



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 16th February 2021 - 15th March 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.

36,271 Total Cases Registered



92% Total Feedback Provided

7,992 Total Cases Registered since 1st January 2021

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

CALLER PROFILE



84% male

13% female



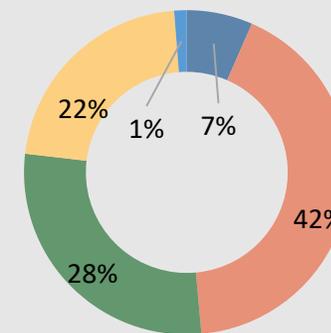
2% 17 and below

95% 18 to 59

1% 60 and above

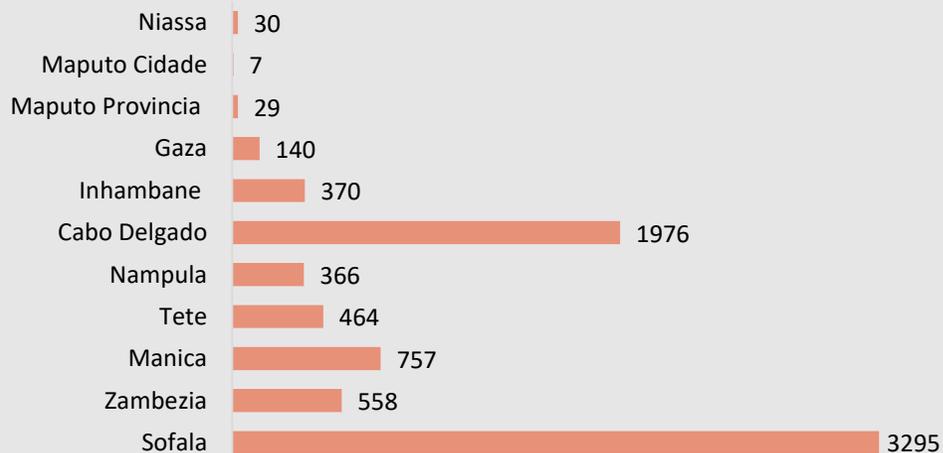
2% of callers did not specify age and 3% did not specify gender

KNOWLEDGE ABOUT LINHA VERDE 1458

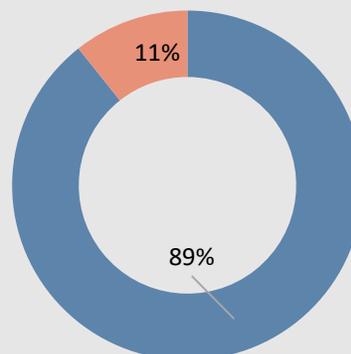


- Pamphlet
- People
- Radio
- SMS
- Unspecified

CASES BY PROVINCE

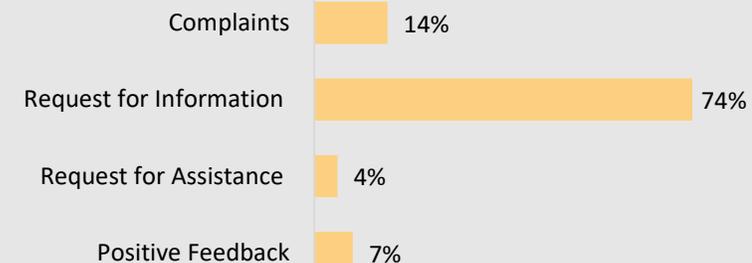


SATISFACTION



- Satisfied
- Dissatisfied

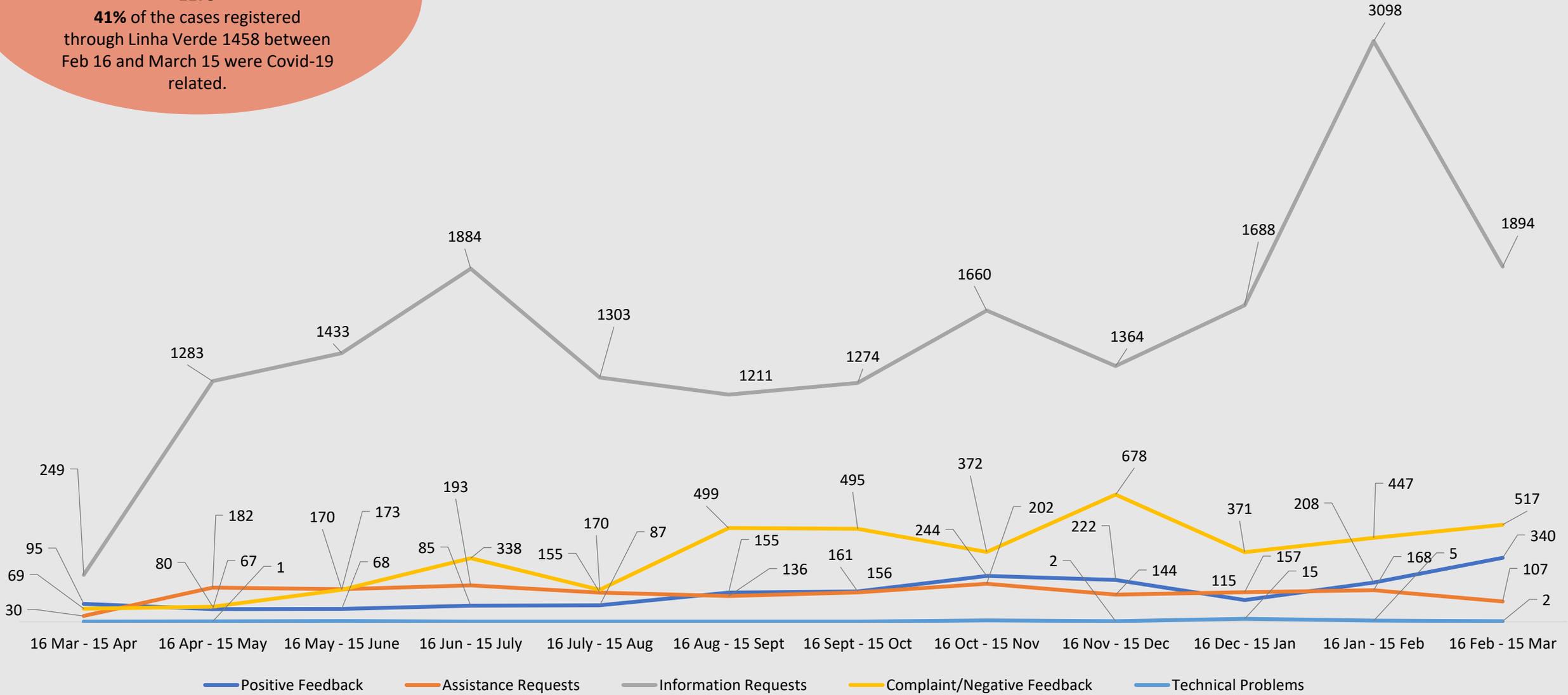
CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

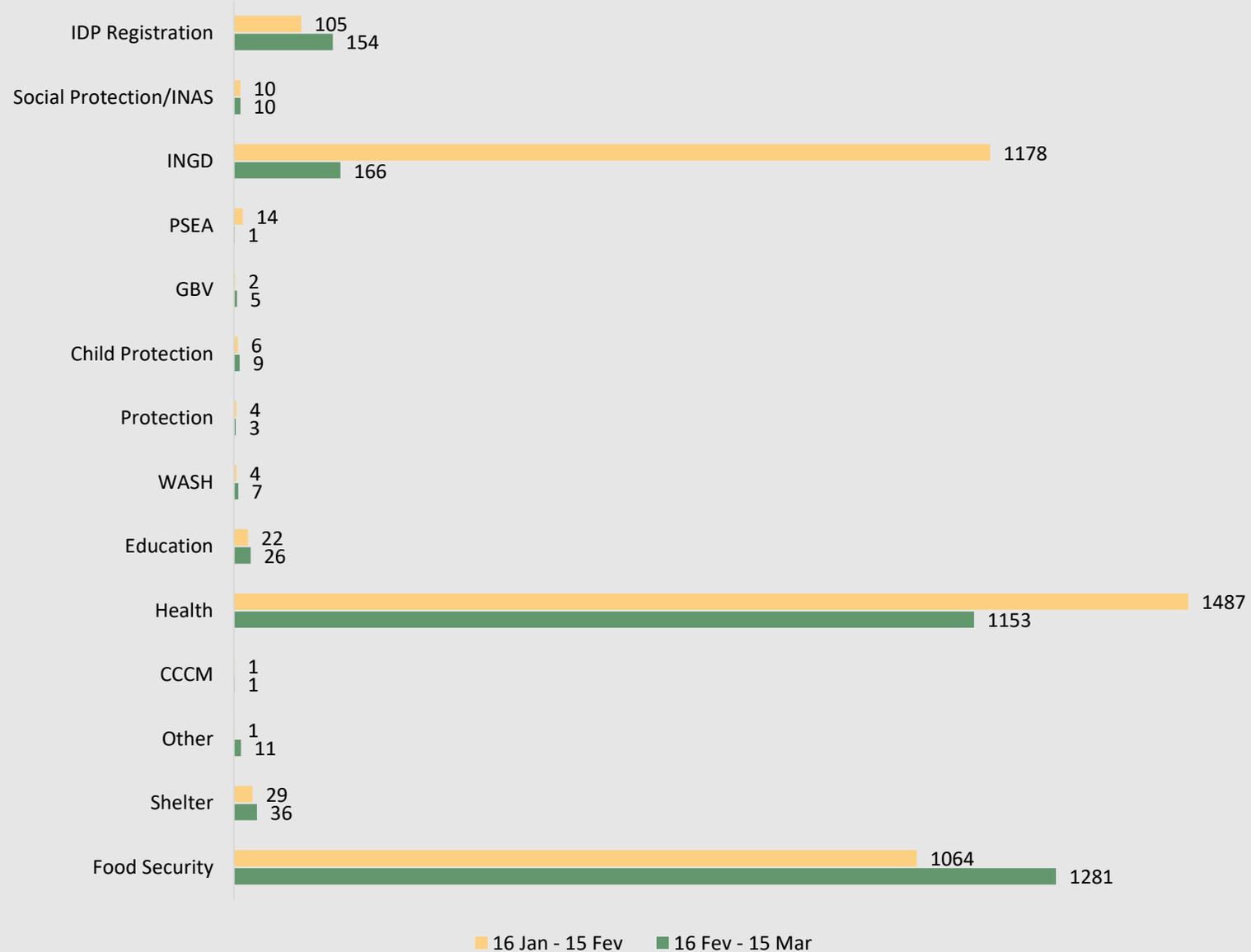
16TH FEB – 15TH MAR 2021

Feb 16 to Mar 15, 2021
 Nr. Total Registered Cases:
2863
 Nr. of calls about Covid-19:
1179
41% of the cases registered through Linha Verde 1458 between Feb 16 and March 15 were Covid-19 related.



CASES PER SECTOR

16TH FEB – 15TH MAR 2021



CASES PER RESPONSE

16TH FEB – 15TH MAR 2021

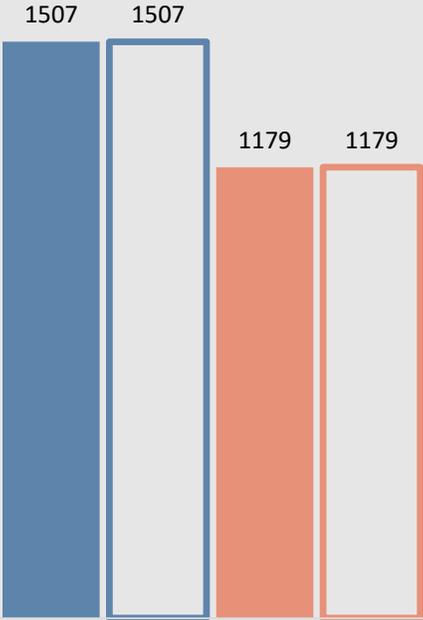
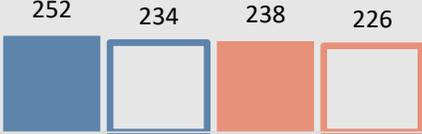
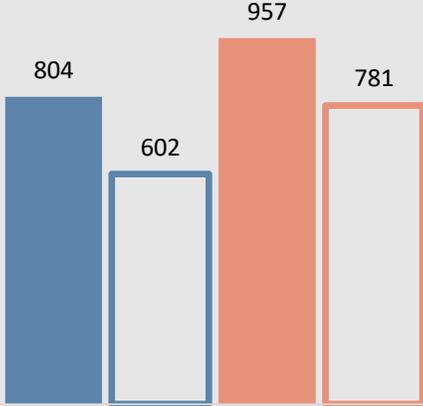
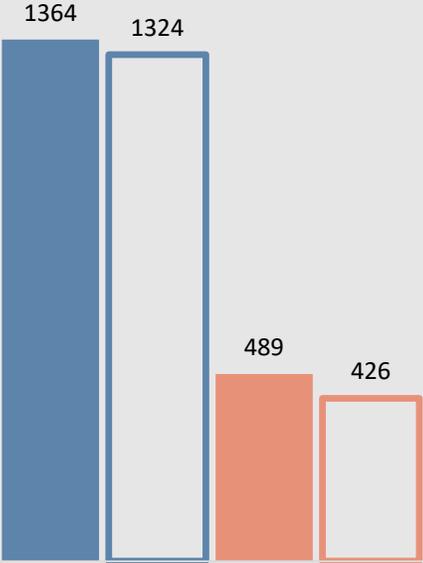


16th Feb 2021- 15th Mar 2021
 Cases Registered: 489
 Feedback provided: 426

16th Feb 2021- 15th Mar 2021
 Cases Registered: 957
 Feedback provided: 781

16th Feb 2021- 15th Mar 2021
 Cases Registered: 238
 Feedback provided: 225

16th Feb 2021- 15th Mar 2021
 Cases Registered: 1179
 Feedback provided: 1179



Central region (IDAI) response

Northern region (IDP) response

Southern region (DROUGHT) response

COVID-19

■ Registered Cases 16 Jan - 15 Feb
 □ Feedback Provided 16 Jan - 15 Feb
 ■ Registered Cases 16 Feb - 15 Mar
 □ Feedback Provided 16 Feb - 15 Mar

CENTRAL REGION (IDAI) RESPONSE
16TH FEB – 15TH MAR 2021

Jan/Feb
 Cases Registered:
1364
 Feedback Provided:
97%

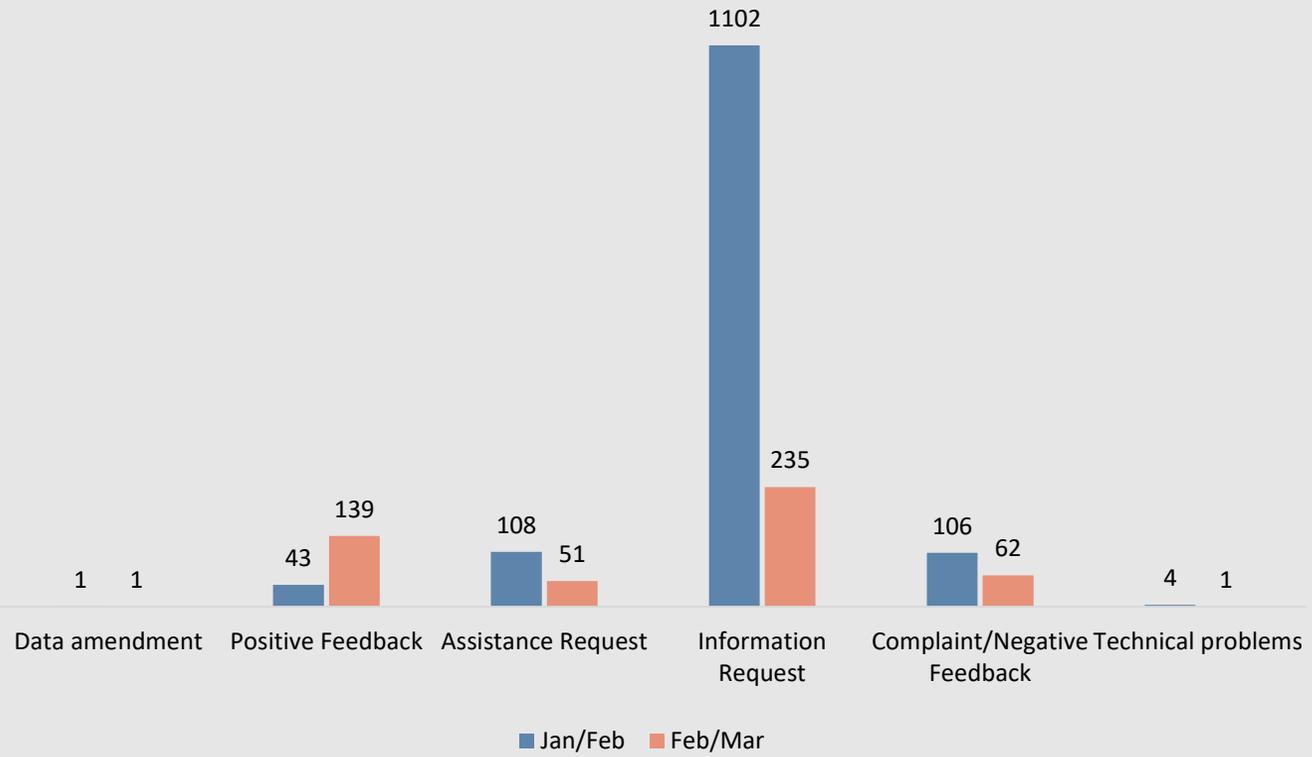
Feb/Mar
 Cases Registered:
489
 Feedback Provided:
87%

Jan/Feb
 Cases Registered:
108
 Feedback Provided:
100%

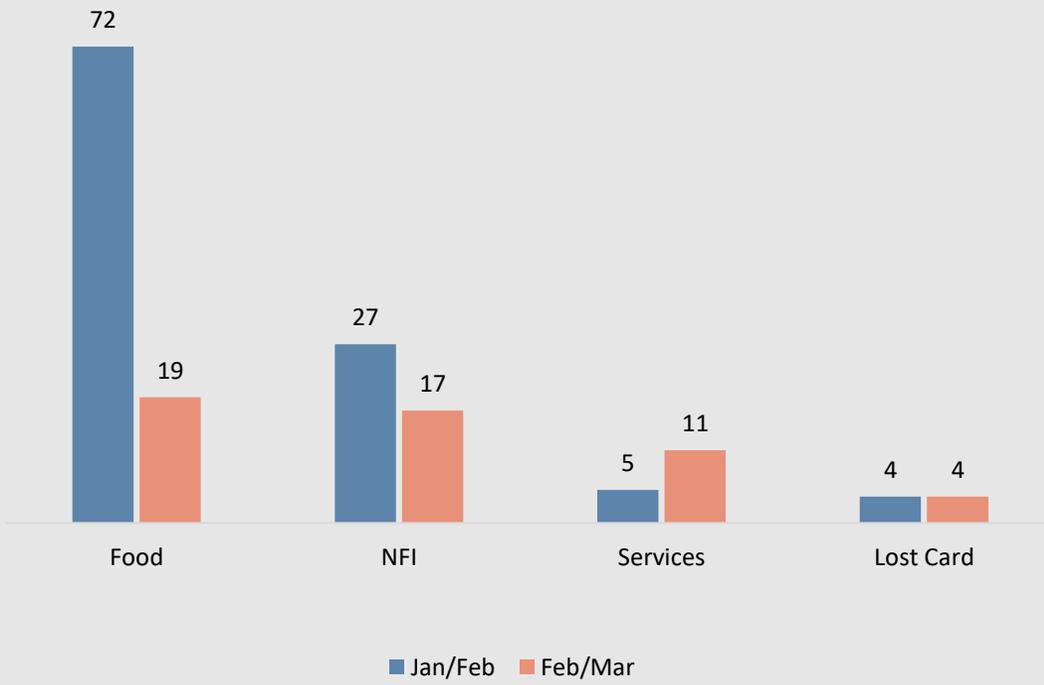
Feb/Mar
 Cases Registered:
51
 Feedback Provided:
88%



CASE TYPES



ASSISTANCE REQUEST



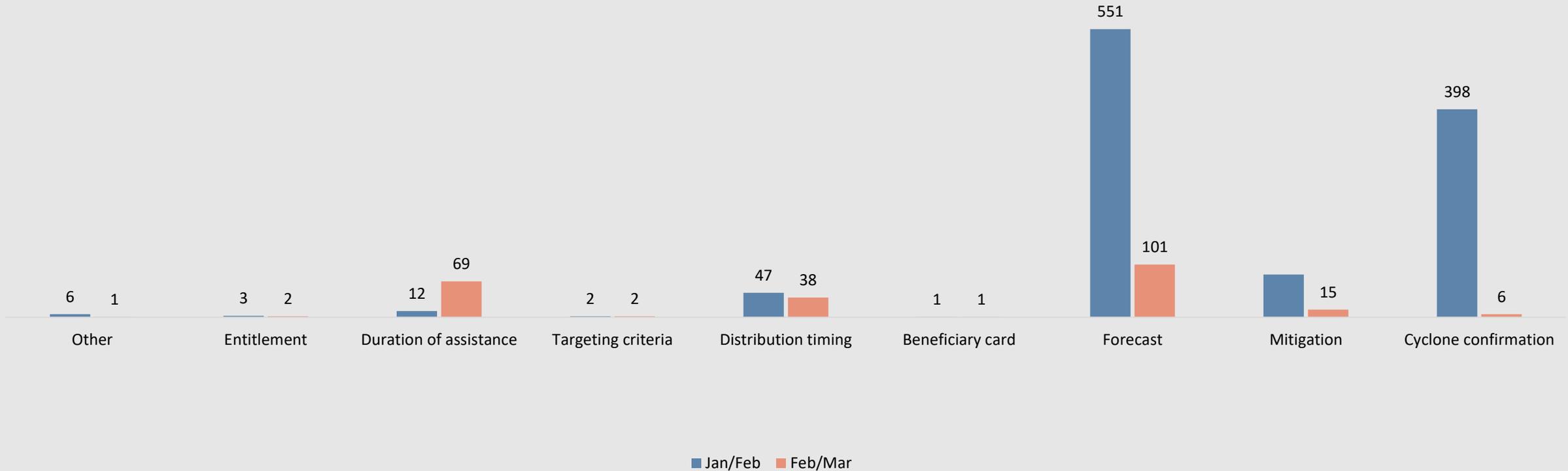
CENTRAL REGION (IDAI) RESPONSE INFORMATION REQUESTS 16TH FEB – 15TH MAR 2021



Jan/Feb
Cases Registered:
1102
Feedback Provided:
98%

Feb/Mar
Cases Registered:
235
Feedback Provided:
88%

Cases labeled **Cyclone confirmation, Forecast and Mitigation** refer to information request about the weather/ cyclone (Guambe)



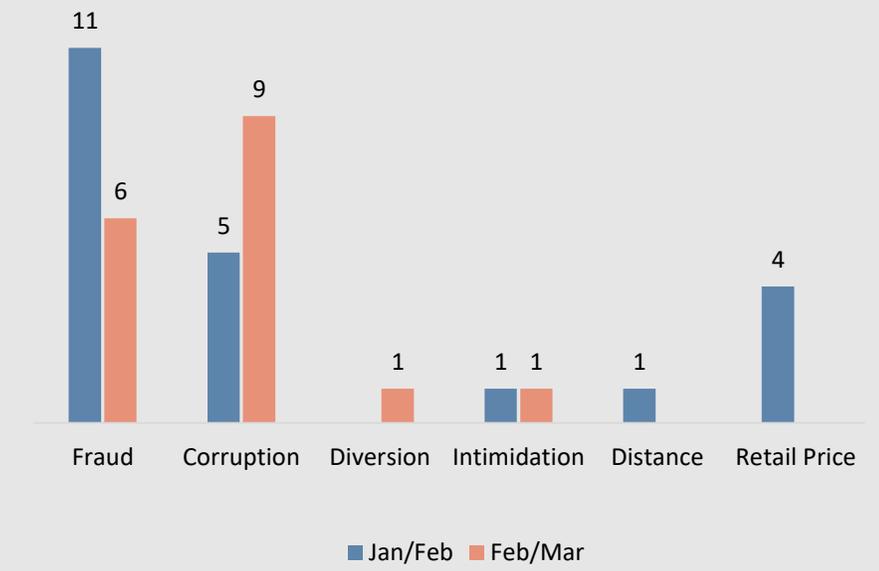
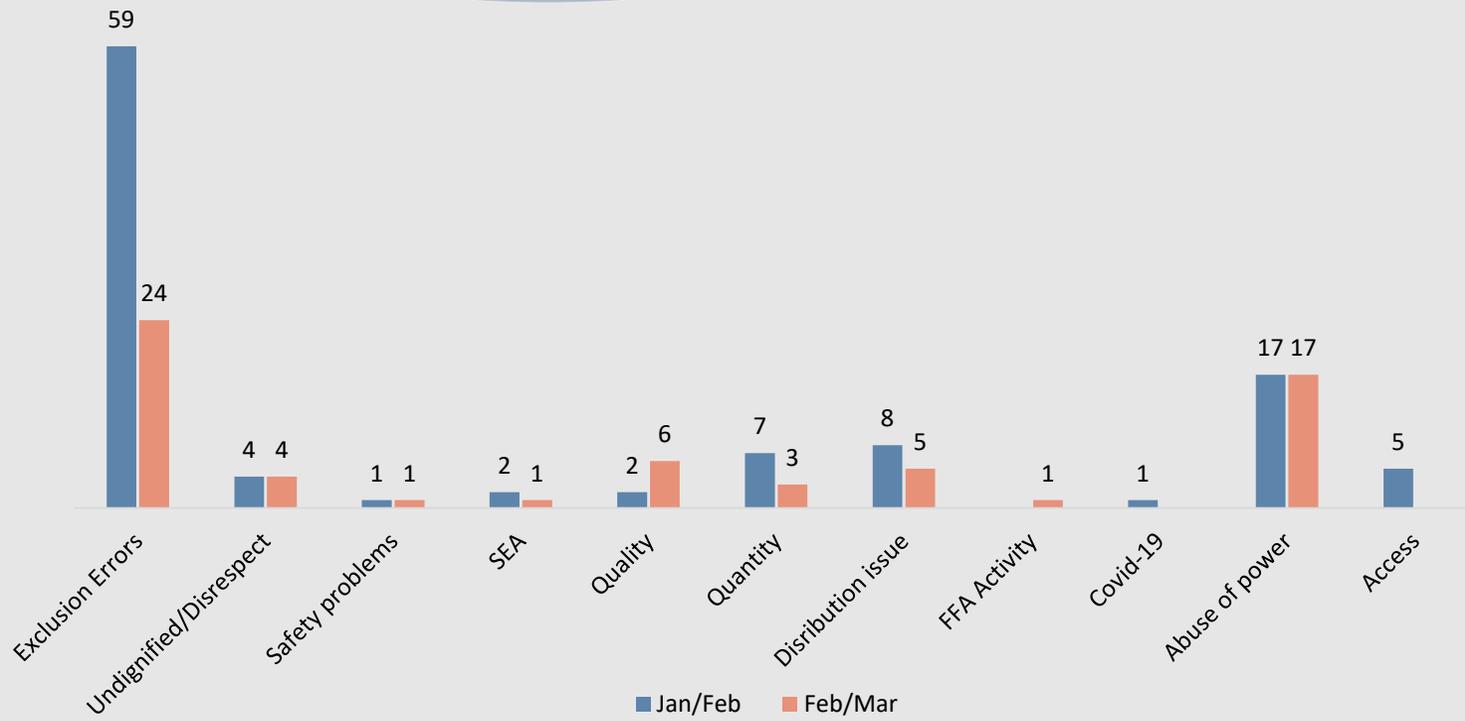
**CENTRAL REGION (IDAI) RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH FEB – 15TH MAR 2021**



**CENTRAL REGION (IDAI) RESPONSE
BREAKDOWN OF ABUSES OF POWER AND OTHER
ACCESS BARRIERS
16TH FEB – 15TH MAR 2021**

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

Access: refers to issues faced by beneficiaries that hinder access to assistance. Such problems include high prices at retail stores, long distances to reach the stores/distribution points and long lines, and stock unavailability.

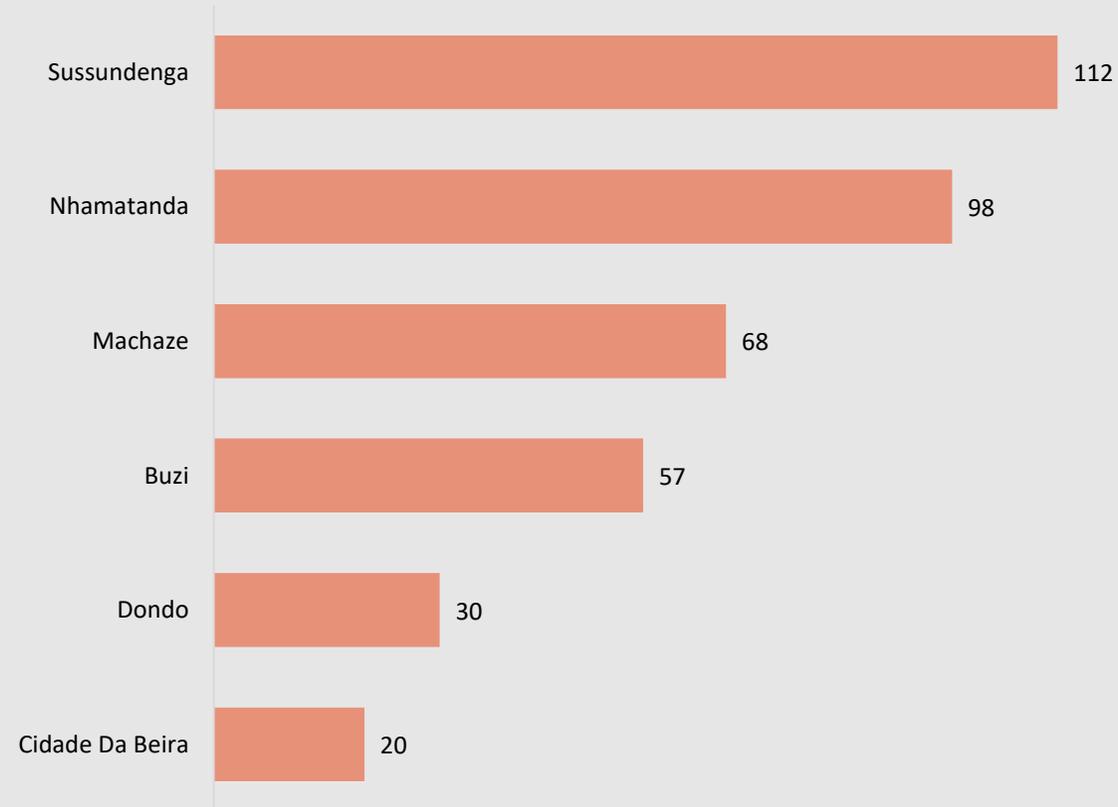


*SEA cases are removed from the complaints as they are reported separately through the PSEA Taskforce

Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION (IDAI) RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH FEB – 15TH MAR 2021**



NORTHERN REGION (IDP) RESPONSE 16TH FEB – 15TH MAR 2021

Jan/Feb
Cases Registered:
804
Feedback Provided:
75%

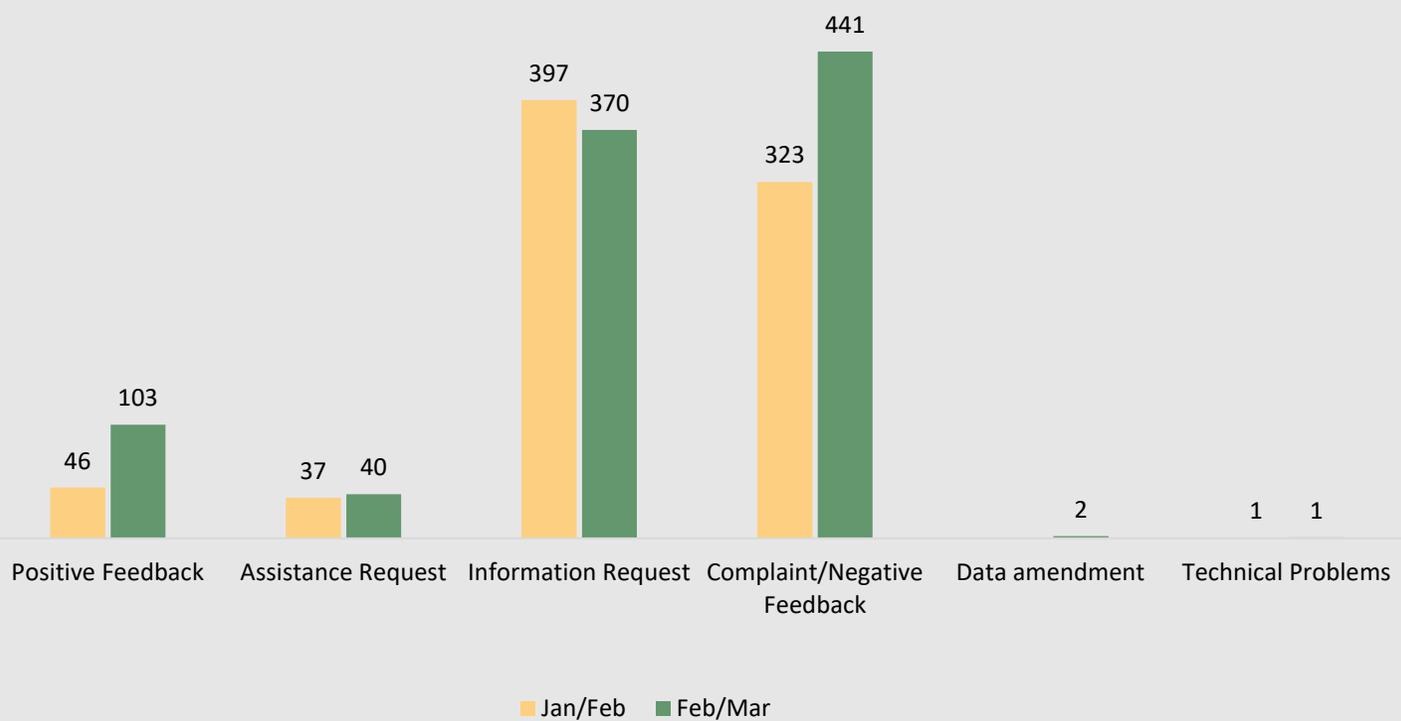
Feb/Mar
Cases Registered:
957
Feedback Provided:
82%

Jan/Feb
Cases Registered:
36
Feedback provided:
100%

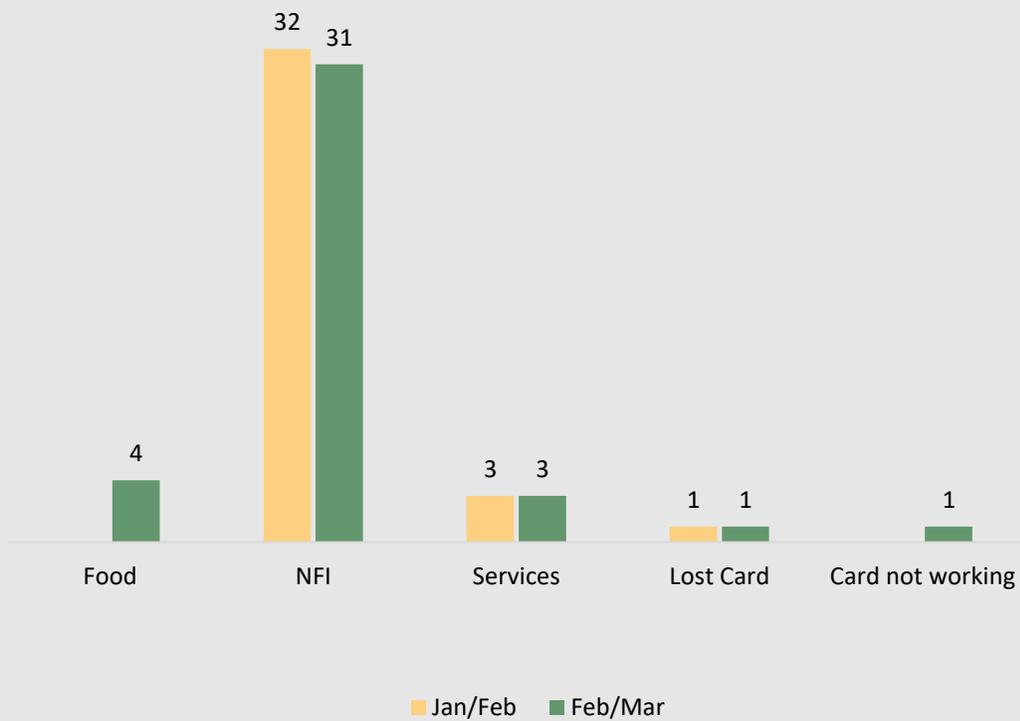
Feb/Mar
Cases Registered:
40
Feedback provided:
85%



CASE TYPES



ASSISTANCE REQUEST



NORTHERN REGION (IDP) RESPONSE INFORMATION REQUESTS 16TH FEB – 15TH MAR 2021

All information requests regarding **registration process** are **assorted food assistance and NFI assistance requests** from IDP'S who claim to not have been registered as IDP's in host communities. Linha Verde 1458 has provided guidance to IDP's on how to get registered in their host communities in order to benefit from assistance as relevant.



Jan/Feb
Cases registered:
395
Feedback provided:
90%

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

A spike in **information requests** for **distribution timing** is due to cancelled distributions due to various reasons. Linha Verde 1458 receives distribution plans to share with callers when they are ready and informs callers when there is information of cancellations.



Jan/Feb Feb/Mar

NORTHERN REGION (IDP) RESPONSE COMPLAINT/NEGATIVE FEEDBACK 16TH FEB – 15TH MAR 2021

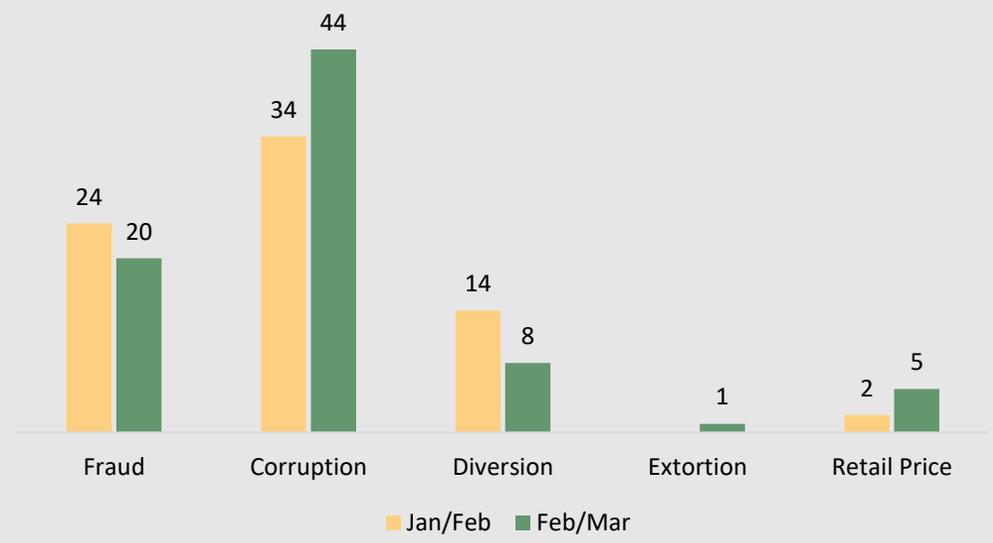
NORTHERN REGION (IDP) RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 16TH FEB – 15TH MAR 2021



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. Also come from IDP's already receiving assistance claiming their names have been removed from the beneficiary list

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

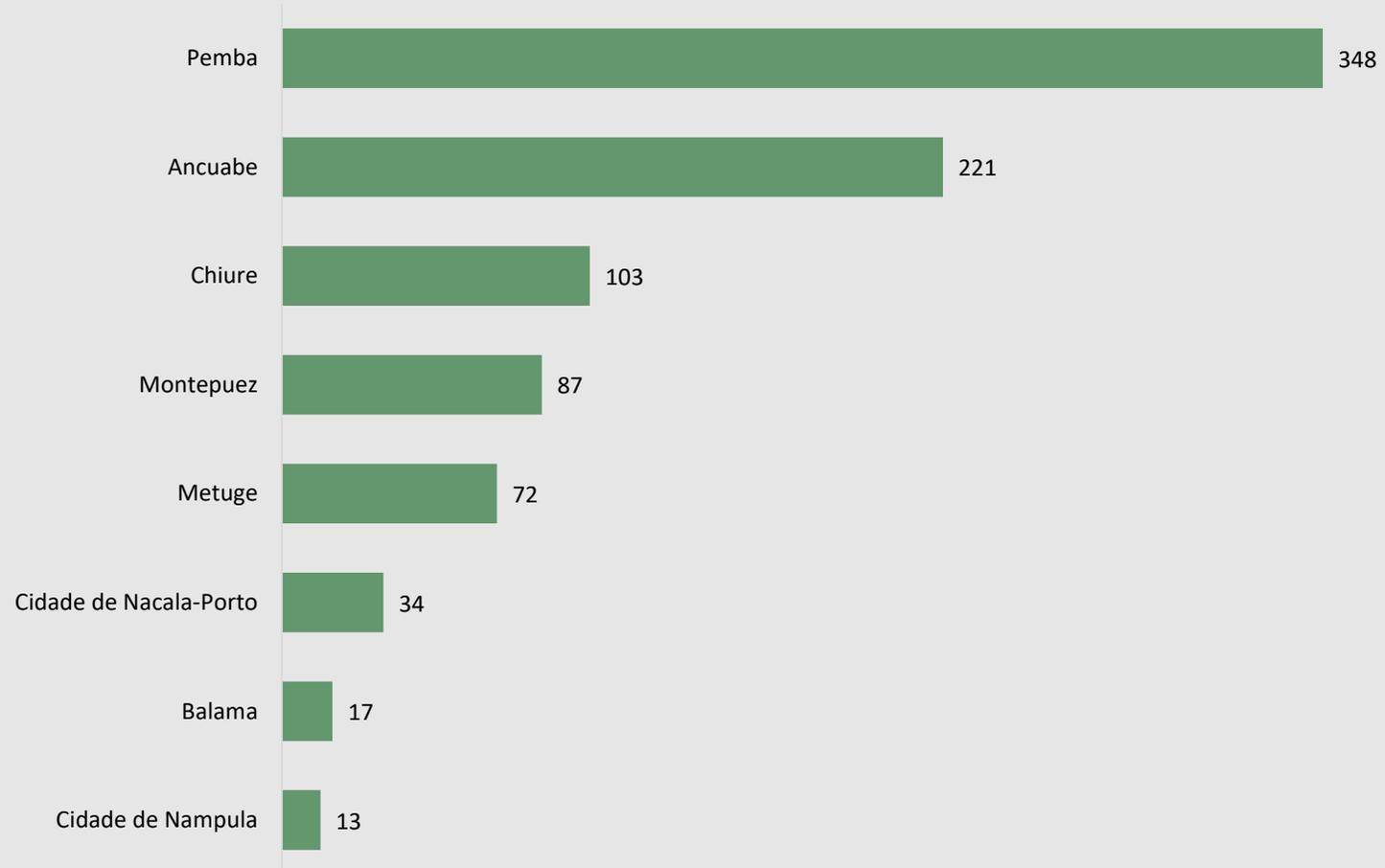
Access: refers to issues faced by beneficiaries that hinder access to assistance. Such problems include high prices at retail stores, long distances to reach the stores/distribution points and long lines, and stock unavailability.



Complaints – Abuses of power

Complaints – Access barriers

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



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

Jan/Feb

Cases Registered:
252
Feedback Provided:
93%

Feb/Mar

Cases Registered:
238
Feedback Provided:
95%

Jan/Feb

Cases Registered:
23
Feedback Provided:
100%

Feb/Mar

Cases Registered:
16
Feedback Provided:
75%

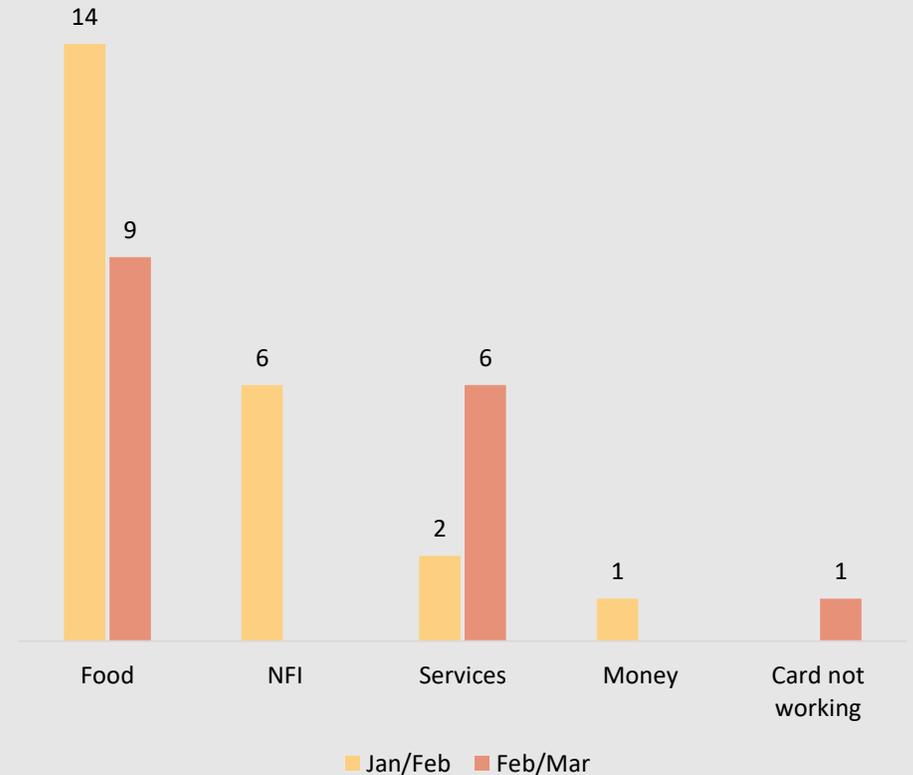


NFI

CASES TYPES



ASSISTANCE REQUEST



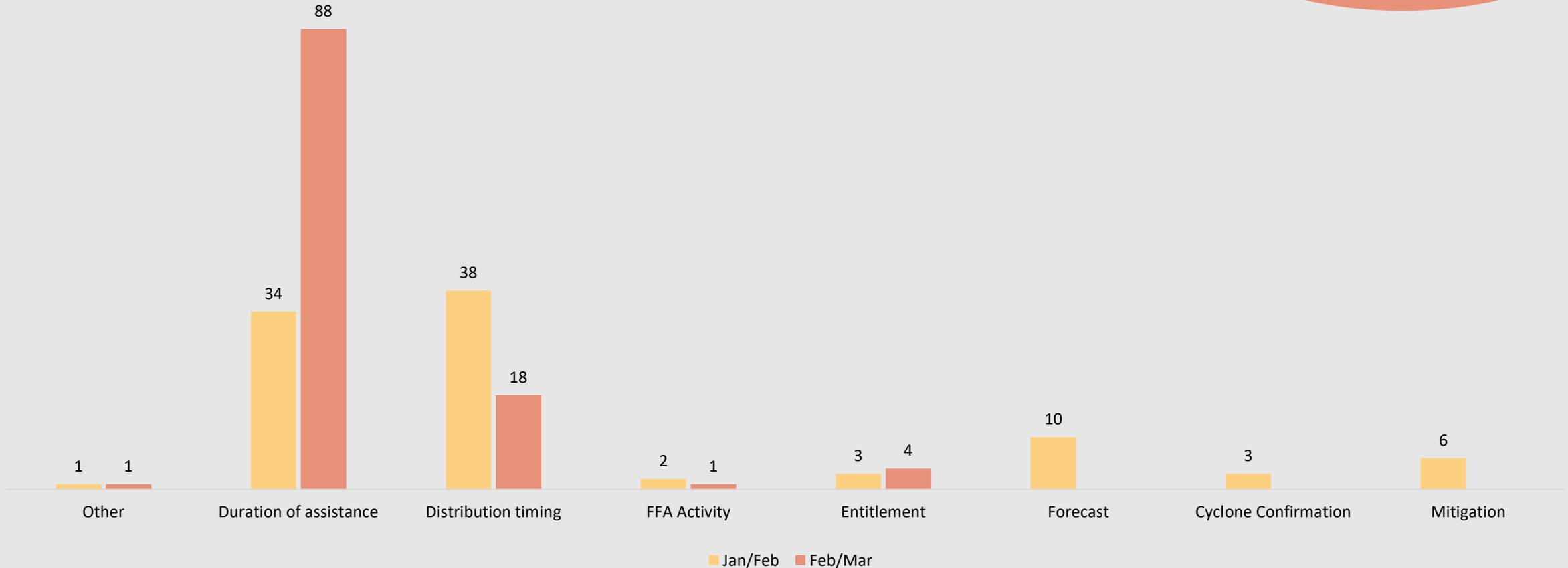
SOUTHERN REGION (DROUGHT) RESPONSE INFORMATION REQUESTS 16TH FEB – 15TH MAR 2021



Jan/Feb
Cases Registered:
97
Feedback Provided:
89%

Feb/Mar
Cases Registered:
112
Feedback Provided:
98%

Cases labeled **Cyclone confirmation, Forecast and Mitigation** refer to information request about the weather/ cyclone (Guambe)



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

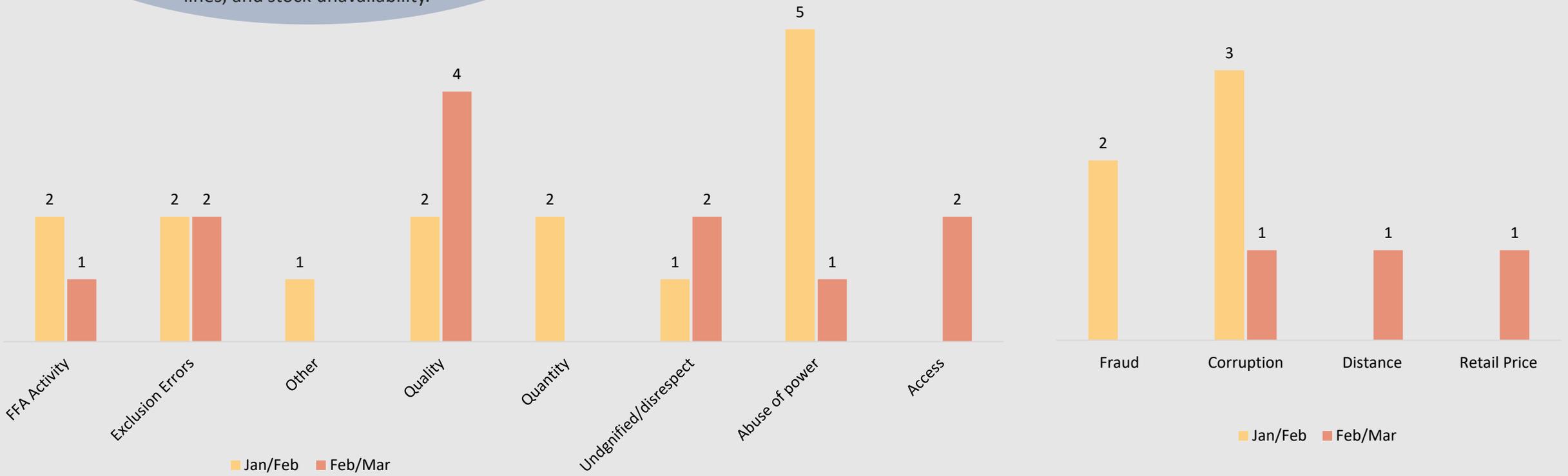
**SOUTHERN REGION (DROUGHT) RESPONSE
BREAKDOWN OF ABUSES OF POWER
16TH FEB – 15TH MAR 2021**



Abuse of power:

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

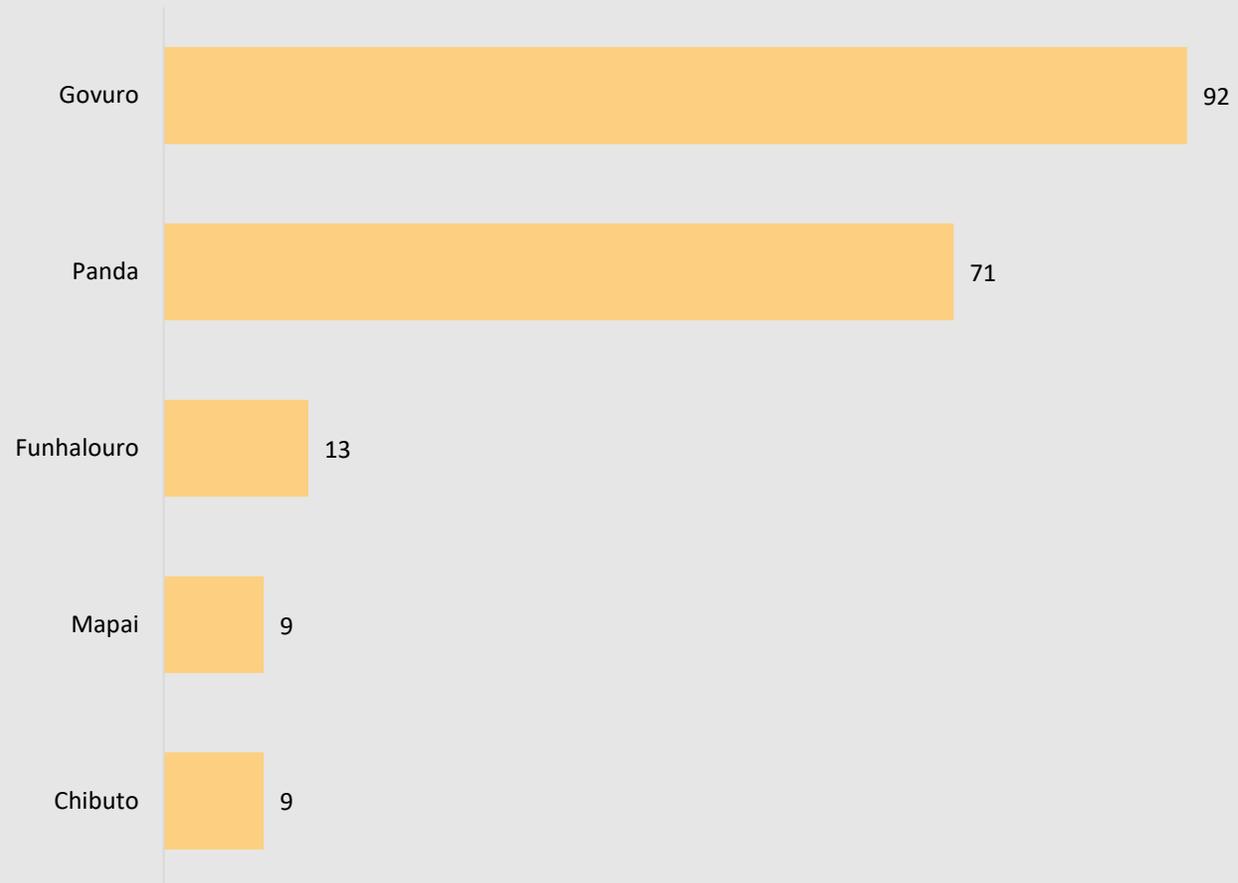
Access: refers to issues faced by beneficiaries that hinder access to assistance. Such problems include high prices at retail stores, long distances to reach the stores/distribution points and long lines, and stock unavailability.



Complaints – Abuses of power

Complaints – Access barriers

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



POSITIVE FEEDBACK
16TH FEB – 15TH MAR 2021



FOOD SECURITY

“I thank you for the humanitarian aid promoted by WFP and partner, in the scope of the project called food for assets, the last distribution took place on February 15, 2021. I received 37 kg of flour, 8 kg of beans, 1 kg of salt, 5 kg of rice, 3 kg of peanuts and 4L of oil, and I would like call on partners to continue with humanitarian actions mainly in this time of covid-19.” **Female, Panda, Inhambane**

SHELTER

“I am displaced from the district of Quissanga and called to thank the partners for their support, on February 28, 2021 I received a blanket, soap, radio. **Male, Metuge, Cabo Delgado**



FOOD SECURITY

“I called to thank WFP and its partners for their support. I received the check for food products such as: 50 kg of corn, 10 kg of butter beans, 5 L of cooking oil and 1 kg of kitchen salt. I received these products on February 19 of the current year in Caia Administrative Post. I am very happy for this gesture of support.” **Male, Caia, Sofala**

WASH

“I want to thank you very much for the help my wife received. She received hygiene kit, consisting of underwear, buckets, soap, cups, children hygiene products. Thank you very much because on our own we wouldn't be able to afford. The organization carrying out the distribution was Red Cross.” **Male, Macate, Manica**

FOOD SECURITY

“I am calling to thank WFP and its partners for their support. I received the 3600mt voucher on February 19 of the current year at the EPC in Chiuba. I am very happy for this gesture of support. **Female, Pemba, Cabo Delgado**

SHELTER & LINHA VERDE 1458

“I called Linha Verde 1458 to request assistance with tarps and on 12th of March I received the tarp. I am so grateful to Linha Verde 1458 and to the partners who helped me.” **Male, Gondola, Manica**

FOOD SECURITY



Sofala	117
Zambezia	5
Manica	174
Tete	13
Nampula	48
Cabo Delgado	713
Inhambane	174
Gaza	33
Niassa	1
Maputo Provincia	3

16 Feb - 15 Mar 2021

Cases Registered:

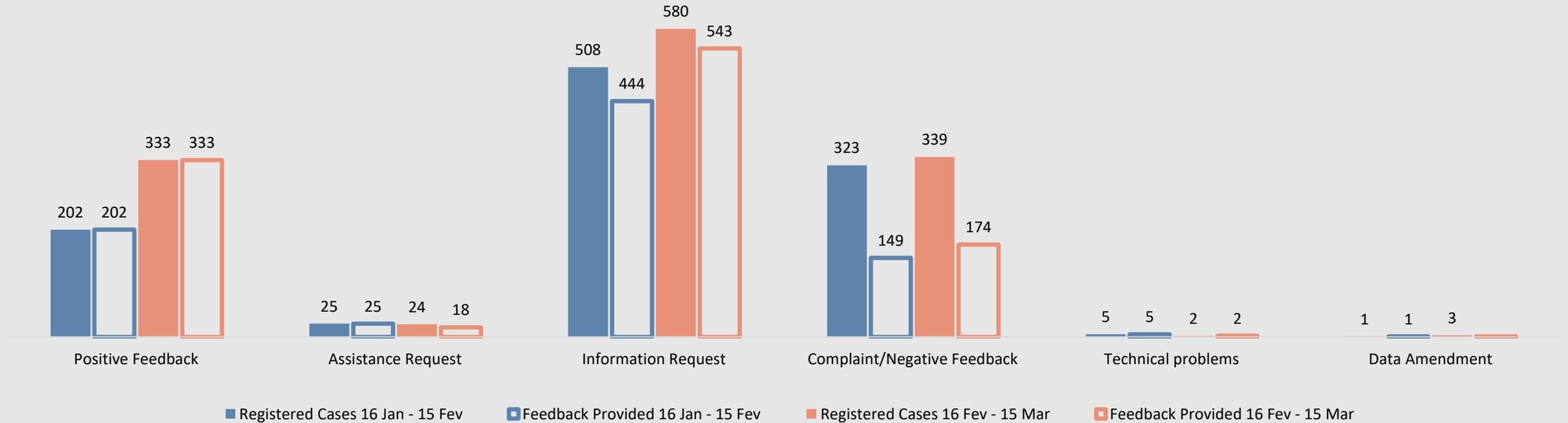
1281

Feedback Provided:

1071

16 Feb - 15 Mar 2021

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



HEALTH



16 Feb - 15 Mar 2021

Cases Registered:

1153

Feedback Provided:

1153

EDUCATION



16 Feb - 15 Mar 2021

Cases Registered:

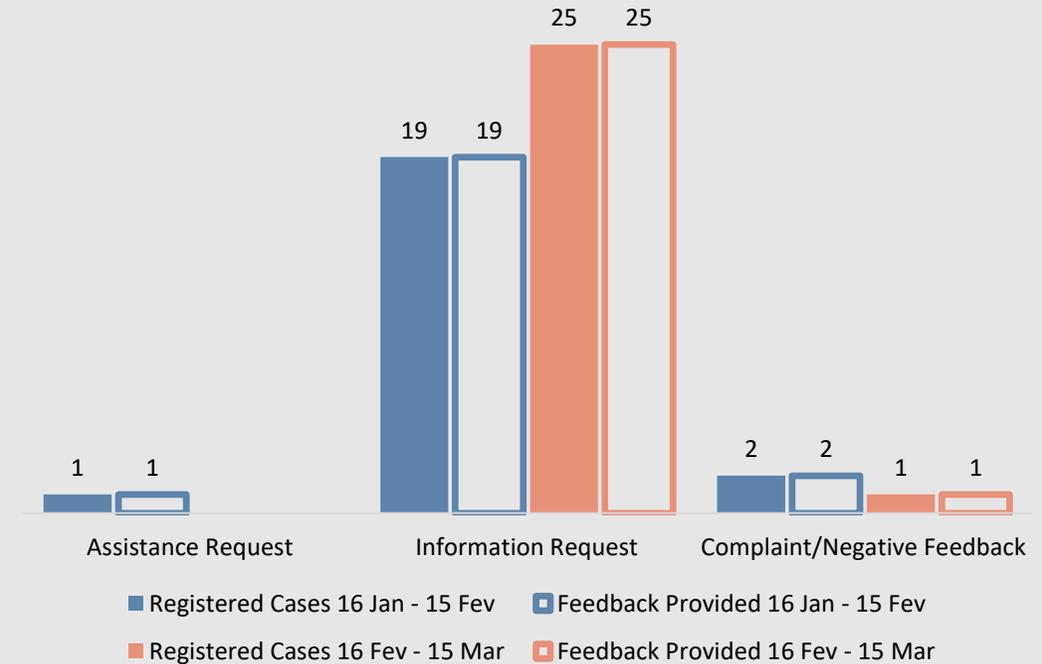
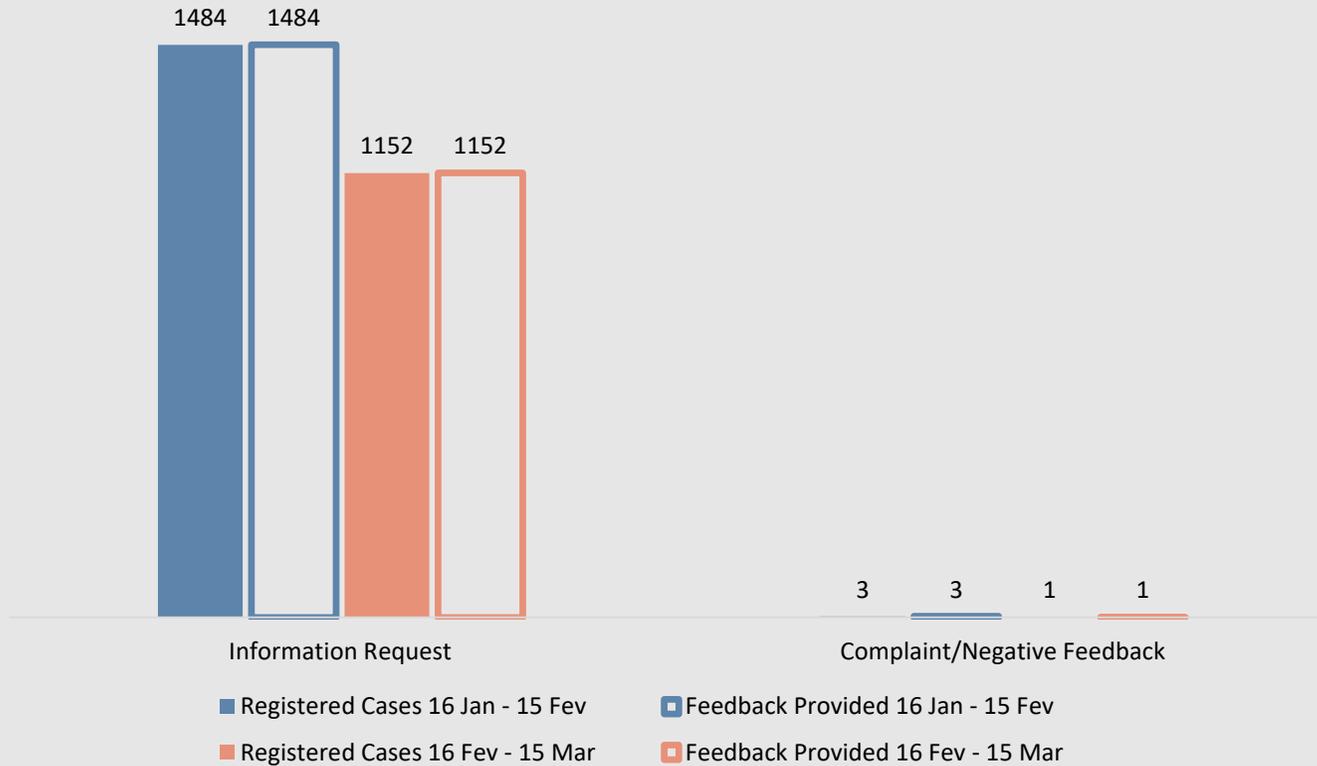
26

Feedback Provided:

26

Sofala	589
Zambezia	182
Manica	156
Tete	120
Nampula	68
Cabo Delgado	12
Inhambane	12
Gaza	2
Maputo Cidade	2
Niassa	7
Maputo Provincia	3

Sofala	8
Zambezia	2
Manica	5
Tete	5
Nampula	2
Cabo Delgado	1
Inhambane	1
Gaza	1
Maputo Cidade	1



CCCM



Sofala 1

16 Feb - 15 Mar 2021
 Cases Registered: 1
 Feedback Provided: 0

SHELTER AND NFI

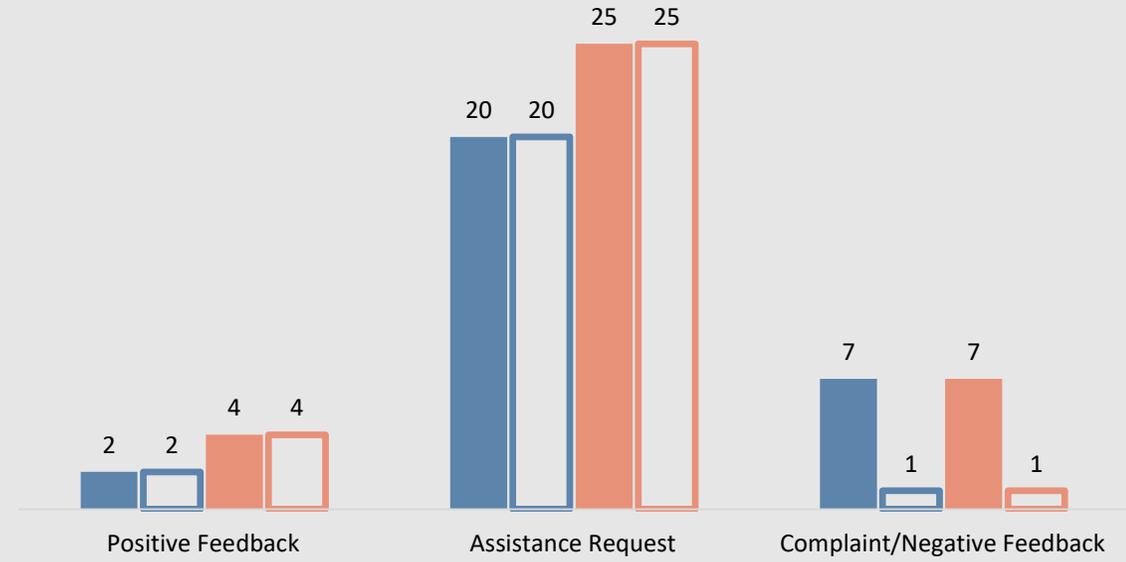


16 Feb - 15 Mar 2021
 Cases Registered: 36
 Feedback Provided: 30

Sofala	6
Zambezia	1
Manica	1
Nampula	2
Cabo Delgado	26



■ Registered Cases 16 Jan - 15 Feb □ Feedback Provided 16 Jan - 15 Feb
■ Registered Cases 16 Feb - 15 Mar □ Feedback Provided 16 Feb - 15 Mar



■ Registered Cases 16 Jan - 15 Feb □ Feedback Provided 16 Jan - 15 Feb
■ Registered Cases 16 Feb - 15 Mar □ Feedback Provided 16 Feb - 15 Mar

WASH

PROTECTION



16 Feb - 15 Mar 2021

Cases Registered:

7

Feedback Provided:

4

16 Feb - 15 Mar 2021

Cases Registered:

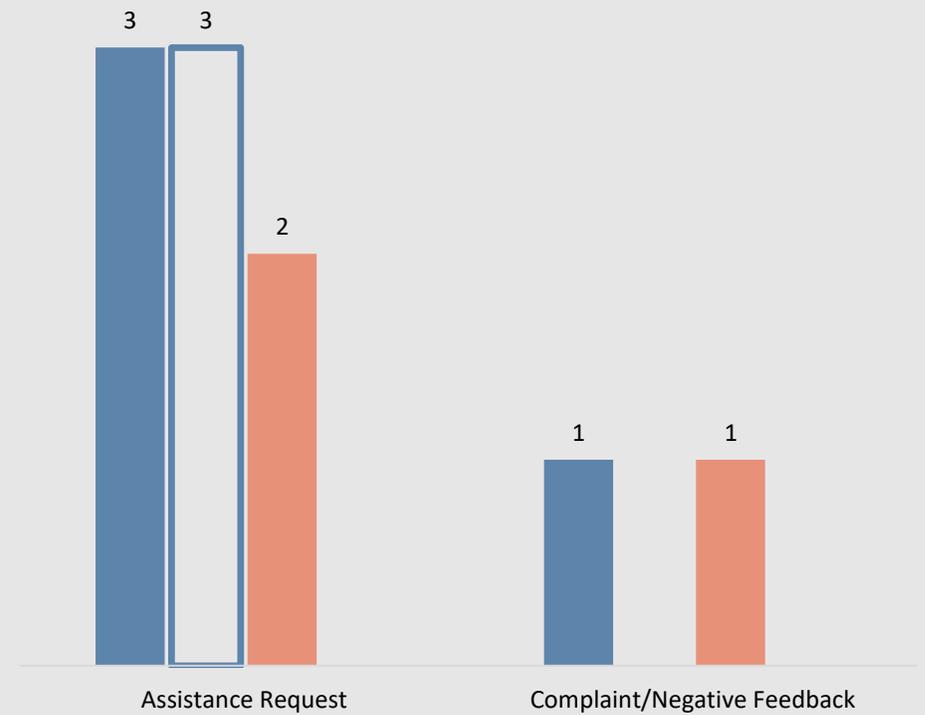
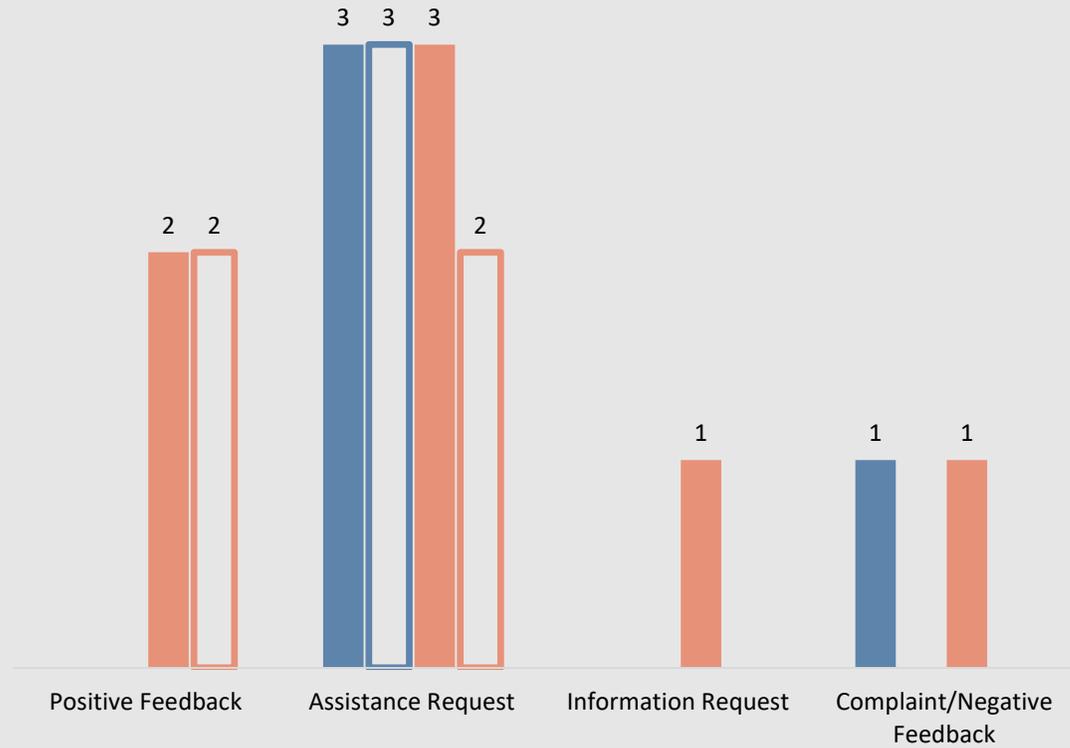
3

Feedback Provided:

0

Sofala	2
Zambezia	1
Manica	1
Cabo Delgado	1
Inhambane	2

Zambezia	1
Cabo Delgado	1
Gaza	1



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

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

CHILD PROTECTION

GBV

Sofala	5
Manica	2
Maputo Cidade	1
Cabo Delgado	1



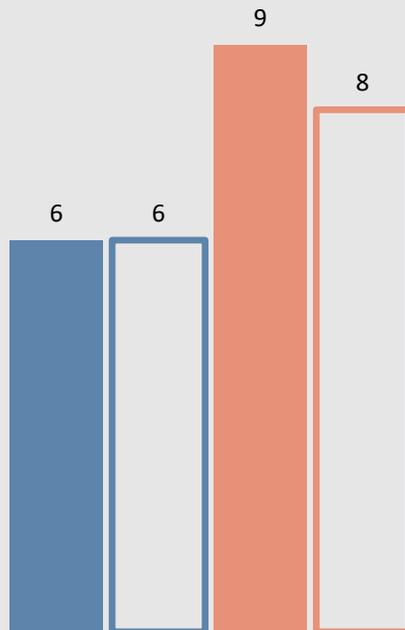
16 Feb - 15 Mar 2021

Cases Registered:
9
Feedback Provided:
8

16 Feb - 15 Mar 2021

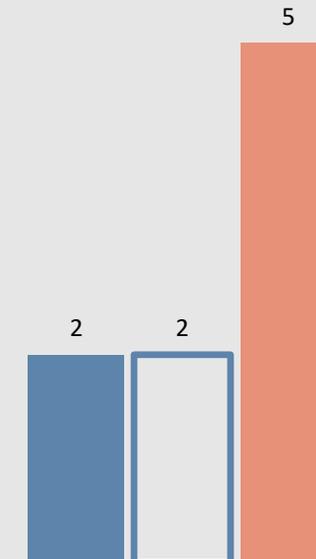
Cases Registered:
5
Feedback Provided:
0

Sofala	1
Zambezia	2
Maputo Cidade	1
Niassa	1



Assistance Request

Child Protection cases are referred to **Linha Fala Criança** for follow-up by service providers and afterwards closed by Linha Verde 1458. However, these cases may take anywhere between one to six months for follow-up and resolution by **Linha Fala Criança and service providers**. Therefore, closure means that the case has been referred to the relevant actor. The same applies to the referrals of GBV cases to UNFPA Linha Verde 1458 focal point



Assistance Request

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

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

SOCIAL PROTECTION/INAS

IDP REGISTRATION

Zambezia	6
Cabo Delgado	3
Sofala	1



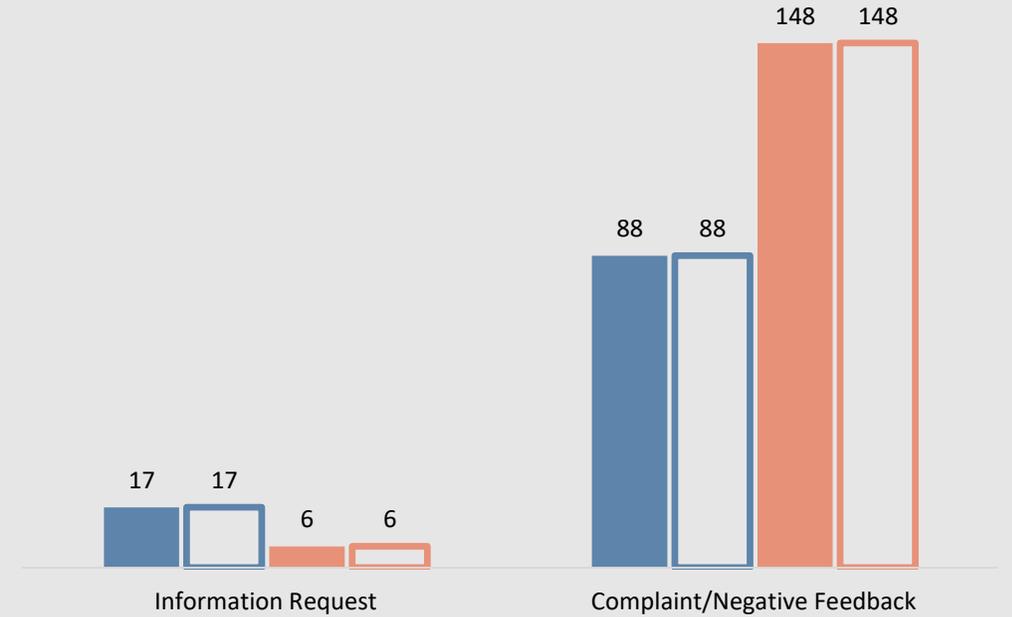
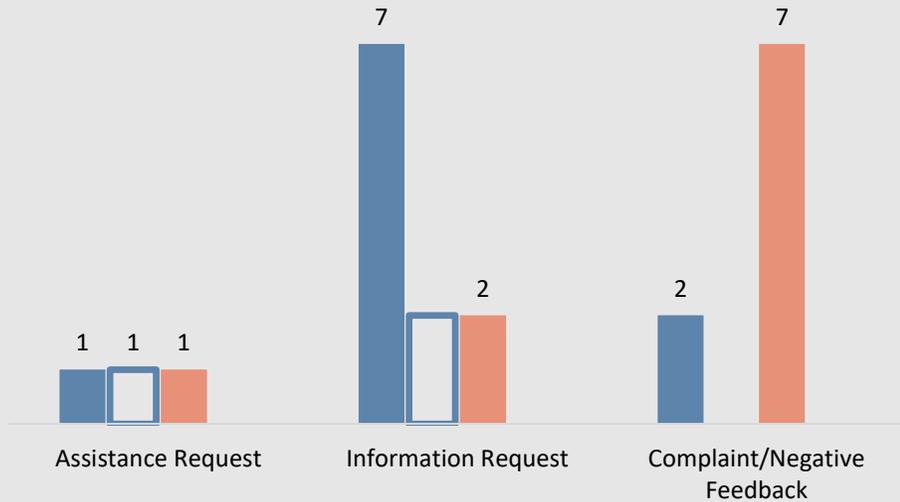
16 Feb - 15 Mar 2021

Cases Registered:
10
Feedback Provided:
0

16 Feb - 15 Mar 2021

Cases Registered:
154
Feedback Provided:
154

Zambezia	3
Nampula	15
Cabo Delgado	135
Inhambane	1



■ Registered Cases 16 Jan - 15 Feb
 □ Feedback Provided 16 Jan - 15 Feb
■ Registered Cases 16 Feb - 15 Mar
 □ Feedback Provided 16 Feb - 15 Mar

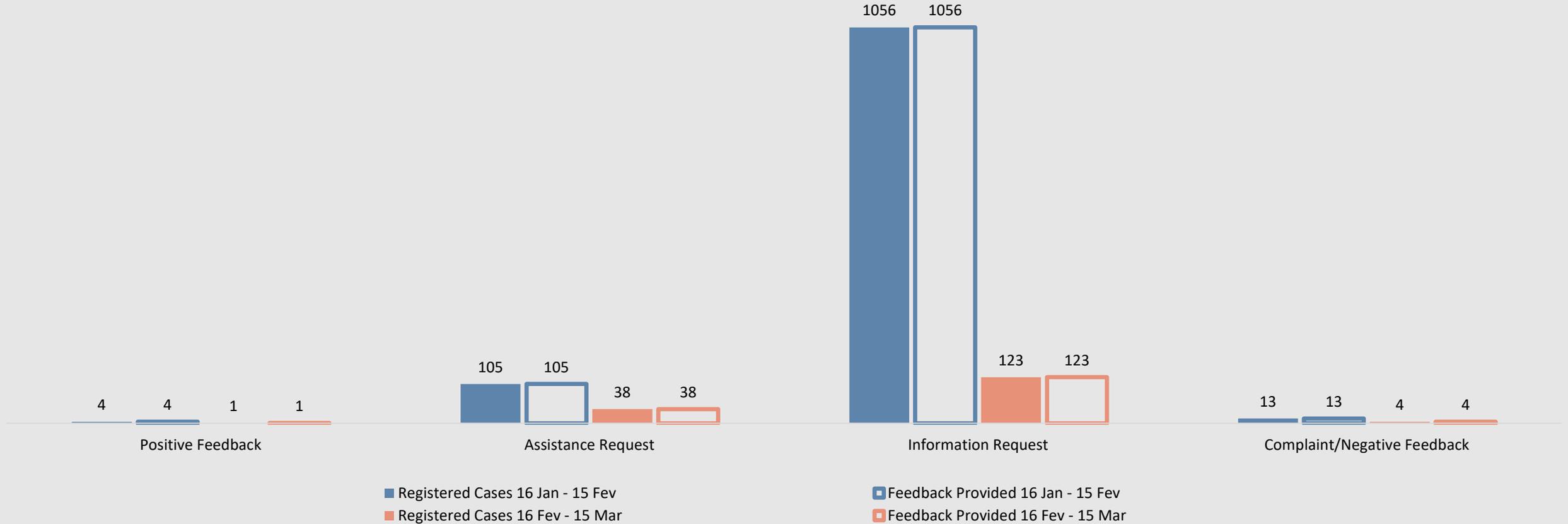
■ Registered Cases 16 Jan - 15 Feb
 □ Feedback Provided 16 Jan - 15 Feb
■ Registered Cases 16 Feb - 15 Mar
 □ Feedback Provided 16 Feb - 15 Mar

INGD

Sofala	136
Manica	15
Tete	3
Inhambane	3
Zambezia	5
Gaza	1
Nampula	1
Niassa	1
Maputo Provincia	1

16 Feb - 15 Mar 2021
 Cases Registered:
166
 Feedback Provided:
166

All cases are shared with INGD
 for verification and action.



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH FEB – 15TH MAR 2021

Overview

- ❖ Since 16th May 2019, Linha Verde 1458 registered a cumulative of 36,271 cases with an overall feedback rate of 92%.
- ❖ A total of 2,863 cases were registered in the period between 16th February and 15th March 2021 which continues to be considerably higher than the average.
 - 41% of the total number of cases relate to Government measures to address Covid-19. People continue to call for up to date information of the daily infection and death rate across the country.
 - Cases coming from the central region have reduced from 35% last month to 17% of the total, reflecting the lessening concern about the weather and possible tropical storms or cyclones approaching and reduced activities.
 - 33% of cases registered come from the northern region with a majority of cases reporting exclusion errors whereby people claim to not have been registered locally as IDPs and thus being excluded from beneficiary lists for humanitarian assistance. Additionally, users have reported abuses of power and requested information about distribution dates for food assistance.

- UNHCR equipped operators with information regarding the protection services available in the Maratane refugee camp as well as the rights and entitlements of refugees in Mozambique according to what is provided in the laws of the country with regards to acquisition of refugee status, rights of refugees, responsibilities and their rights to humanitarian assistance.
- WFP informed operators of the types of food assistance provided at the refugee camp and the reasons for the ration reduction. Knowing that this will require a strong change communication strategy, they engaged Linha Verde 1458 to provide orientation on how to communicate the reasons behind reduction in ration, how much food the families would be receiving going forward and the other options available to supplement their nutrition such as livelihoods assistance programs and other income generating programs/ activities.
- WFP Gender and protection advisor provided a brief exercise capturing of important information on high priority cases, such as PSEA/Abuses of power and exclusion errors. The aim of the discussion was to ensure that necessary information for investigation be undertaken while also identifying opportunities for first case resolution during calls.

Inter-agency Coordination: February – March 2021

UNHCR and WFP: Protection and Food Assistance to Refugees in Maratane, Nampula

- ❖ On the 15th of March 2021, UNHCR and WFP colleagues from Nampula conducted a remote orientation and training of the Linha Verde 1458 operators on the roles and responsibilities of WFP, UNHCR and INAR towards the refugees in Maratane.

Central Region Response: February – March 2021

- ❖ 489 cases were registered from the central region between February and March 2021 which shows a notable decrease from the previous month. 48% are information requests, 28% are positive feedback, 13% are complaints and lastly 10% are assistance requests. Feedback provided to total registered cases is at 87%.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH FEB – 15TH MAR 2021

Information requests

- ❖ Majority of information requests concerned weather predictions (43%) echoing continued concerns following tropical cyclone Eloise and notifications of formation of low-pressure system that would develop into a Tropical storm called “Guambe”. By the time it reached the Mozambican channel it had reduced speed and intensity and the effects were not as grave as the preceding tropical cyclone.
- ❖ The second largest majority (29%) of information requests concerned the duration of the WFP food assistance programmes - whether they would be continuing beyond March 2021.
- ❖ 16% of information requests concerned distribution timing for food assistance from Nhamatanda, Dondo, Buzi, Sussundenga.

Complaints

- ❖ Majority of complaints registered here are: 39% exclusion errors, 27% abuses of power; 10% reported food quality issues.
 - 24 cases reporting possible exclusion from WFP food assistance coming from Buzi, Nhamatanda and Sussundenga.
 - Out of the 17 reports of abuses of power, the majority are corruption claims with the rest being claims of manipulation of beneficiary lists (fraud), intimidation and diversion, from Nhamatanda, Buzi, Caia and Chibavava.
 - Food quality issues reported from Grudja in Buzi, Sofala where callers mention that the beans distributed at Matchondjova resettlement center were spoiled and some identified the problem at the distribution point while others identified it in their homes. For those who noted the issue at the distribution point also mentioned that it was not possible to inform the World Vision because they were not there after voucher distribution to witness the food being distributed by the retailer.

Requests for assistance

- ❖ Majority of assistance requests are for WFP M-pesa cash assistance beneficiaries who call to report the loss of their sim cards or phones. These cases have been shared with WFP focal points while callers also receive clarification of who they may consult from Vodacom to resolve the issue directly.

Northern Region (IDP) Response: February – March 2021

- ❖ 46% of cases registered from the Northern region are complaints, 39% are information requests, 11% positive feedback and 4% assistance requests and the feedback for cases from this period stands at 82%.

Complaints

- ❖ 68% of complaints are claims of exclusion errors from people who have been registered under WFP food assistance and food assistance programmes by other partners. Beneficiaries claim that persons unknown to them receive the food rations in their place, that when they go to the distribution point, they are told someone has received their ration. Others claim that they have not received assistance since December 2020 and or January 2021, indicating that they had been receiving assistance for several months and lately have not been receiving assistance.
 - The remaining (145) exclusion error claims are referring to exclusion of displaced persons from “IDP registration processes” indicating that several IDP’s continue trying to get registered in host communities for a number of months with no success. Without being registered by local authorities, IDP households do not appear on beneficiary lists for any type of humanitarian assistance.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH FEB – 15TH MAR 2021

- ❖ Reports of **abuses of power** have been made over the last month accounting for 17% of the complaints. Of these 20 are fraud claims (manipulation of lists) mostly from Pemba while 44 cases come from Ancuabe, Chiure, Metuge and Montepuez. Callers claim that local leaders include local households on beneficiary lists to in exchange for money. IDP's come forward and inform Linha Verde 1458 that they end up not receiving assistance because they cannot afford to give money to local leadership in exchange for assistance.
- ❖ Where cash assistance through value vouchers is being provided, beneficiaries have complained about increases in prices in participating shops, mainly in Pemba.
- ❖ One call was received from Palma where a resident talked generally of exorbitant prices in shops and sharing the price of sugar and other products.
- ❖ Safety issues at distribution points were reported from Ancuabe (Metoro) and Meluco where IDP's claim that they have been assaulted and have their rations stolen from them when they leave the food distribution point. Linha Verde 1458 was informed that food distributions had to be temporarily halted in order to address community tensions and ensure safety of all involved, including reinforcing presence of police at distribution points.
 - One caller from Chiure (Megarruma) requested that gunshots not be fired at the distribution points as this worsens the trauma of the displaced families.

Information requests

- 93% of information requests concerned timing for resumption of distributions which had been interrupted a few times due to some community tensions in some districts in Cabo Delgado. Linha Verde 1458 is informed of these situations and receives updated distribution plans when they are finalized.

Assistance requests

- ❖ Of the few assistance requests received from IDP's, the majority concern agricultural seeds and tools from Namuno and Chiure.
- ❖ Two assistance requests from Nacate in Macomia stated that while other types of assistance have been provided recently, they are still lacking food.

Southern Region (Drought) Response: February – March 2021

- ❖ 47% of cases from the southern region are information requests, 41% are positive feedback, 7% assistance requests and 5% complaints. Feedback rate for cases from the southern region stands at 95% this period.

Information Requests

- ❖ Many callers have sought confirmation of the end date for food assistance which remains as end of March 2021, although delayed distributions may continue beyond this period. Some callers do not appear to be aware of the ending of the current drought assistance, which is reflected in requests for information regarding distribution dates.

Assistance Requests

- ❖ Throughout the month beneficiaries have asked that food assistance continue for longer as they still face uncertainty in food production and indicate that they still require support.

Protection: February – March 2021

❖ In total Linha Verde 1458 registered 18 protection cases of which:

- 9 child protection cases were referred to Linha Fala Criança for follow-up and channeling to Government service providers
- 5 GBV cases referred to UNFPA focal point for channeling to Government service providers.
- 3 Protection cases of which two are assistance requests from disabled people, one from Guija and one from Chiure. The third case was a report of harassment of IDP's by police and army in Metuge.

Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

16TH FEB - 15TH MAR 2021

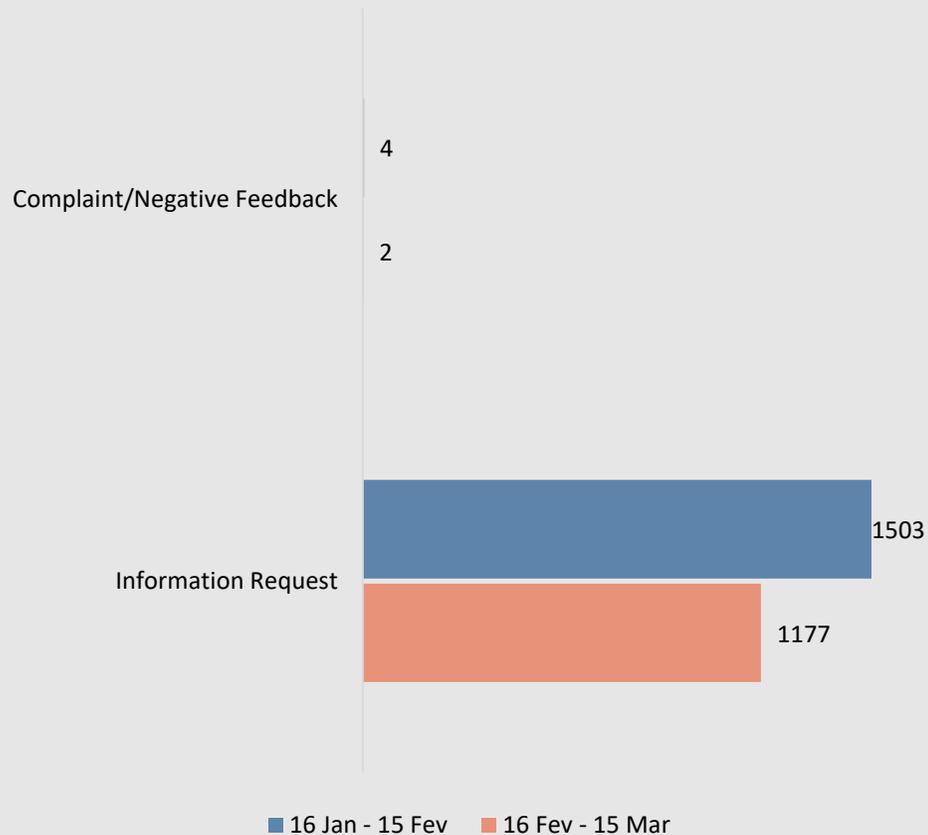
16 Feb - 15 Mar 2021

Nr. of cases about Covid-19:

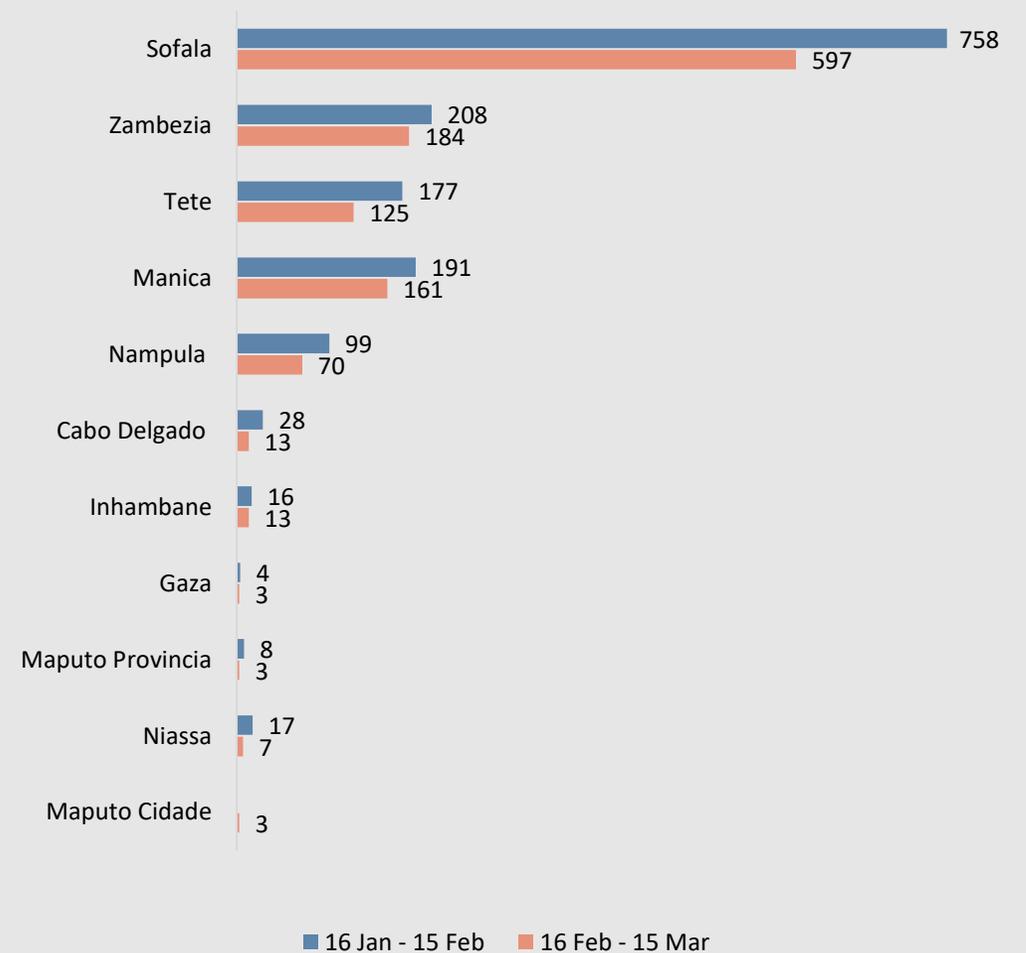
1179

41% of the cases registered through the Linha Verde 1458 between Jan 16 and Feb 15 were Covid-19 related.

CASE TYPES

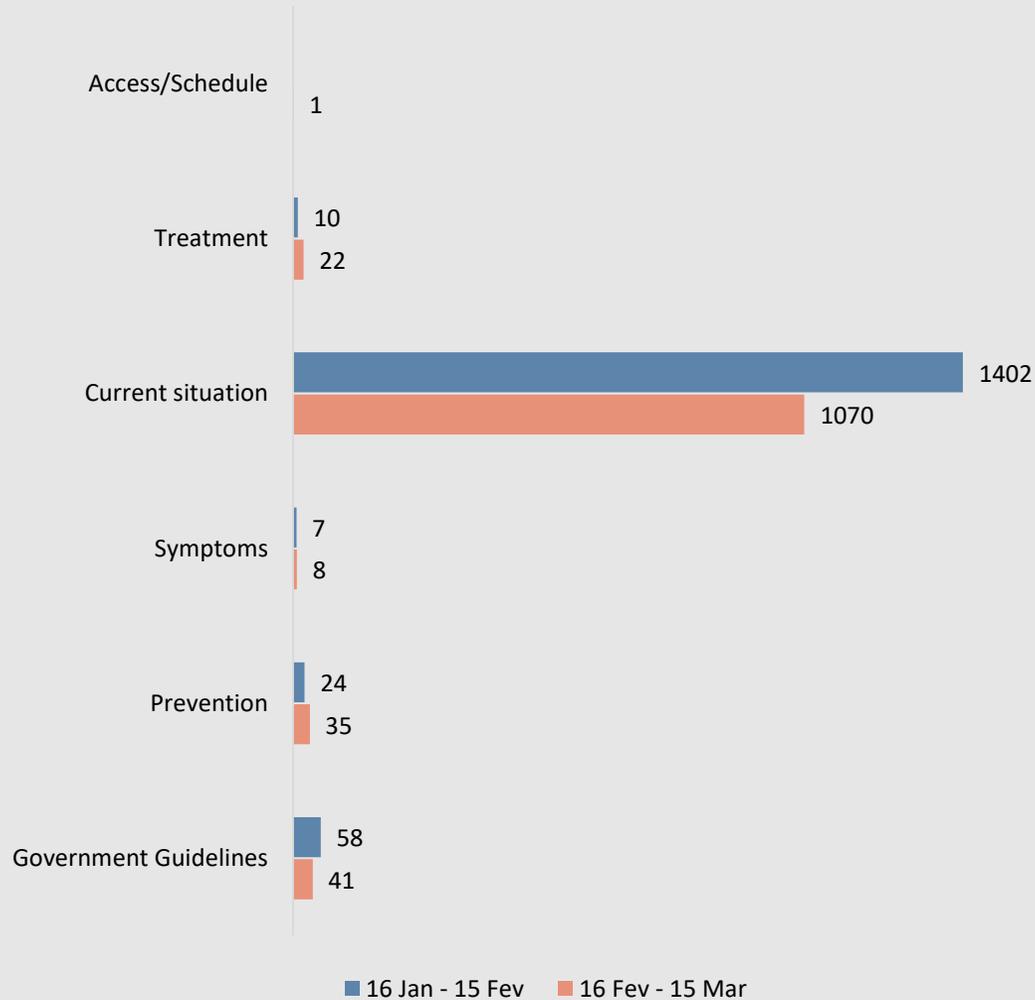


CASES BY PROVINCE

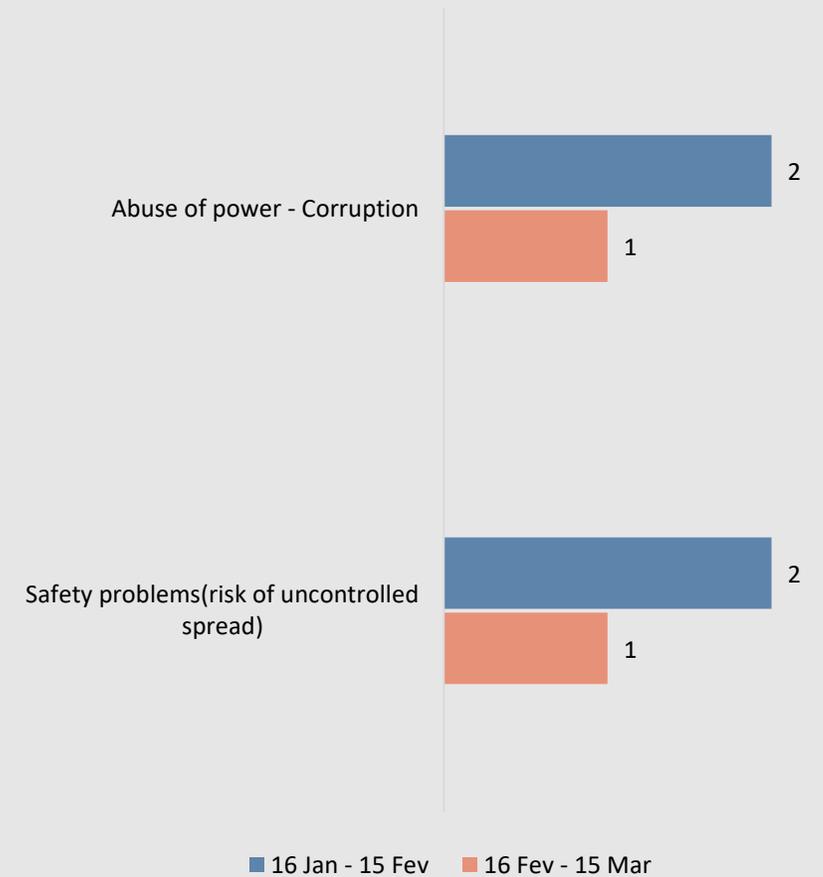


COVID-19
CASE TYPE BY CATEGORY
16TH FEB – 15TH MAR 2021

INFORMATION REQUEST

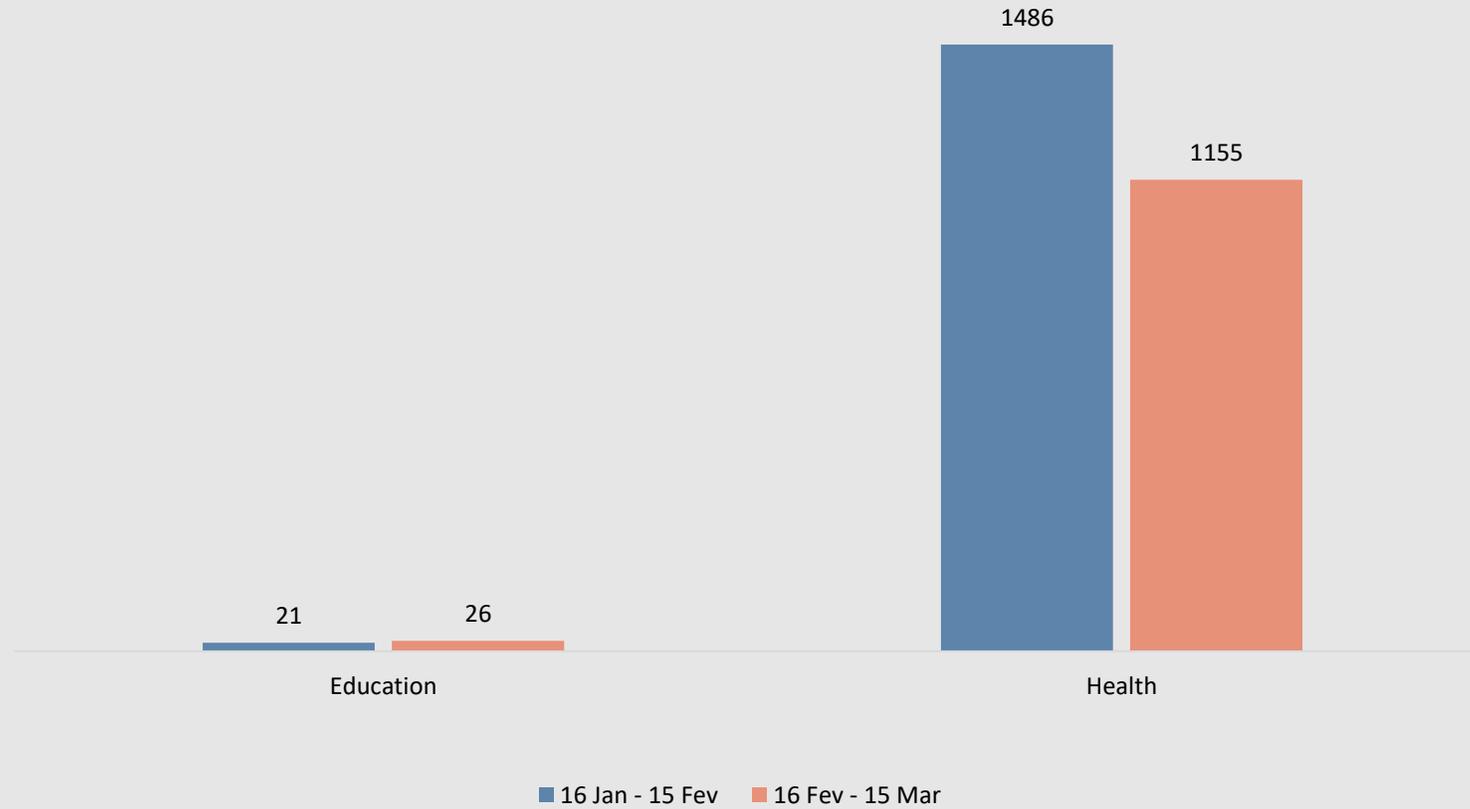


COMPLAINTS



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

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

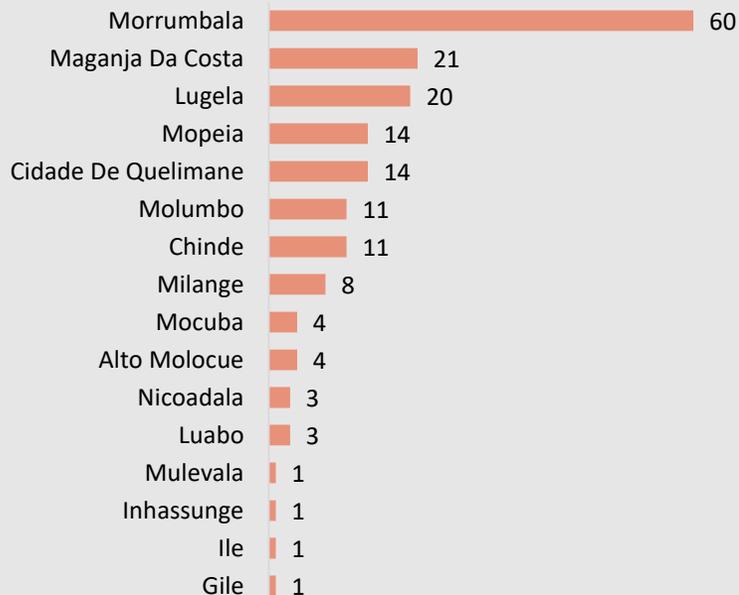


COVID-19: LOCATIONS OF COVID-19 CALLS

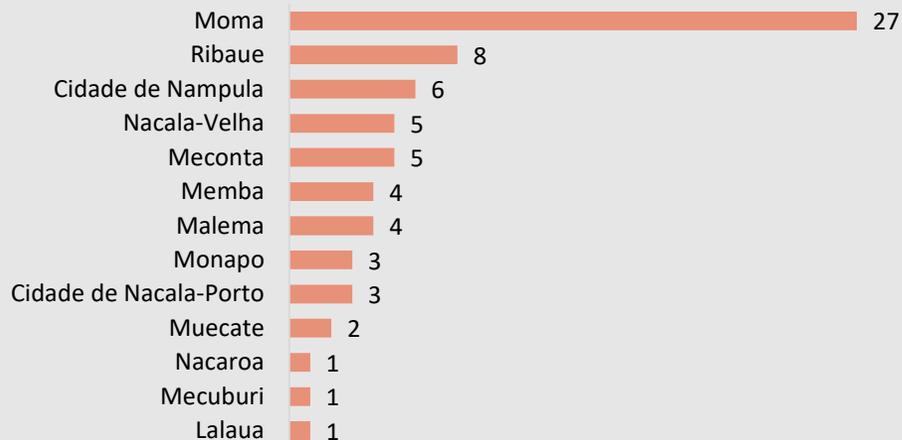
16TH FEB – 15TH MAR 2021



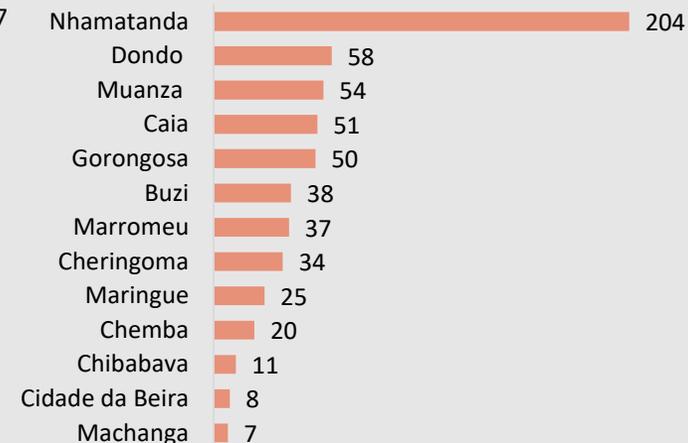
Zambezia - 184



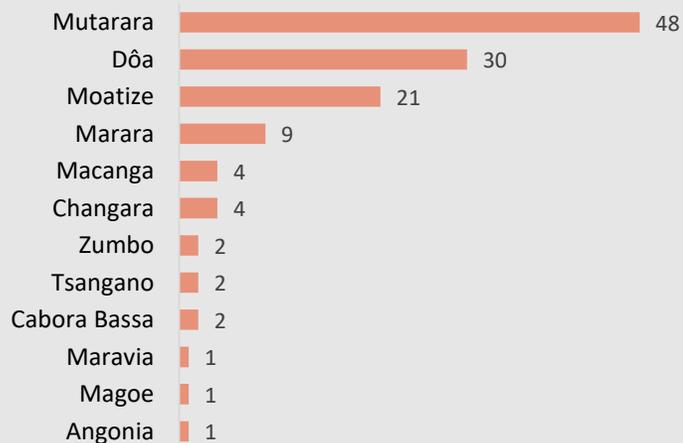
Nampula - 70



Sofala - 597



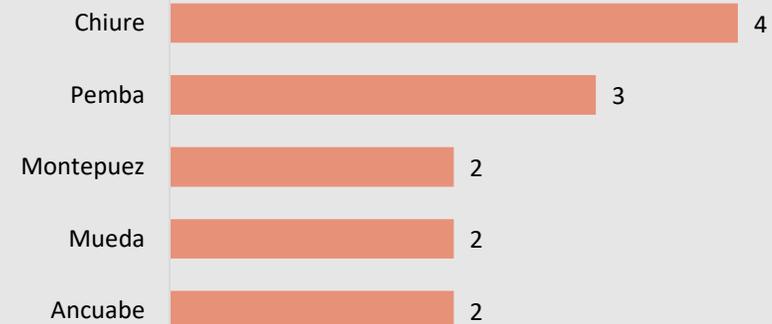
Tete - 125



Manica - 161

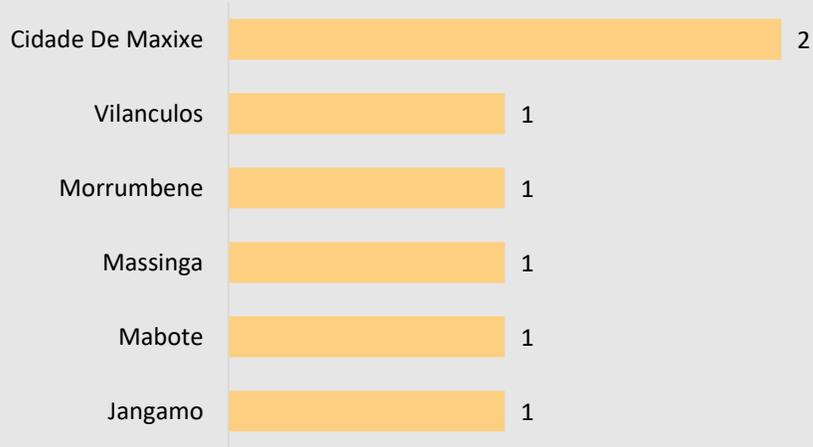


Cabo Delgado - 13

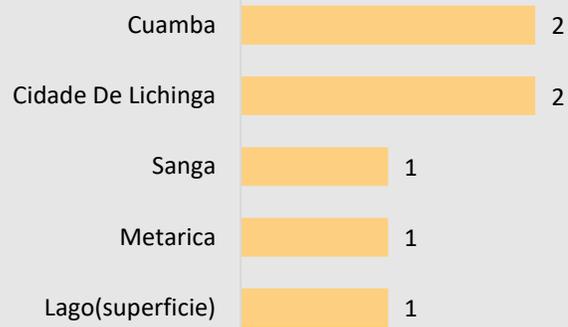


COVID-19: LOCATIONS OF COVID-19 CALLS
16TH FEB – 15TH MAR 2021

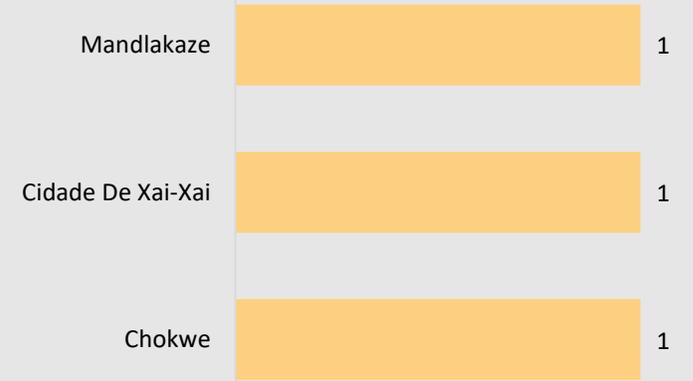
Inhambane - 13



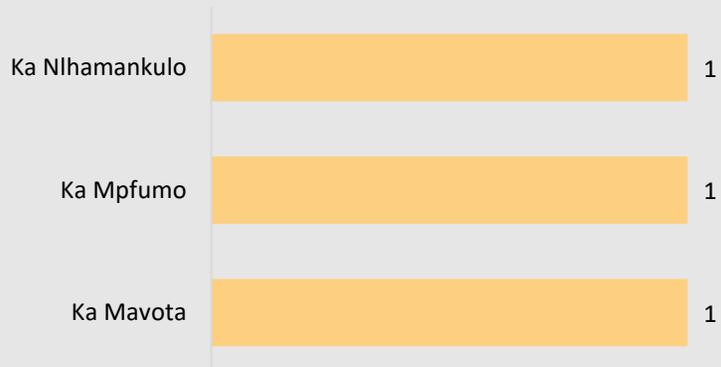
Niassa - 7



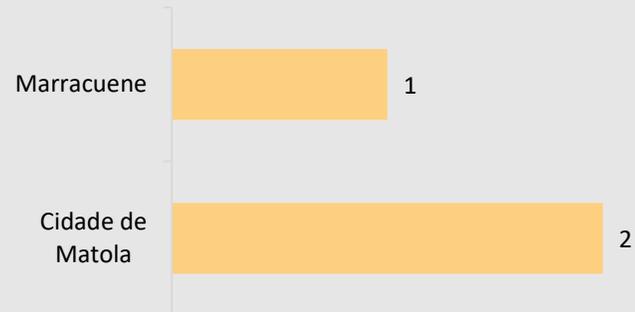
Gaza - 3



Maputo Cidade - 3



Maputo Provincia - 3



Covid-19: February – March 2021

- ❖ A total of 1,179 cases have been registered mostly requests for updated information regarding the daily increase in Covid-19 infections and the current Covid-19 death toll.
 - 41 callers reached out to enquire about the government guidelines in place for the provinces and how they will change after the end of the current 21 days. Callers have also expressed frustration about the curfew times and how impossible it is for some to comply.
 - 35 callers reached out to understand how to prevent the spread of Covid-19.
 - 22 reached out to find out if there is a treatment for Covid-19.

Education and Covid-19

- ❖ 26 callers reached to out to find out if schools will open again this year. Callers were informed that the President had stipulated that schools would be allowed to re-open on the 22nd of March 2021 however Linha Verde 1458 has no information regarding the schedule of classes.