



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 16th Dec 2020 - 15th Jan 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.

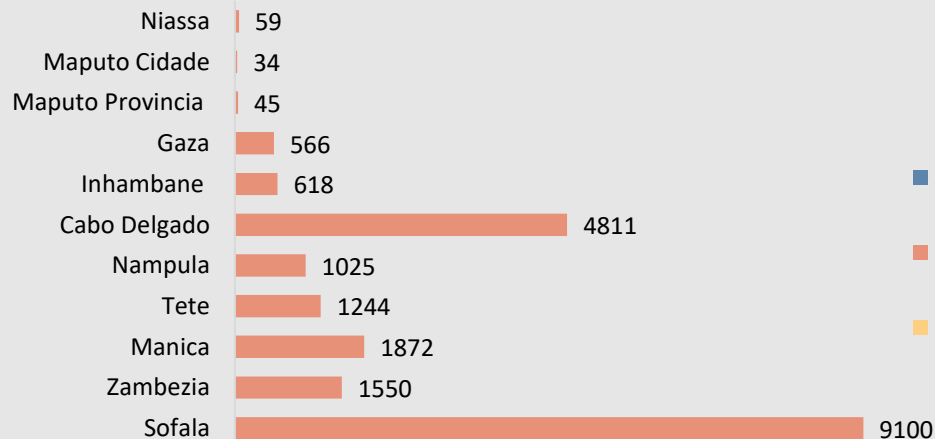
29,481 Total Cases Registered



85% Total Feedback Provided

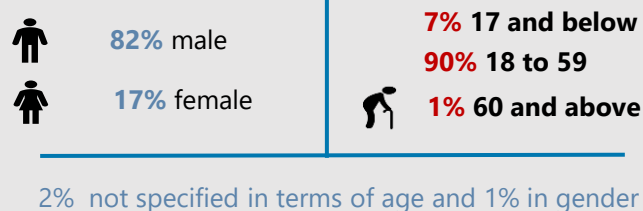
21,121 Total Cases Registered since 16th January 2020

CASES BY PROVINCE

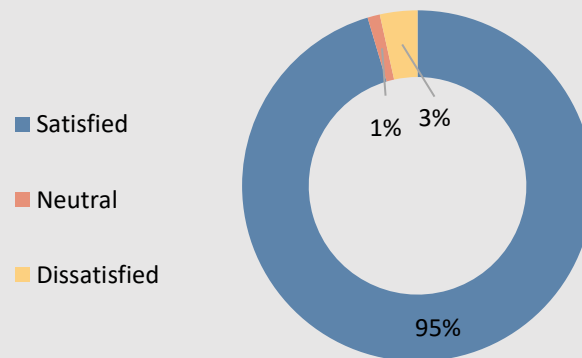


CUMULATIVE DATA OVERVIEW PERIOD: 16TH JANUARY 2021 – 15TH JANUARY 2021

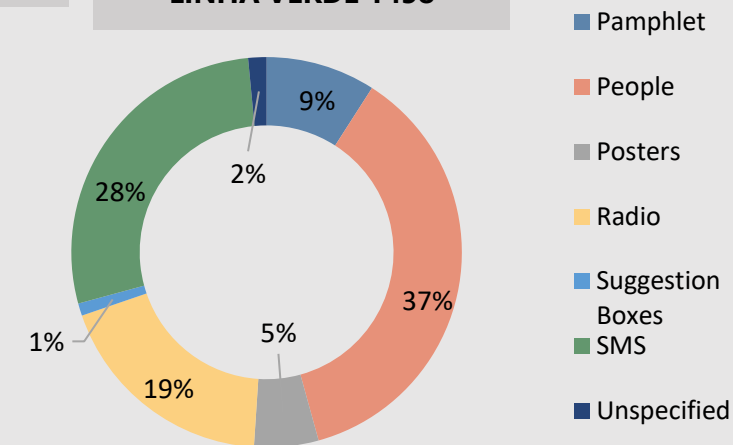
CALLER PROFILE



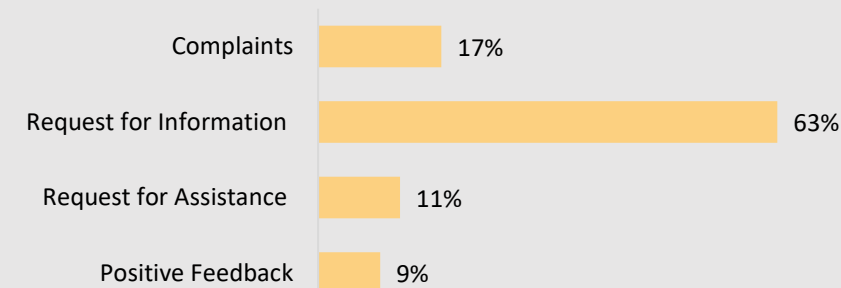
SATISFACTION



KNOWLEDGE ABOUT LINHA VERDE 1458



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

16TH JAN 2020 – 15TH JAN 2021

Dec 16 2020 to Jan 15, 2021

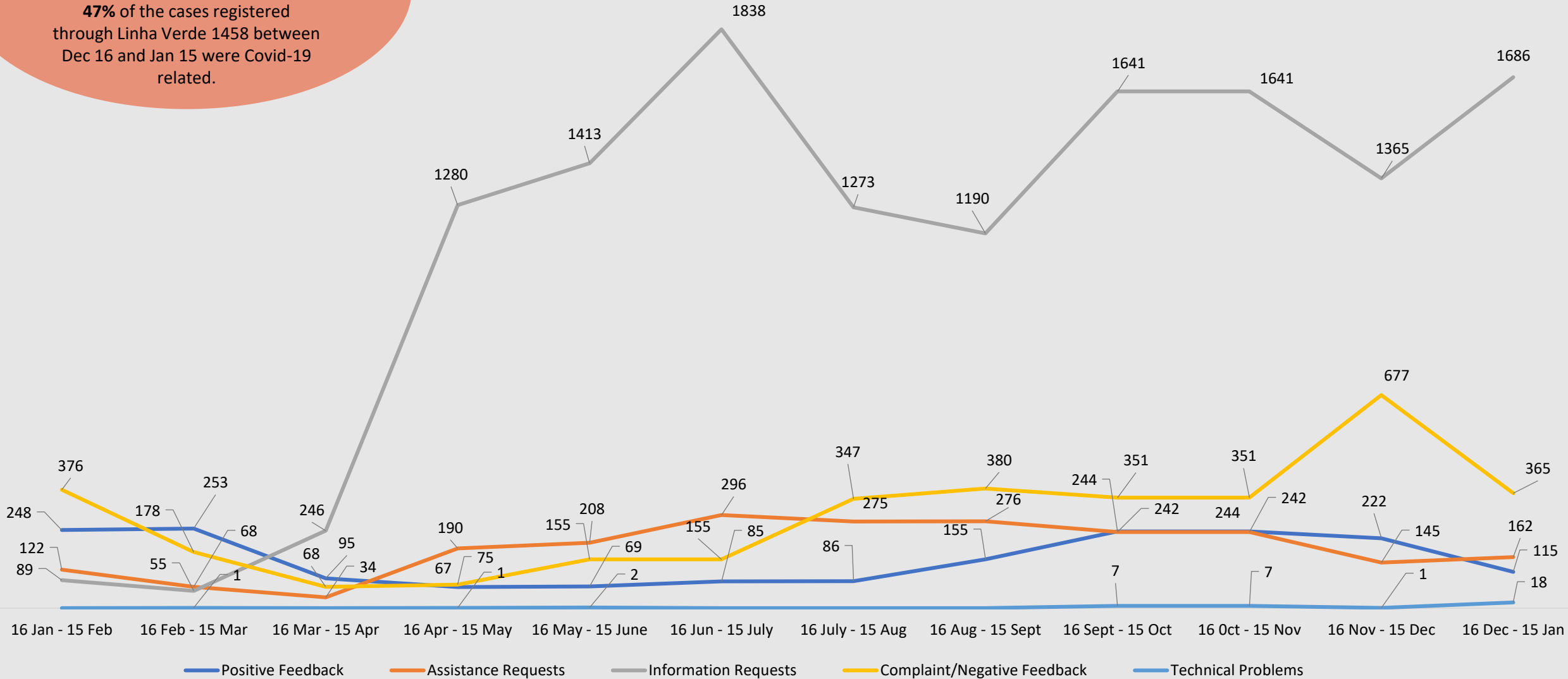
Nr. Total Registered Cases:

2351

Nr. of calls about Covid-19:

1109

47% of the cases registered through Linha Verde 1458 between Dec 16 and Jan 15 were Covid-19 related.



CASES PER SECTOR

16TH DEC 2020 – 15TH JAN 2021



CASES PER RESPONSE

16TH DEC 2020 – 15TH JAN 2021

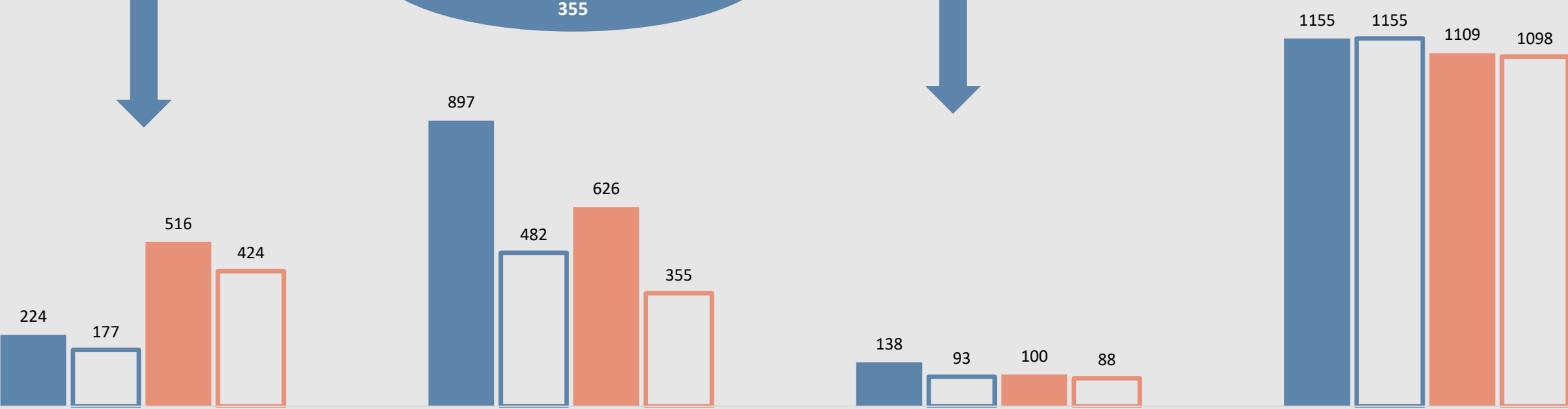


16th Dec 2020- 15th Jan 2021
Cases Registered:
 1109
Feedback provided:
 1098

16th Dec 2020- 15th Jan 2021
Cases Registered:
 516
Feedback provided:
 424

16th Dec 2020- 15th Jan 2021
Cases Registered:
 626
Feedback provided:
 355

16th Dec 2020 - 15th Jan 2021
Cases Registered:
 100
Feedback provided:
 88



Central region (IDAI) response

Northern region (IDP) response

Southern region (DROUGHT) response

COVID-19

■ Registered Cases 16 Nov - 15 Dec
 □ Feedback Provided 16 Nov - 15 Dec
 ■ Registered Cases 16 Dec - 15 Jan
 □ Feedback Provided 16 Dec - 15 Jan

CENTRAL REGION (IDAI) RESPONSE
16TH DEC 2020 – 15TH JAN 2021

Nov/Dec
 Cases Registered:
224
 Feedback Provided:
79%

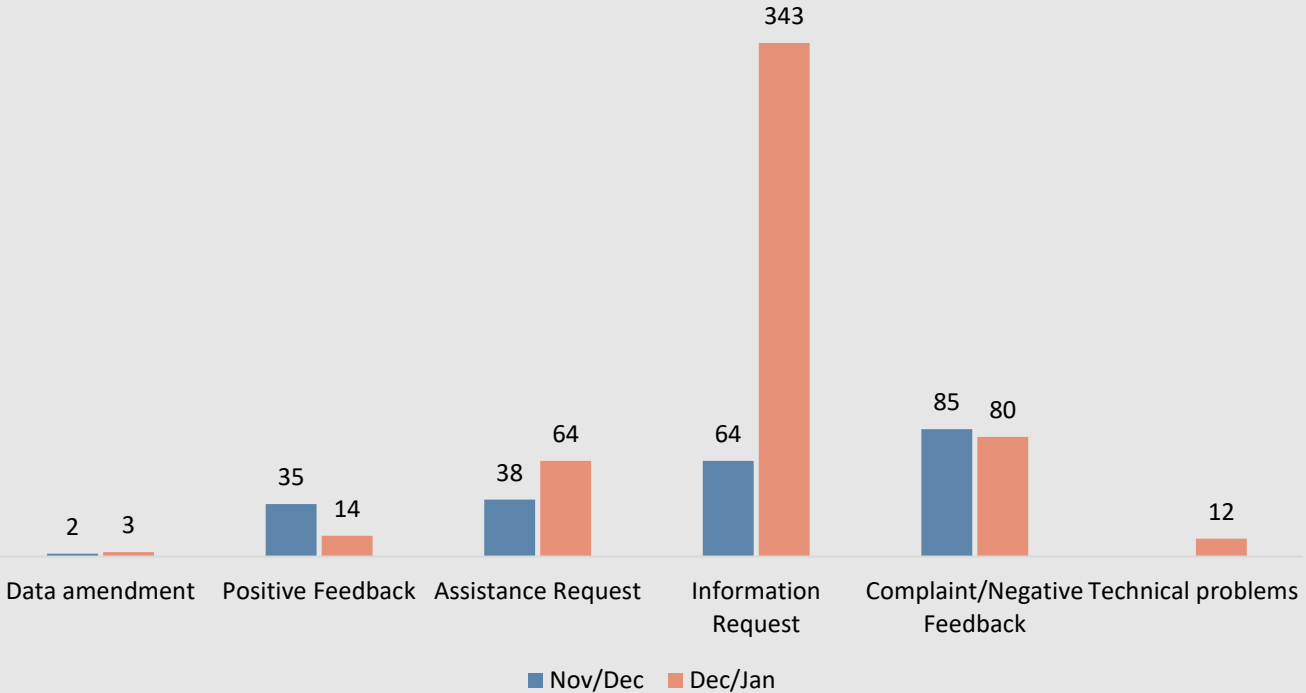
Dec/Jan
 Cases Registered:
516
 Feedback Provided:
82%

Nov/Dec
 Cases Registered:
35
 Feedback Provided:
63%

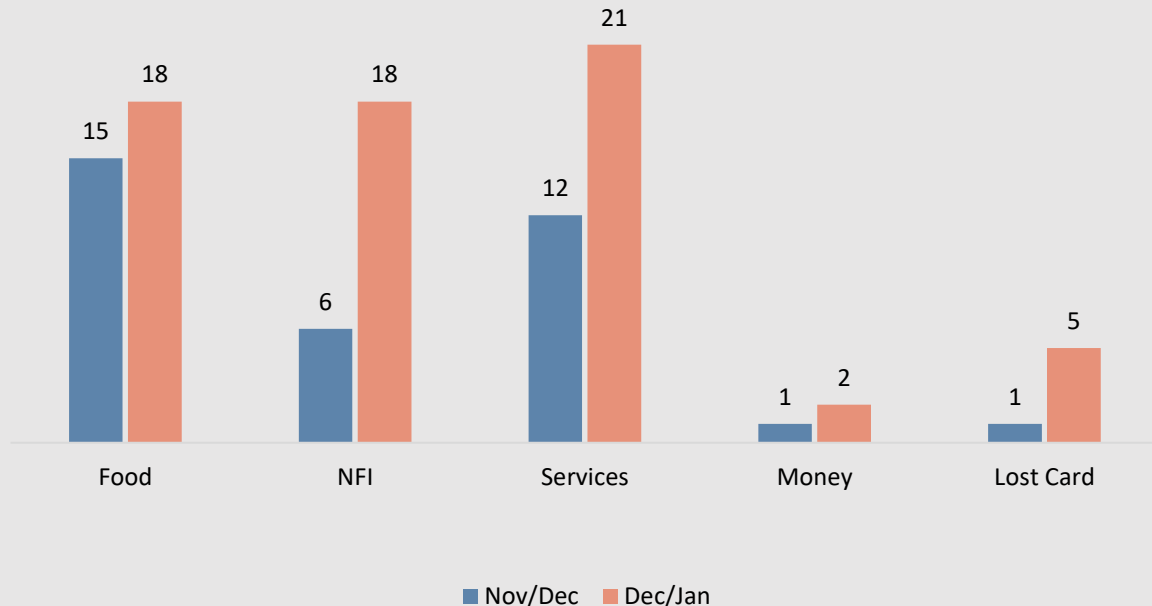
Dec/Jan
 Cases Registered:
64
 Feedback Provided:
78%



CASE TYPES



ASSISTANCE REQUEST



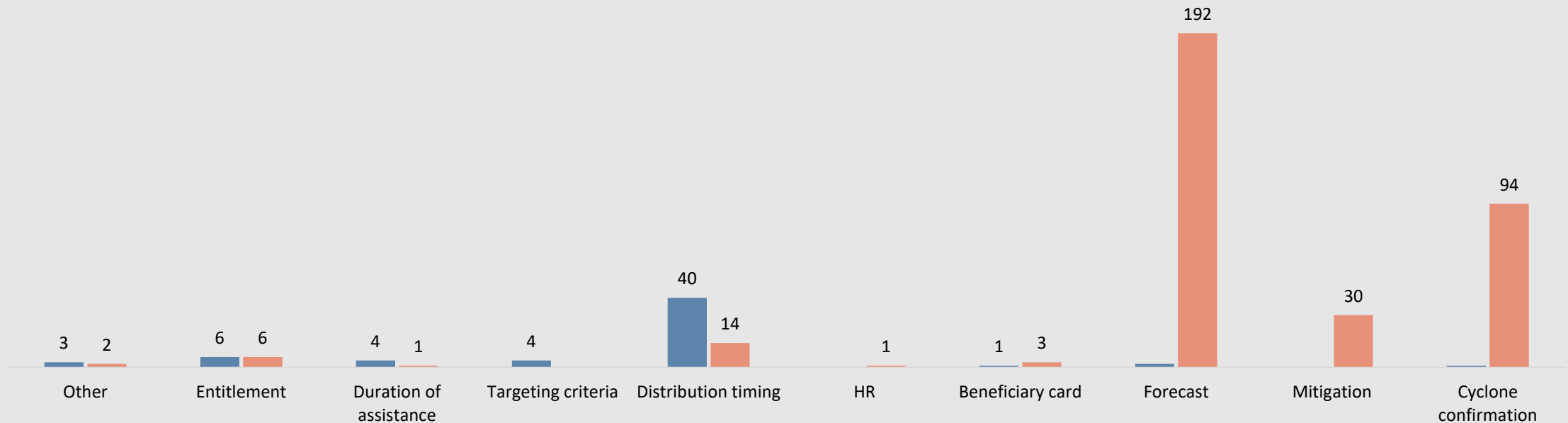
CENTRAL REGION (IDAI) RESPONSE INFORMATION REQUESTS 16TH DEC 2020 – 15TH JAN 2021



Nov/Dec
Cases Registered:
61
Feedback Provided:
90%

Dec/Jan
Cases Registered:
343
Feedback Provided:
94%

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



■ Nov/Dec ■ Dec/Jan

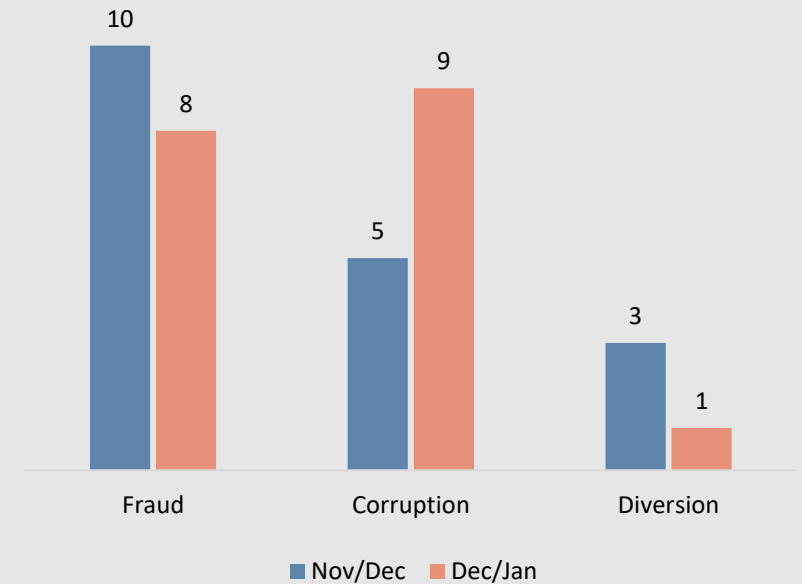
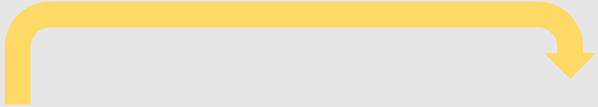
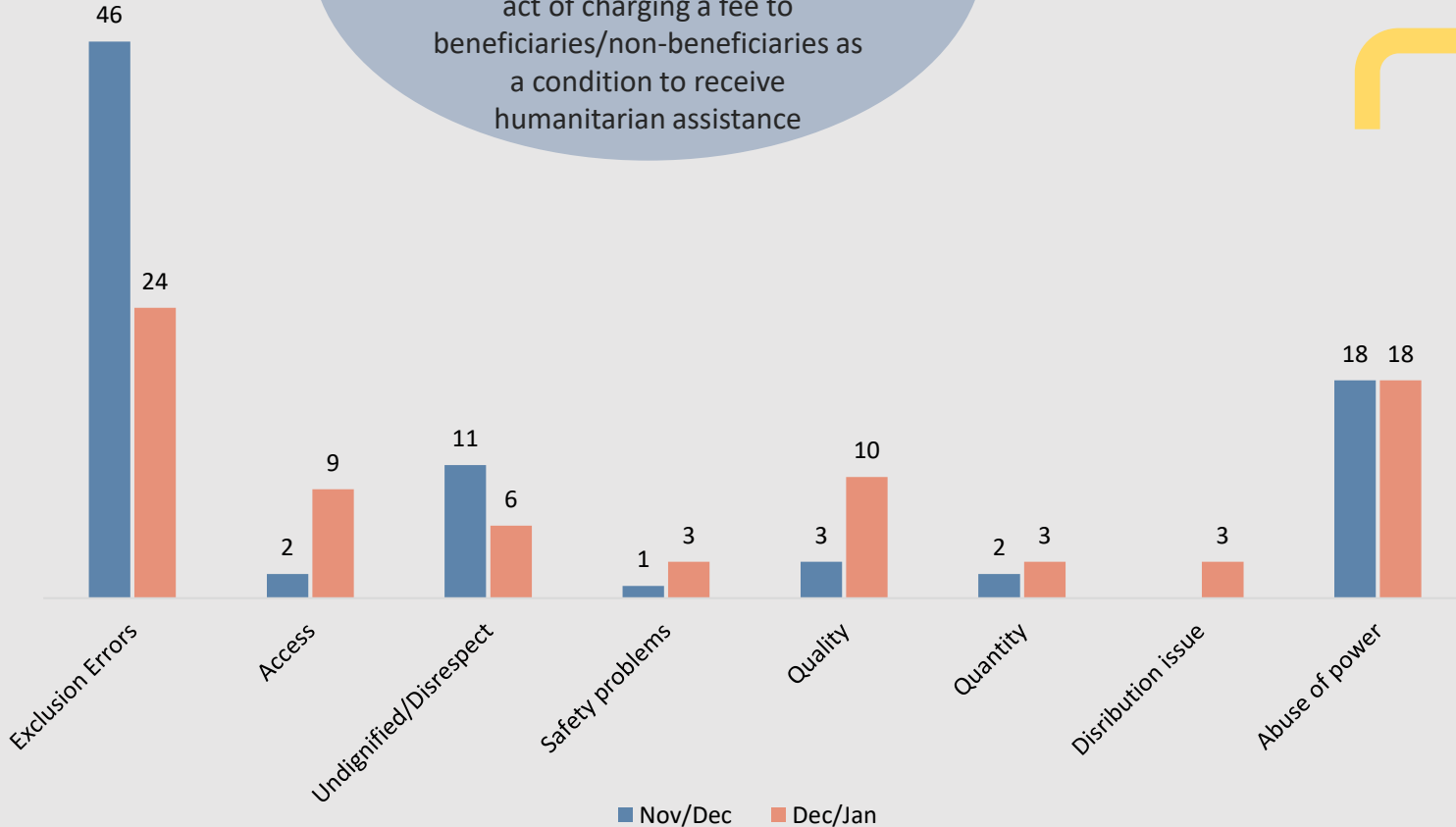
**CENTRAL REGION (IDAI) RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH DEC 2020 – 15TH JAN 2021**



**CENTRAL REGION (IDAI) RESPONSE
BREAKDOWN OF ABUSES OF POWER AND OTHER
ACCESS BARRIERS
16TH DEC 2020 – 15TH DEC 2021**

Abuse of power:
refers to local leaders including family members and associates who do not fit the vulnerability criteria.

Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance

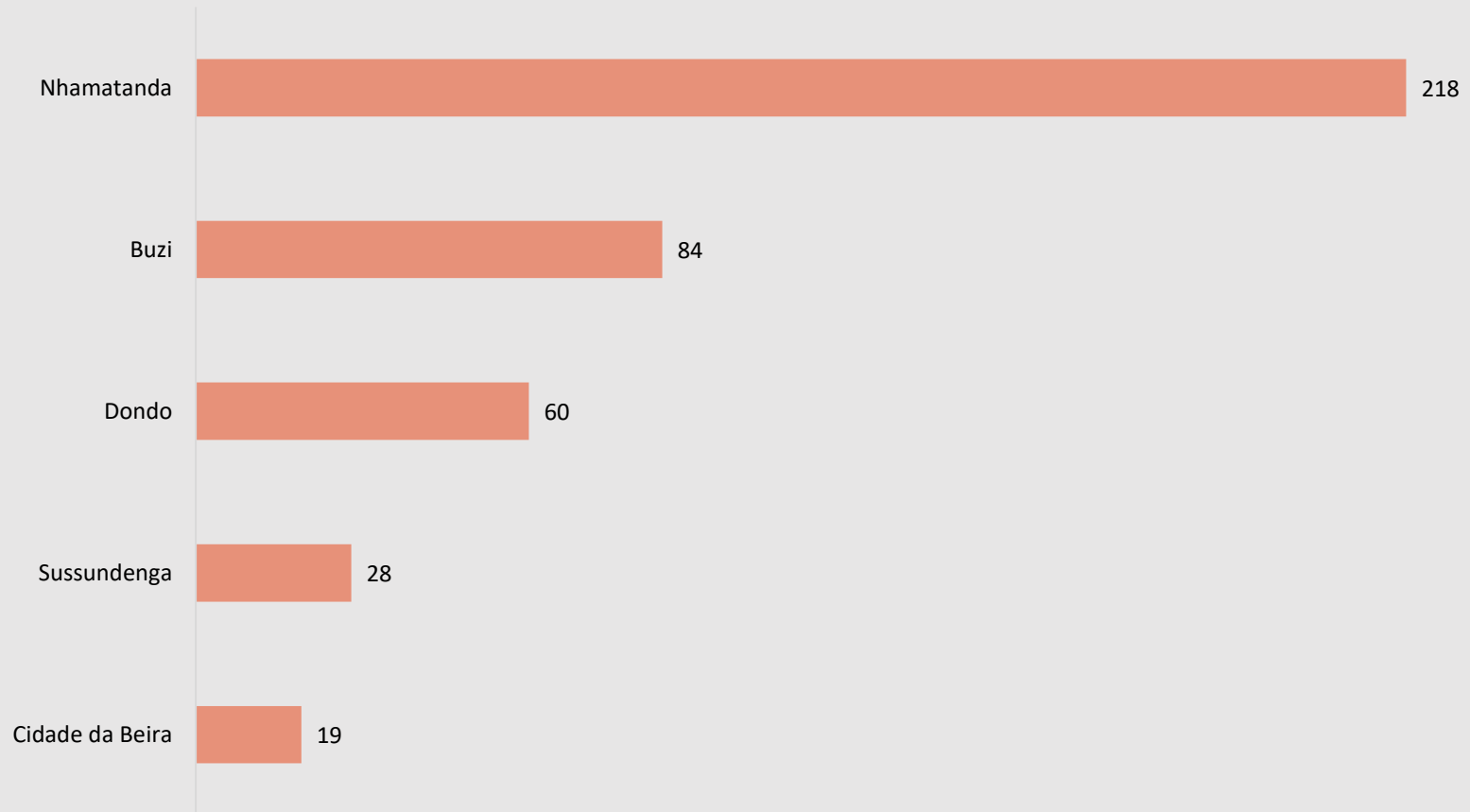


■ Nov/Dec ■ Dec/Jan

Abuses of power

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

**CENTRAL REGION (IDAI) RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH DEC 2020 – 15TH JAN 2021**



NORTHERN REGION (IDP) RESPONSE 16TH DEC 2020 – 15TH JAN 2021

Nov/Dec
Cases Registered:
897
Feedback Provided:
54%

Dec/Jan
Cases Registered:
626
Feedback Provided:
57%

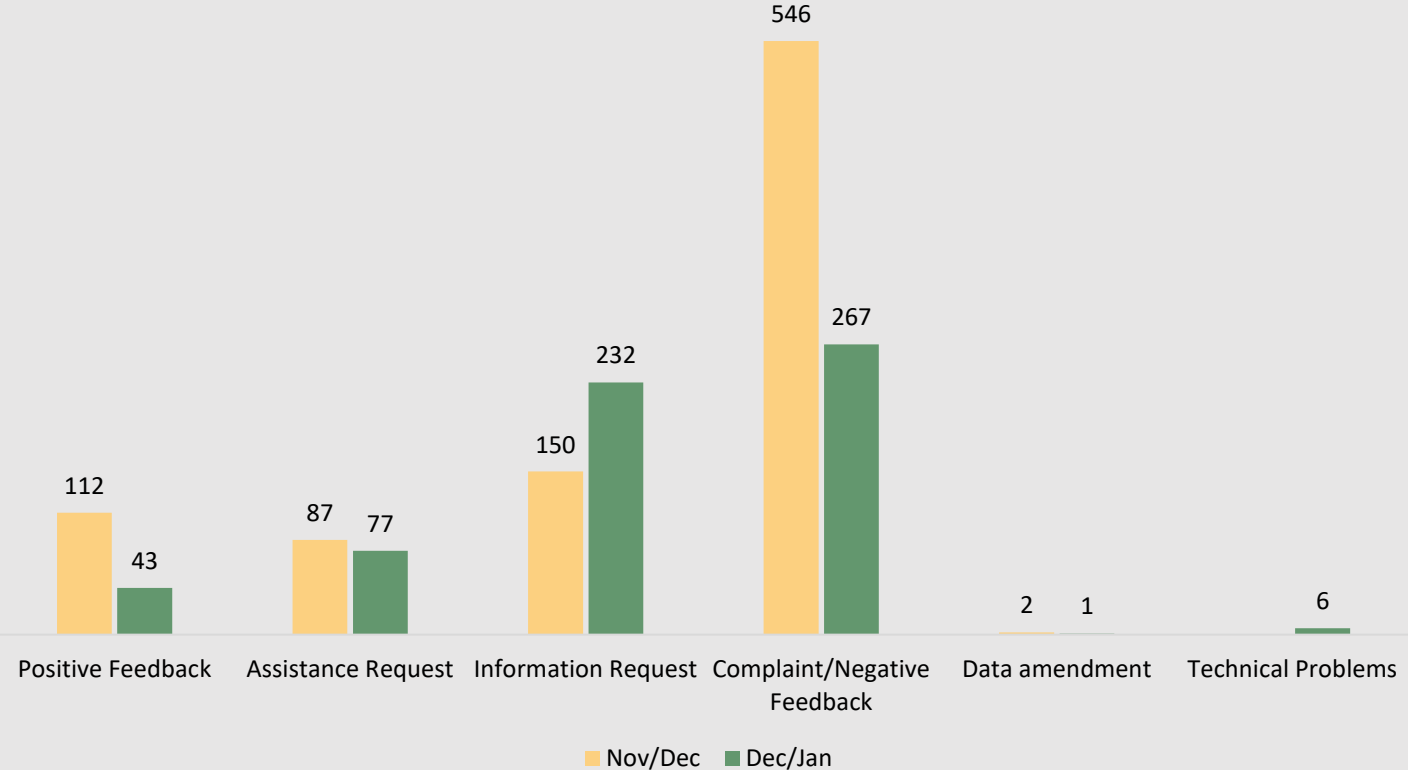
Nov/Dec
Cases Registered:
85
Feedback provided:
34%

Dec/Jan
Cases Registered:
77
Feedback provided:
44%

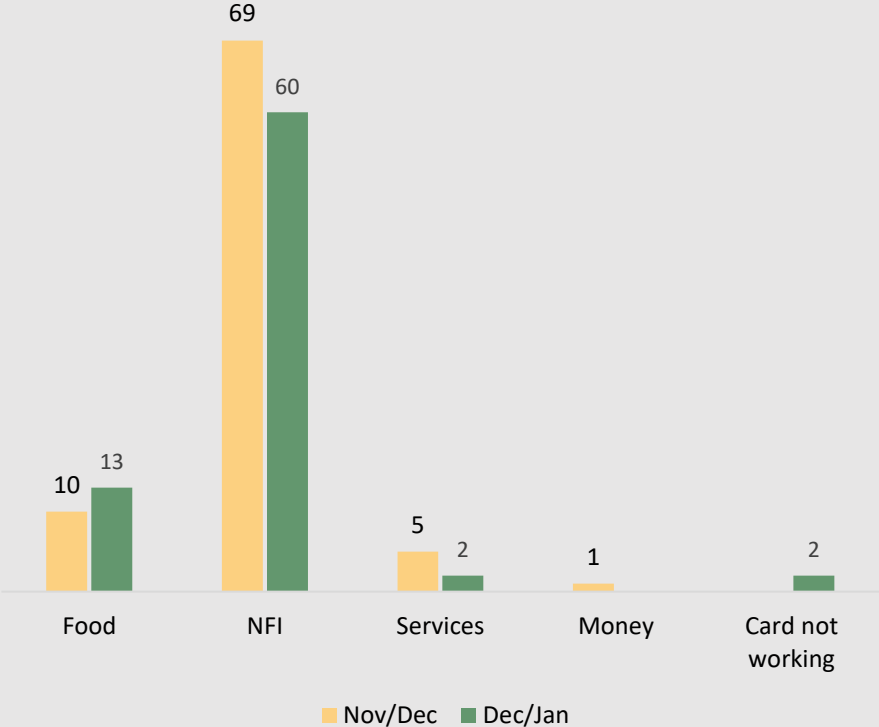


NFI

CASE CATEGORY



ASSISTANCE REQUEST



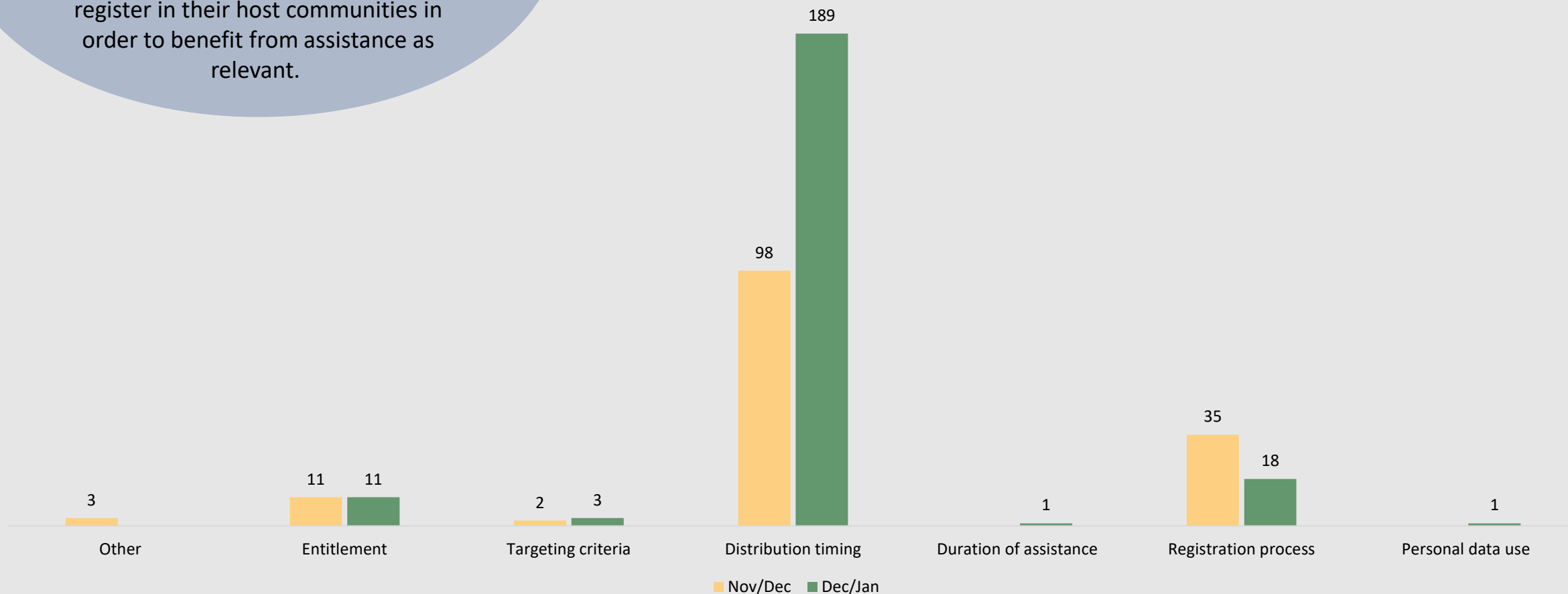
NORTHERN REGION (IDP) RESPONSE INFORMATION REQUESTS 16TH DEC 2020 – 15TH JAN 2021

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 register in their host communities in order to benefit from assistance as relevant.



Nov/Dec
Cases registered:
149
Feedback provided:
97%

Dec/Jan
Cases registered:
232
Feedback provided:
95%



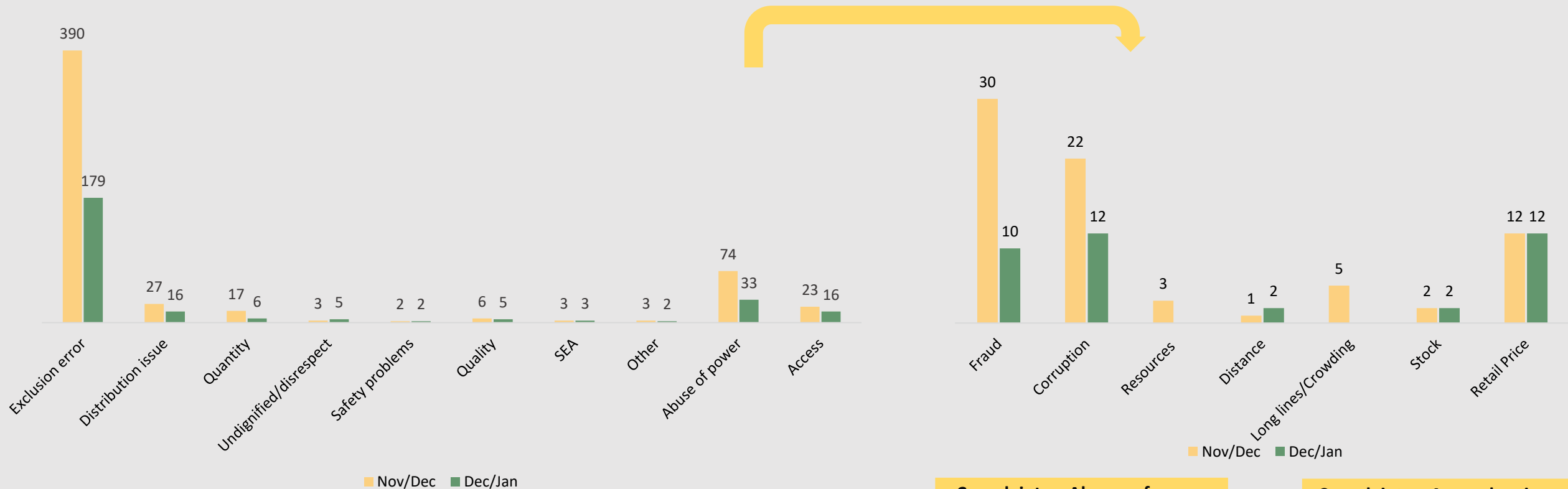
NORTHERN REGION (IDP) RESPONSE COMPLAINT/NEGATIVE FEEDBACK 16TH DEC 2020 – 15TH JAN 2021



NORTHERN REGION (IDP) RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 16TH DEC 2020 – 15TH JAN 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

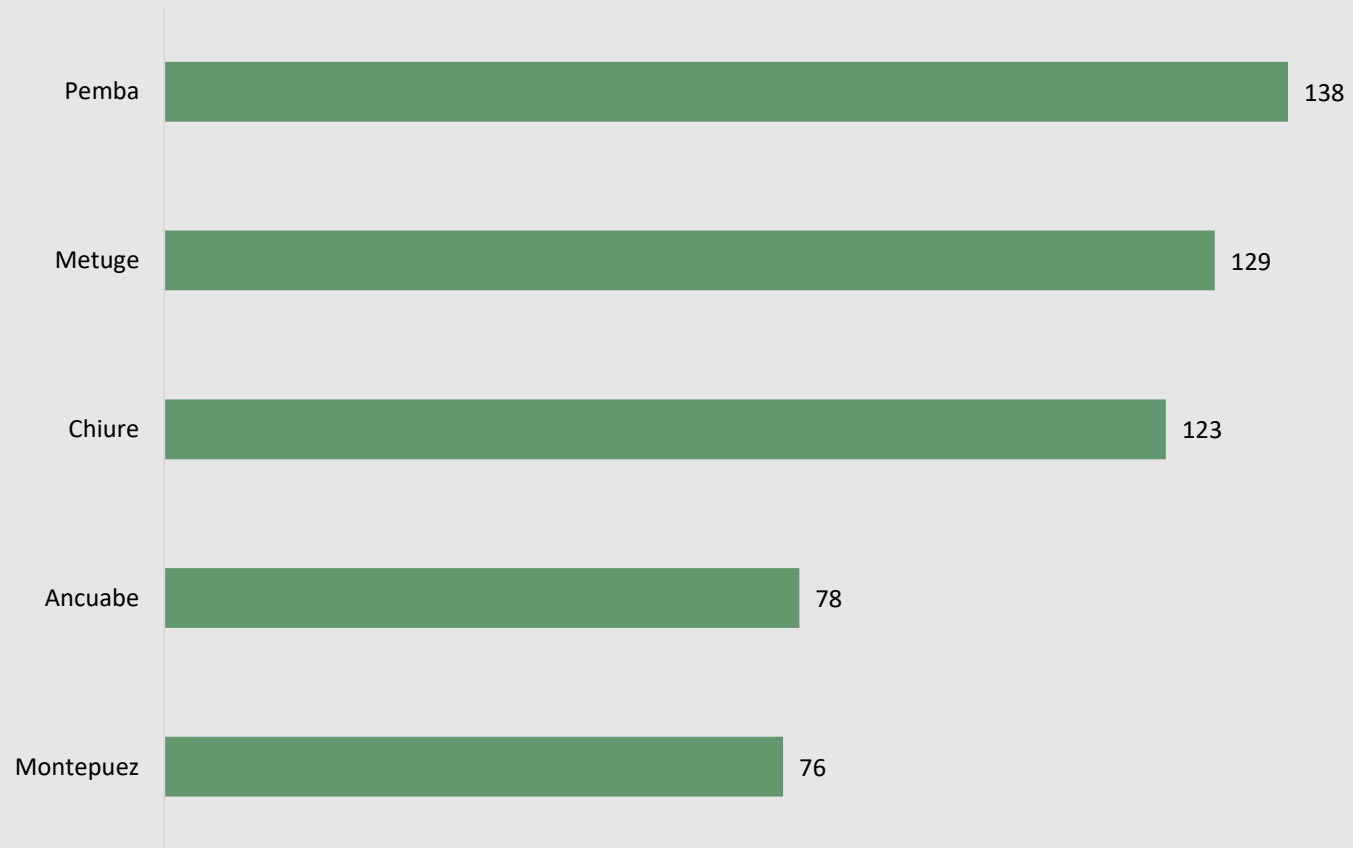
Abuse of power: refers to claims local leaders including family members and associates who do not fit the vulnerability criteria.
Corruption: refers to claims of the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



Complaints – Abuses of power

Complaints – Access barriers

**NORTHERN REGION (IDP) RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH DEC 2020 – 15TH JAN 2021**



SOUTHERN REGION (DROUGHT) RESPONSE 16TH DEC 2020 – 15TH JAN 2021

Nov/Dec
Cases Registered:
138
Feedback Provided:
67%

Dec/Jan
Cases Registered:
100
Feedback Provided:
88%

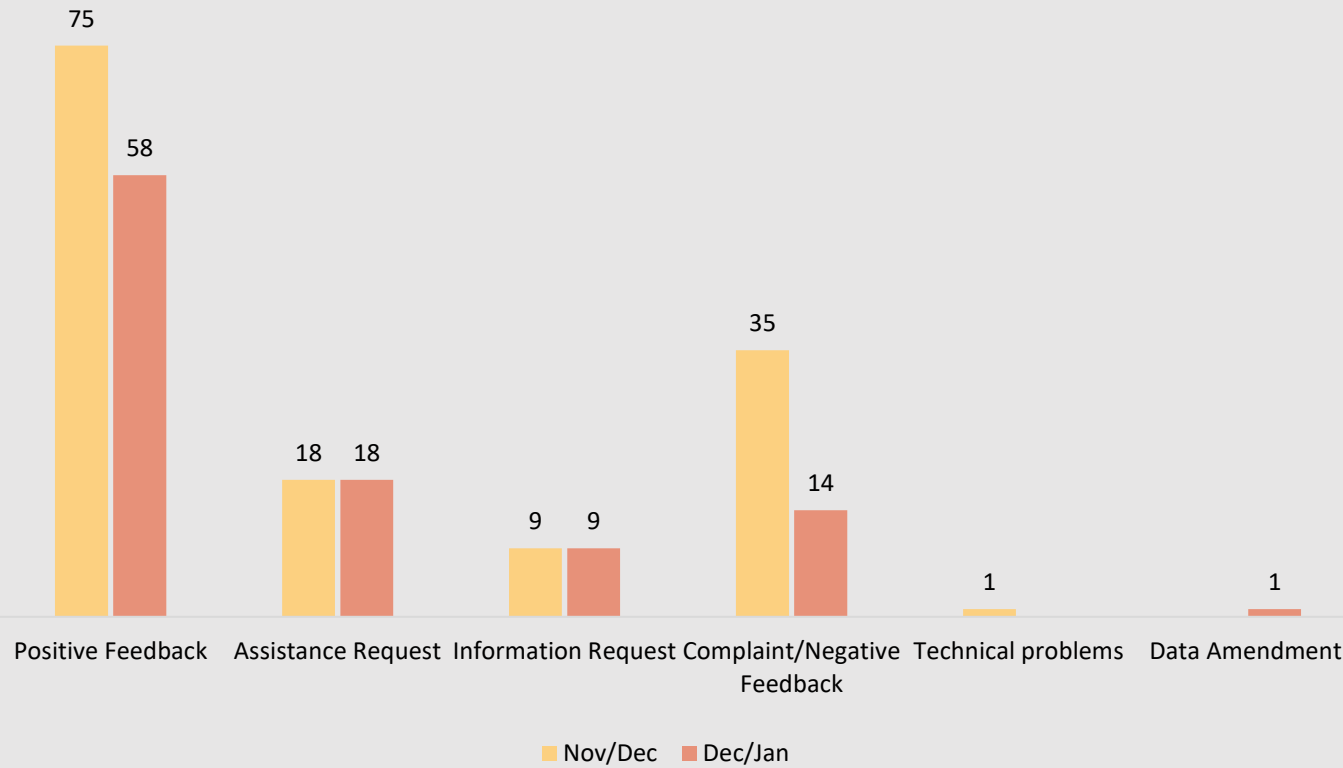
Nov/Dec
Cases Registered:
17
Feedback Provided:
24%

Dec/Jan
Cases Registered:
18
Feedback Provided:
100%

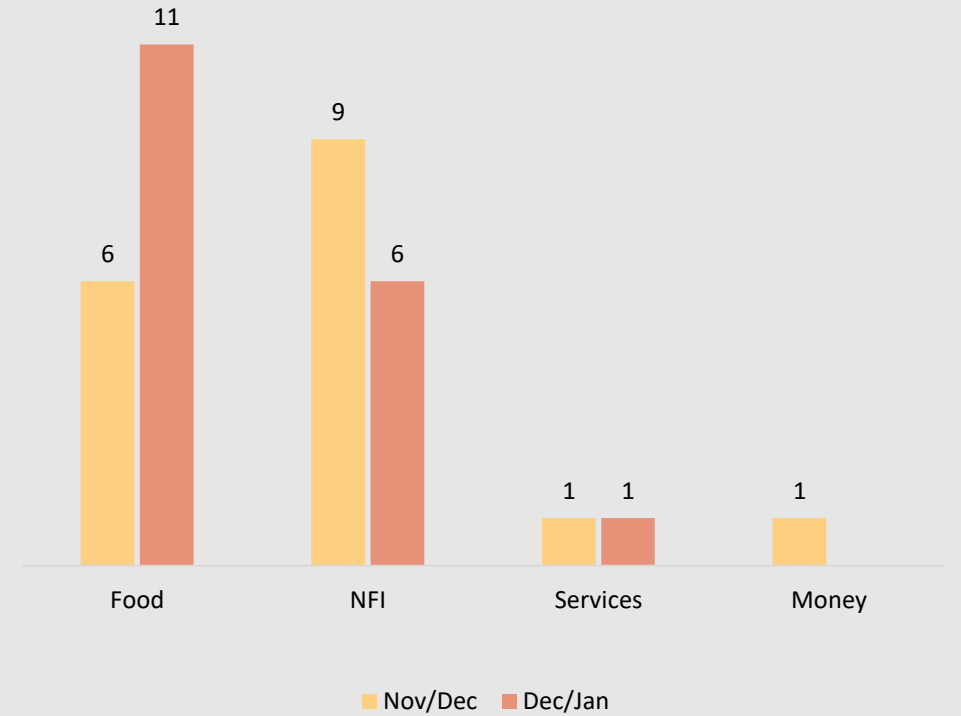


NFI

CASES TYPES



ASSISTANCE REQUEST



SOUTHERN REGION (DROUGHT) RESPONSE INFORMATION REQUESTS 16TH DEC 2020 – 15TH JAN 2021



Nov/Dec
Cases Registered:
8
Feedback Provided:
75%

Dec/Jan
Cases Registered:
9
Feedback Provided:
89%



■ Nov/Dec ■ Dec/Jan

SOUTHERN REGION (DROUGHT) RESPONSE COMPLAINT/NEGATIVE FEEDBACK 16TH DEC 2020 – 15TH JAN 2021

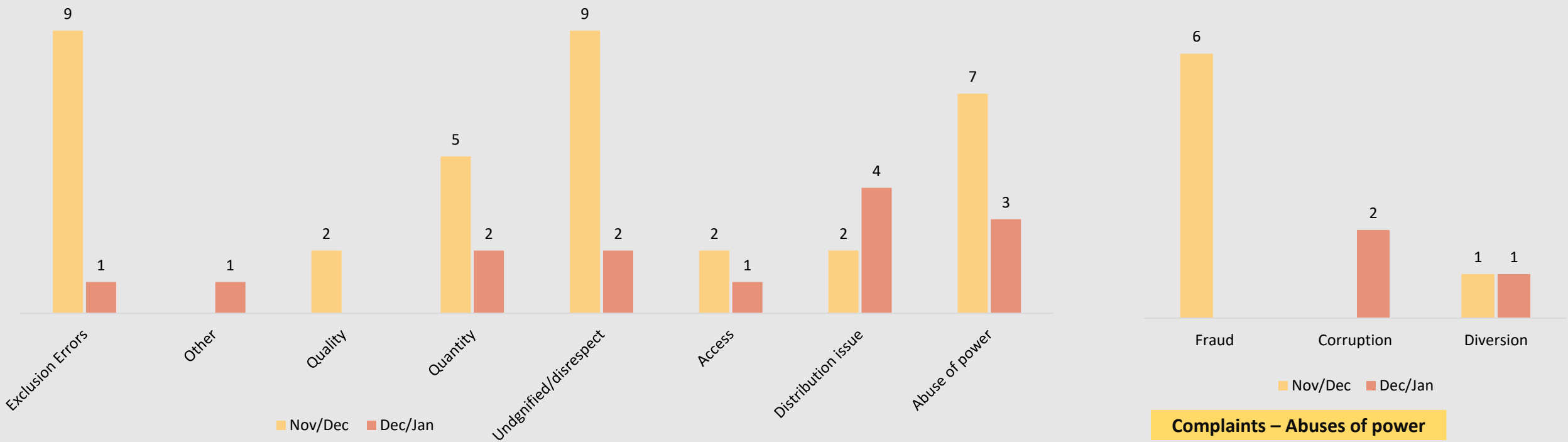
SOUTHERN REGION (DROUGHT) RESPONSE BREAKDOWN OF ABUSES OF POWER 16TH DEC 2020 – 15TH JAN 2021



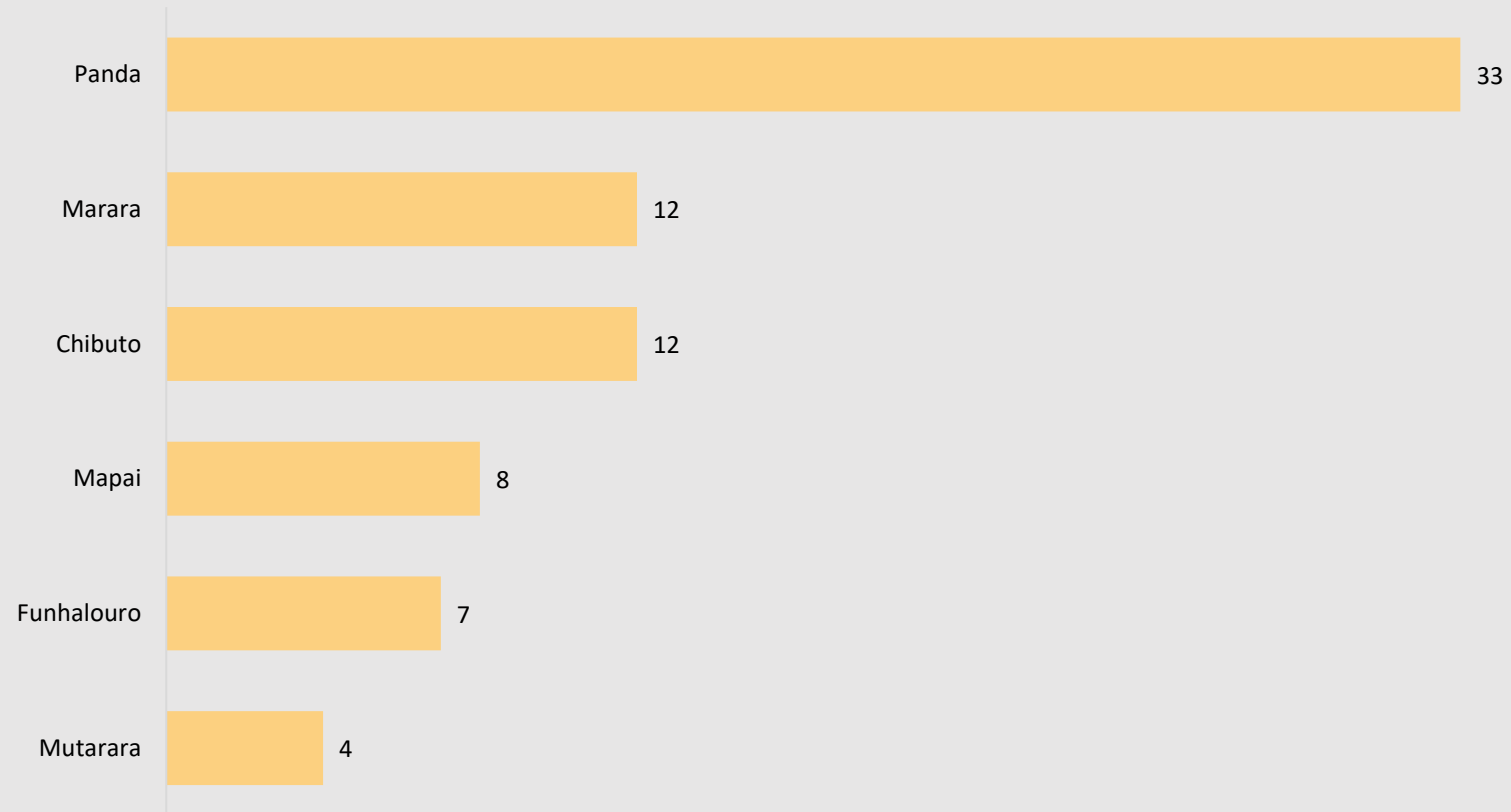
Abuse of power:

refers to local leaders including family members and associates who do not fit the vulnerability criteria.

Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



**SOUTHERN REGION (DROUGHT) RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH DEC 2020 – 15TH JAN 2021**



POSITIVE FEEDBACK
16th DEC 2020 – 15th JAN 2021



FOOD SECURITY

“Thank you to the humanitarian aid partners for the implementation of the food for assets project, according to which the project has helped many people who are unemployed. Our work has been specifically: cleaning roads, schools and hospitals and in return we receive 8 bags of 12.5 kg of corn flour, 8 kg of butter beans, 10 kg of rice, 8kg of peanuts, 8L of cooking oil and 2kg of salt.” **Male, Moamba, Maputo Province**

FOOD SECURITY

“I fled from Macomia, and I am in the city of Pemba for 5 months. I want to thank Linha Verde 1458 for its work, I always called to complain that my name does not appear on the lists, but now my name is on the lists and I am benefiting from food assistance.” **Female, Pemba, Cabo Delgado**

INGD and Linha Verde 1458 – Early Warning SMS

“I am calling to thank INGD for sending messages, these allowed us time to guard against the storm.” **Male, Beira, Sofala**

FOOD SECURITY

“I want to say thanks for the help of World Vision, as myself and others received corn seeds approximately 3 weeks ago, and after planting in the fields, we are already seeing results in our plantations.” **Female, Caia, Sofala**

FOOD SECURITY

“I want to say thank you to WFP and its partners for their support. I received the check for 3600MT on 05/01/2021 at the Secondary School of Ocuá, went to pick up the products at the store authorized by the WFP and its partners. I feel very happy for this gesture of support and I ask for continuity.” **Male, Chiure, Cabo Delgado**

FOOD SECURITY

“Thank you for the humanitarian aid promoted by the WFP and partners, the last distribution took place on January 13, 2021. We received 37kg of flour, 8kg of beans, 1kg of salt, 5kg of rice, 3kg of peanuts and 4L of oil, and we want to appeal to the partners to continue with humanitarian actions mainly during these times of covid-19.” **Male, Chibuto, Gaza**



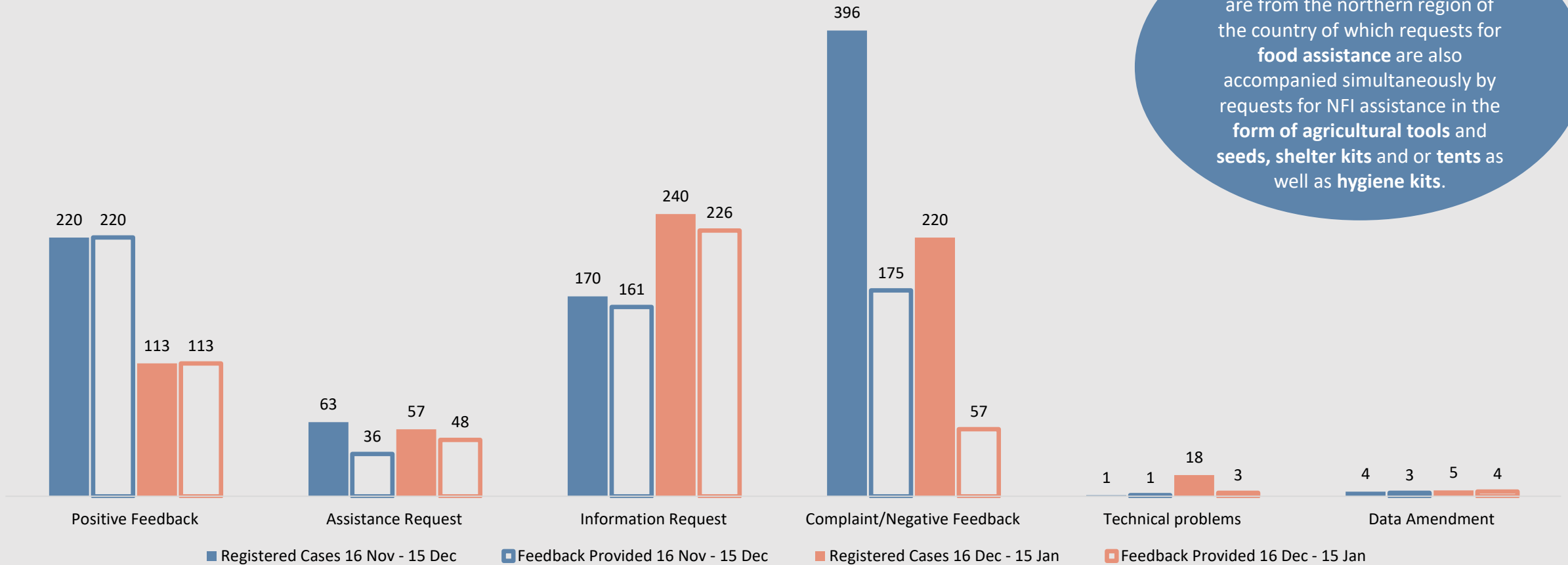
FOOD SECURITY



Sofala	99
Zambezia	5
Manica	22
Tete	22
Nampula	26
Cabo Delgado	405
Inhambane	40
Gaza	29
Maputo Provincia	5

16 Dec 2020 - 15 Jan 2021
 Cases Registered:
653
 Feedback Provided:
451

16 Dec 2020 - 15 Jan 2021
 64% of the cases registered here are from the northern region of the country of which requests for **food assistance** 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.**



HEALTH



16 Dec 2020 - 15 Jan 2021

Cases Registered:

1039

Feedback Provided:

1039

EDUCATION



16 Dec 2020 - 15 Jan 2021

Cases Registered:

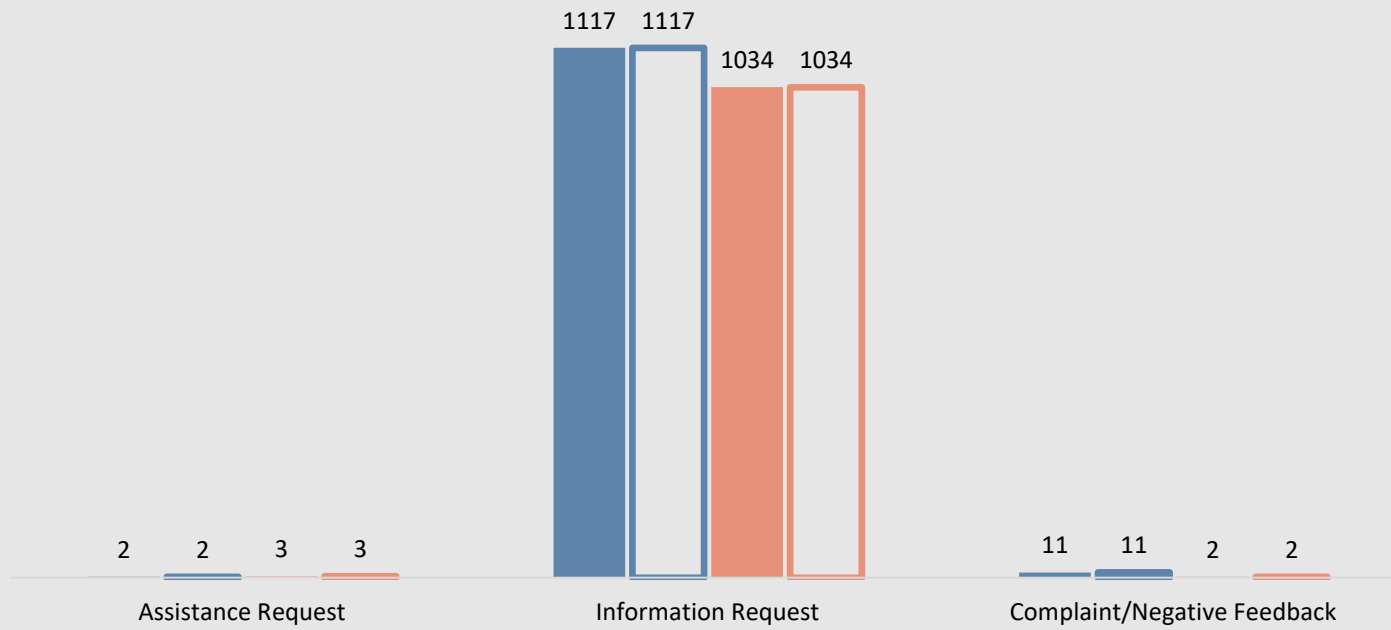
59

Feedback Provided:

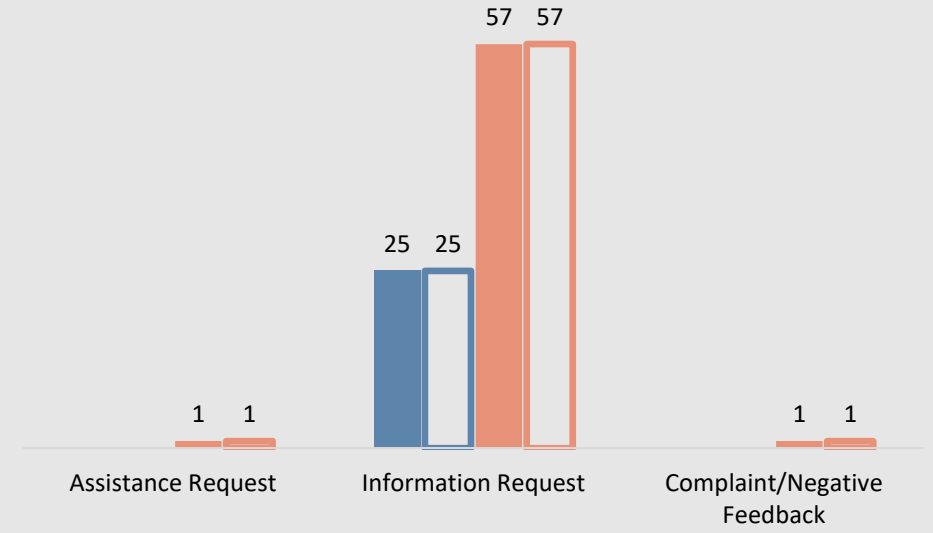
59

Sofala	459
Zambezia	157
Manica	139
Tete	158
Nampula	72
Cabo Delgado	34
Inhambane	9
Gaza	4
Niassa	1
Maputo Provincia	6

Sofala	25
Zambezia	4
Manica	16
Tete	5
Nampula	3
Cabo Delgado	2
Inhambane	2
Maputo Provincia	2



■ Registered Cases 16 Nov - 15 Dec
 ▣ Feedback Provided 16 Nov - 15 Dec
■ Registered Cases 16 Dec - 15 Jan
 ▣ Feedback Provided 16 Dec - 15 Jan



■ Registered Cases 16 Nov - 15 Dec
 ▣ Feedback Provided 16 Nov - 15 Dec
■ Registered Cases 16 Dec - 15 Jan
 ▣ Feedback Provided 16 Dec - 15 Jan

CCCM



Sofala	2
Cabo Delgado	1

16 Dec 2020 - 15 Jan 2021
 Cases Registered: **3**
 Feedback Provided: **0**

SHELTER AND NFI

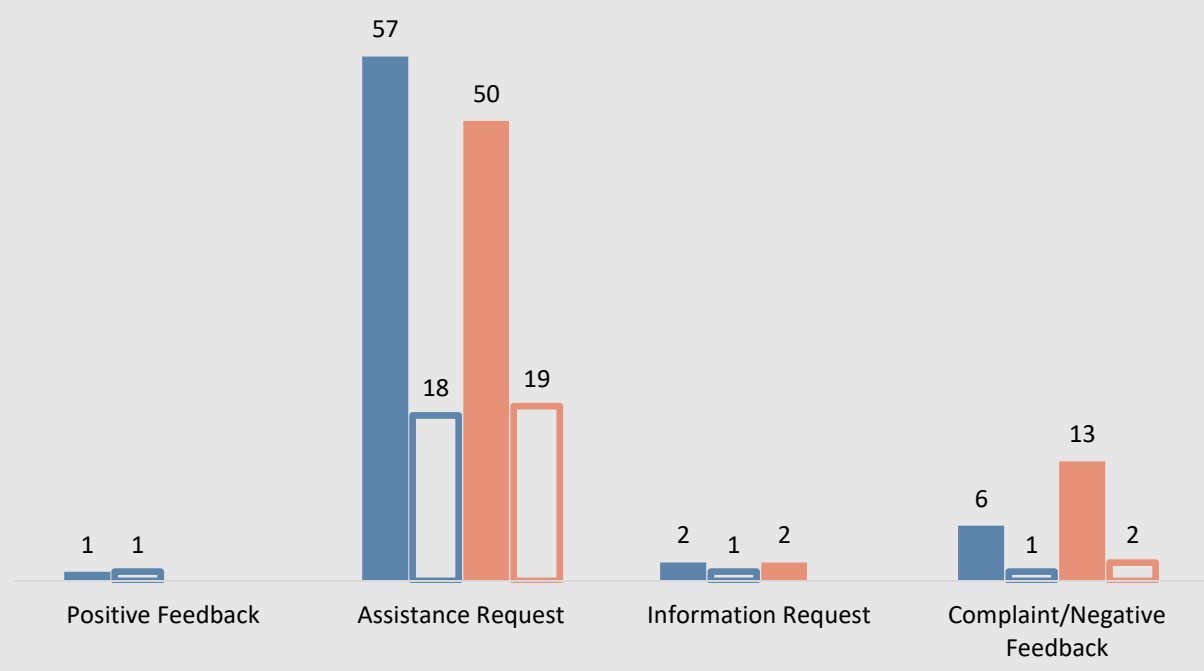


Sofala	10
Manica	4
Cabo Delgado	51

16 Dec 2020 - 15 Jan 2021
 Cases Registered: **65**
 Feedback Provided: **21**



■ Registered Cases 16 Nov - 15 Dec
 ■ Registered Cases 16 Dec - 15 Jan
 □ Feedback Provided 16 Nov - 15 Dec
 □ Feedback Provided 16 Dec - 15 Jan



■ Registered Cases 16 Nov - 15 Dec
 ■ Registered Cases 16 Dec - 15 Jan
 □ Feedback Provided 16 Nov - 15 Dec
 □ Feedback Provided 16 Dec - 15 Jan

WASH



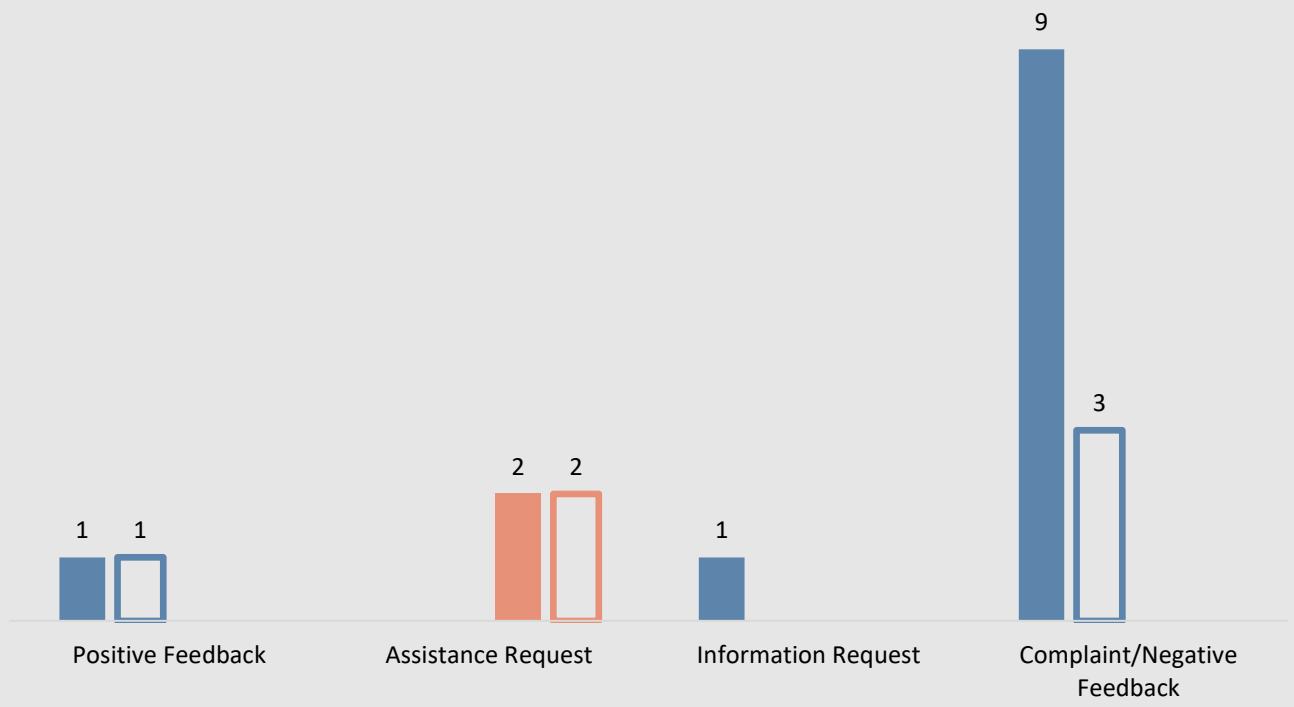
16 Dec 2020 - 15 Jan 2021
 Cases Registered: 2
 Feedback Provided: 2

Sofala	1
Inhambane	1

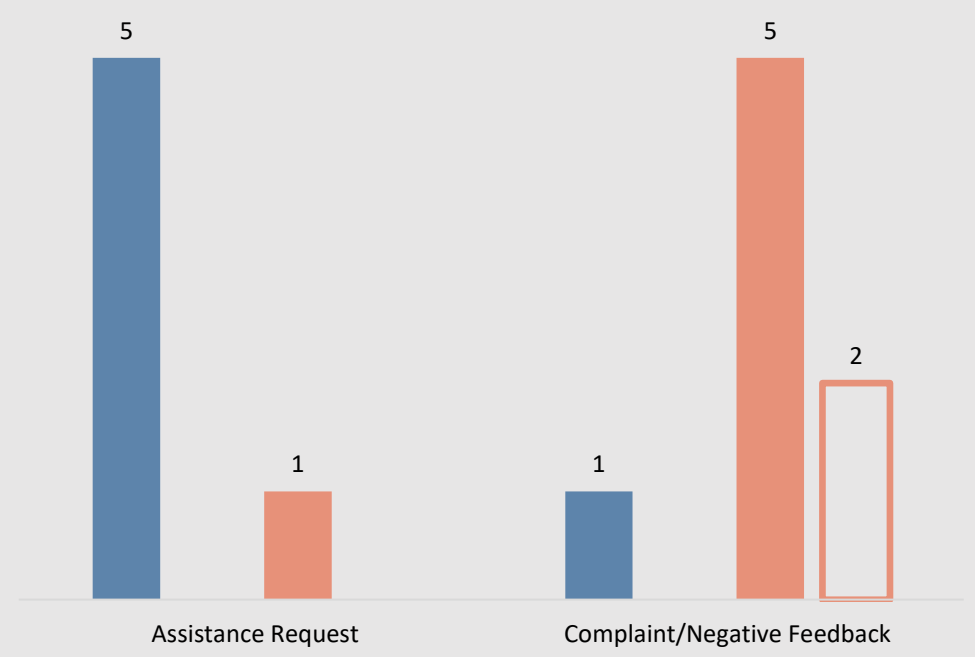
PROTECTION

16 Dec 2020 - 15 Jan 2021
 Cases Registered: 6
 Feedback Provided: 2

Sofala	1
Nampula	4
Cabo Delgado	1



■ Registered Cases 16 Nov - 15 Dec □ Feedback Provided 16 Nov - 15 Dec
■ Registered Cases 16 Dec - 15 Jan □ Feedback Provided 16 Dec - 15 Jan



■ Registered Cases 16 Nov - 15 Dec □ Feedback Provided 16 Nov - 15 Dec
■ Registered Cases 16 Dec - 15 Jan □ Feedback Provided 16 Dec - 15 Jan

CHILD PROTECTION

GBV

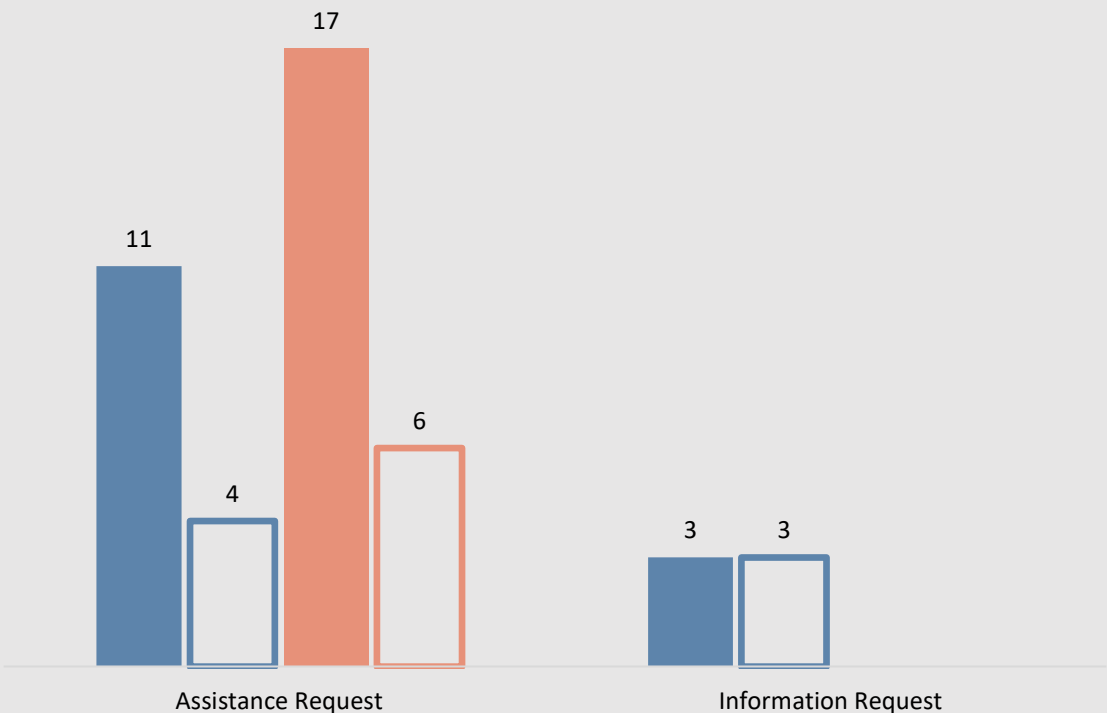
Sofala	11
Zambezia	1
Manica	3
Cabo Delgado	1



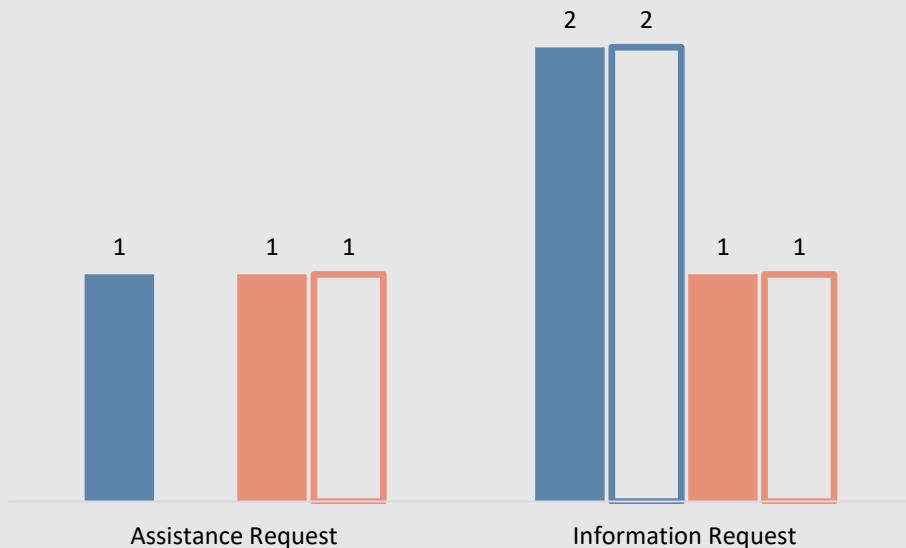
16 Dec 2020 - 15 Jan 2021
 Cases Registered:
 17
 Feedback Provided:
 6

16 Dec 2020 - 15 Jan 2021
 Cases Registered:
 2
 Feedback Provided:
 2

Sofala	2
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■ Registered Cases 16 Nov - 15 Dec □ Feedback Provided 16 Nov - 15 Dec
■ Registered Cases 16 Dec - 15 Jan □ Feedback Provided 16 Dec - 15 Jan



■ Registered Cases 16 Nov - 15 Dec □ Feedback Provided 16 Nov - 15 Dec
■ Registered Cases 16 Dec - 15 Jan □ Feedback Provided 16 Dec - 15 Jan

SOCIAL PROTECTION/INAS

IDP REGISTRATION

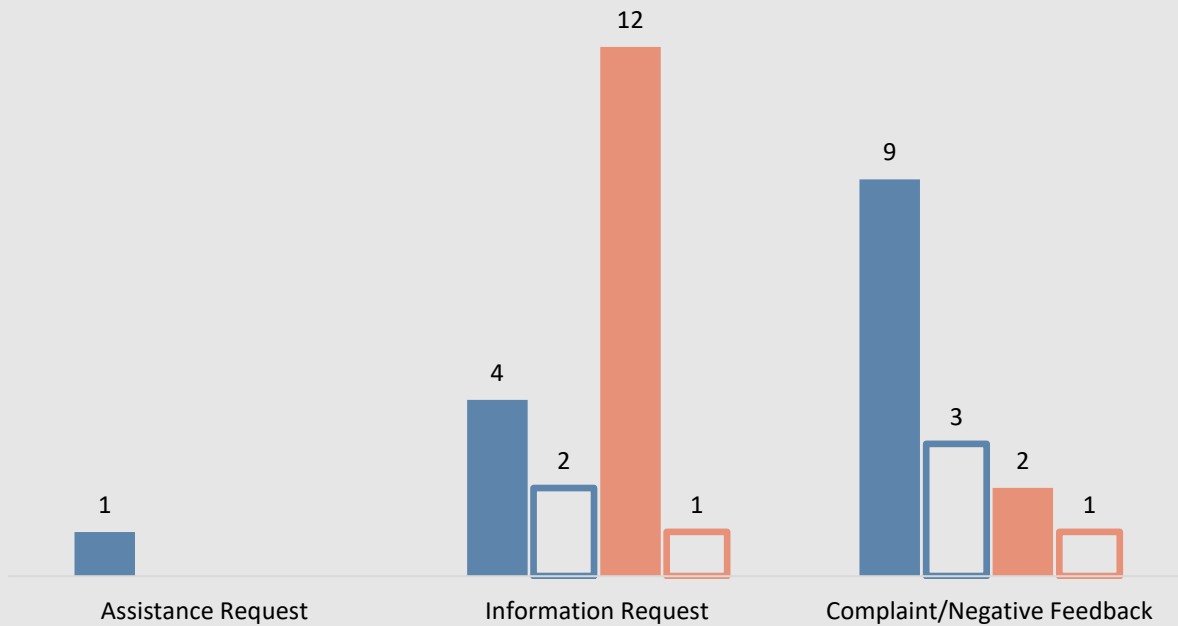
Zambezia	9
Manica	1
Tete	3
Cabo Delgado	1



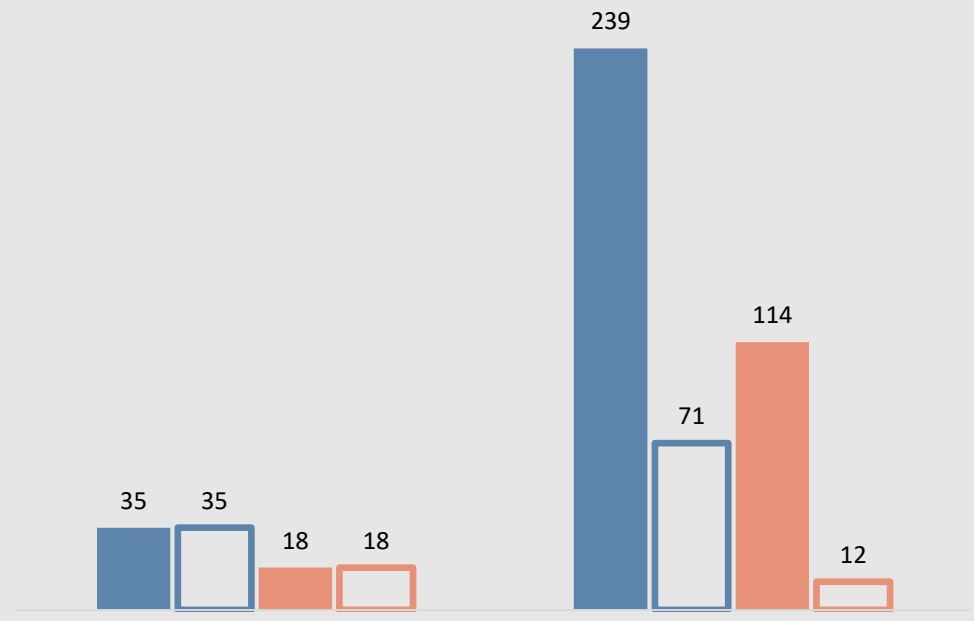
16 Dec 2020 - 15 Jan 2021
 Cases Registered: **14**
 Feedback Provided: **2**

16 Dec 2020 - 15 Jan 2021
 Cases Registered: **132**
 Feedback Provided: **30**

Cabo Delgado	124
Nampula	8



■ Registered Cases 16 Nov - 15 Dec □ Feedback Provided 16 Nov - 15 Dec
 ■ Registered Cases 16 Dec - 15 Jan □ Feedback Provided 16 Dec - 15 Jan



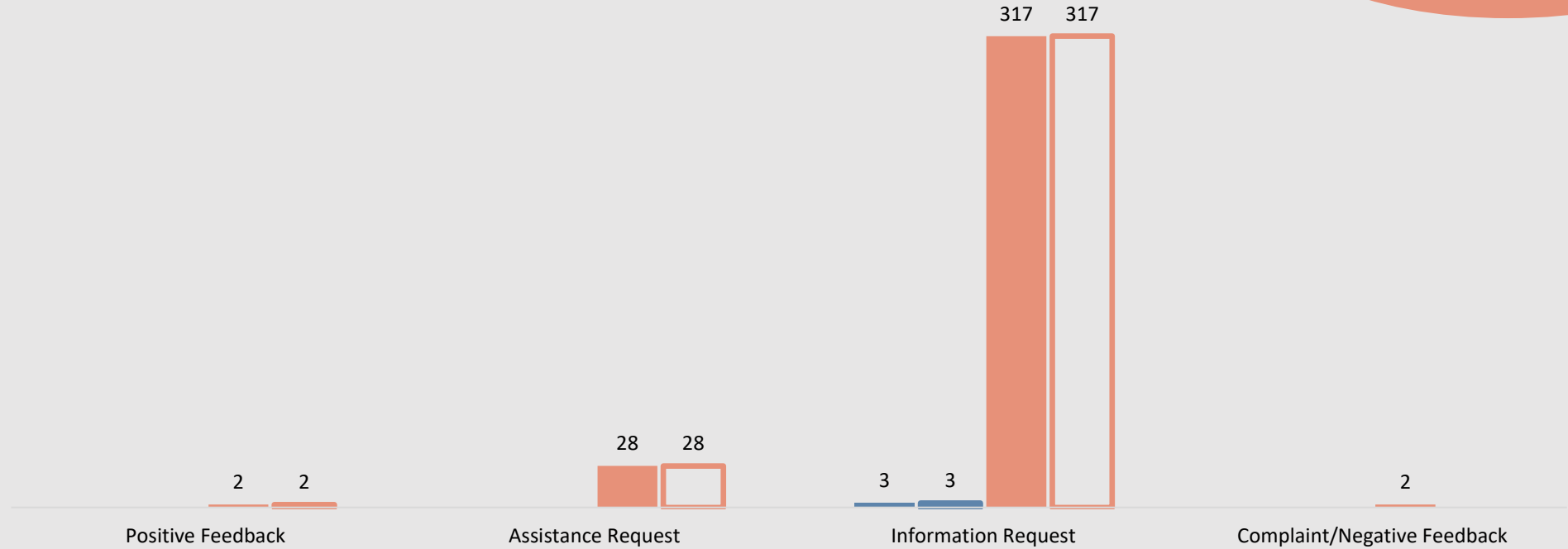
■ Registered Cases 16 Nov - 15 Dec □ Feedback Provided 16 Nov - 15 Dec
 ■ Registered Cases 16 Dec - 15 Jan □ Feedback Provided 16 Dec - 15 Jan

INGD

Sofala	306
Manica	27
Tete	4
Inhambane	1
Zambezia	9

16 Dec 2020 - 15 Jan 2021
Cases Registered:
349
Feedback Provided:
347

Assistance requests were referred to INGD-CENOE for direction to and for inclusion in assistance post cyclone from INGD



■ Registered Cases 16 Nov - 15 Dec ■ Feedback Provided 16 Nov - 15 Dec
■ Registered Cases 16 Dec - 15 Jan ■ Feedback Provided 16 Dec - 15 Jan

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH DEC 2020 – 15TH JAN 2021

Overview

❖ Until 15th of January 2021, Linha Verde 1458 registered a cumulative total of 29,481 cases (since 16th May 2019) with a consistent feedback rate of 85%. Between 16th of December 2020 and 15th January 2021, a total of 2,351 cases were registered. Key trends are as follows:

- Cases coming from the north of the country (Cabo Delgado and Nampula) account for 27% of cases registered showing a 10% decrease from the previous period.
- 15% of cases registered come from Sofala, Manica and Zambezia with a majority of the cases being linked to requests for information about Tropical Storm Chalane.
- 47% of cases registered throughout is related to Health/ Covid-19 which can be linked to the notable surge in positive Covid-19 cases in the country and the increase in the death toll.
- 28% of cases registered are related to food assistance interventions across Mozambique.
- Concerns around IDP (Internally Displaced Persons) Registration account for 6% of cases registered this period.
- 3% of cases are assistance requests, many of which relate to NFIs such as agricultural tools, seeds, tents, building materials and household items due to the current rainy season.

Inter-agency and Government Coordination: December 2020 - January 2021

INGD-CENOE Linha Verde 1458: Early warning and mitigation communications

❖ As per a key objective of the hotline service, Linha Verde 1458 began to prepare for information provision on Tropical Storm Chalane as soon as the first weather alerts were made. The hotline operators received regular updates on the predictions and Government statements to ensure that they could calm concerned callers. As details of the storm became clearer, from the 27th of December, Linha Verde 1458 operators were instructed and equipped to:

1. Share official INAM warning messages and INGD cyclone preparedness messages with all callers from provinces and districts foreseen to be affected.
2. Share with callers in high-risk locations information on approved temporary accommodation centers for people being evacuated for safety.
3. In collaboration with CENOE (Centro Nacional de Operacoes de Emergencia), sent two SMS messages on the 31st of December 2020 for prevention and guidance to 11,346 registered Linha Verde 1458 users from the central region (Sofala, Manica, Zambezia and Nampula) on Tropical Storm Chalane.

❖ This collaboration set the tone for continued engagement with CENOE for timely awareness raising of the affected population in the context of Tropical Cyclone Eloise which was first reported by INAM on 18th of January 2021.

Central Region (IDAI) Response: December 2020 - January 2021

❖ A total of 516 cases were registered from the Central region. Predominantly in the context of tropical storm Chalane, 66% of the registered cases were information requests, followed by 16% complaints, 12% assistance requests. 3% of cases were positive feedback while 2% are technical issues.

Information requests

❖ Majority of the information requests before, during and after tropical storm Chalane made landfall addressed the following concerns:

- **Weather forecast:** how strong the winds will be, how much it will rain, which districts will be more affected.
- **Mitigation:** steps to prepare for the storm, what to do during the storm and after the storm.
- **Cyclone confirmation:** due to the underlying trauma from cyclone IDAI people in the central region have become more sensitive to storm and cyclone warnings and are eager to know when they are confirmed because they want to prepare.

Complaints

❖ The second highest case category is complaints at 16% with majority being varied exclusion error claims. Majority of the issues are related to food assistance programs, followed by shelter assistance and some grievances regarding registration for INAS Social Protection program.

- Callers have claimed that local leaders have removed people from lists to include affiliates and in the end, beneficiaries of food assistance programs do not have access to assistance.

- some claim to have been part of the resettlement sites for a long time and have always received assistance and are no longer receiving assistance. Fewer claims from people who had been registered and had photos take but have not received the beneficiary card and are not receiving assistance. These claims are from Guara-Guara, Mutua, Ndedja, Matchondjova, Mandruzi and Macocove resettlement sites. Linha Verde 1458 cannot determine which claims are real and which are not, cases are shared with SO's in order to help verification.

- A case was reported by a beneficiary who fell victim to a scam in the use of Mpesa for distribution of entitlements to beneficiaries. People would receive calls from unknown callers asking for details or providing what seemed to be details of the beneficiary accounts and giving them wrong information regarding distribution dates. WFP, World Vision and Vodacom are working together to resolve the cases and raise awareness about the scams.

❖ Abuses of power are the second largest type of complaint registered divided between food assistance programs and shelter programs. 8 Fraud claims that local leaders manipulate lists and have been adding their acquaintances and family for food assistance programs. 3 corruption claims where callers indicated that non-beneficiaries are included in lists in exchange for money. Claims are shared with WFP and other partners for investigation.

❖ 10 food quality issues were reported from Bandua Resettlement center, beneficiaries claiming that the beans not at all adequate for consumption. Linha Verde 1458 advised callers to always check their food before leaving that distribution point to facilitate turnaround time for action on reports of spoiled food. Callers as also advised not to eat any spoiled food it is unlikely to be replaced.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH DEC 2020 – 15TH JAN 2021

- ❖ Other minor complaints registered are regarding exclusion errors and abuses of power and indignation in the in what is described as Shelter Construction program, construction of houses by the Red Cross (Buzi) and CARITAS (Sussundenga) where the affected population claims to be participating in a paid construction project, but that they have not received the promised payments. Linha Verde 1458 has shared cases with the Red Cross for action.

Requests for assistance

- ❖ 12% of cases registered with a majority of requests coming from people who had suffered the effects of tropical storm Chalane, mainly reporting destruction of property. These cases were shared with CENOE for action in line with their coordination of the response. Meanwhile as guided by INGD, Linha Verde 1458 encouraged people to engage with their local leaders or “Comite local de gestao de risco” in their respective communities for direction, immediate assistance.

Northern Region (IDP) Response: December 2020 - January 2021

- ❖ 43% of cases registered are complaints, 37% cases are information requests, 12% are assistance requests and 7% are positive feedback. The majority of cases come from **Pemba, Metuge, Chiure, Ancuabe** and **Montepuez**.

Complaints

- ❖ 67% of complaints registered in the northern region are claims of exclusion errors.
 - IDP’s claim that they have not been registered in host communities despite going to local leaders for registration various times.

- Other exclusion error claims are from beneficiaries who claim to have received their rations the previous months, but their names no longer appear on lists.
- There are claims from people that an unknown person has received the rations in their place as they have arrived late and when they ask after their rations, they are told that someone took to the rations and are told to leave the distribution point with no food.

- ❖ 12% of complaints are related to claims of abuses of power by local leaders who are reported to be manipulating lists by adding people who are not IDP’s and removing IDP’s. They claim that very few IDP’s receive their food rations in the end.
- ❖ 11 reported claims that they and other people(non-beneficiaries) are being charged a monetary values to be included in lists to receive assistance
- ❖ 12 reported claims that people receiving food assistance are not the IDP’s but members of the host population due to frustration that they are not included in assistance and ease of access to assistance through affiliation with local leadership.
- ❖ Other minor but notable complaints relate to high retail prices for beneficiaries who receive value vouchers.

Information requests

- ❖ Due to logistical problems, WFP and partners faced challenges with keeping to the planned distribution dates. 81% of information requests were regarding **distribution timing**. Linha Verde 1458 was able to receive information regarding some of the delays and the resumption of distributions and thus informed callers.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH DEC 2020 – 15TH JAN 2021

- ❖ Other minor information requests are regarding the registration process and beneficiary entitlements.

Assistance requests

- ❖ 78% of assistance requests are for (NFI's) shelter items such as tarps due to the rainy season; other assistance requests are for agricultural seeds and tools in order to start cultivating. The majority of the assistance requests come from inside and outside resettlement areas in **Metuge, Montepuez, Chiure and Ancuabe**.
- ❖ The other 17% are requests for food assistance from **Macomia**, Linha Verde 1458 has informed callers that assistance is still not being provided to the district as there is still no access.

Southern Region (Drought) Response: December 2020 - January 2021

- ❖ 58% of cases registered in the southern region are positive feedback. 18% of cases are requests for assistance and 14% are complaints.

Complaints

- ❖ Majority of complaints are regarding irregularities in the food for asset program in Tete (Marara), beneficiaries claim that local leaders are manipulating distribution lists and those participating in the program are not receiving assistance.

- ❖ Some indignation from people participating in what is described as one of the food for asset activities which is the construction of latrines to improve sanitation by Kulima, people participating in this program have claimed that they have not received the food for the work they have done.

- ❖ Distribution issues, exclusion error claims and claims of irregularities registered in the food assistance program in Gaza (Chicualacuala and Chibuto) were reported where beneficiaries claimed the distribution team had the food at the distribution point for 3 days and did not distribute it.
- ❖ Linha Verde 1458 informed callers to get in touch with the distribution team to get information regarding how the distribution will take place and what caused the delay.

Assistance Requests

- ❖ Requests for mainly food and few NFI (seeds and agricultural tools) assistance from Tete (Mutarara, Moatize, Marara, Maputo (Namaacha, Magude, Moamba), Gaza (Massangena and Chibuto) and Inhambane (Funhalouro).

Protection: December 2020 - January 2021

- ❖ Between mid-December 2020 – mid-January 2021 Linha Verde 1458 registered 26 protection cases.
 - **17 child protection** cases reported mostly from Sofala, Manica and Zambezia
 - **One GBV Case** reported forwarded to UNFPA focal points who link cases to support services and another case was an information request regarding LGBTQ support services in Beira area.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH DEC 2020 – 15TH JAN 2021

- **Three SEA cases** reported and shared with the National Level PSEA Network.
- **Six protection cases:**
 - Two from Maratane Refugee camp in Nampula where refugees are unsettled about the election of the President of the Refugee Representative Committee. They are uneasy and fear that the current President might win again and have claimed that he does not care about the Refugees' issues.
 - One case from a woman in Ibo searching for her daughter who disappeared while the Mateme locality was being attacked.
 - One case from a member of Metuchira Resettlement site claiming that he is facing harassment from his neighbors.
 - One case reported by a community leader claiming that police in Metuto Resettlement site unlawfully charge fees or demand alcohol to bike and bicycle riders for using a route to reach their farms.
 - One from a man that reported he has been the target of death threats due to suspicion of him stealing money from the accuser, which the accused affirm to be false accusations.

Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

16TH DEC 2020 - 15TH JAN 2021

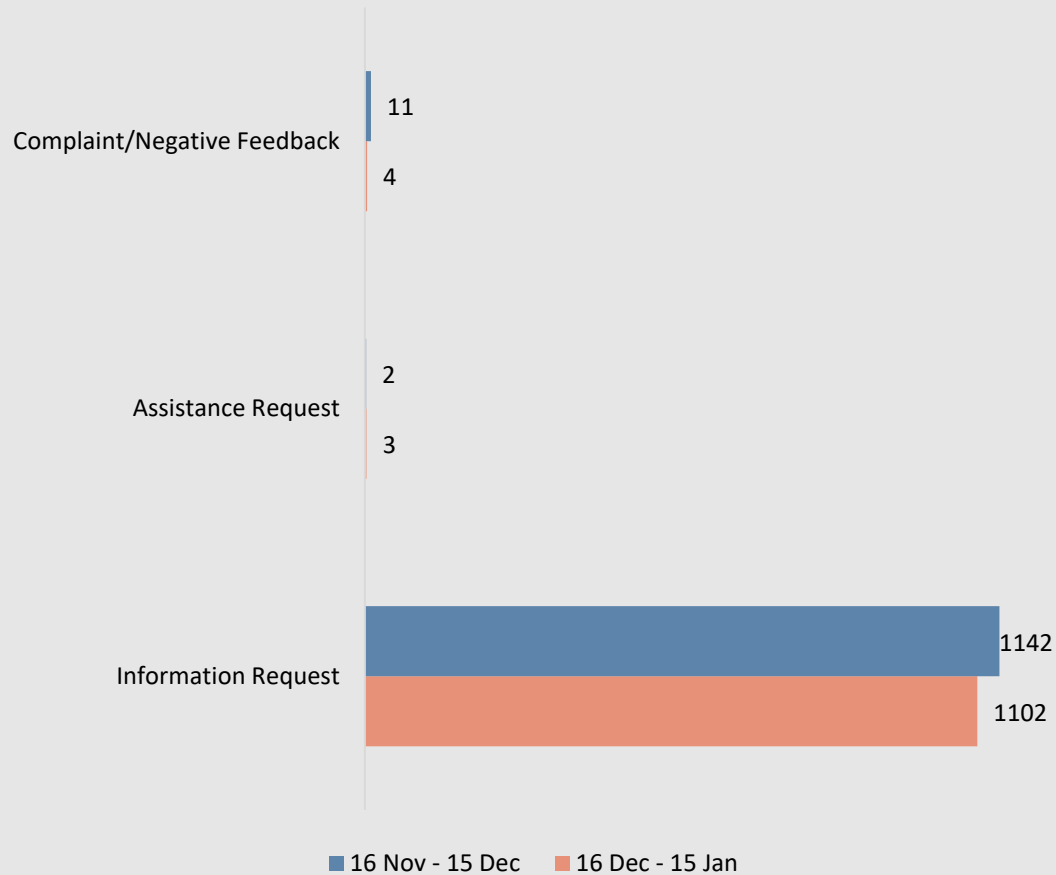
16TH Dec 2020 – 15TH Jan 2021

Nr. of cases about Covid-19:

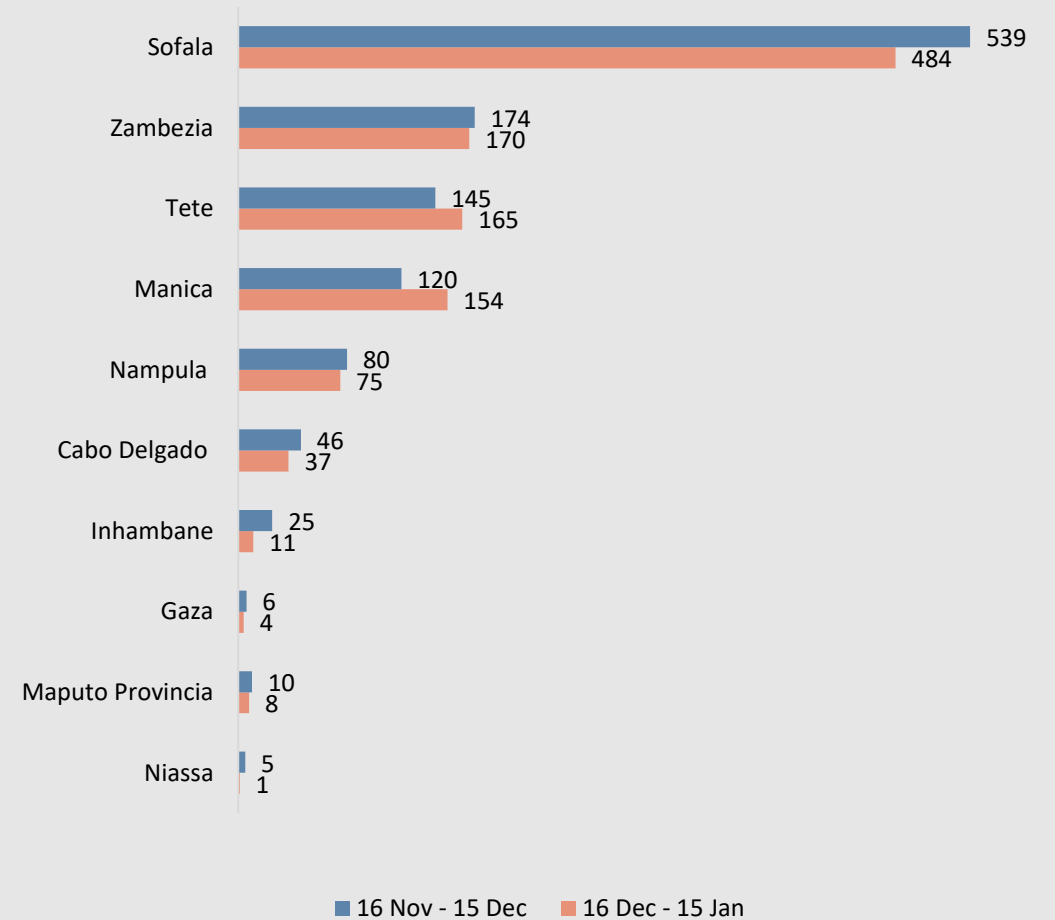
1109

47% of the cases registered through the Linha Verde 1458 between Dec 16 and Jan 15 were Covid-19 related.

CASES PER CATEGORY



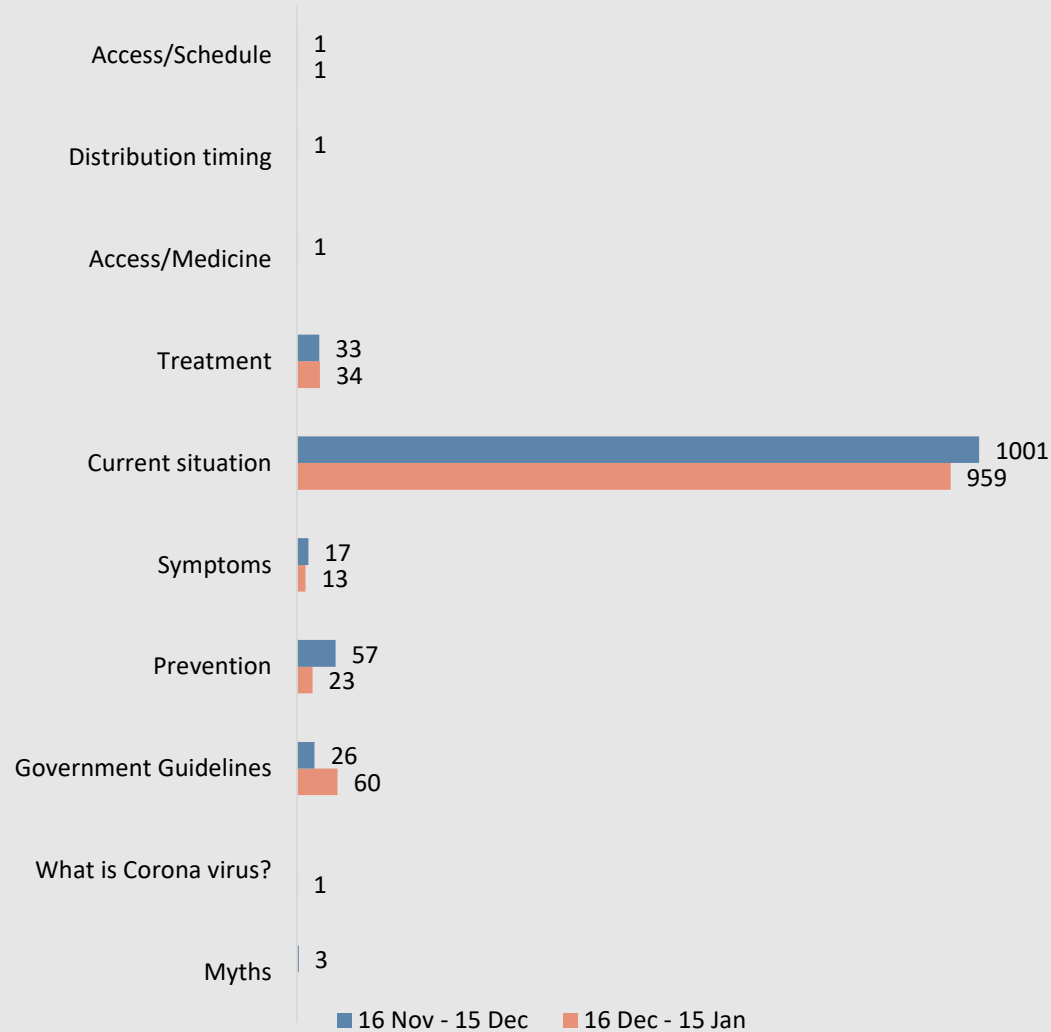
CASES BY PROVINCE



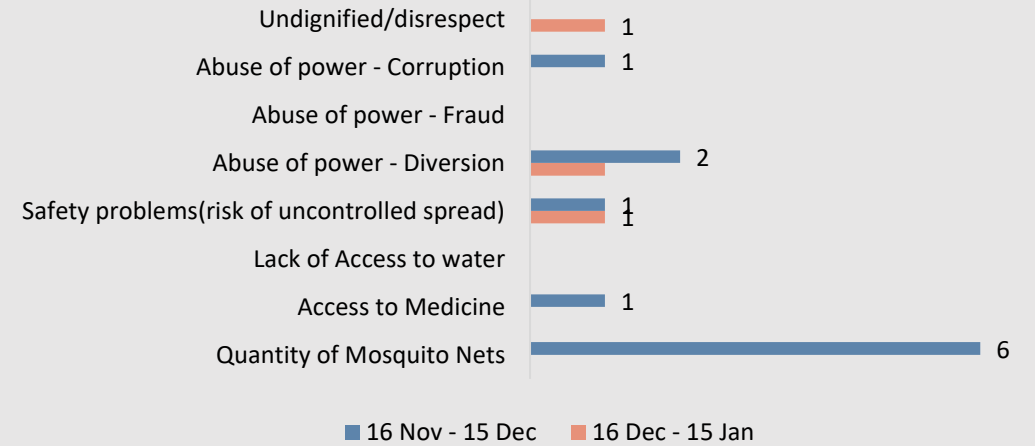
■ 16 Nov - 15 Dec ■ 16 Dec - 15 Jan

COVID-19 CASE TYPE BY CATEGORY 16TH DEC 2020 - 15TH JAN 2021

INFORMATION REQUEST

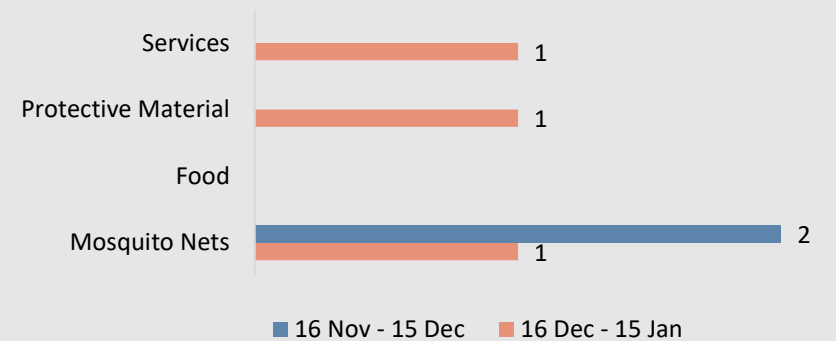


COMPLAINTS



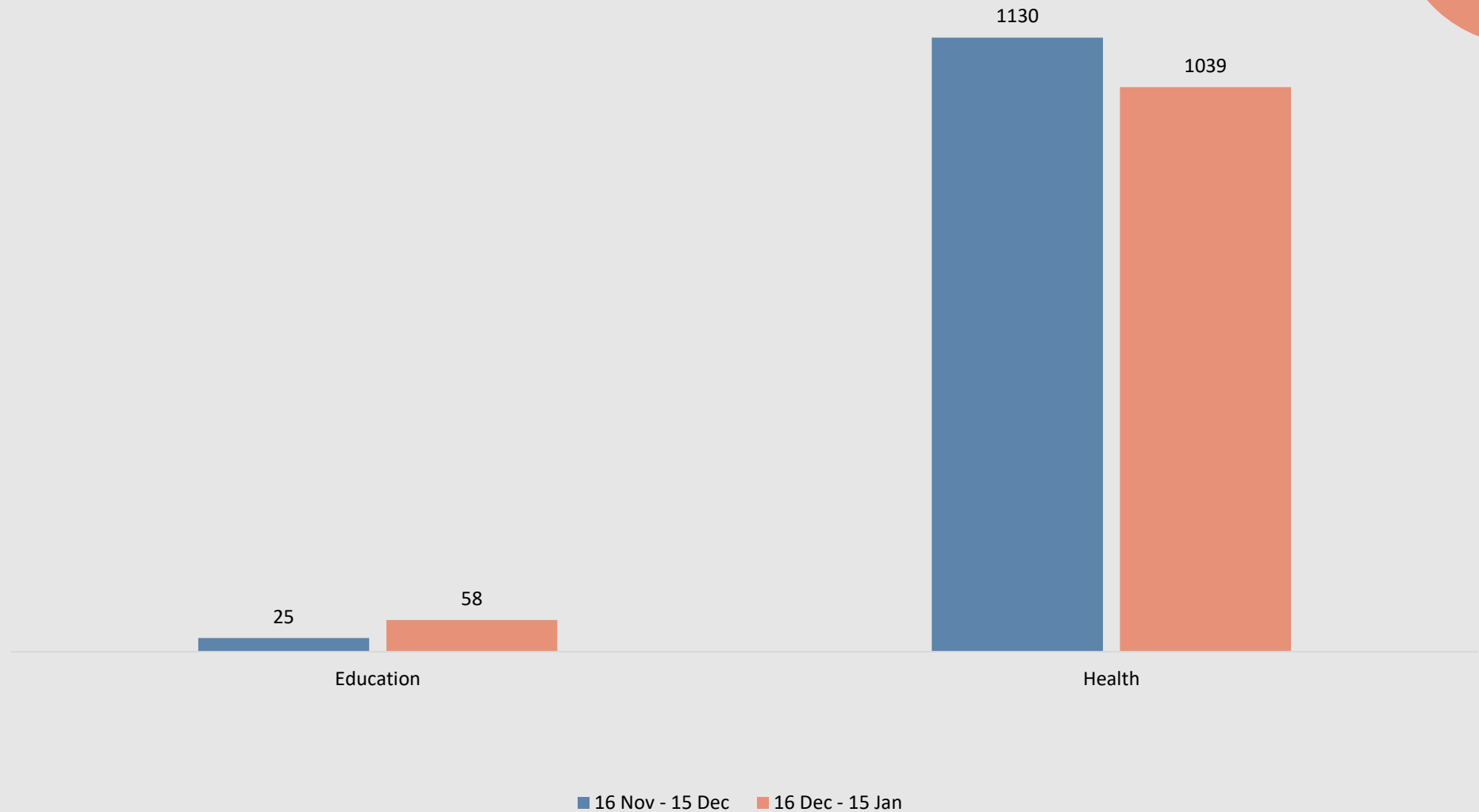
These also include cases referring to Malaria/mosquito net distribution within the MISAU programme for fight against malaria

ASSISTANCE REQUEST



COVID-19: RELATED SECTORS
16TH DEC 2020 – 15TH JAN 2021

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

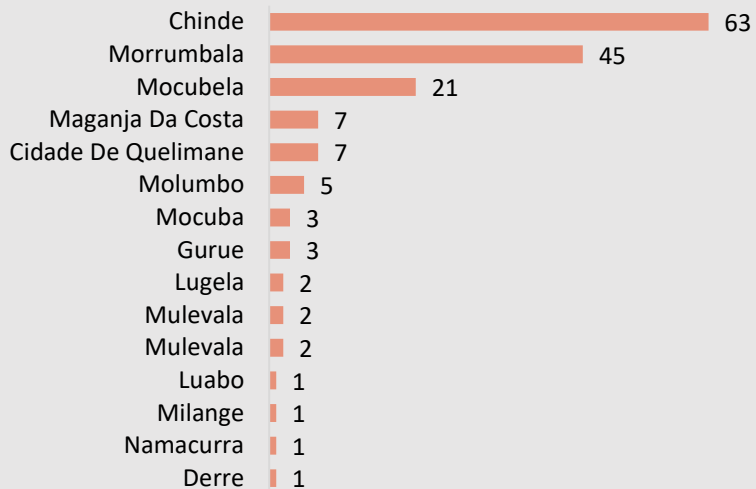


COVID-19: LOCATIONS OF COVID-19 CALLS

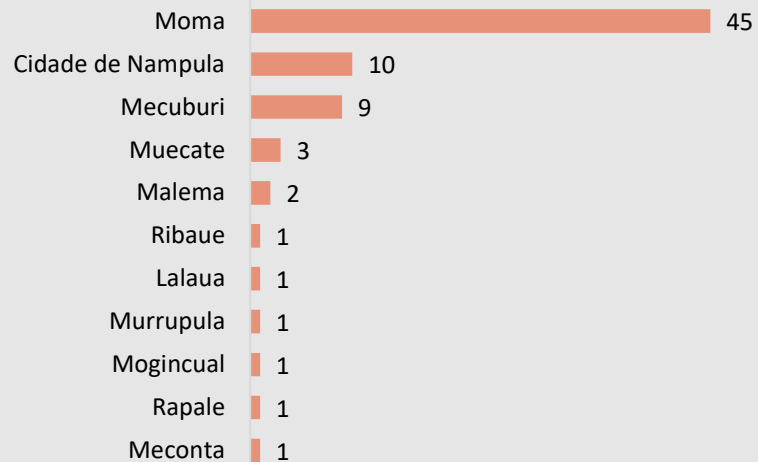
16TH DEC 2020 – 15TH JAN 2021



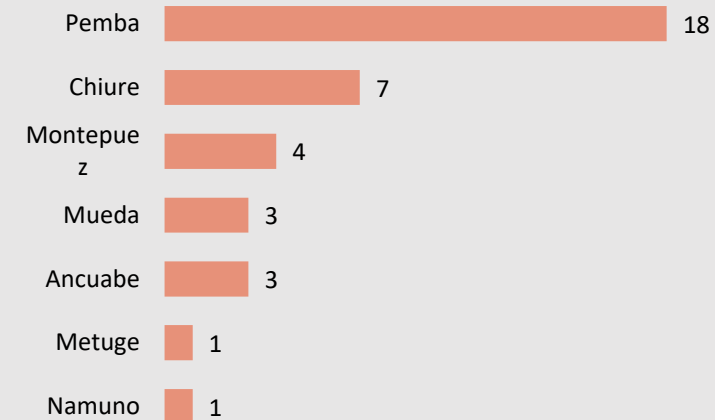
Zambezia - 170



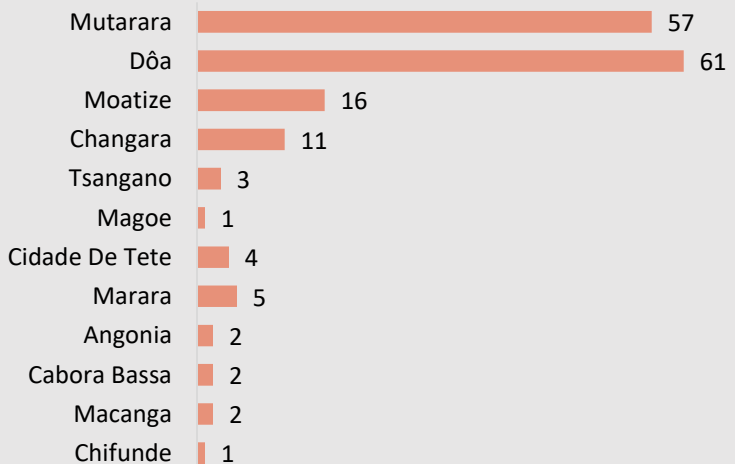
Nampula - 75



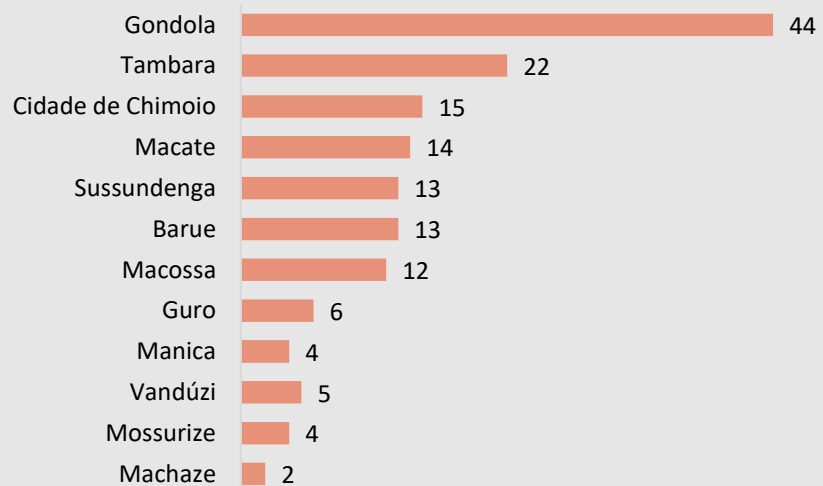
Cabo Delgado - 37



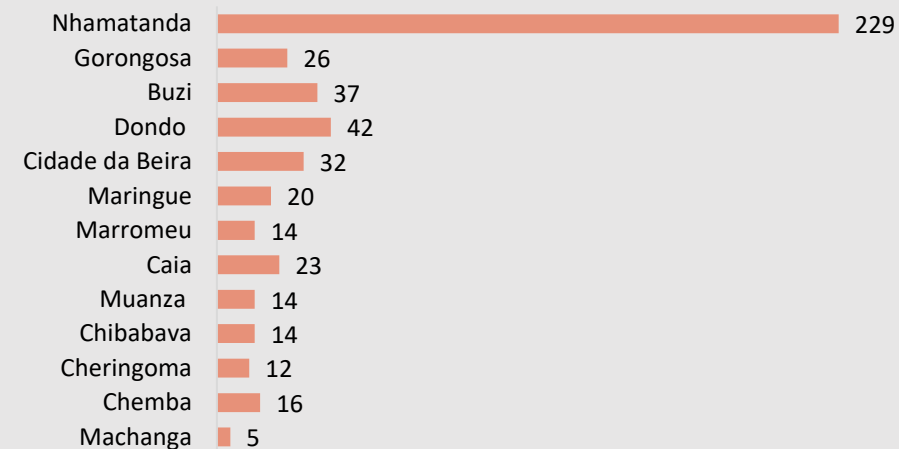
Tete - 165



Manica - 154

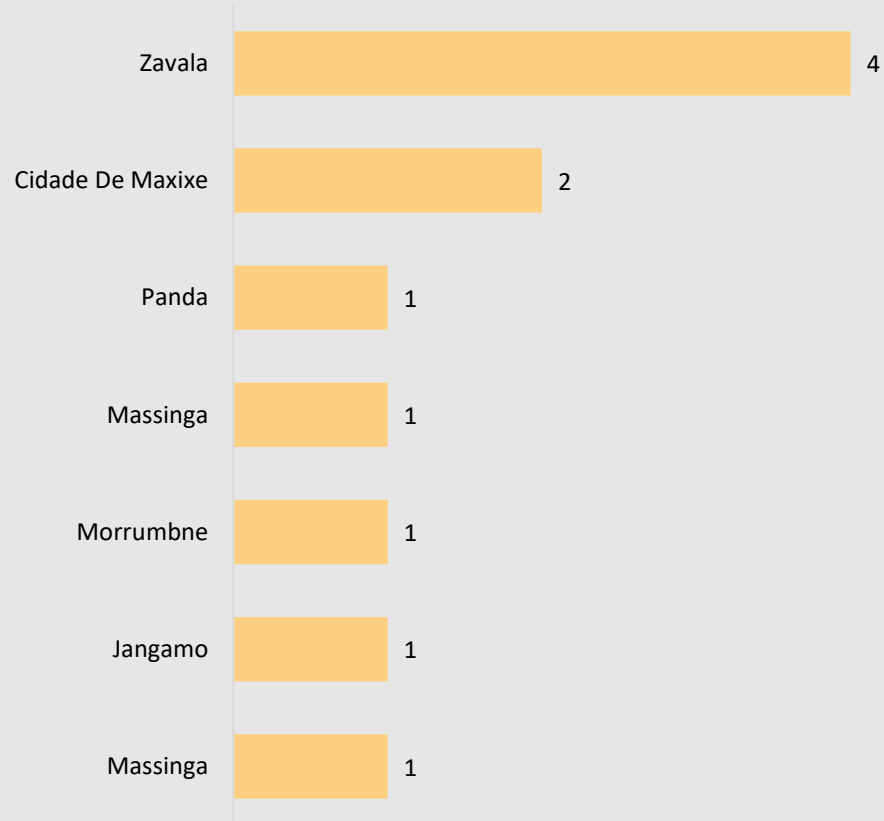


Sofala - 484

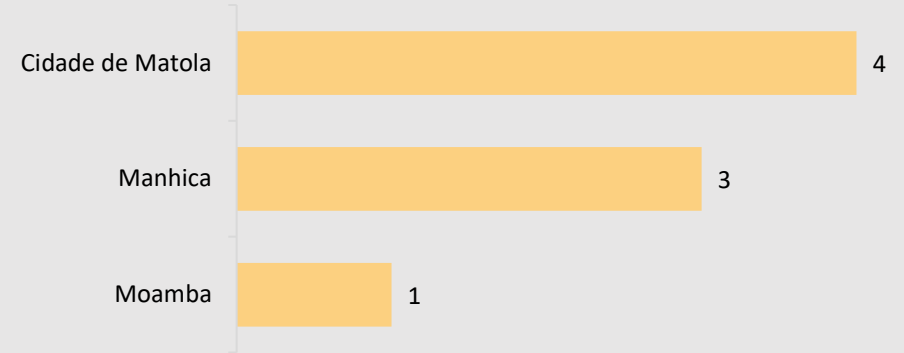


COVID-19: LOCATIONS OF COVID-19 CALLS
16TH DEC 2020 – 15TH JAN 2021

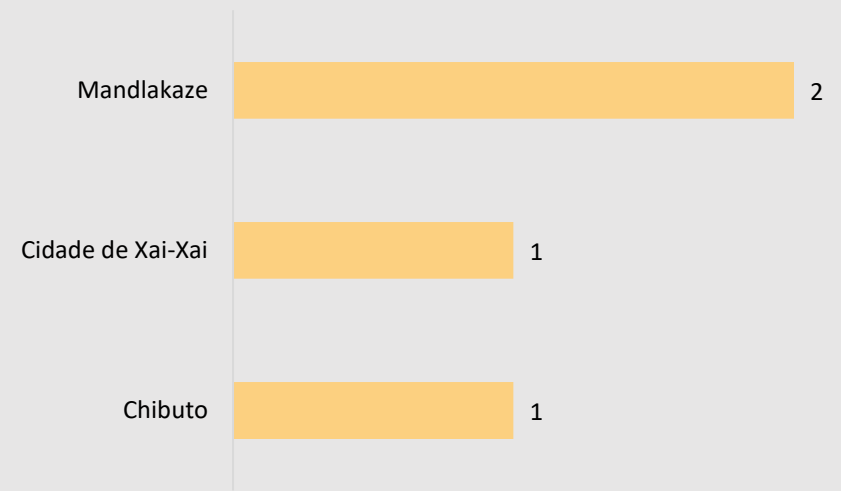
Inhambane - 11



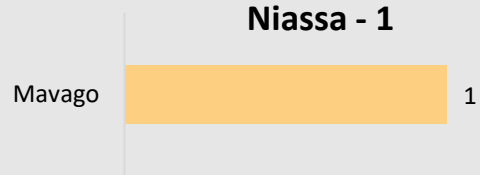
Maputo Provincia - 8



Gaza - 4



Niassa - 1



Covid-19: December 2020 - January 2021

- ❖ The key concern continues to be the spread of Covid-19 accounting for 88% of the information requests. This month a total 1109 calls were registered. Callers continue to monitor the number of positive covid-19 tests throughout the country and specifically to their Provinces and also closely monitoring the death toll.
 - 3% of calls are regarding the availability of the Covid-19 vaccine for the population, there is a confusion regarding the role of the vaccine between **treatment** and cure, some confuse it as a cure for Covid-19. Linha Verde 1458 must clarify that the vaccine is taken to protect one from getting the virus.
 - 2% are calls from people still asking about methods of **prevention** and 1% still ask about the **symptoms**.
 - Callers continue to complain about the lack of seriousness in public transport to protect passengers from the spread of Covid-19 and the fact that the increase in restriction causes a lot of difficulty of movement for those who depend on public transport.

Education and Covid-19

- ❖ 5% account for concerns regarding the government guidelines, specifically the start of the lower-class grades. All calls in this period were information requests regarding the schedule of the start of the lower grades and when they President re announced the observation of Covid-19 preventive measures in the previously declared state of calamity until the 05 of February 2021. Parents and young people became anxious about resumption of classes once again.