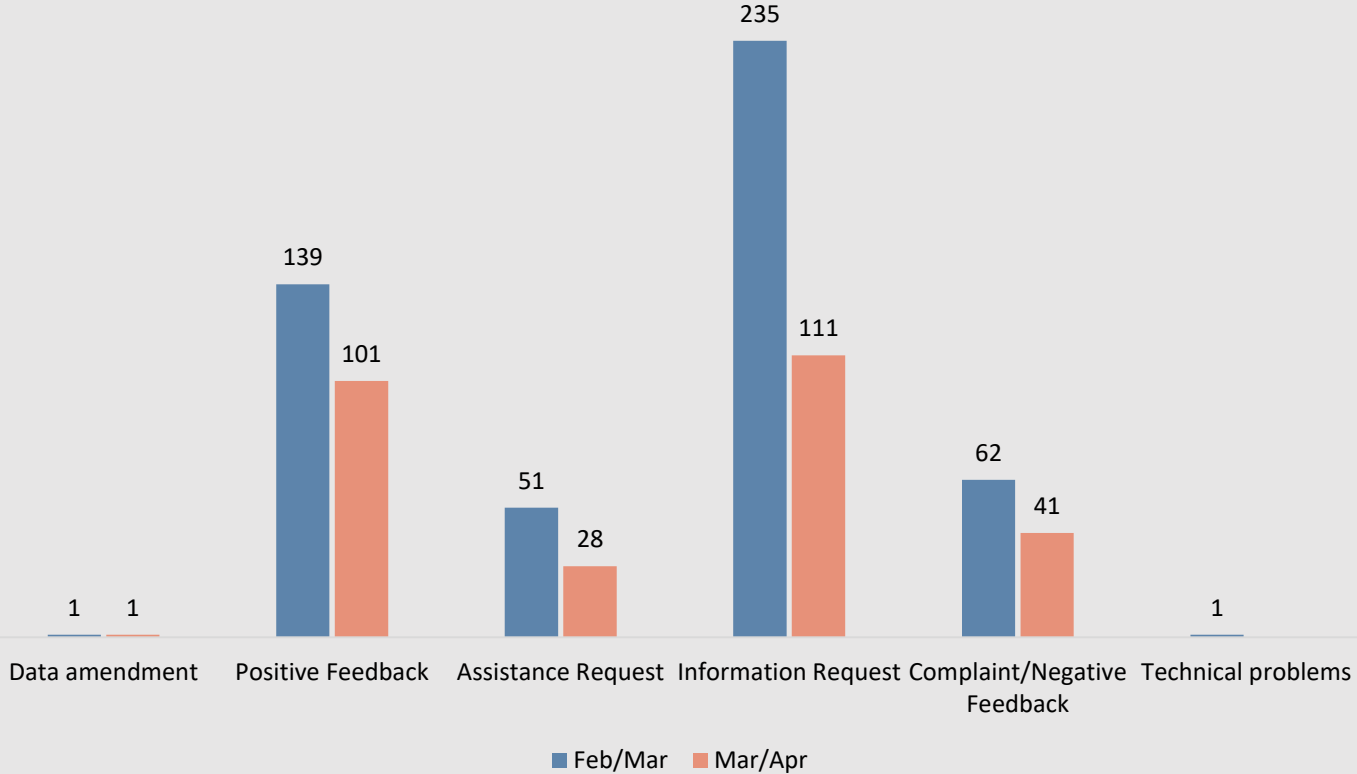
Mar/Apr
 Cases Registered:
282
 Feedback Provided:
92%

Feb/Mar
 Cases Registered:
51
 Feedback Provided:
96%

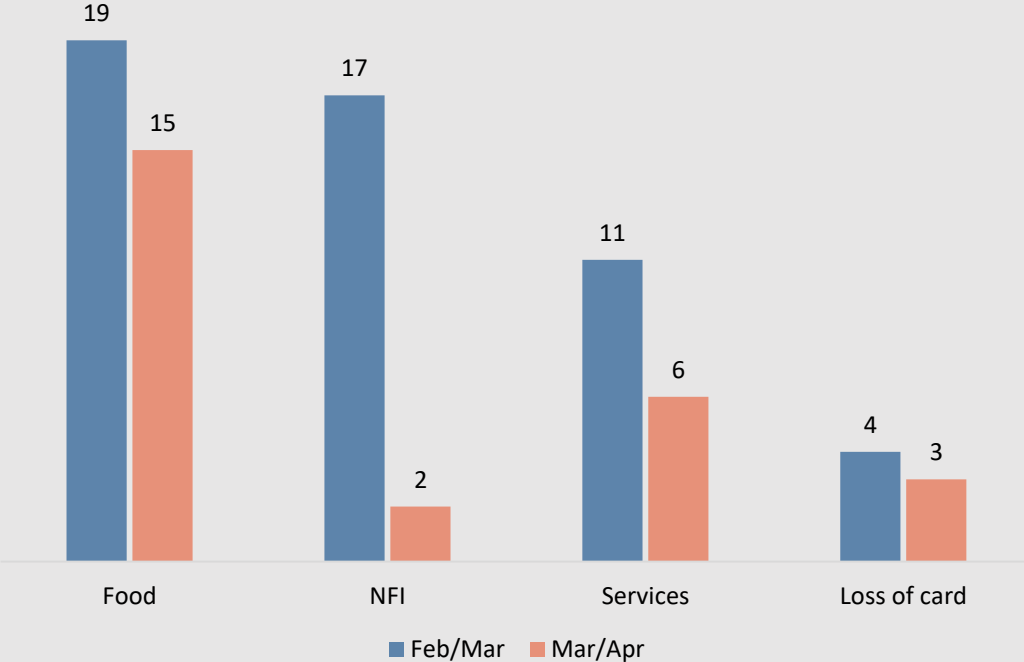
Mar/Apr
 Cases Registered:
28
 Feedback Provided:
86%



CASE TYPES



ASSISTANCE REQUEST



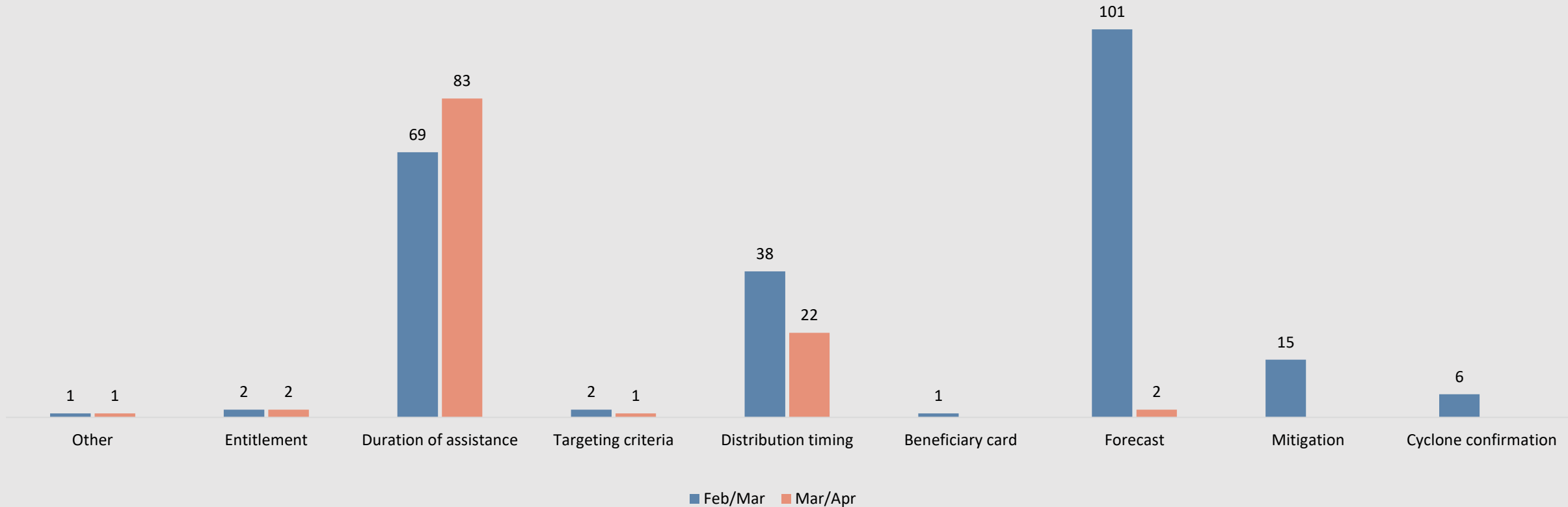
**CENTRAL REGION RESPONSE
INFORMATION REQUESTS
16TH MAR – 15TH APR 2021**



Feb/Mar
Cases Registered:
235
Feedback Provided:
99%

Mar/Apr
Cases Registered:
111
Feedback Provided:
98%

Cases labeled **Cyclone confirmation, Forecast and Mitigation** refer to information request about the weather/ potential tropical storms and cyclones

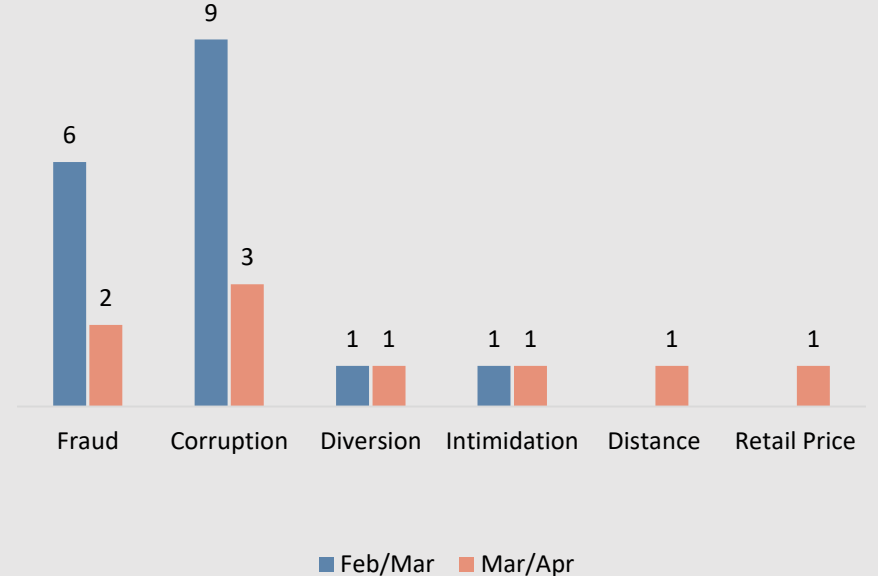
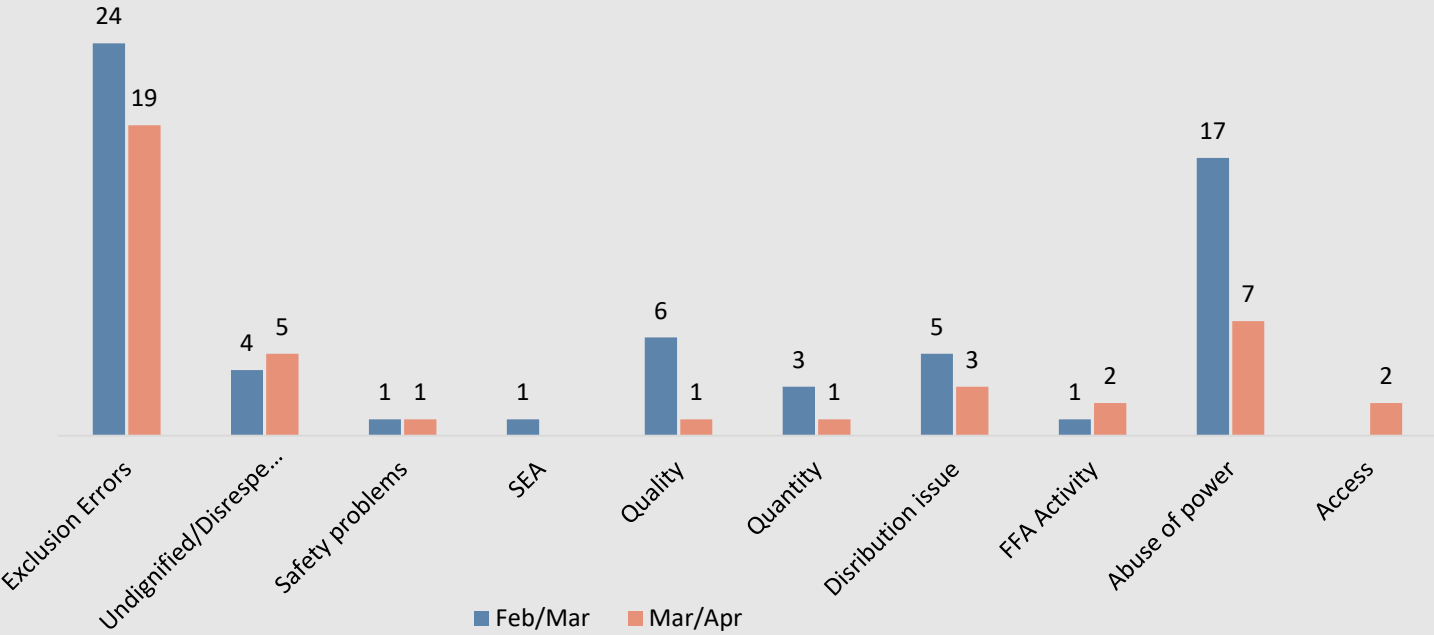
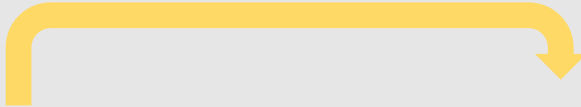


**CENTRAL REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH MAR – 15TH APR 2021**

**CENTRAL REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER AND OTHER
ACCESS BARRIERS
16TH MAR – 15TH APR 2021**



Abuse of power refers to acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers.
Corruption refers to the act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance
Fraud tends to refer to manipulation of lists for personal benefit.

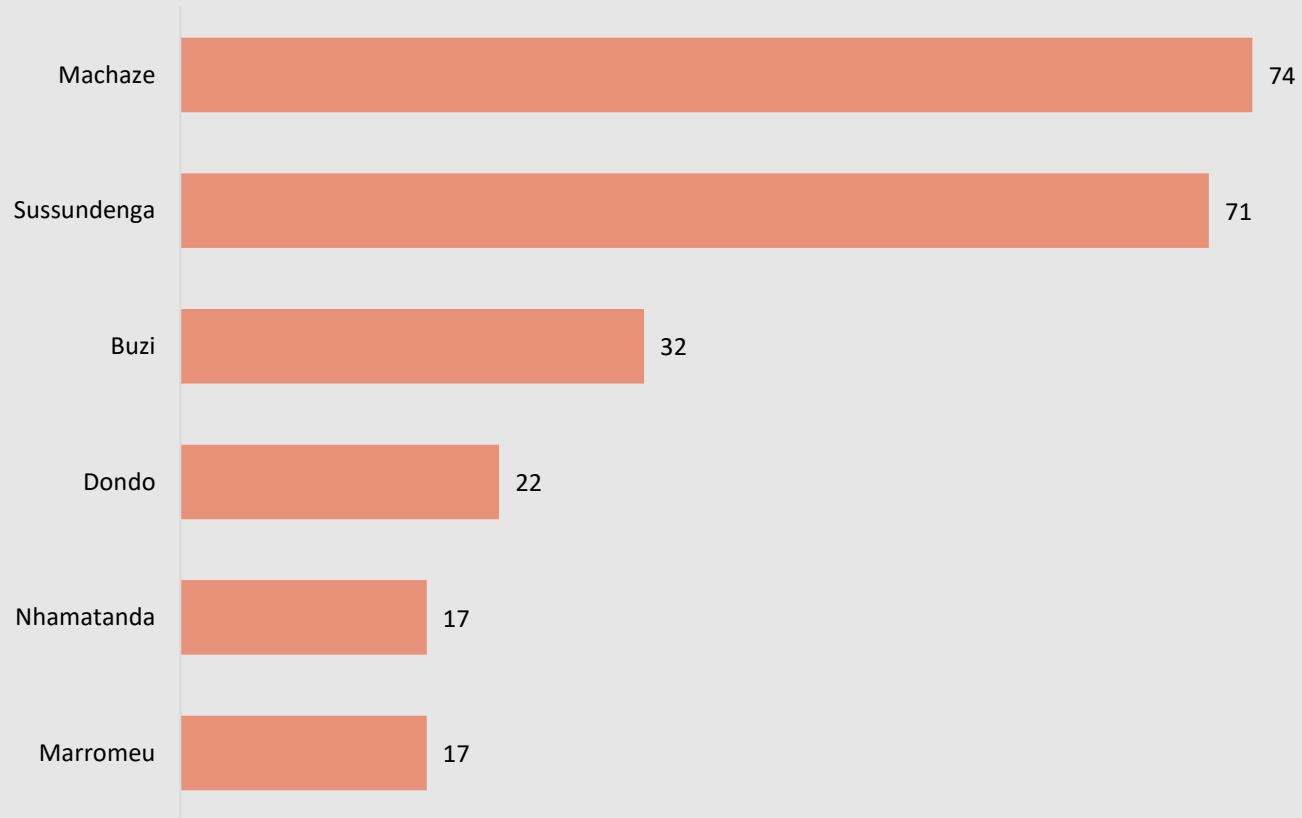


*SEA cases are removed from the complaints as they are reported separately through the PSEA Taskforce

Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH MAR – 15TH APR 2021**



NORTHERN REGION RESPONSE

16TH MAR – 15TH APR 2021

Feb/Mar
Cases Registered:
957
Feedback Provided:
82%

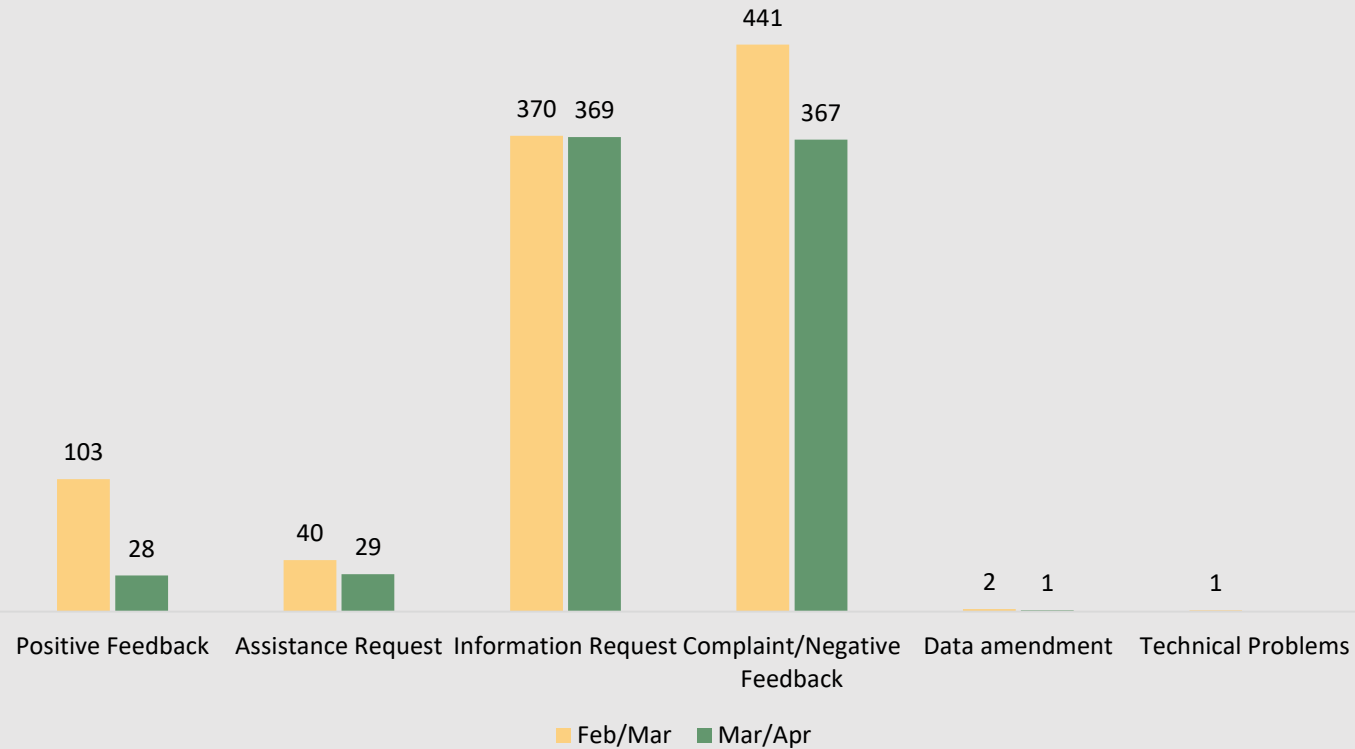
Mar/Apr
Cases Registered:
794
Feedback Provided:
76%

Feb/Mar
Cases Registered:
35
Feedback provided:
94%

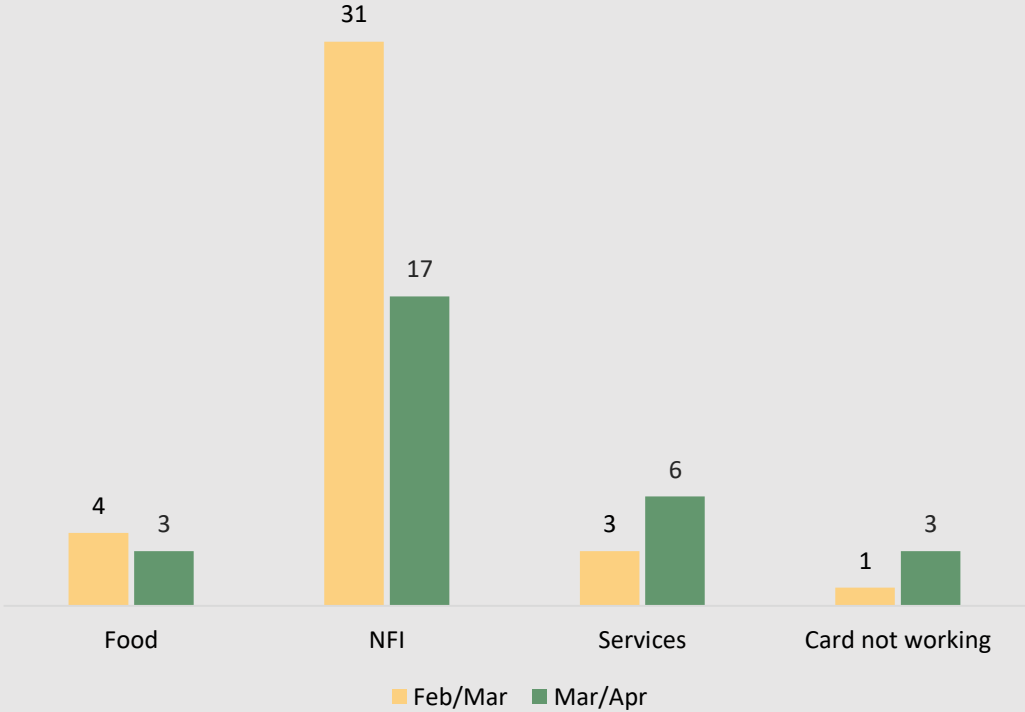
Mar/Apr
Cases Registered:
29
Feedback provided:
66%



CASE TYPES



ASSISTANCE REQUEST



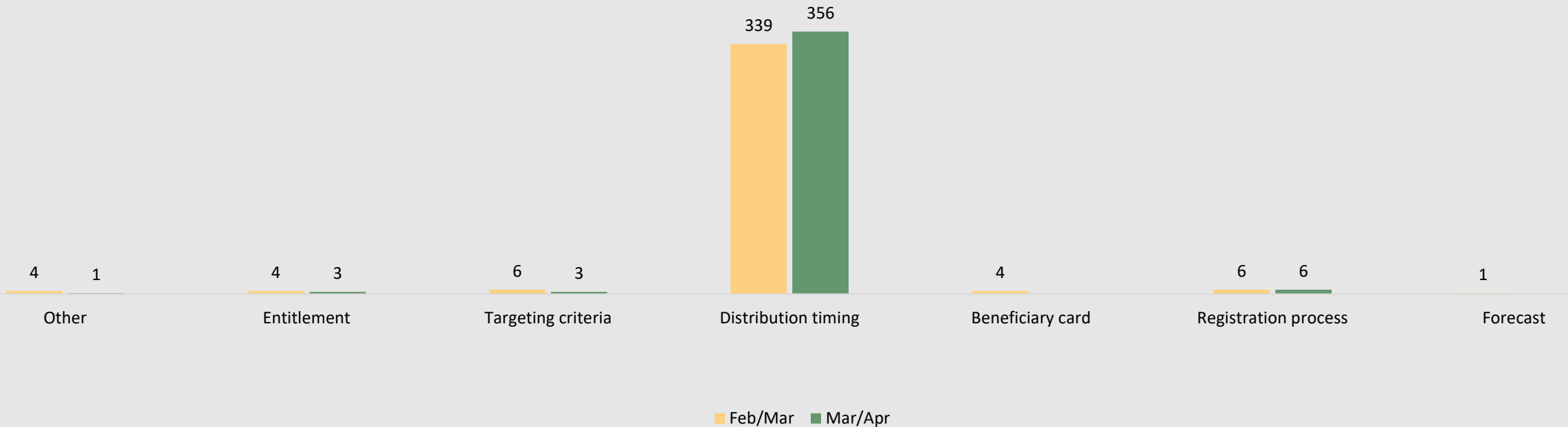
NORTHERN REGION RESPONSE INFORMATION REQUESTS 16TH MAR – 15TH APR 2021

A spike in **information requests** for **distribution timing** is due to halted and/ or postponed distributions resulting from unrest/ tensions between host and IDP communities.



Feb/Mar
Cases registered:
364
Feedback provided:
96%

Mar/Apr
Cases registered:
369
Feedback provided:
96%



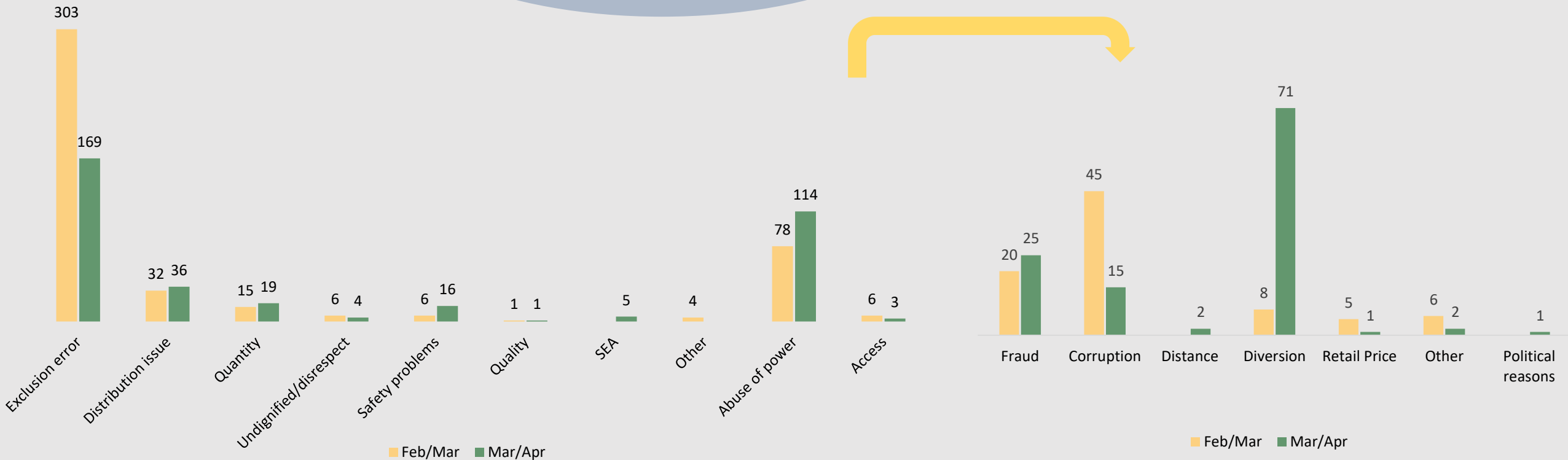
NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 16TH MAR – 15TH APR 2021



NORTHERN REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 16TH MAR – 15TH APR 2021

A large portion of **exclusion errors** are from IDP's claiming to have been registered various times by local authorities in host communities and continue to not receive assistance

Abuse of power refers to acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers.
Corruption refers to the act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance
Fraud tends to refer to manipulation of lists for personal benefit.

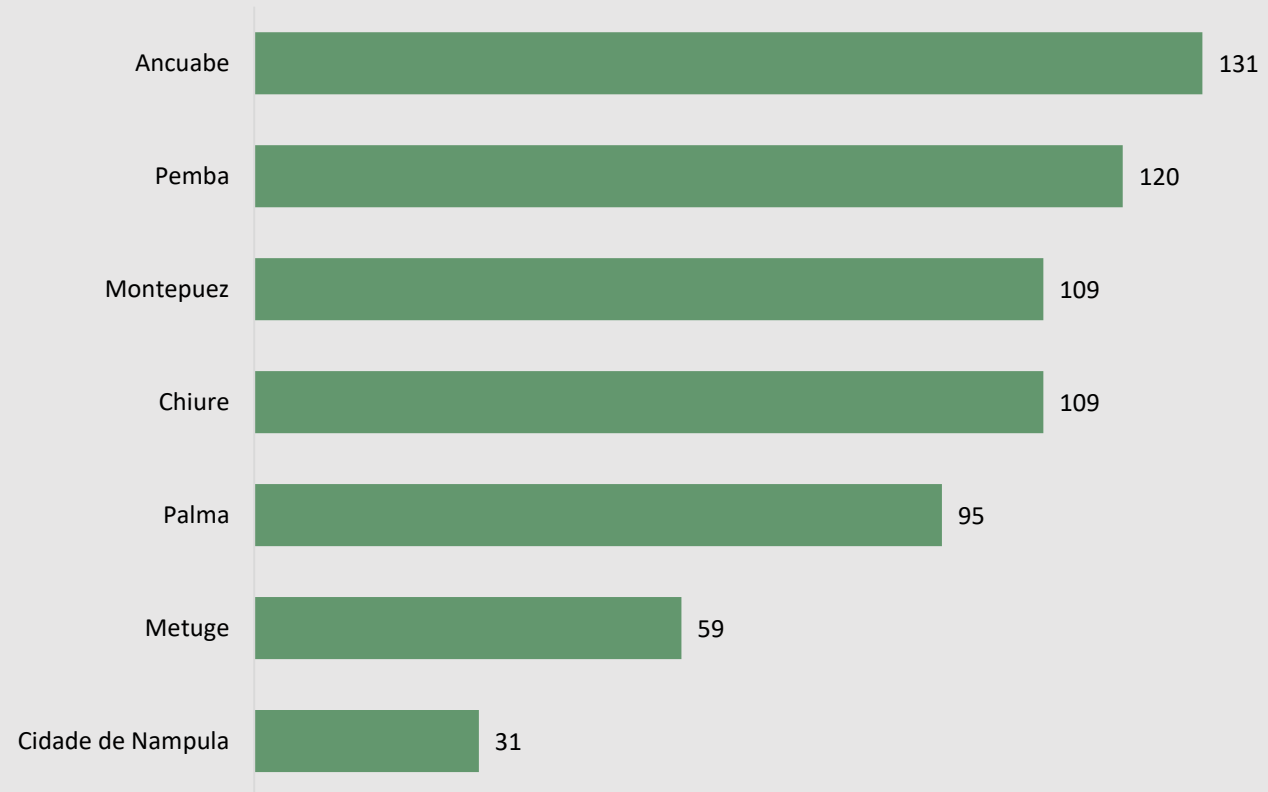


*SEA cases are removed from the complaints as they are reported separately through the PSEA Taskforce

Complaints – Abuses of power

Complaints – Access barriers

NORTHERN REGION (IDP) RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH MAR – 15TH APR 2021



SOUTHERN REGION (DROUGHT) RESPONSE 16TH MAR – 15TH APR 2021

Feb/Mar
Cases Registered:
238
Feedback Provided:
96%

Mar/Apr
Cases Registered:
202
Feedback Provided:
92%

Feb/Mar
Cases Registered:
16
Feedback Provided:
81%

Mar/Apr
Cases Registered:
7
Feedback Provided:
100%



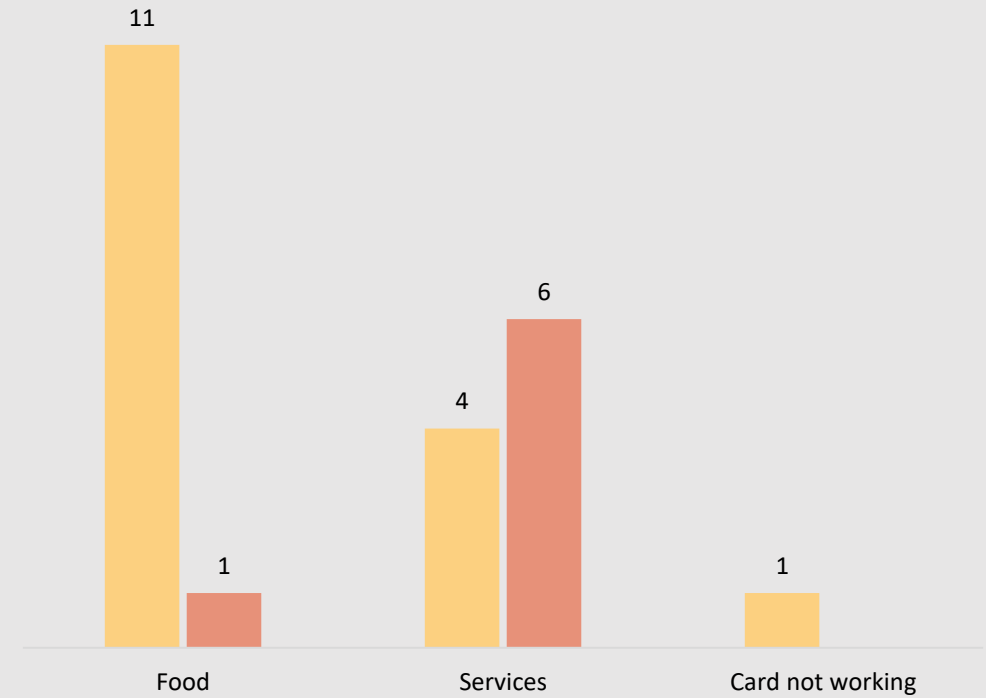
NFI

CASES TYPES



Feb/Mar Mar/Apr

ASSISTANCE REQUEST



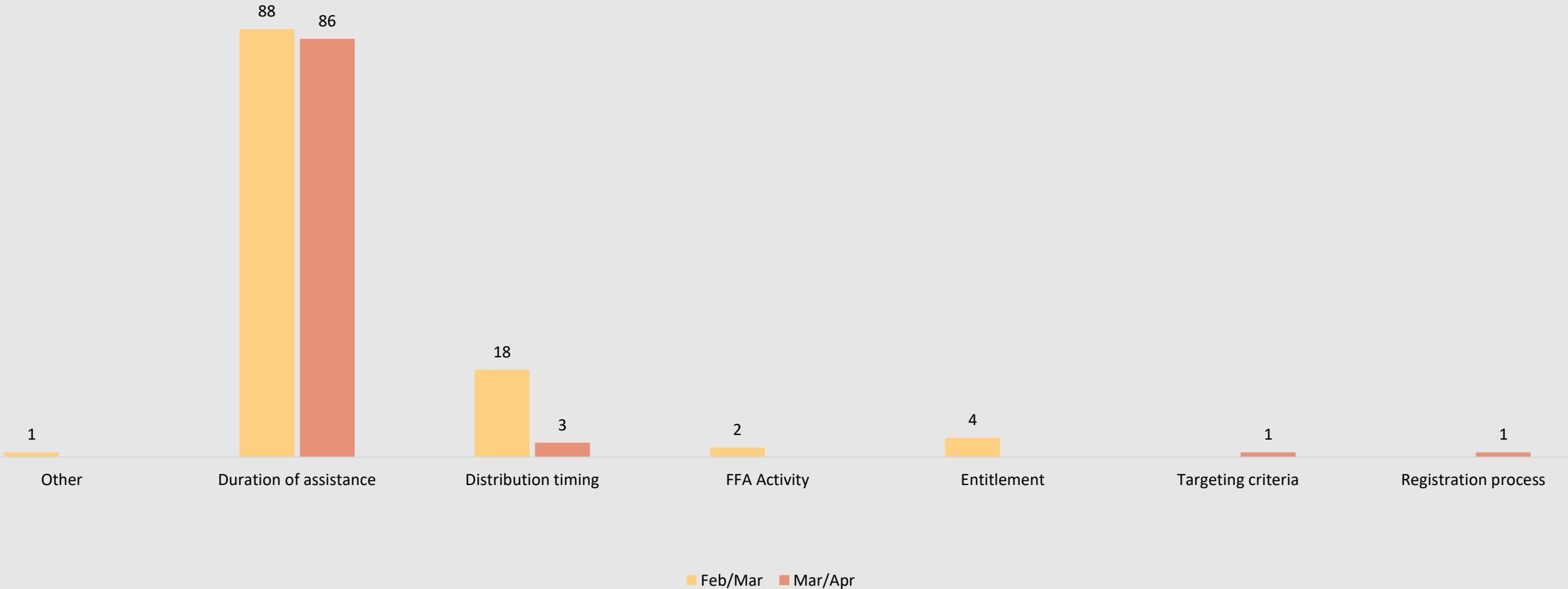
Feb/Mar Mar/Apr

SOUTHERN REGION (DROUGHT) RESPONSE INFORMATION REQUESTS 16TH MAR – 15TH APR 2021



Feb/Mar
Cases Registered:
113
Feedback Provided:
97%

Mar/Apr
Cases Registered:
91
Feedback Provided:
99%

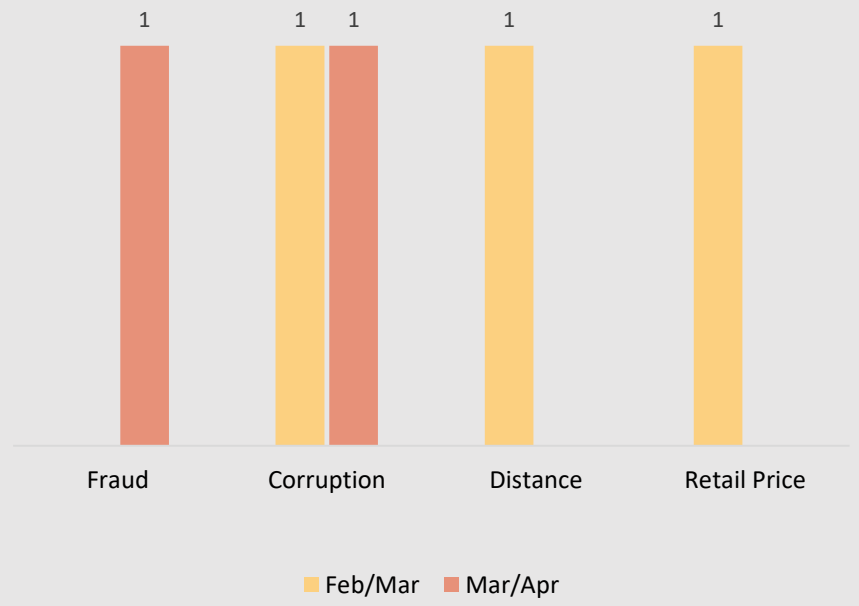
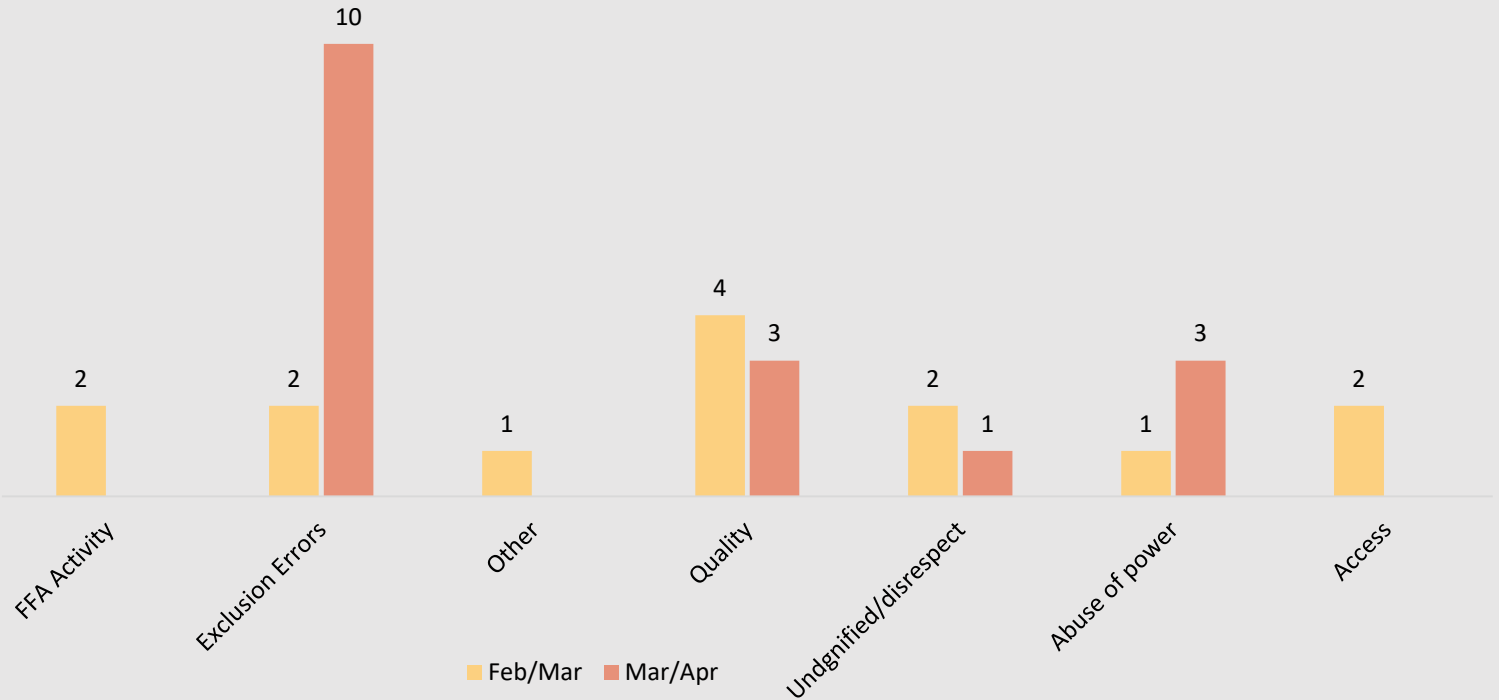
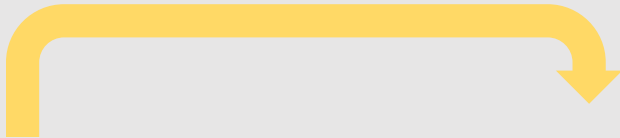


**SOUTHERN REGION (DROUGHT) RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH MAR – 15TH APR 2021**

**SOUTHERN REGION (DROUGHT) RESPONSE
BREAKDOWN OF ABUSES OF POWER
16TH MAR – 15TH APR 2021**



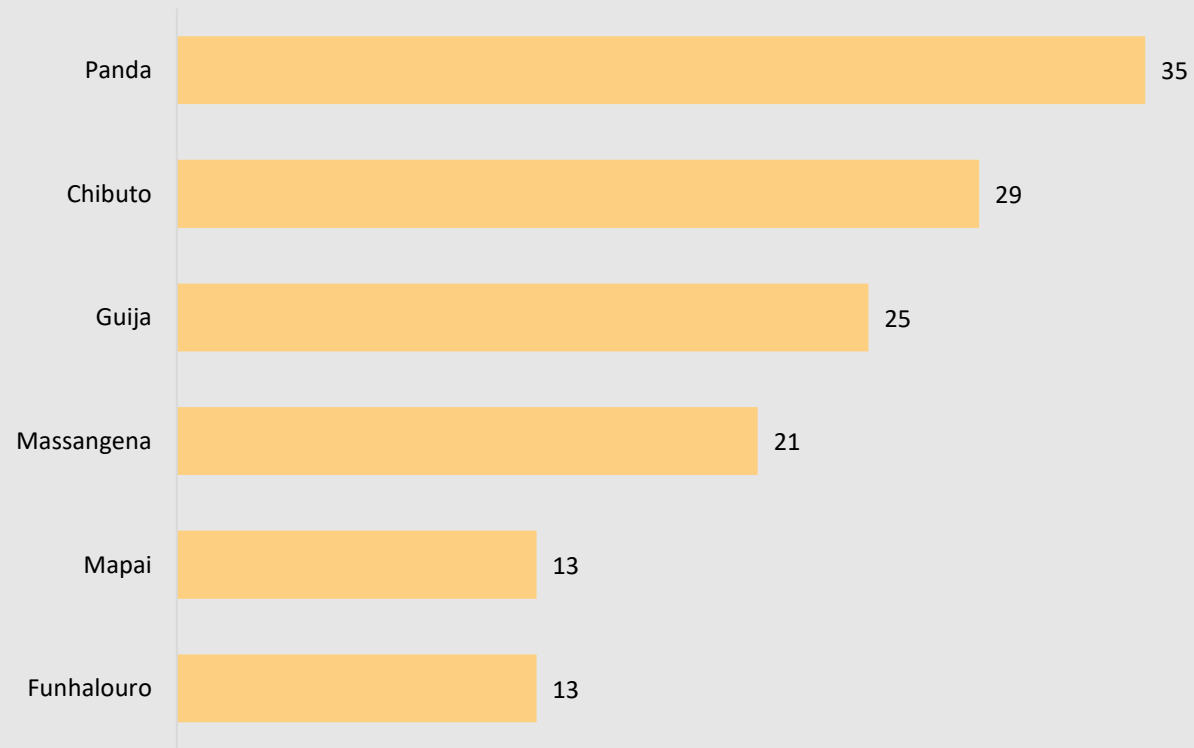
Abuse of power refers to acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers.
Corruption refers to the act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance
Fraud tends to refer to manipulation of lists for personal benefit.



Complaints – Abuses of power

Complaints – Access barriers

**SOUTHERN REGION (DROUGHT) RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH MAR – 15TH APR 2021**



POSITIVE FEEDBACK
16TH MAR – 15TH APR 2021

FOOD SECURITY

“I called Linha Verde 1458 to thank WFP and partners ANDA for the help we have received. On March 15th I received 40kg of maize, 5litres of cooking oil, 12kg of beans, and 1kg of salt. I am so happy for such gesture of support and I ask that this aid does not end anytime soon because our farms did not produce enough.” **Male, Sussundenga, Manica**



FOOD SECURITY

“I am very grateful, as I received food in March 2021. I am a victim of drought, and I received a 50kg of corn, 2 liters of cooking oil and a jar of beans. Thank you so very much and I ask that the project continue. I live with my husband and 5 children.” **Female, Marromeu, Sofala**



FOOD SECURITY/ SHELTER/ WASH

“I want to say I am very satisfied with the work of WFP. I received for the last time in 30/03/2021 flour, beans, cooking oil, and salt. Before WFP came in to support we lived poorly, but now we already have bathrooms and they built houses for the elderly with toilets. I am a community leader and I am grateful. **Male, Marara, Tete**

FOOD SECURITY

“I thank for the humanitarian aid promoted by WFP and partners, in the scope of the project called food for assets. Last distribution took place on March 22, 2021 I received 37kg of flour, 1kg of salt, 3kg of peanuts, 8kg of beans, and 4litres of oil, and I call on partners to continue with humanitarian actions despite the plan indicating that this month ends, as the last rain caused damage to our crops and will not harvest anything from the first season, awaiting the harvest of the second production.” **Female, Panda, Inhambane**

FOOD SECURITY

“I called to thank WFP and partner SEPPA for the support granted. I received a check of 3600Mt on March 31st of the present year. I am grateful for this gesture and please continue with this support.” **Male, Montepuez, Cabo Delgado**

SHELTER & WASH

“I called to thank the partners for the help I received on 30/03/2021. I received pans, radio, nails, buckets, soap, machete, blankets and tarpaulin.” **Female, Chiure, Cabo Delgado**

FOOD SECURITY



16 Mar - 15 Apr 2021

Cases Registered:

1095

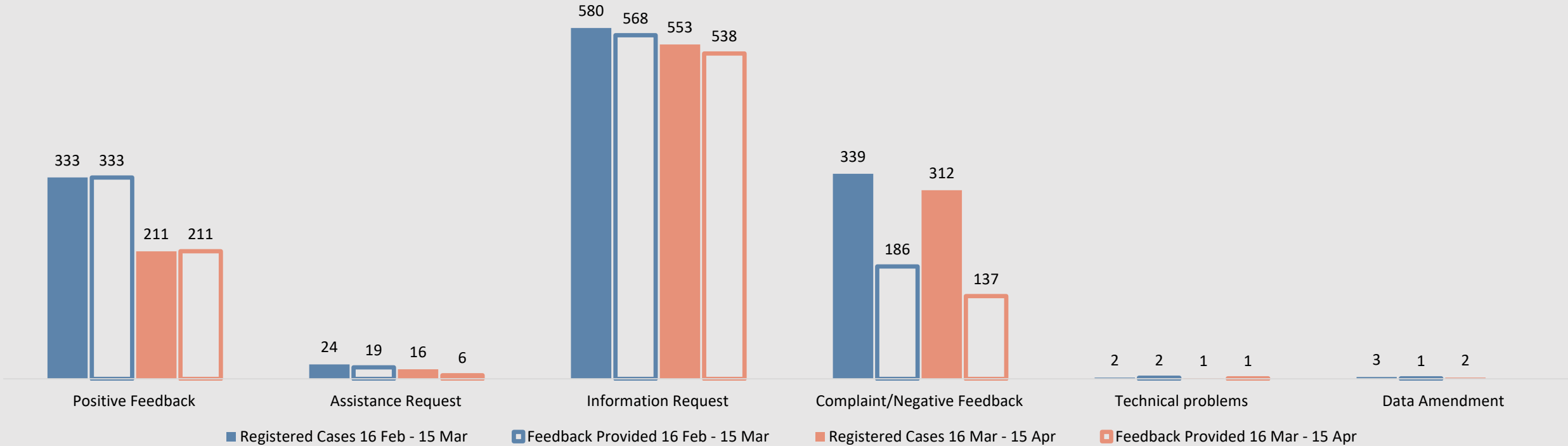
Feedback Provided:

81.5%

16 Mar - 15 Apr 2021

60% of the cases registered here are from the northern region of the country.

Sofala	94
Zambezia	10
Manica	140
Tete	27
Nampula	79
Cabo Delgado	583
Inhambane	63
Gaza	92
Maputo Provincia	7



HEALTH



16 Mar - 15 Apr 2021

Cases Registered:
997
Feedback Provided:
100%

EDUCATION

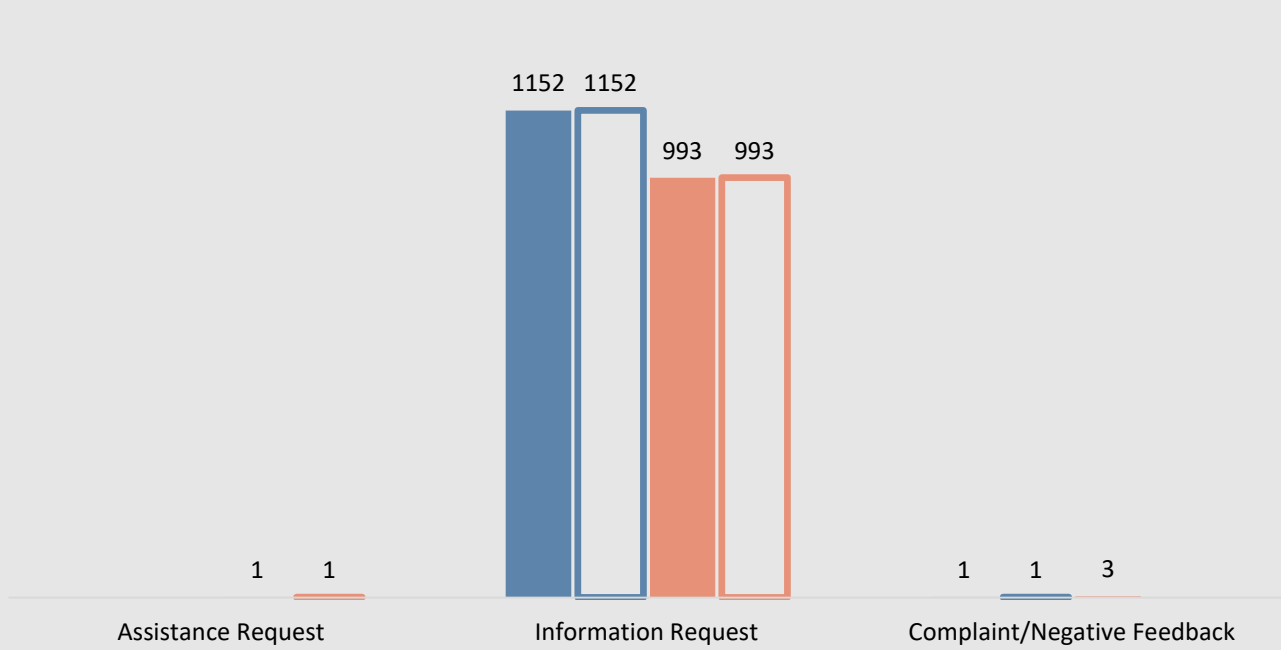


16 Mar - 15 Apr 2021

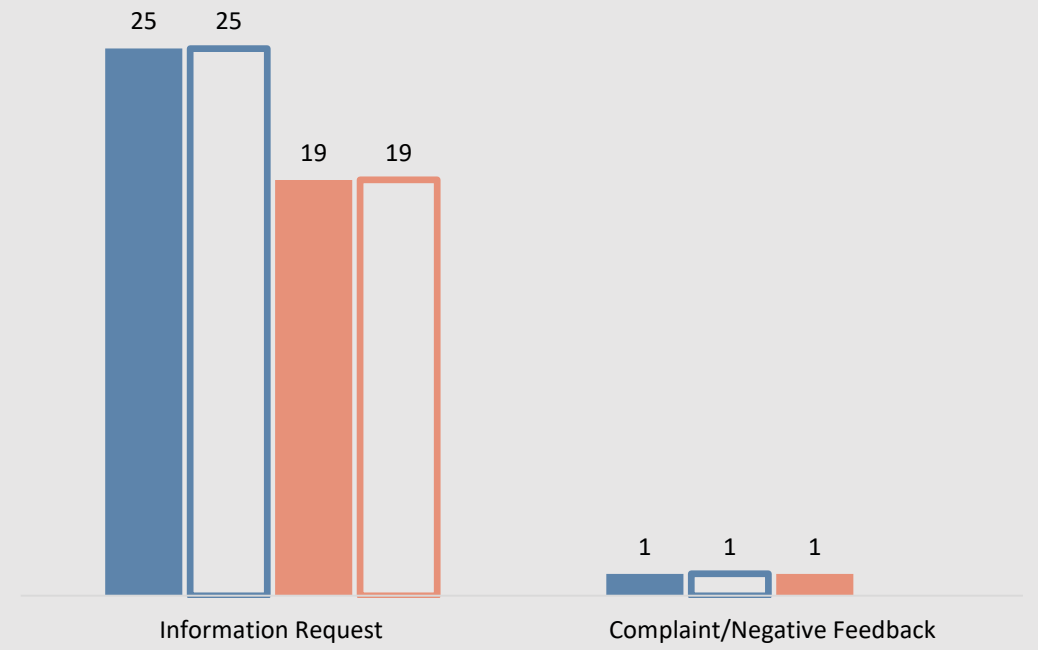
Cases Registered:
20
Feedback Provided:
95%

Sofala	480
Zambezia	167
Manica	145
Tete	128
Nampula	38
Cabo Delgado	20
Inhambane	4
Gaza	7
Niassa	5
Maputo Provincia	3

Sofala	13
Zambezia	1
Manica	3
Nampula	2
Cabo Delgado	1



■ Registered Cases 16 Feb - 15 Mar Feedback Provided 16 Feb - 15 Mar
■ Registered Cases 16 Mar - 15 Apr Feedback Provided 16 Mar - 15 Apr



■ Registered Cases 16 Feb - 15 Mar Feedback Provided 16 Feb - 15 Mar
■ Registered Cases 16 Mar - 15 Apr Feedback Provided 16 Mar - 15 Apr

CCCM

SHELTER AND NFI

Sofala	1
Cabo Delgado	2

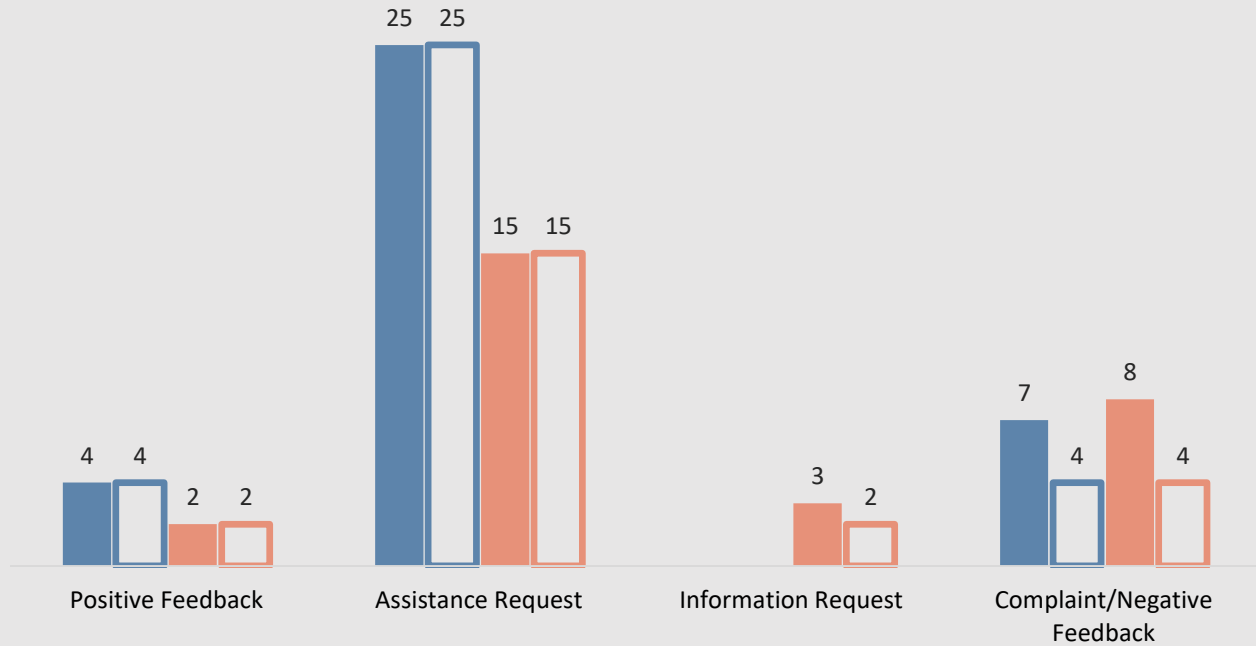
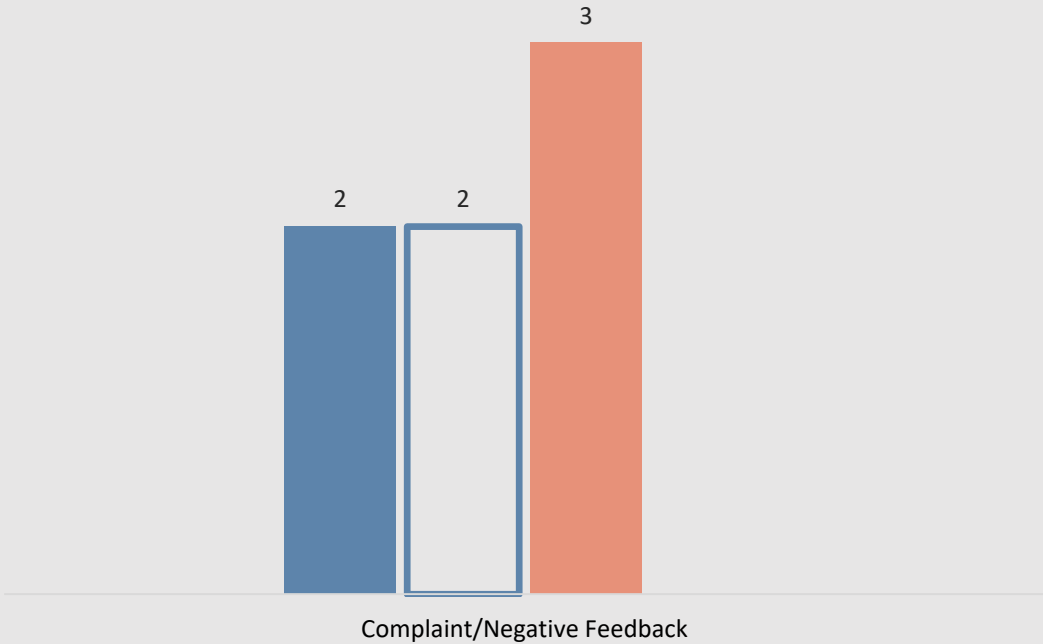


16 Mar - 15 Apr 2021
 Cases Registered: **3**
 Feedback Provided: **0%**



Sofala	6
Tete	1
Nampula	3
Cabo Delgado	18

16 Mar - 15 Apr 2021
 Cases Registered: **28**
 Feedback Provided: **82%**



■ Registered Cases 16 Feb - 15 Mar Feedback Provided 16 Feb - 15 Mar
■ Registered Cases 16 Mar - 15 Apr Feedback Provided 16 Mar - 15 Apr

■ Registered Cases 16 Feb - 15 Mar Feedback Provided 16 Feb - 15 Mar
■ Registered Cases 16 Mar - 15 Apr Feedback Provided 16 Mar - 15 Apr

WASH

PROTECTION

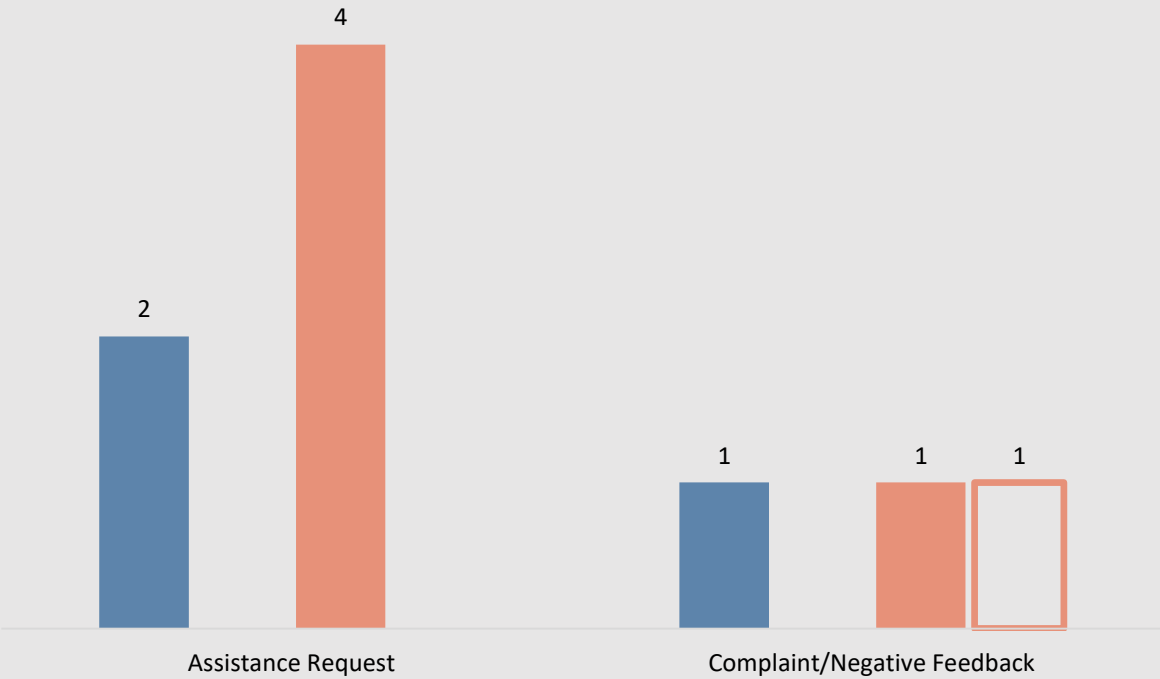
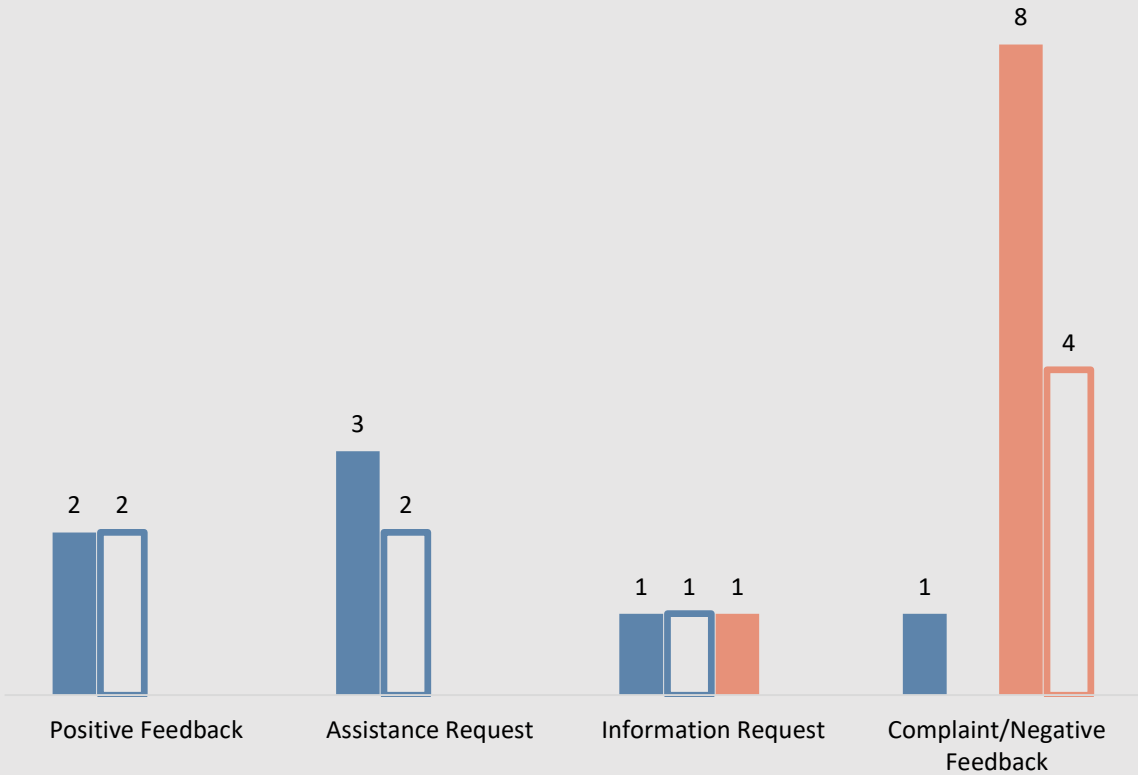
Sofala	4
Manica	1
Cabo Delgado	4



16 Mar - 15 Apr 2021
 Cases Registered:
9
 Feedback Provided:
44%

16 Mar - 15 Apr 2021
 Cases Registered:
5
 Feedback Provided:
20%

Sofala	2
Nampula	2
Cabo Delgado	1



■ Registered Cases 16 Feb - 15 Mar
 ■ Feedback Provided 16 Feb - 15 Mar
■ Registered Cases 16 Mar - 15 Apr
 ■ Feedback Provided 16 Mar - 15 Apr

■ Registered Cases 16 Feb - 15 Mar
 ■ Feedback Provided 16 Feb - 15 Mar
■ Registered Cases 16 Mar - 15 Apr
 ■ Feedback Provided 16 Mar - 15 Apr

CHILD PROTECTION

GBV

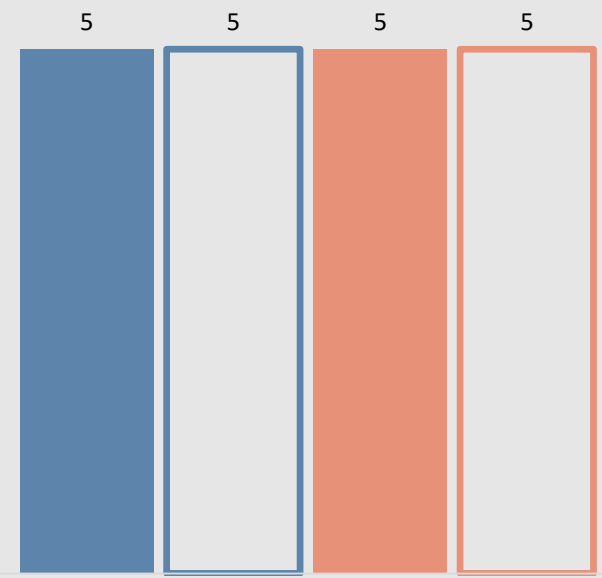
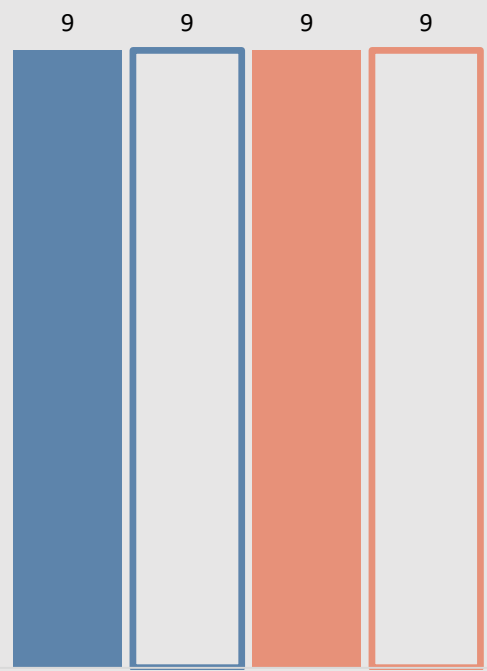


Sofala	2
Manica	1
Tete	1
Nampula	1
Cabo Delgado	3
Maputo Provincia	1



Tete	1
Zambezia	1
Maputo Provincia	3

Child Protection cases are referred to **Linha Fala Criança** as well as **GBV** cases are referred to the **GBV cluster** for resolution and afterwards closed by Linha Verde 1458. However, these cases may take from one to six months for resolution by **Linha Fala Criança** and **GBV cluster**.



Assistance Request

Assistance Request

■ Registered Cases 16 Feb - 15 Mar ■ Feedback Provided 16 Feb - 15 Mar
■ Registered Cases 16 Mar - 15 Apr ■ Feedback Provided 16 Mar - 15 Apr

■ Registered Cases 16 Feb - 15 Mar ■ Feedback Provided 16 Feb - 15 Mar
■ Registered Cases 16 Mar - 15 Apr ■ Feedback Provided 16 Mar - 15 Apr

SOCIAL PROTECTION/INAS

IDP REGISTRATION

Sofala	1
Zambezia	1
Tete	5
Cabo Delgado	1



16 Mar - 15 Apr 2021

Cases Registered:
8

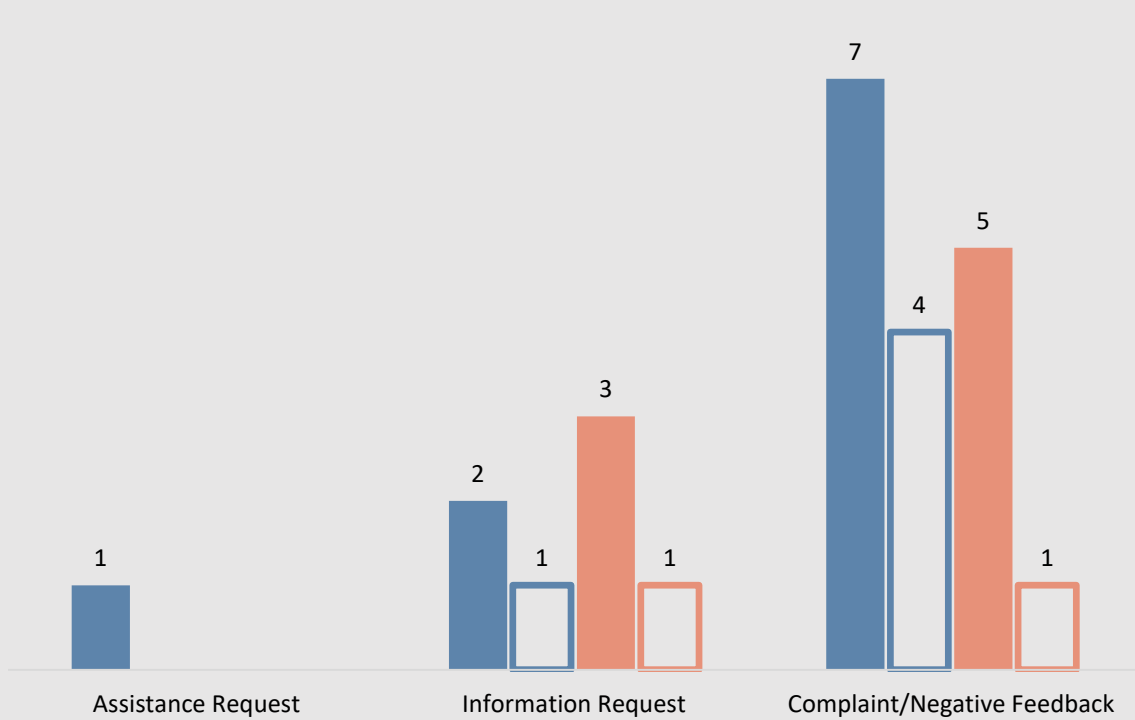
Feedback Provided:
25%

16 Mar - 15 Apr 2021

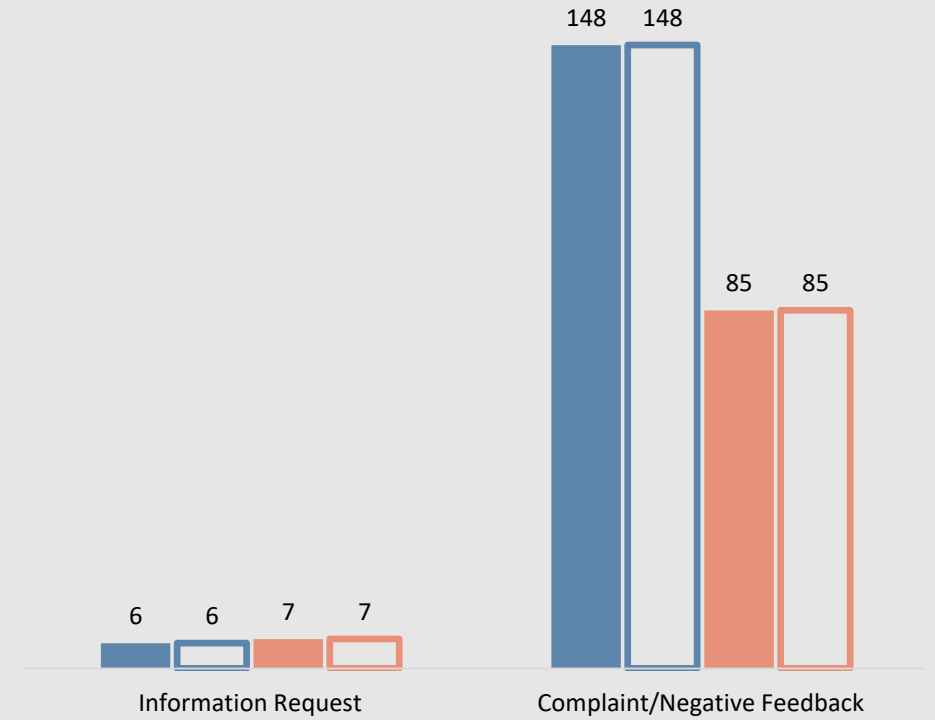
Cases Registered:
92

Feedback Provided:
100%

Nampula	8
Cabo Delgado	83
Gaza	1



■ Registered Cases 16 Feb - 15 Mar
 Feedback Provided 16 Feb - 15 Mar
■ Registered Cases 16 Mar - 15 Apr
 Feedback Provided 16 Mar - 15 Apr

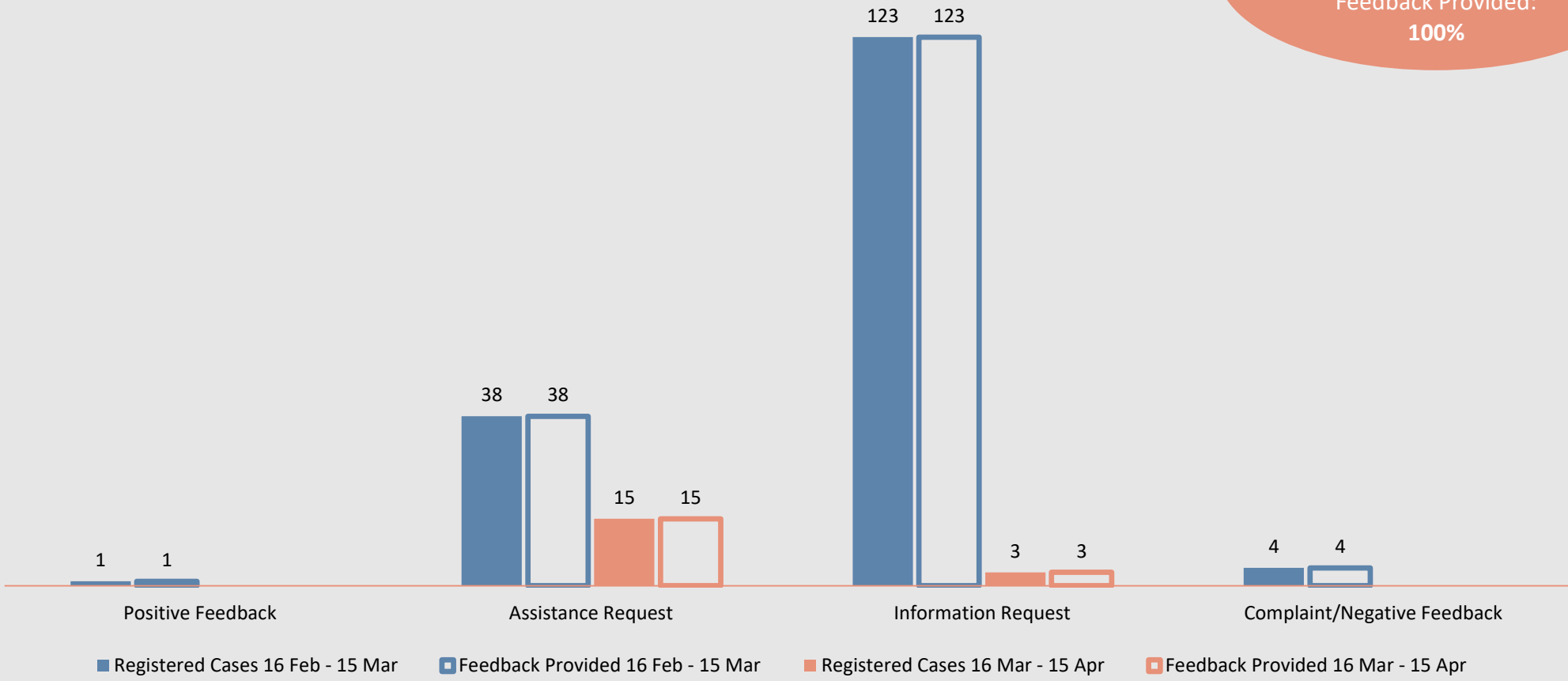


■ Registered Cases 16 Feb - 15 Mar
 Feedback Provided 16 Feb - 15 Mar
■ Registered Cases 16 Mar - 15 Apr
 Feedback Provided 16 Mar - 15 Apr

INGD

Sofala	8
Manica	6
Zambezia	3
Nampula	1

16 Mar - 15 Apr 2021
Cases Registered:
18
Feedback Provided:
100%



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH MAR – 15TH APR 2021

Overview

- ❖ A total cumulative of 38,566 cases have been registered through Linha Verde 1458 since 16th May 2019 with an overall feedback rate of 96%.
 - A total of **2,295** cases were registered in the period between 16th March and 15th April 2021.
 - 44% of cases registered on Linha Verde 1458 concerned the spread of Covid-19. Linha Verde 1458 continued to offer clarification regarding the control measures adopted by the government.
 - **35%** of cases registered over this period were from the **northern region** of the country with majority of case types being almost equally divided into complaints and information requests.
 - Cases from the **southern and central region** of the country jointly account for 21% of the total cases registered through Linha Verde 1458 over the last month.

Inter-agency/Government Coordination: March – April 2021

- ❖ On the 14th of April Linha Verde 1458 Manager participated in a short orientation at MISAU on questions and answers as well as debunking of myths regarding the 2nd Phase of the Covid-19 Vaccine Roll out in Mozambique for high-risk groups and high-risk professions, from 19th to 30th April 2021.
 - Scripts and pamphlets were shared with the Linha Verde 1458 team in order to help provide people with clarifications regarding the vaccine and the vaccination campaign.

Central Region Response: March – April 2021

- ❖ A total of 282 cases registered from the central region of the country with 259 of them being closed/ receiving feedback. Majority of the cases are information requests, followed by complaints, assistance requests and positive feedback.

Information requests

- ❖ Many information requests concern the duration of assistance being provided. At the same time, many callers who are informed of the current ending of lean season food assistance have requested that the programmes be extended as many claim they continue to face uncertainty about alternative food sources.
- ❖ A smaller number of information requests concern distribution timing, particularly in Mutua and Guara-Guara resettlement sites in Dondo, Sofala and Macuvine Resettlement site in Mocuba in Zambezia where assistance is being provided to IDPs from Cabo Delgado.

Complaints

Food Assistance

- ❖ From Buzi, Nhamatanda, Caia, Muanza and Chemba people have called claiming to have been **excluded** from the last cash distribution (M-pesa) while others have claimed not to have received their M-pesa transfer in the last two months.
- ❖ Callers from Machaze in Manica claimed that they did not receive food assistance during the last distribution claiming that the local leader intentionally **excluded** them from the registration list. The callers also claimed that an indicated maximum number of beneficiaries resulted in people in need of assistance being excluded. The feedback suggests a gap in communication on beneficiary targeting and the fact that food assistance is intended for the most vulnerable.

- ❖ Claims of **fraud** (Guara-Guara and Metuchira) were registered where beneficiaries indicate the local leaders have manipulated beneficiary lists. Other claims from Masquil Alto citing that amounts of money are being charged to people for inclusion in a local food assistance programmes, it is not clear which actor is running the programme.

Shelter

- ❖ In a **Shelter** program a group of young men in the Guara-Guara and Savane resettlement sites claim that they were promised they would receive 500mt a day for work done. However, when they received their payments, they received less money, but were forced to sign confirming receipt of the total promised amount. The men have requested the immediate removal of the employee in question – the case has been referred to the organization for follow-up.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH MAR – 15TH APR 2021

- ❖ Callers from Bandua have claimed to be excluded from a **Shelter** distribution program whereby people affected by Tropical storm Eloise were receiving **tarpaulin**.

WASH

- ❖ Distribution of bars of soap and “Certeza” as part of a WASH intervention in Metuchira resettlement site on the 25th of March, received complaints of exclusion errors and distribution issues, whereby the distribution team claimed they would go back to complete the distribution but have not returned since.
- ❖ Casual workers contracted to install a water pump(s) in Guara-Guara Resettlement centre called Linha Verde 1458 claiming that, they had not received the agreed upon remuneration for work done despite going to the contractor. Cases were shared with Linha Verde 1458 WASH focal point who following feedback from partners, informed Linha Verde 1458 that all the workers had received payments since the complaint had been shared.
- ❖ A corruption claim has been made against a community leader in 25 de Setembro resettlement site in Manica for charging 650mt per person to young people who are meant to participate in sanitation program called MENTO.

Health

- ❖ A caller from Mandruzi resettlement site reports **lack of access to health services** in the community due to the distance of the nearest health facility being very far as the caller also reports that pregnant women have been seen to give birth on the way to the nearest health facility. The caller claims that the distance causes the resettlement site dwellers to arrive so late at the nearest health facility that they end up not being attended to as when they arrive the health facility is closed.

Requests for assistance

- ❖ Callers from Buzi and Dondo in Sofala, Sussundenga and Machaze in Manica have called requesting for food assistance, claiming that they continue to suffer the effects of the flooding due to the recent tropical storm Eloise.
- ❖ A small number of callers from Nicoadala in Zambezia have requested for assistance in building materials to remedy the effects of the recent tropical storms on their houses.
- ❖ Callers from Guara-Guara and Mandruzi Resettlement site called to report loss of their beneficiary cards for agricultural seeds and tools distributed by FAO.

- ❖ A small number of callers have asked that the food entitlement be changed as they do not have money to take the maize for milling.

Northern Region (IDP) Response: March – April 2021

- ❖ Calls regarding the humanitarian assistance programs in the northern region of the country continue to come through Linha Verde 1458 as the situation evolves in Cabo Delgado. 794 cases registered from the northern region over this period with a 76% feedback rate. Majority of the cases are complaints, followed by information requests, assistance requests and finally positive feedback.

Complaints

- ❖ Most complaints registered from the northern region are of exclusion errors, abuses of power, distribution issues, safety problems and complaints regarding quantity of food.

Exclusion errors

- ❖ A majority of the exclusion error claims come from beneficiaries of food assistance programs in Montepuez, Chiure and Pemba. Callers claim to have not received assistance in the last few months and for others, they claim to have not received their rations in the previous distributions end of March and beginning of April 2021.
 - It is possible that this is linked to ongoing verification and cleaning of beneficiary lists in response to claims that beneficiary lists were inflated, and many contained host families, who at the moment are not targeted.
 - WFP Field monitors have indicated that some exclusion error claims were from “no-shows”(people who did not show up due various reasons), others were from people who sent other people on their behalf without identity documentation as proof, some were truly excluded in registration process and were advised to approach the CP help desk during the next distribution for support.
 - The rest who had claimed to be excluded at community registration level were advised consult the local leadership in charge of registering the local IDP population to find out the cause.
- ❖ 92 calls registered from IDP’s in Namuno, Montepuez, Chiure, Pemba and Metuge, describe attempts to register in their host communities since they arrived however, they continue to not receive any kind of assistance due to exclusion from IDP registration lists and processes.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH MAR – 15TH APR 2021

WASH and Shelter

- ❖ A few exclusion error claims have been received from beneficiaries of Shelter programs in Meluco and Montepuez. Linha Verde 1458 has informed callers that the Shelter cluster has limited funding and criteria for distribution of shelter items is for the most vulnerable and the humanitarian community relies on the support of community to help identify these groups.
- ❖ A number of exclusion error claims have been received from Metuge regarding the distribution of hygiene kits. The WASH cluster informed Linha Verde 1458 that when beneficiaries are absent during distributions and do not receive their entitlements, their names are noted down and the WASH cluster partner informs the community leader to call those who were absent to receive their entitlements on a later date.

Abuses of power

- ❖ The affected population in Palma (during the week before the attack) complained about corruption whereby local leaders manipulated beneficiary lists for food assistance to include host community members, including Government employees such as police and nurses, who could pay them. Callers also reported disturbances at distribution points and claims were also made that local police were involved in diversion of food rations.
- ❖ All cases were shared with WFP for awareness and action and WFP and cooperating partner indicated that people identified by the local authorities, registered as IDP's, received food assistance. As per standard procedure food is only distributed to people on beneficiary lists and given the sensitivities WFP staff ensured oversight of the partner during the distributions.
- ❖ Beneficiaries of food assistance programmes in Cidade de Nampula, Meconta, Chiure, Montepuez and Palma called Linha Verde 1458 to complain about distributions ending before all households had received their rations, with a promise of resumption of the distribution the next day, which didn't happen. One of the cited reasons for this was that some distributions started late. Although it is noted that even though teams may not come back on the date promised, they do come back to make distributions eventually.
- ❖ Beneficiaries from food assistance programs in Chiure, Montepuez and Mueda called Linha Verde 1458 to report the safety concerns they had encountered on their way home from food distributions, namely citing robbery of food by host community members.

- ❖ Linha Verde 1458 received various complaints regarding smaller than usual rations in Meconta, Mongincual, Cidade de Nampula, Monapo, Memba, in Nampula and Chiure, Mecufi, Montepuez and Metuge in Cabo Delgado. Linha Verde 1458 was informed that food assistance partners are taking steps to sure every that they can measure the exact weight of the food rations at distribution point to ensure that the correct ration is received.

Information requests

- ❖ Nearly half of the 794 cases registered in the northern region are information requests regarding distribution timing. Due to various delays and cancellation of distributions in most if not all sites beneficiaries of food assistance programs call Linha Verde 1458 to find out when distribution teams will be arriving demonstrating the heavy reliance on the food assistance they receive. Linha Verde 1458 is actively informed of delays and provided with distribution plans, although they can change as the context evolves.

Southern Region (Drought) Response: March – April 2021

- ❖ 202 cases have been registered and 181 had been closed at the time of the analysis. Majority of the cases registered in the southern region are information requests followed by positive feedback and lastly complaints.

Information Requests

- ❖ Information requests are the most prevalent case type received through Linha Verde 1458 in the recent period regarding duration of assistance. Callers from Inhambane, Gaza, Tete and Maputo called to verify the end date of the food assistance and take the opportunity to request for its extension stating that they continue to face low productivity in their machambas.

Complaints

- ❖ Complaints registered from the drought affected areas include exclusion error claims, abuses of power and quality issues.
- ❖ Beneficiaries from the WFP food assistance program in Tete claim that they have not received M-pesa transfers (2640 MZN) for the full duration of the program (6 months), some have not received in the last month and others have not received in the last two months.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH MAR – 15TH APR 2021

- ❖ Beneficiaries from Magoé and Cahora Bassa in Tete claim that people are included in beneficiary lists based on their ability to pay amounts of money requested by the local leader in exchange for inclusion.
 - Among the people who have been excluded are a caller with a disability claiming that he was excluded because of his disability and another caller claiming that he had been removed from the beneficiary list after informing the president of the community committee that he was ill and going to the doctor.
- ❖ Beneficiaries from INAS Covid-19 Social Protection programme implemented with UNICEF and WFP in Moatize, Tete have claimed to have not received the promised money transfer whereas others have received it.
- ❖ In Chibuto, Gaza, beneficiaries complained that the Maize meal, beans and peanuts distributed all had insects and in Massangena callers claimed that the rice and maize meal had gotten spoiled. Quality related issues reported through Linha Verde 1458 have been shared with WFP CFM focal points and they have confirmed that they were already in the process of resolving the reported issues.

Protection: March – April 2021

- ❖ Linha Verde 1458 registered 24 protection cases in total between 16th March and 15th April 2021
 - 9 were reports related to early marriages and child sexual abuse cases which were channeled to Linha Fala Criança for follow-up and referral to Government referral pathways and service providers
 - 5 were reports of GBV. The cases have been referred to UNFPA focal points for channeling to Government referral pathways and service providers for follow-up
 - 5 allegations of SEA involving people in different local leadership positions, these cases have been referred to the Cabo Delgado PSEA Network for further follow-up/channeling of cases.
 - Two family reunification assistance requests from Nampula.
 - 2 assistance requests from people with disabilities in Guara Guara Resettlement site in Buzi, Sofala.

Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

16TH MAR - 15TH APR 2021

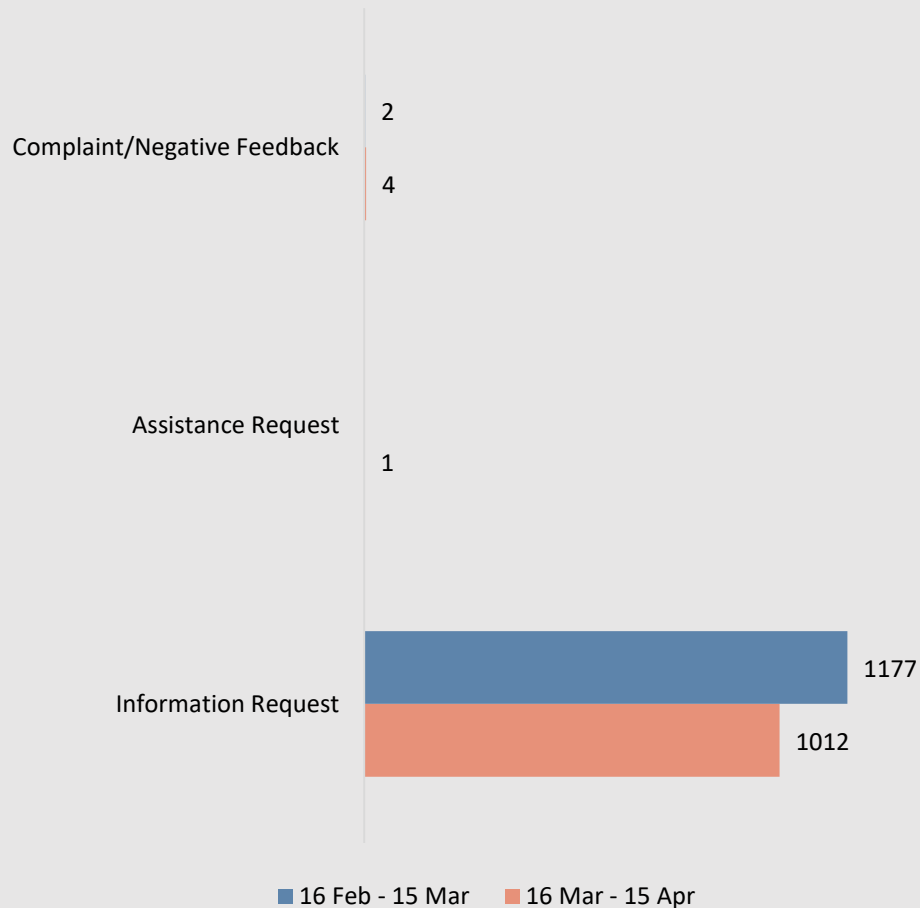
16 Mar - 15 Apr 2021

Nr. of cases about Covid-19:

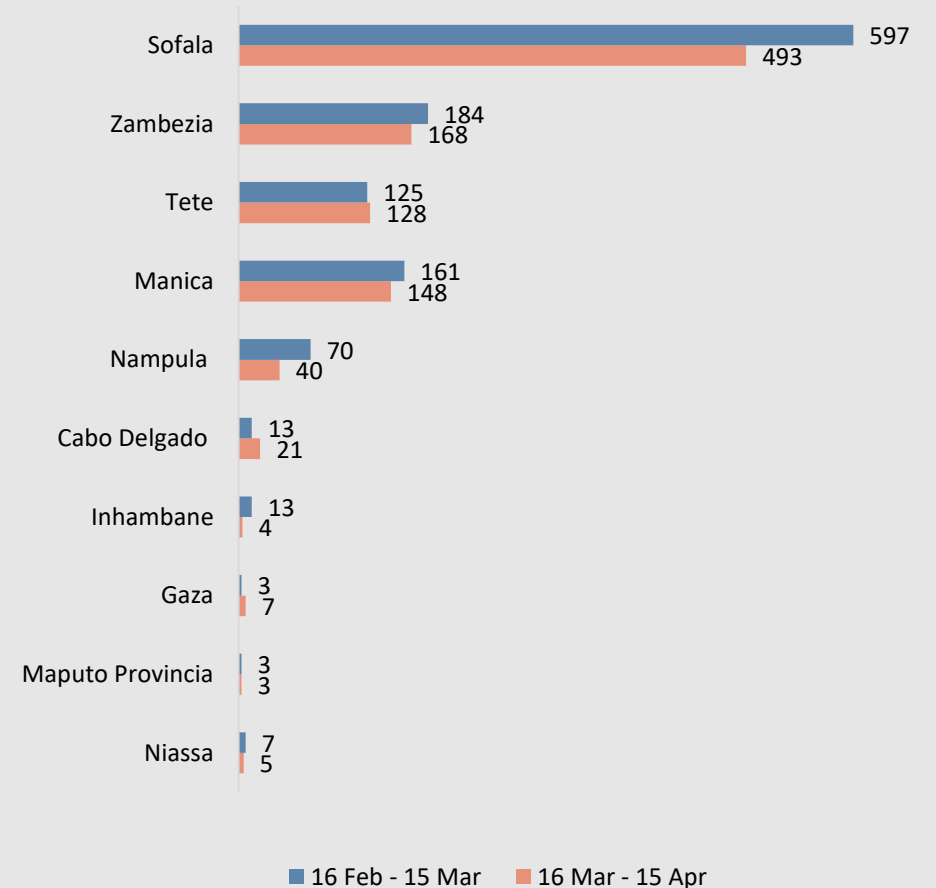
1017

44% of the cases registered through the Linha Verde 1458 between Mar 16 and Apr 15 were Covid-19 related.

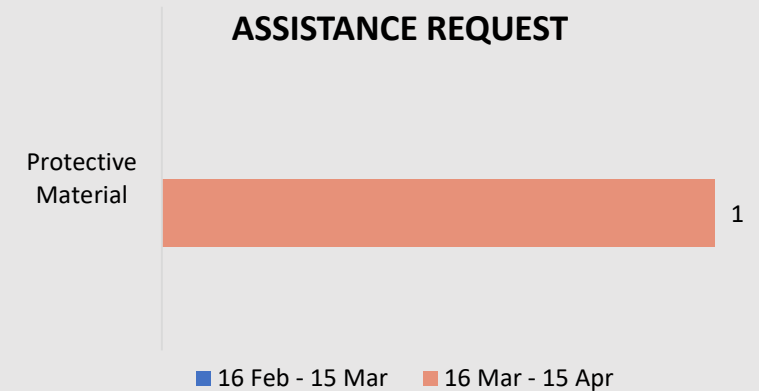
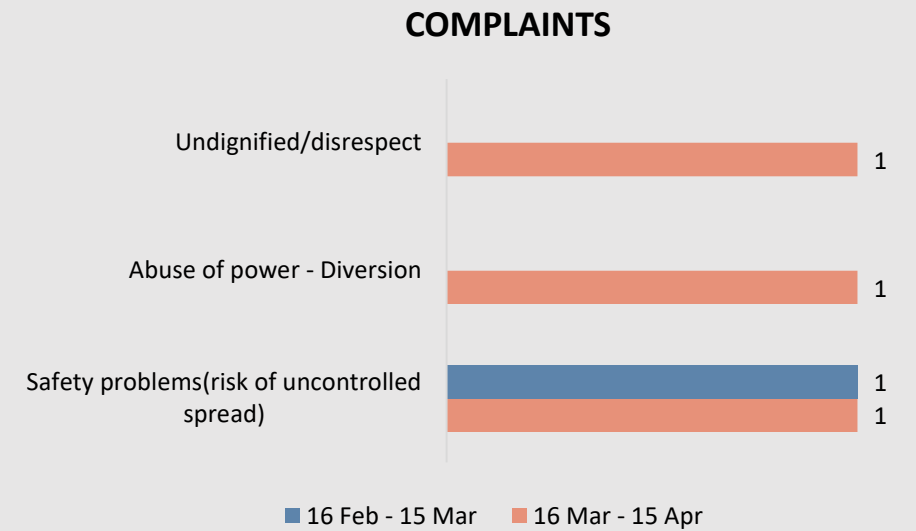
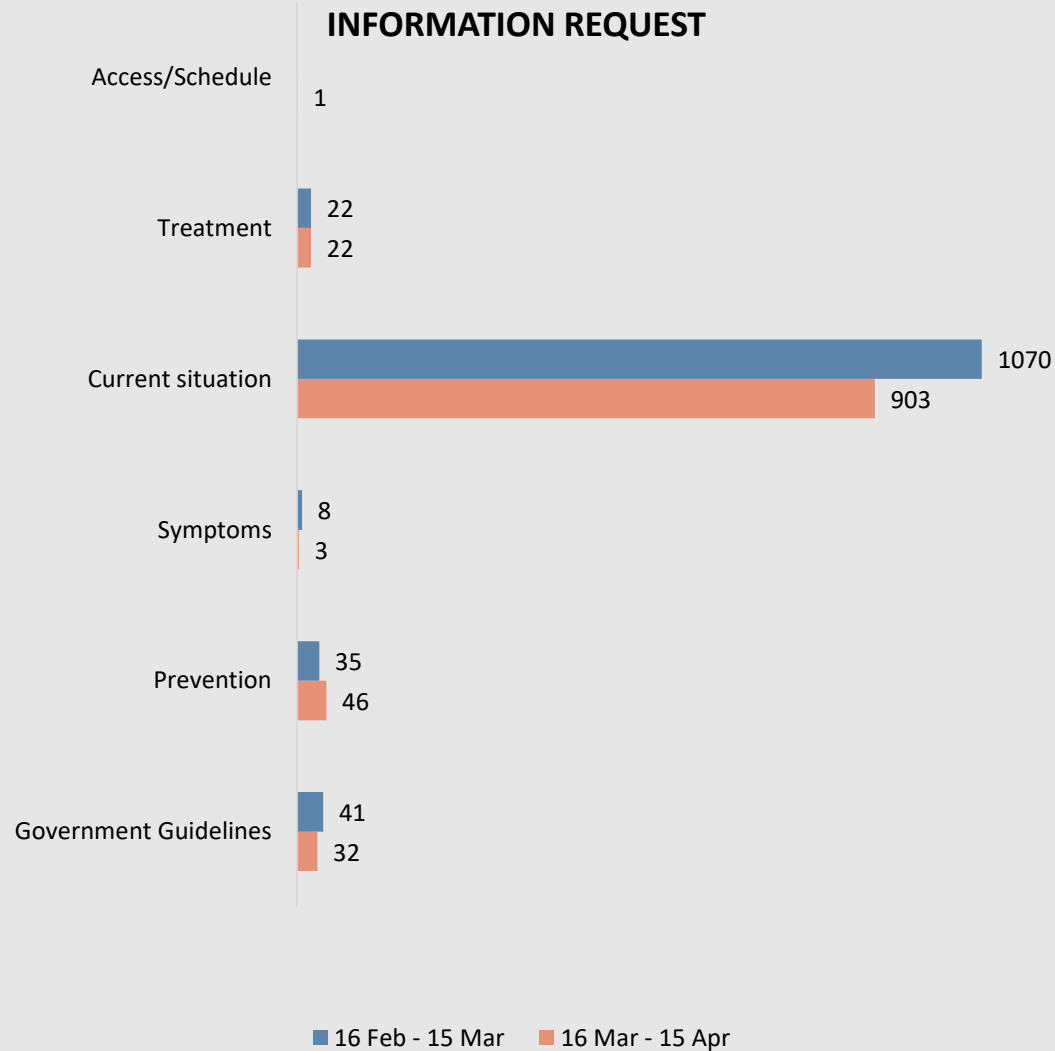
CASE TYPES



CASES BY PROVINCE

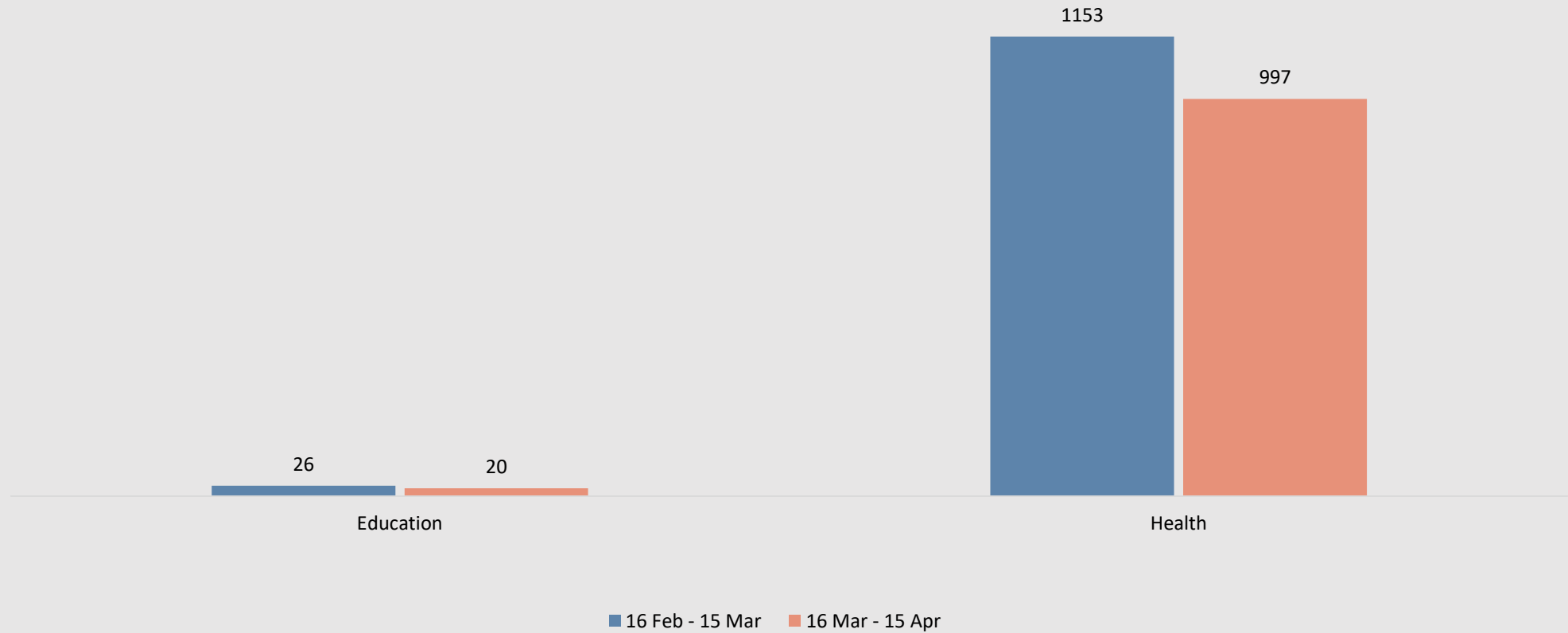


COVID-19 CASE TYPE BY CATEGORY 16TH MAR – 15TH APR 2021



COVID-19: RELATED SECTORS
16TH MAR – 15TH APR 2021

Cases already
reflected in the
case overview
on slides 18-22

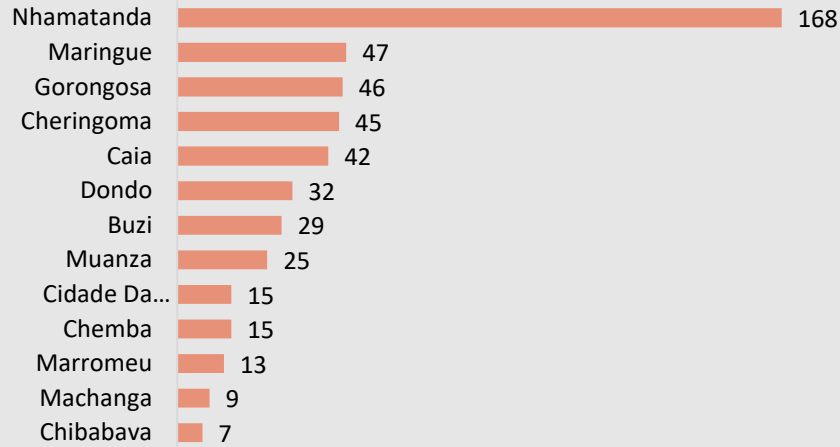




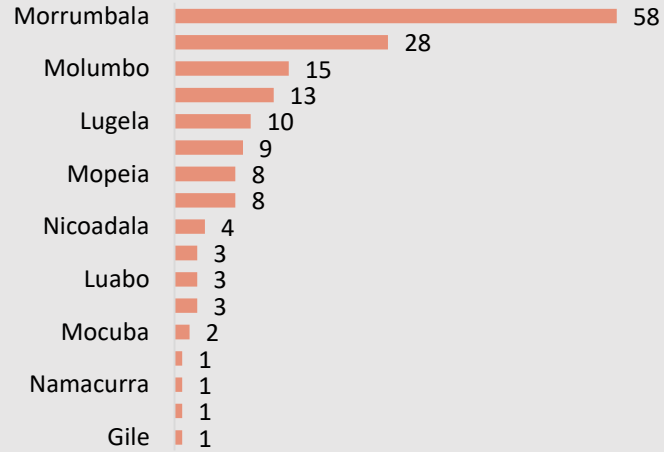
COVID-19: LOCATIONS OF COVID-19 CALLS

16TH MAR – 15TH APR 2021

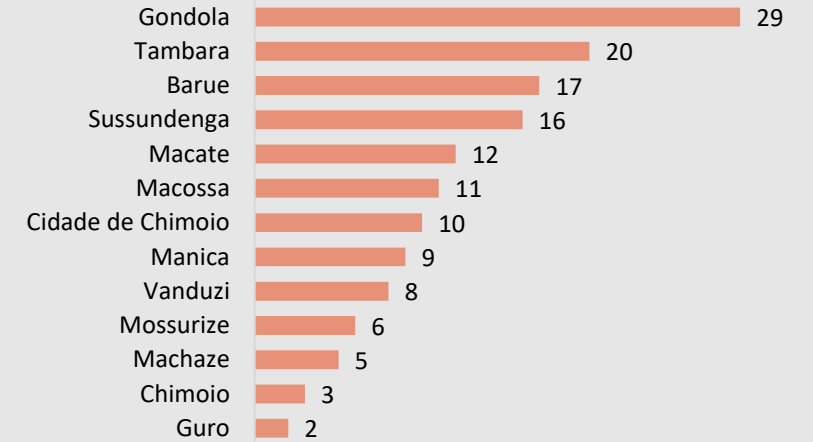
Sofala - 493



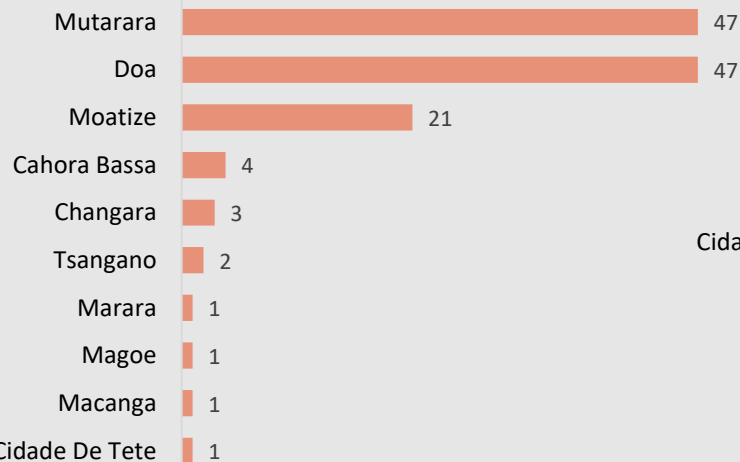
Zambezia - 168



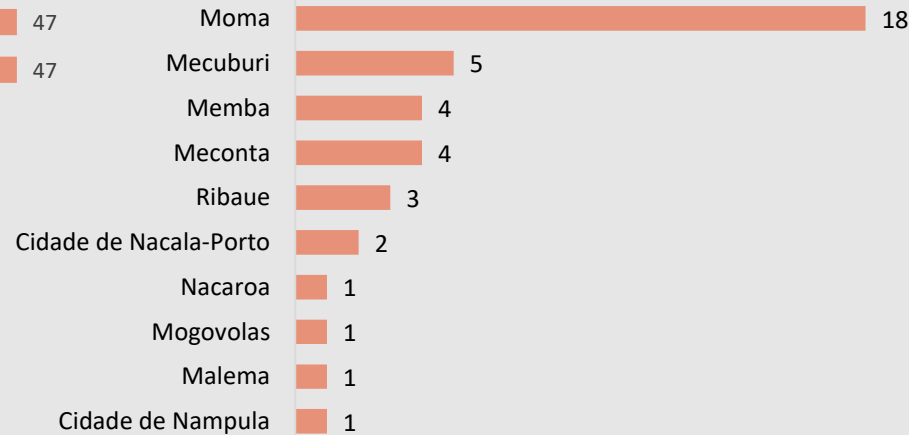
Manica - 148



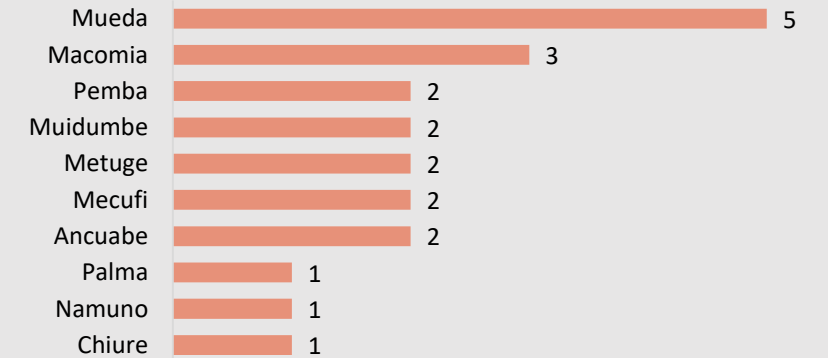
Tete - 128



Nampula - 40

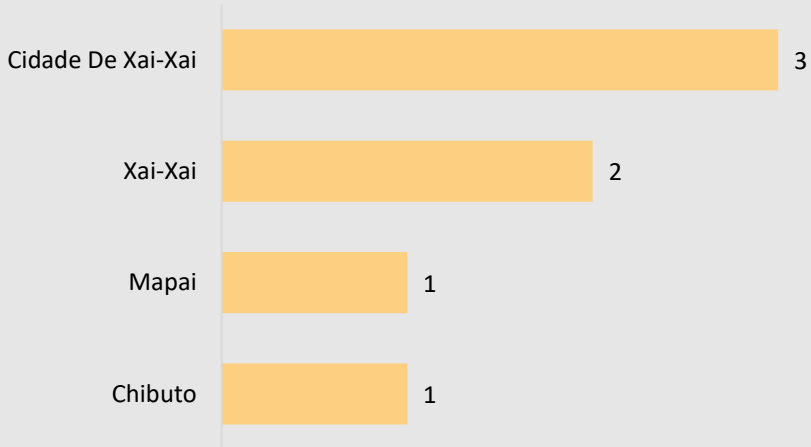


Cabo Delgado - 21

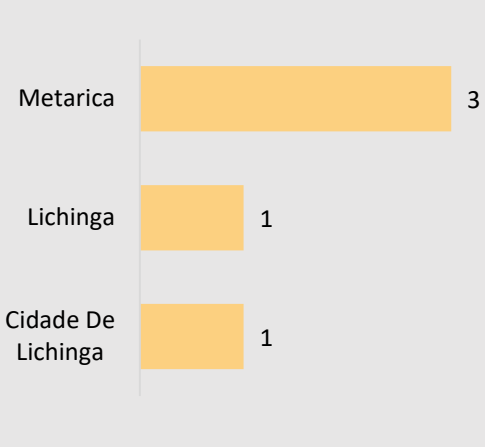


COVID-19: LOCATIONS OF COVID-19 CALLS
16TH MAR – 15TH APR 2021

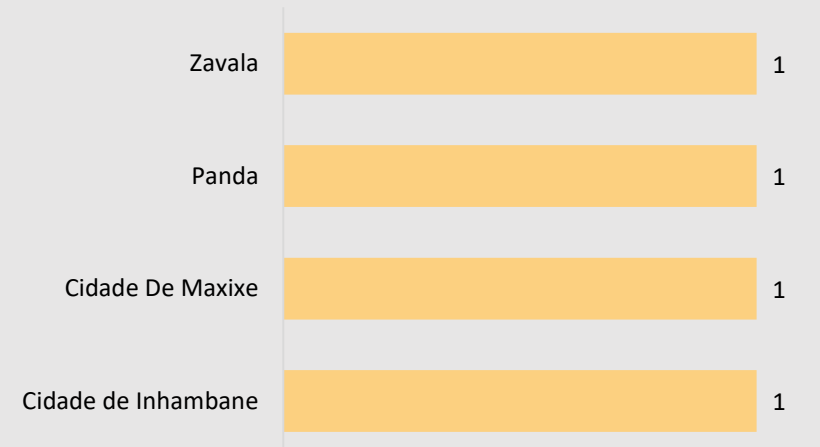
Gaza - 7



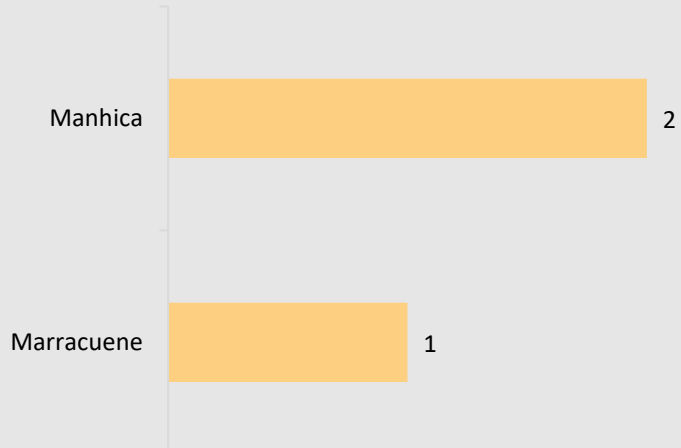
Niassa - 5



Inhambane - 4



Maputo Provincia - 3



Covid-19: March – April 2021

- ❖ The majority of Covid-19 related calls continue to be information requests regarding the daily infection rate mostly from the provinces where curfews have been implemented by the Government as a measure to control the spread of Covid-19.
- ❖ 24 callers have reached out asking when they will have the opportunity to be vaccinated against Covid-19 as the ministry of health began to raise awareness regarding the 2nd round of vaccination for high priority occupations and high risk groups such as: final year medical students who work in the hospitals and the health facilities, diabetes patients who were not covered in the first phase, patients with immunosuppressive conditions like lupus and others, patients with chronic kidney failure and those on hemodialysis, patients with chronic heart and respiratory failure, affected population in resettlement sites above the age of 50, prisoners and wardens, police above the age of 50 and primary school teachers above the age of 50.
 - Linha Verde 1458 clarified who had the right to being vaccinated in the 2nd phase as well as explaining that despite being vaccinated people still need to adhere to Covid-19 preventive measures as the vaccine does not make one fully immune to the virus but will limit more severe effects if one contracts the virus.

Education and Covid-19

- ❖ Less people have called Linha Verde 1458 during this period to ask when certain schools will re-open. Linha Verde 1458 has informed callers that schools that have not been able to meet standards set by the Ministry of Education for Covid-19 prevention will not receive approval to re-open until they comply.