



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 16th Nov - 15th Dec 2020

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.

27,130 Total Cases Registered

83% Total Feedback Provided

18,770 Total Cases Registered since 16th January 2020



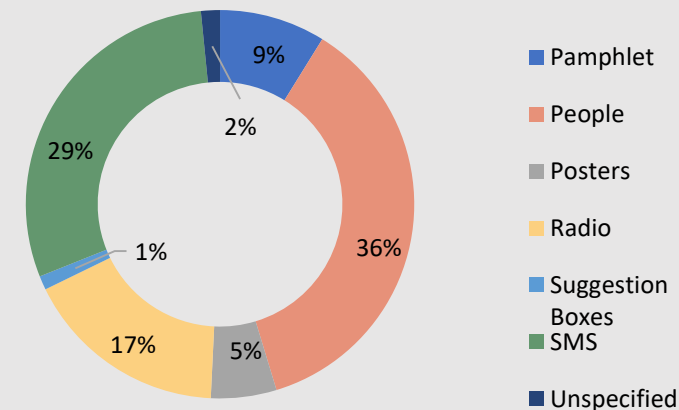
CUMULATIVE DATA OVERVIEW PERIOD: 16TH JANUARY 2020 – 15TH DECEMBER 2020

CALLER PROFILE

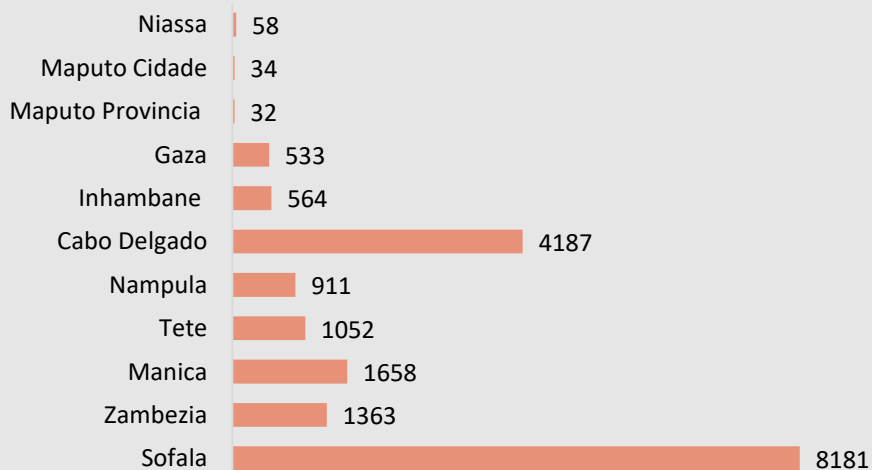


2% not specified in terms of age and 1% in gender

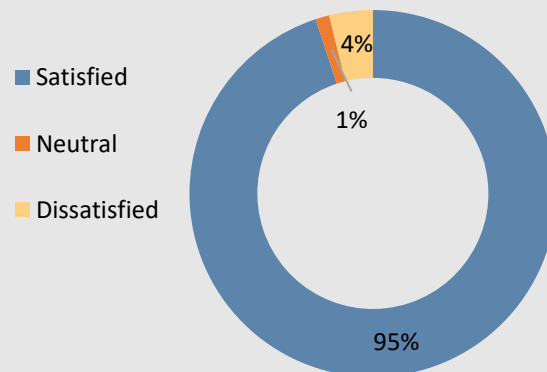
KNOWLEDGE ABOUT LINHA VERDE 1458



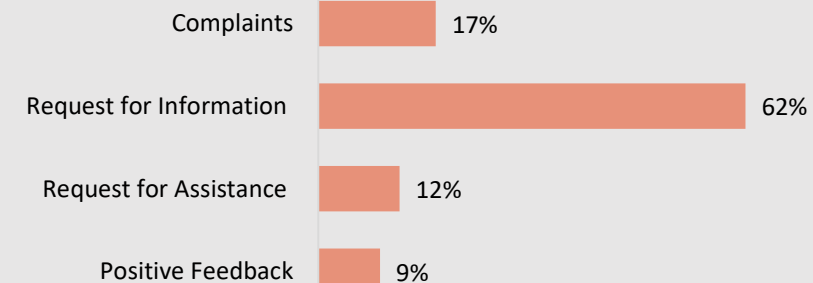
CASES BY PROVINCE



SATISFACTION



CASE TYPE



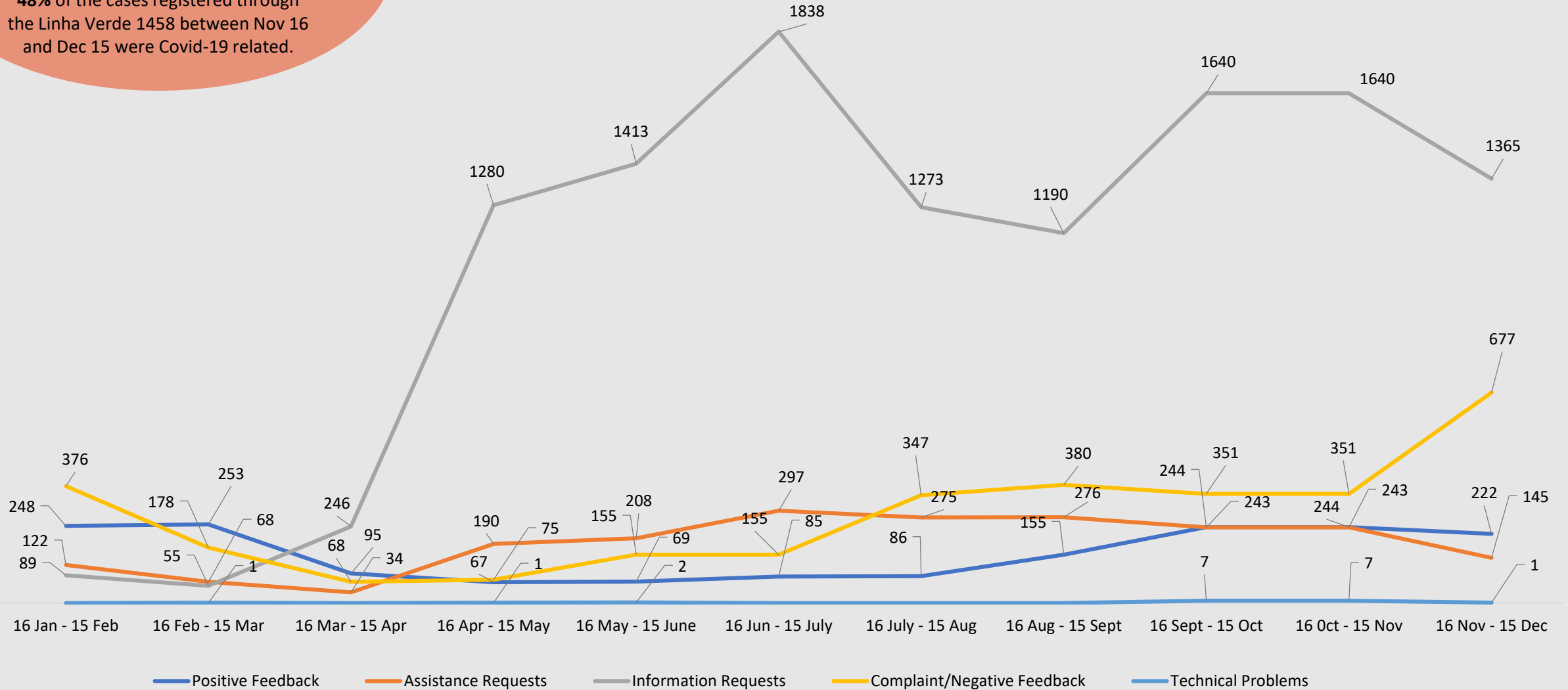
TYPES OF CASES REGISTERED PER MONTH 16TH JAN – 15TH DEC 2020

Nov 16 to Dec 15, 2020

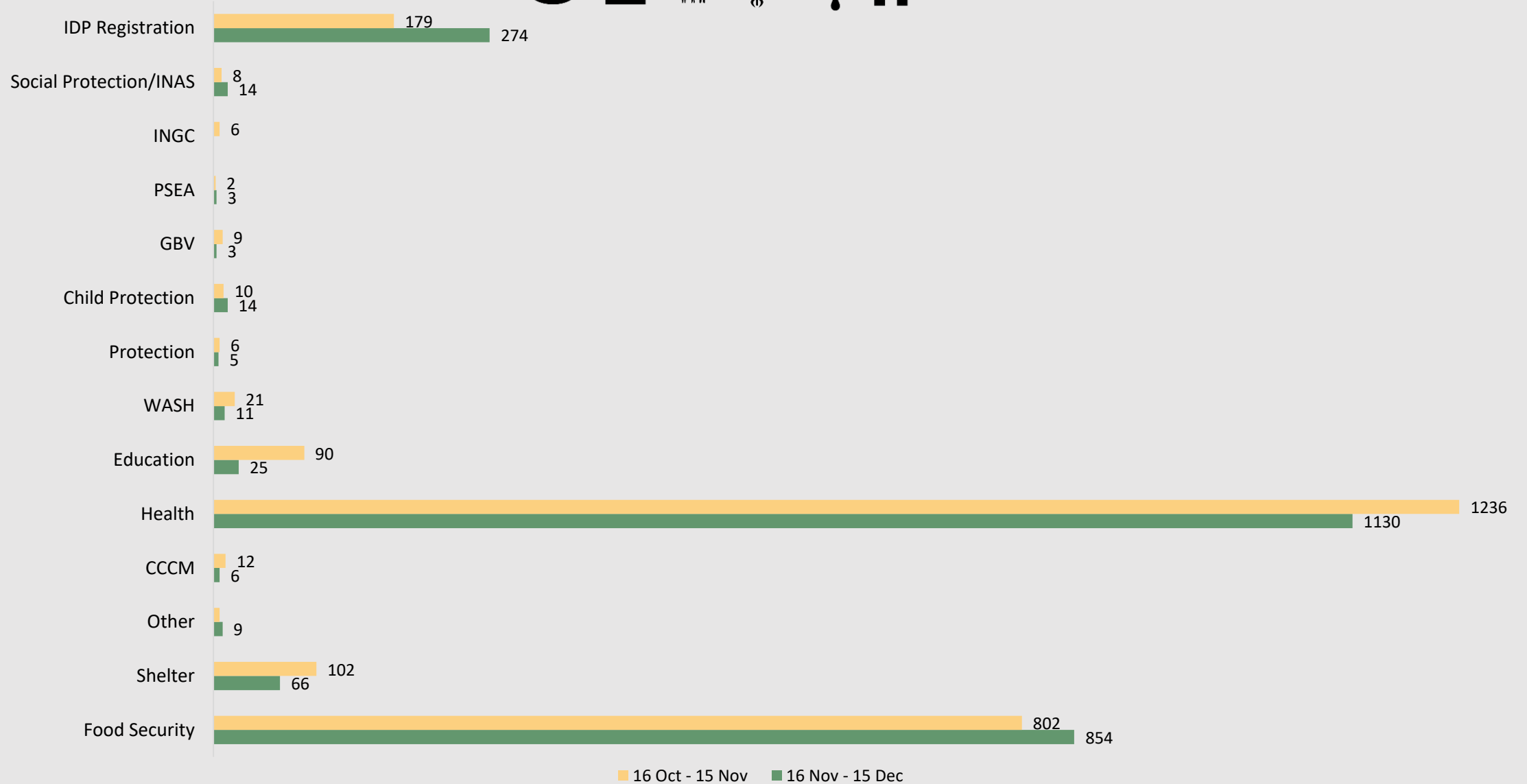
Nr. Total Registered Cases:
2414

Nr. of calls about the Covid-19:
1155

48% of the cases registered through the Linha Verde 1458 between Nov 16 and Dec 15 were Covid-19 related.



CASES PER SECTOR 16TH NOV – 15TH DEC 2020



CASES PER RESPONSE

16TH NOV – 15TH DEC 2020

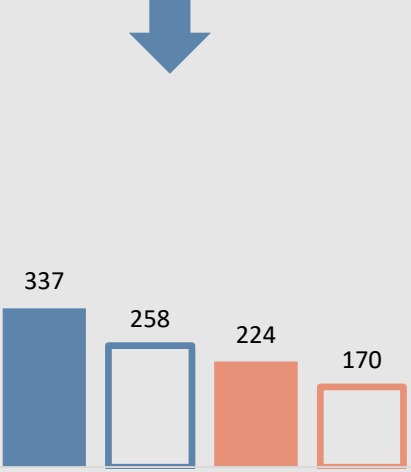


16th Nov - 15th Dec 2020
Cases Registered:
 1155
Feedback provided:
 1155

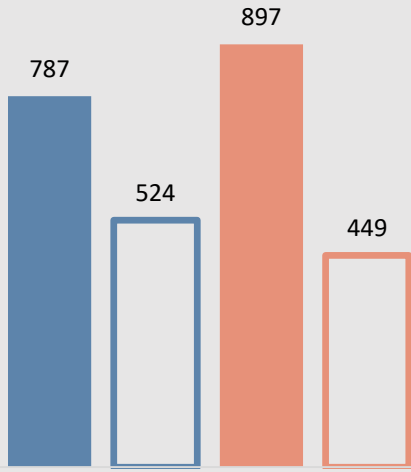
16th Nov - 15th Dec 2020
Cases Registered:
 226
Feedback provided:
 170

16th Nov - 15th Dec 2020
Cases Registered:
 897
Feedback provided:
 449

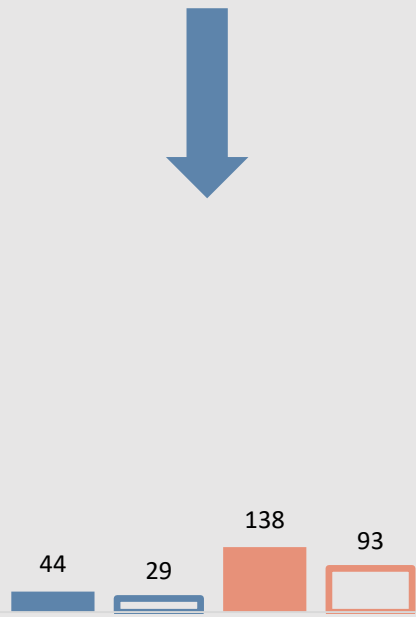
16th Nov - 15th Dec 2020
Cases Registered:
 138
Feedback provided:
 93



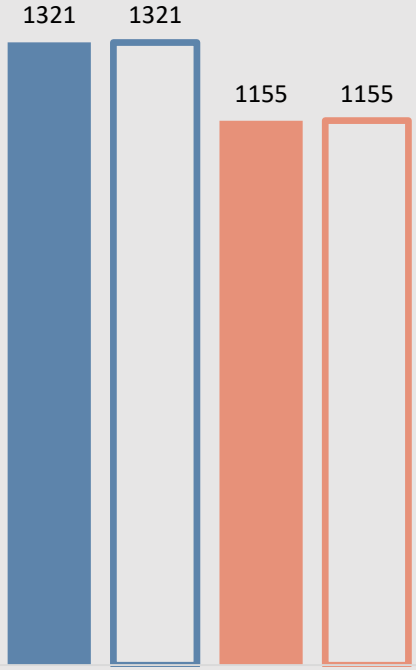
Central region (IDAI) response



Northern region (IDP) response



Southern region (DROUGHT) response



COVID-19

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

**CENTRAL REGION (IDAI) RESPONSE
16TH NOV – 15TH DEC 2020**

Oct/Nov
Cases Registered:
337
Feedback Provided:
77%

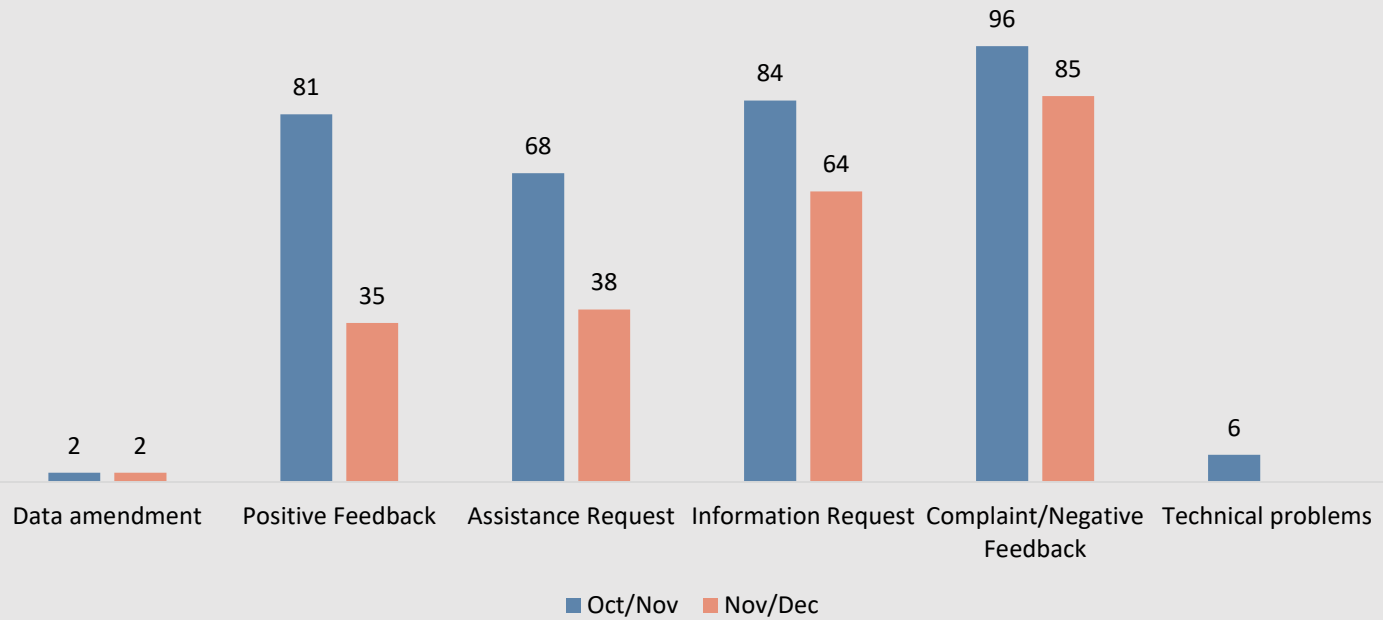
Nov/Dec
Cases Registered:
224
Feedback Provided:
75%

Oct/Nov
Cases Registered:
61
Feedback Provided:
51%

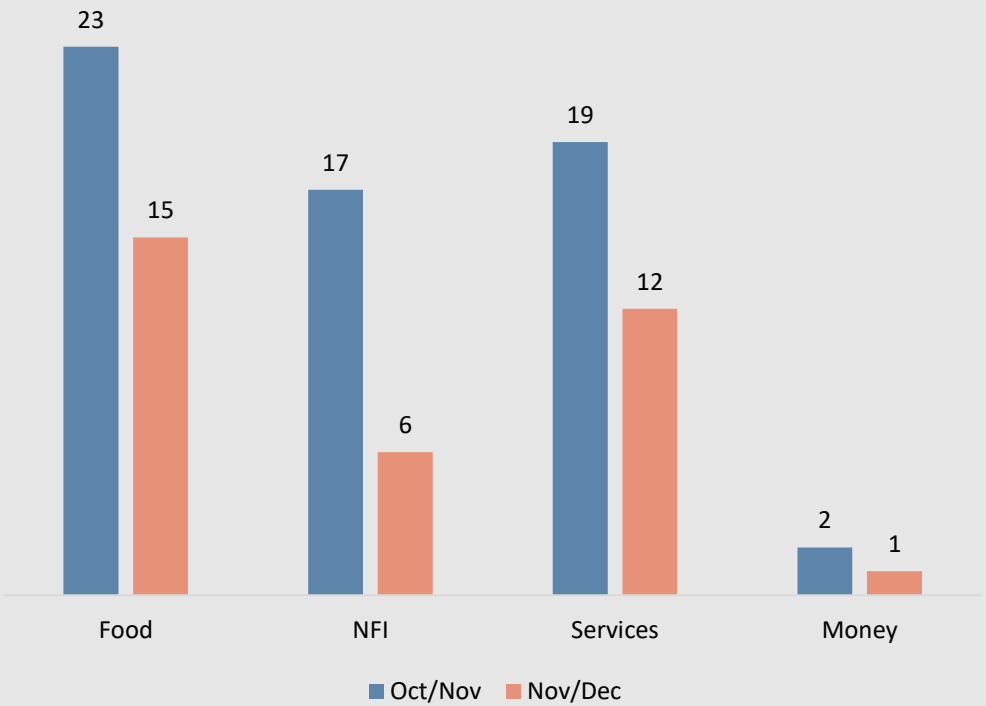
Nov/Dec
Cases Registered:
34
Feedback Provided:
65%



CASE TYPES



ASSISTANCE REQUEST

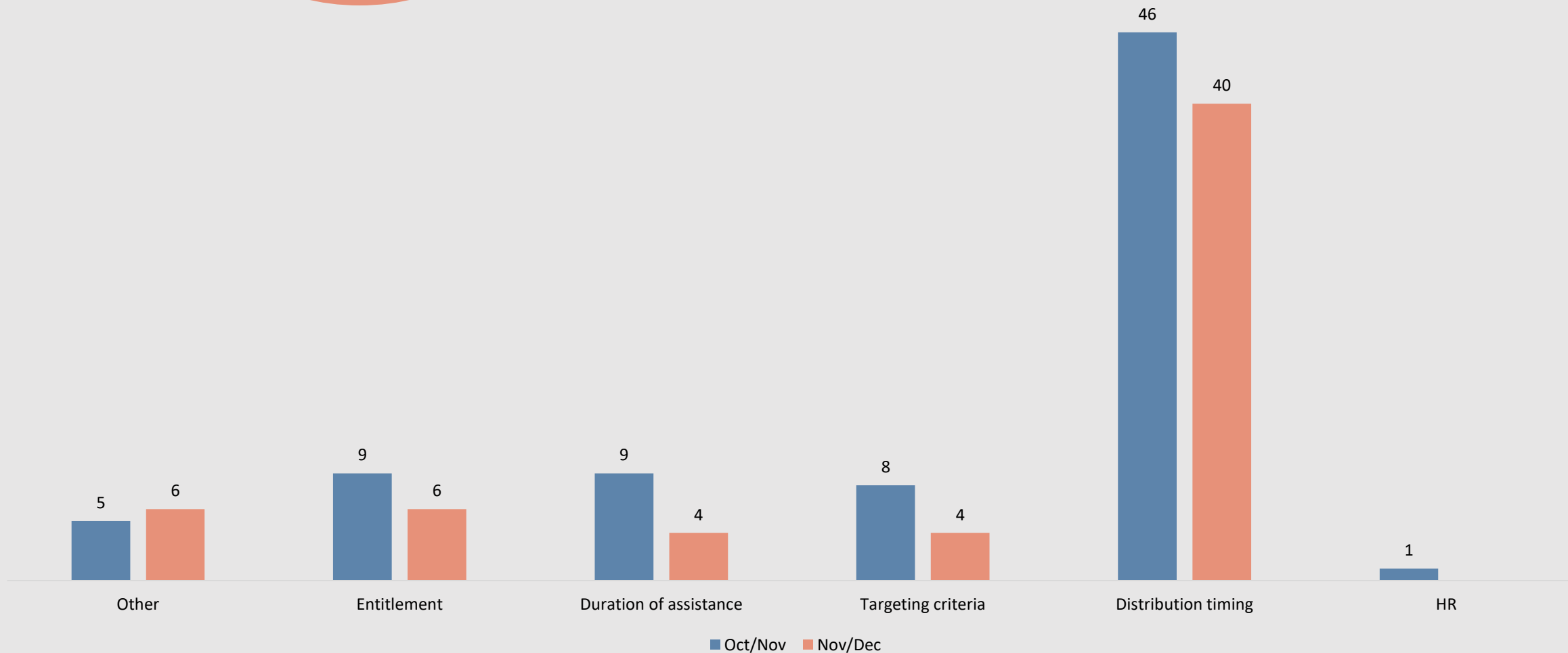


CENTRAL REGION (IDAI) RESPONSE INFORMATION REQUESTS 16TH NOV – 15TH DEC 2020



Oct/Nov
Cases Registered:
78
Feedback Provided:
95%

Nov/Dec
Cases Registered:
60
Feedback Provided:
92%



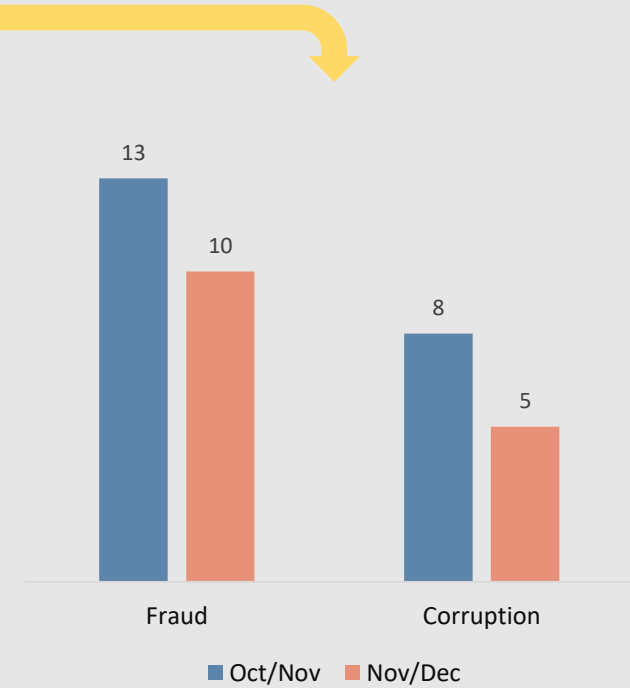
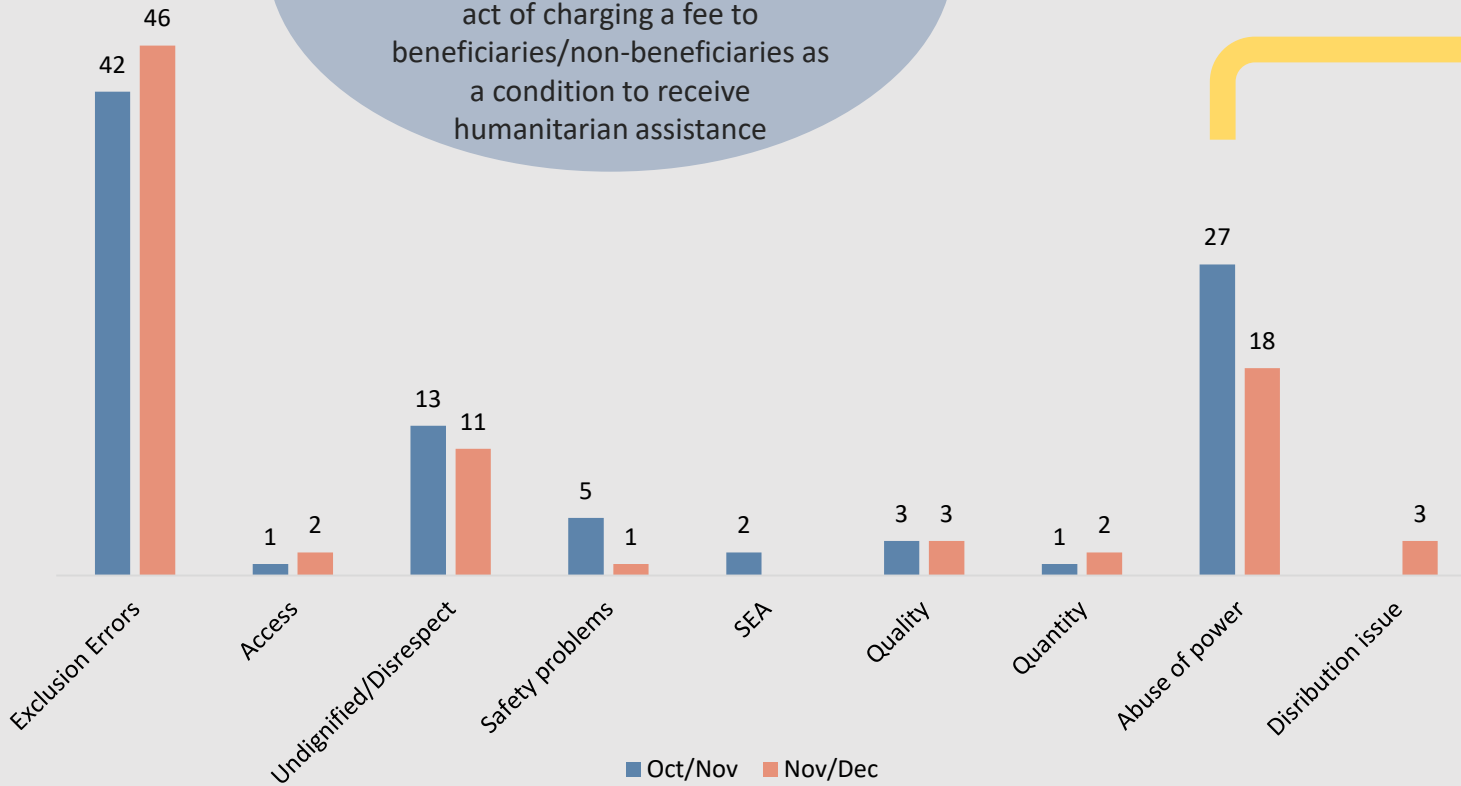
**CENTRAL REGION (IDAI) RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH NOV – 15TH DEC 2020**



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

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

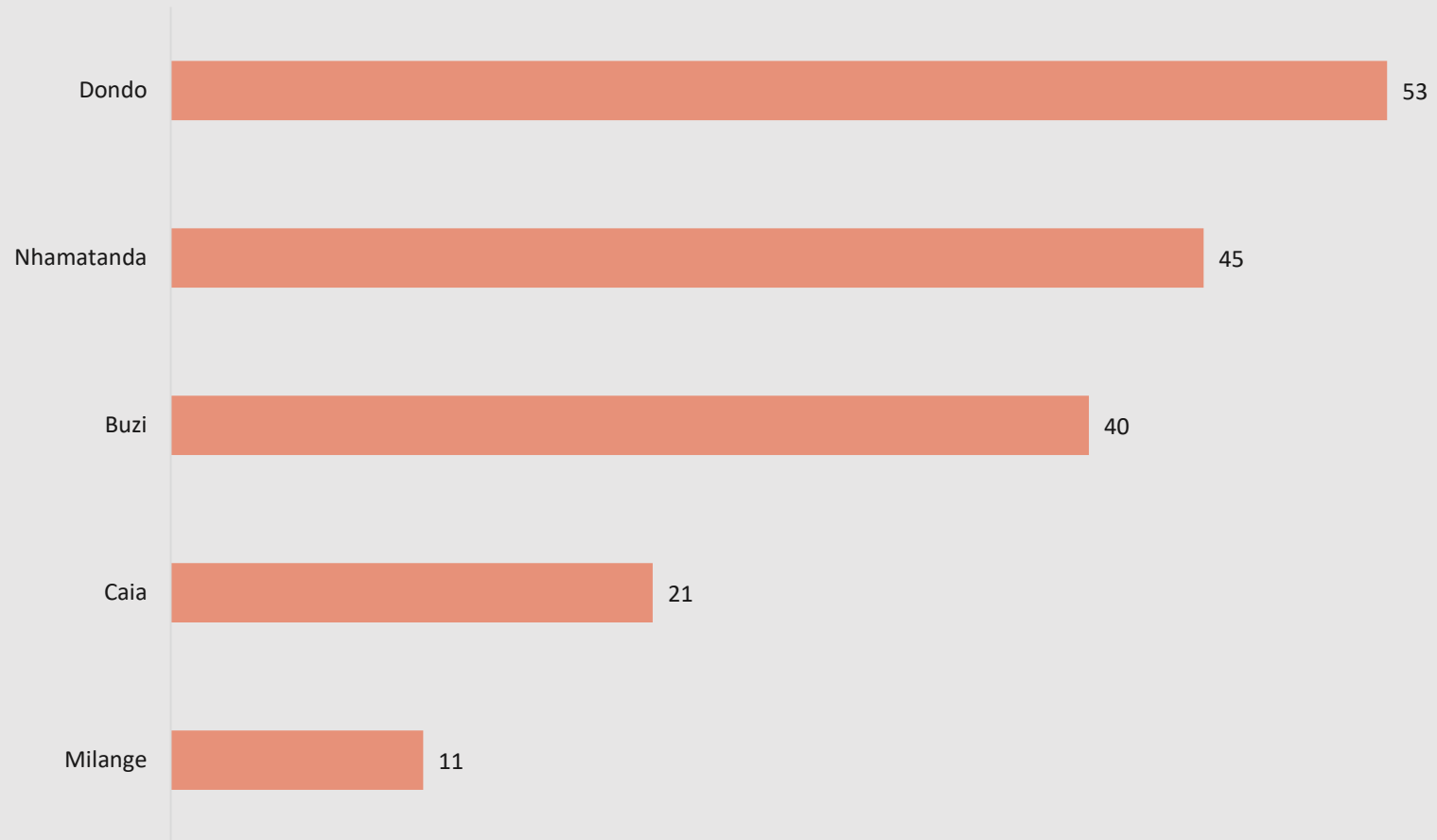
Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



Complaints – 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 NOV – 15TH DEC 2020**



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

Oct/Nov
Cases Registered:
787
Feedback Provided:
67%

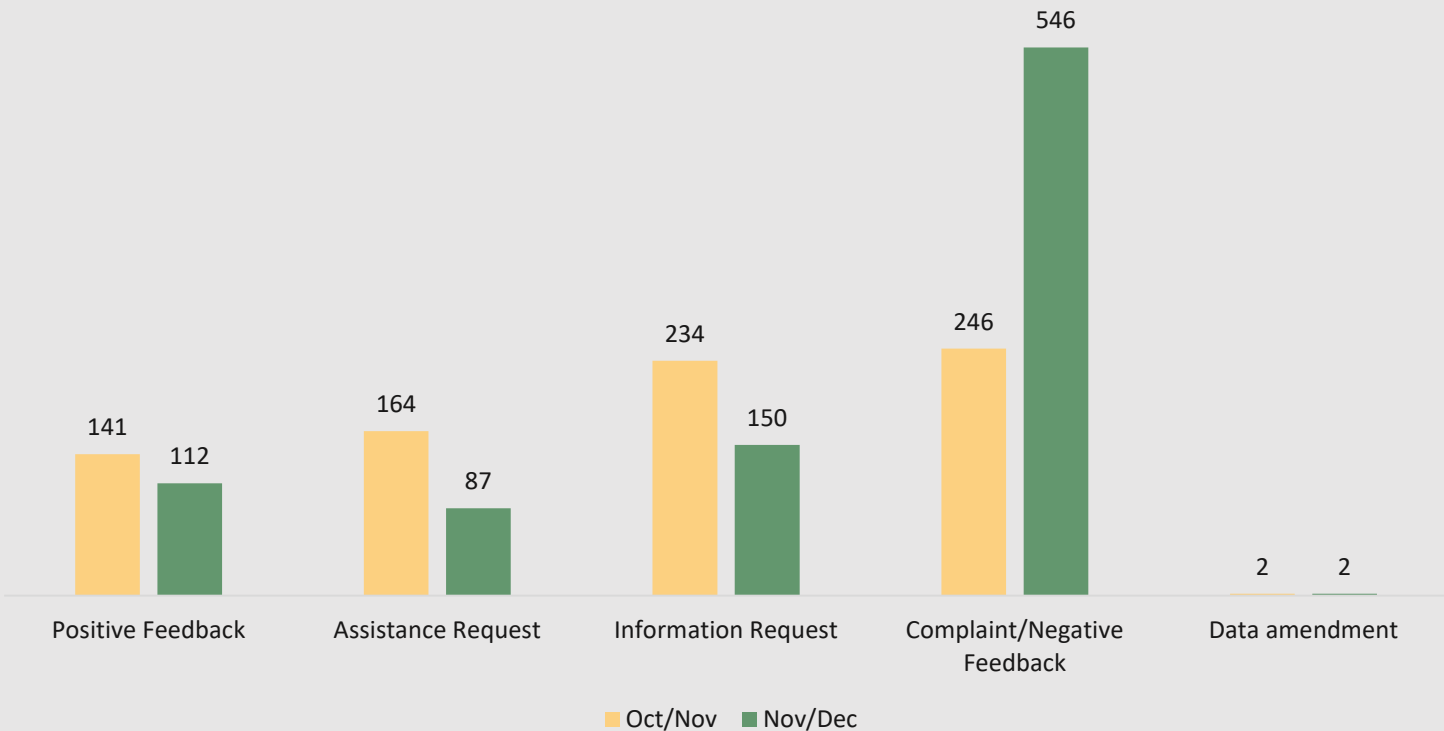
Nov/Dec
Cases Registered:
897
Feedback Provided:
50%

Oct/Nov
Cases Registered:
162
Feedback provided:
22%

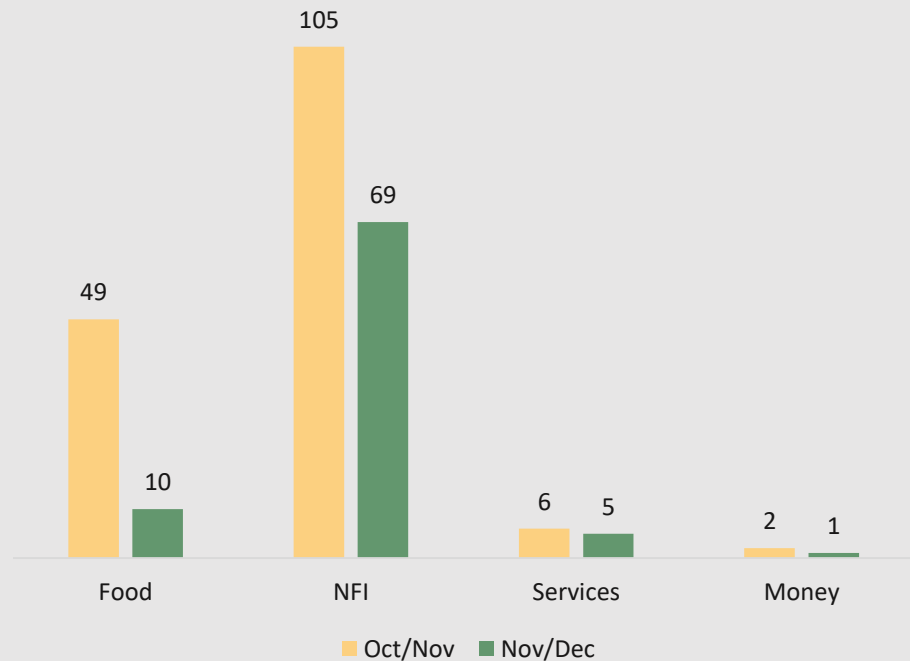
Nov/Dec
Cases Registered:
85
Feedback provided:
22%



CASE TYPES



ASSISTANCE REQUEST



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

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.



Oct/Nov
Cases registered:
235
Feedback provided:
99%

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



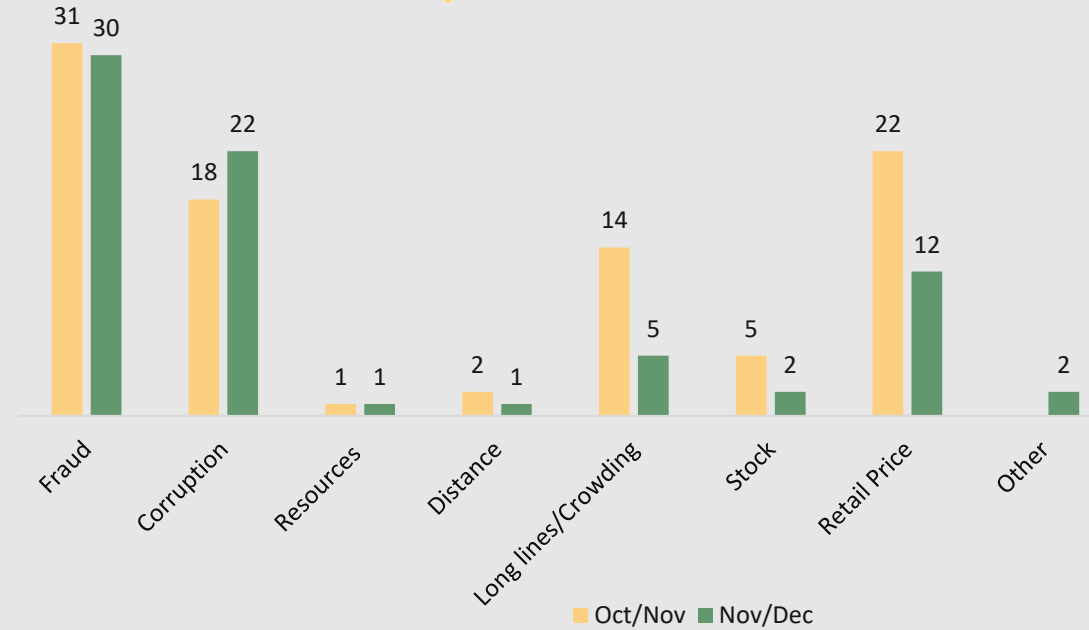
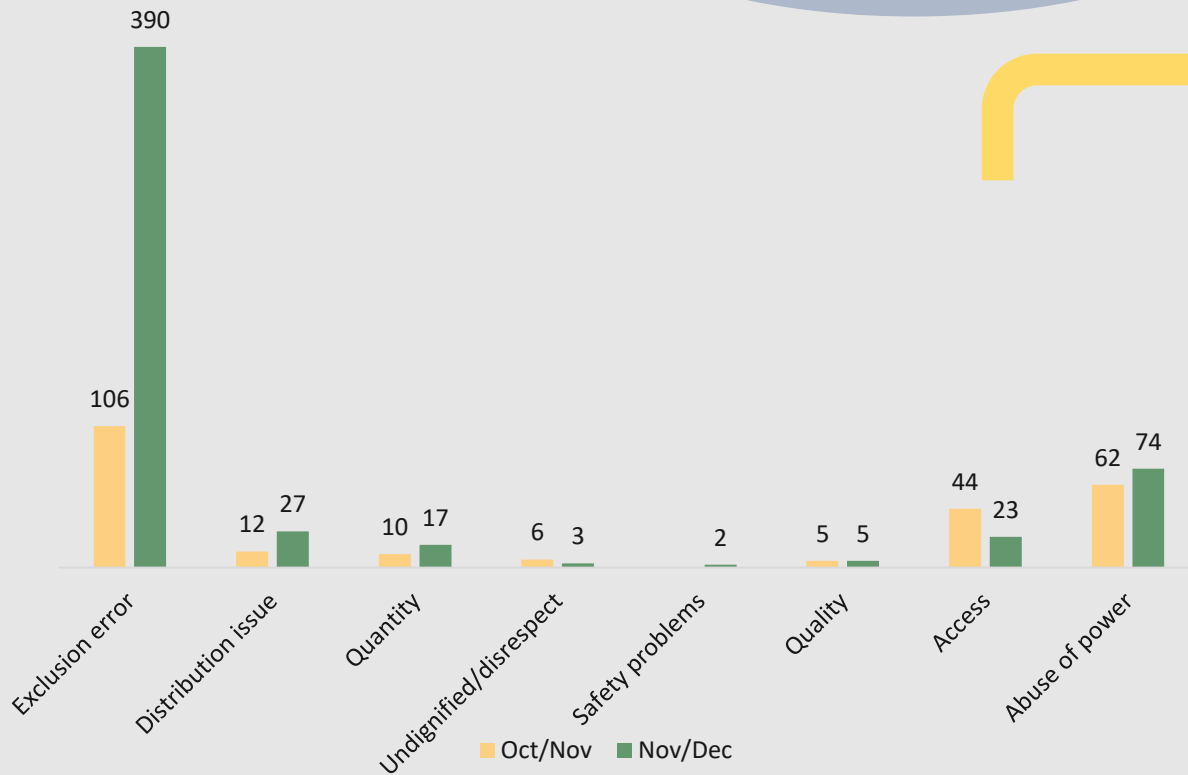
NORTHERN REGION (IDP) RESPONSE COMPLAINT/NEGATIVE FEEDBACK 16TH NOV – 15TH DEC 2020



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

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

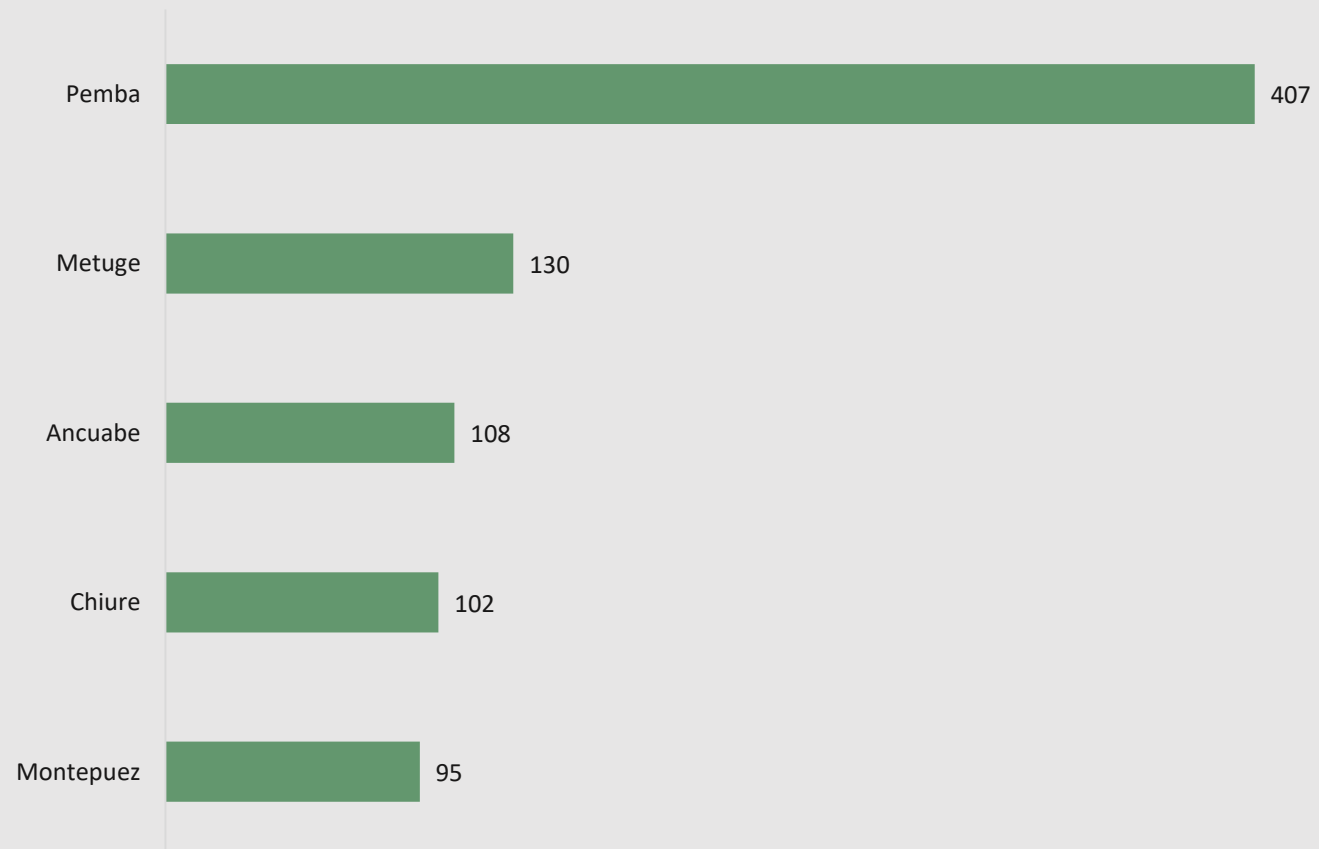
Abuse of power: refers to claims local leaders including family members and associates who do not fit the vulnerability criteria.
Corruption: refers to claims of the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



Complaints – Abuses of power

Complaints – Access barriers

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



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

Oct/Nov
Cases Registered:
44
Feedback Provided:
66%

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

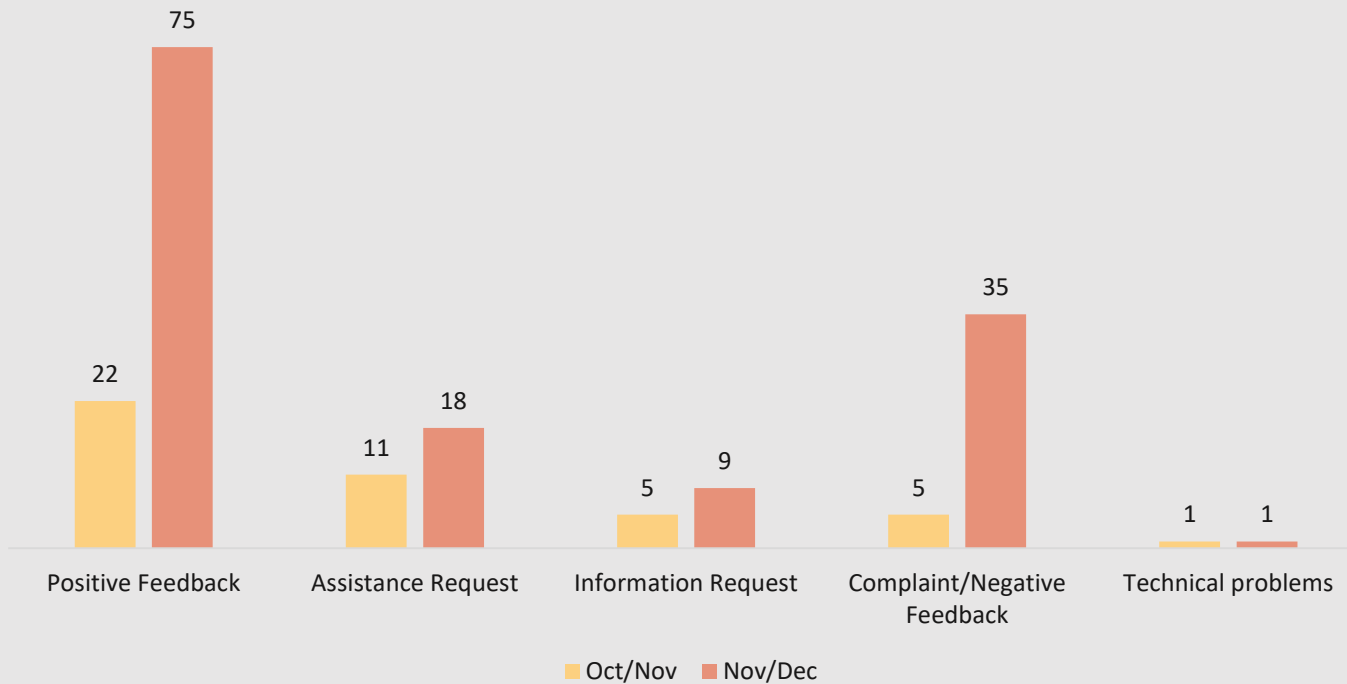
Oct/Nov
Cases Registered:
11
Feedback Provided:
18%

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

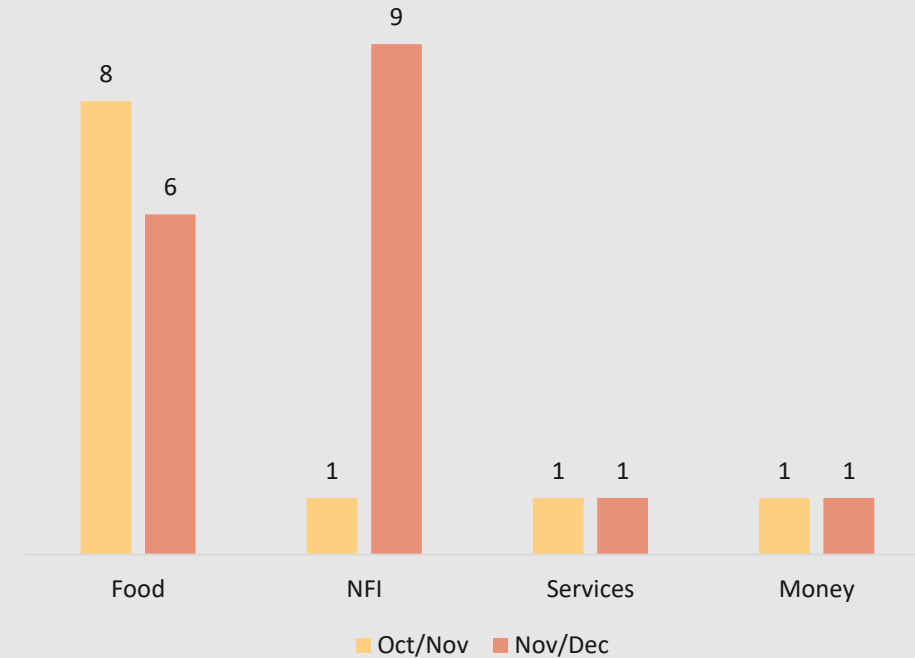


NFI

CASE TYPES



ASSISTANCE REQUEST

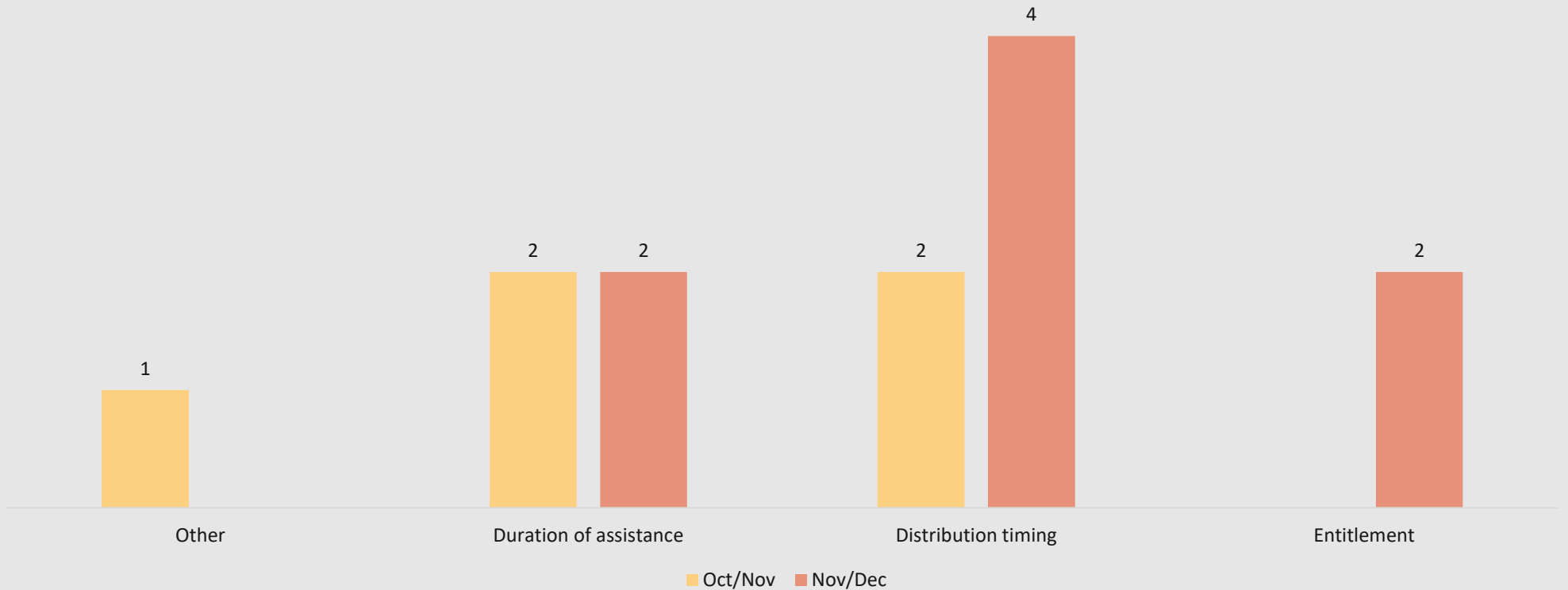


**SOUTHERN REGION (DROUGHT) RESPONSE
INFORMATION REQUESTS
16TH NOV – 15TH DEC 2020**



Oct/Nov
Cases Registered:
5
Feedback Provided:
60%

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



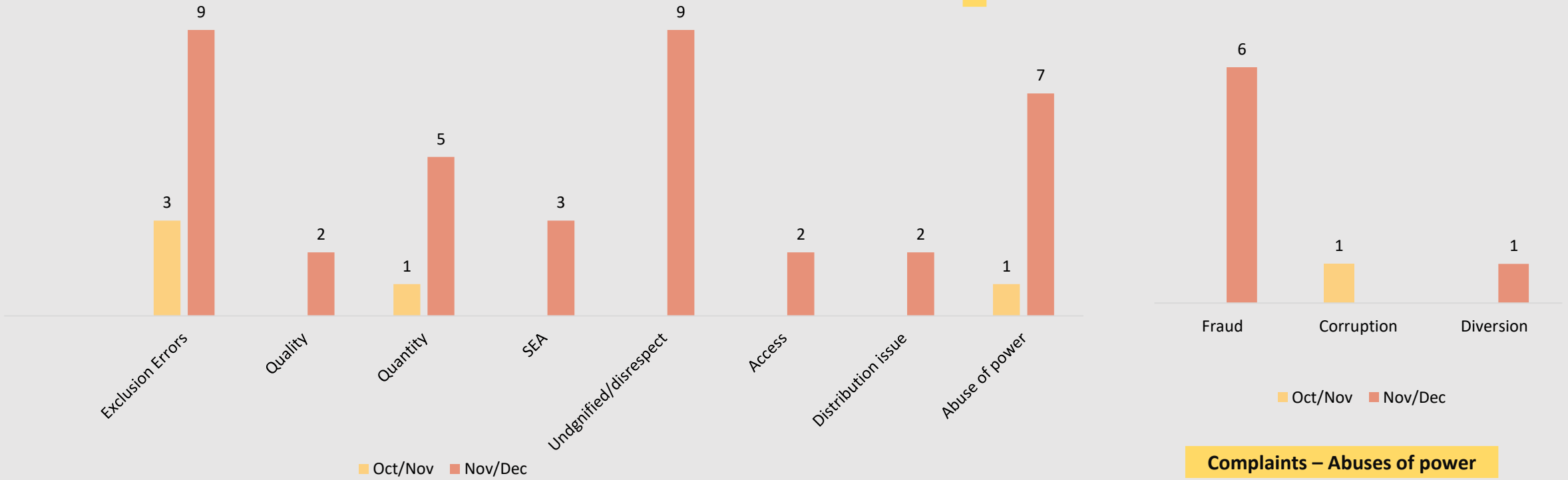
**SOUTHERN REGION (DROUGHT) RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH NOV – 15TH DEC 2020**

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

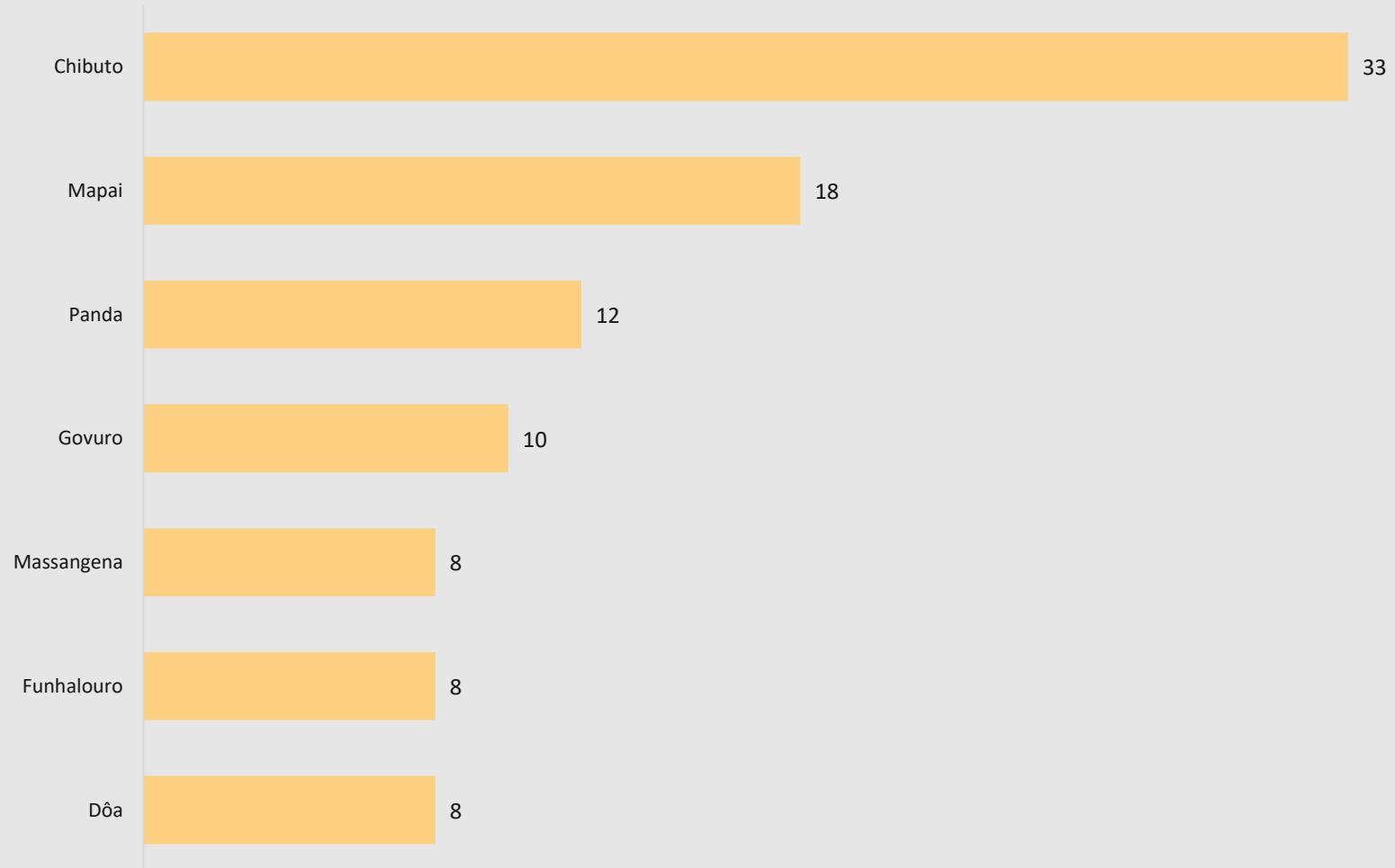


Abuse of power: refers to local leaders including family members and associates who do not fit the vulnerability criteria.

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 NOV – 15TH DEC 2020**



POSITIVE FEEDBACK
16th NOV – 15th DEC 2020



FOOD SECURITY

“I called to thank the humanitarian aid provided by WFP and partners. Within the scope of the project Food for Assets, the last distribution took place on 25/11/2020. I received 37kg of flour, 8kg of beans, 1kg of salt, 5kg of rice, 2kg of peanuts and 4L of oil. I would like to call on the partners to continue with humanitarian actions mainly in this time of the covid-19, because our machambas did not produce much.” **Female, Mapai, Gaza**

SHELTER

“I am a beneficiary, and I am calling to thank the partners for their help. I received tents, plates, pots, hoes, and blankets from Caritas.” **Female, Chiure, Cabo Delgado**

FOOD SECURITY

“I am displaced and fled the insurgents in the Quissanga district to Metuge in May 2020. I am a beneficiary and called to thank the partners for their support.” **Male, Metuge, Cabo Delgado**

FOOD SECURITY

“I called to thank you for having received 80 kg of flour, 10 liters of oil, 15 kg of beans and 2 kg of salt, in the project food for assets.” **Male, Doa, Tete**

WASH

“I called to thank you for the hygiene products received”.
Male, Marromeu, Sofala

FOOD SECURITY

“I am displaced and have a family made up of 5 members. I am a beneficiary of humanitarian aid promoted by WFP and partners. I am very thankful for the assistance given to the displaced. The last distribution took place on 17th November 2020. I received a check for 3600MT, and with this amount I bought food and hygiene products. I ask you to continue with actions of this kind.” **Male, Pemba, Cabo Delgado**

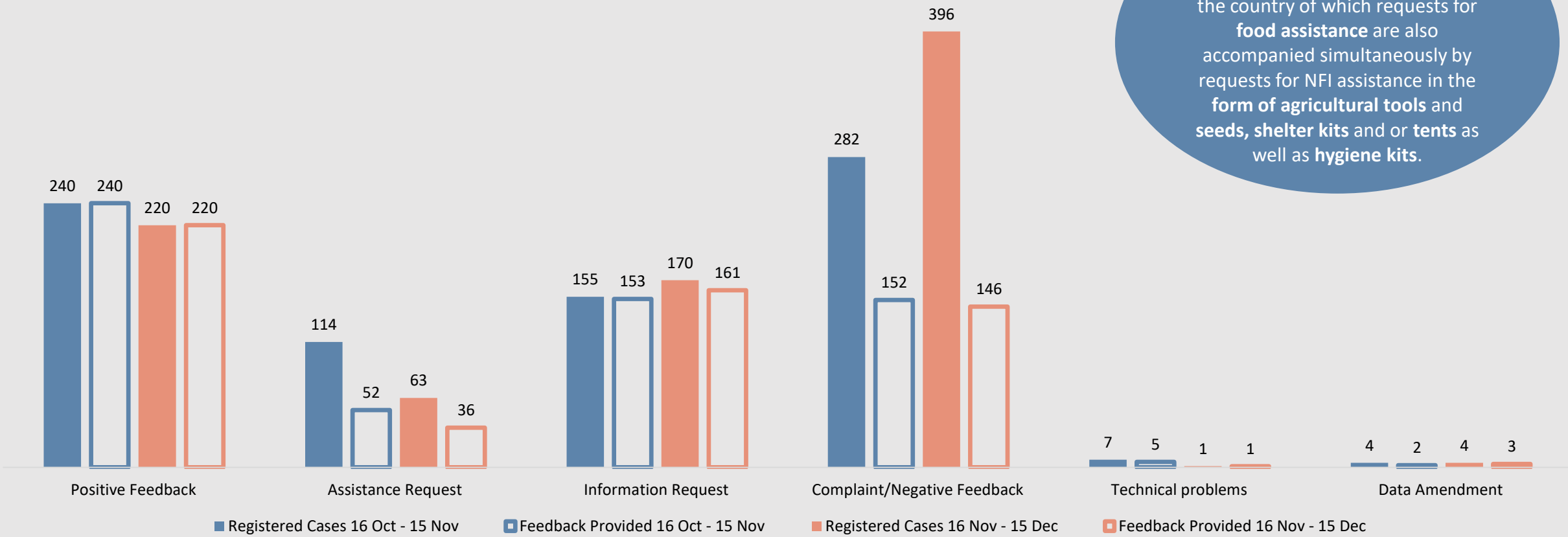
FOOD SECURITY



16 Nov - 15 Dec 2020
 Cases Registered:
854
 Feedback Provided:
567

16 Nov - 15 Dec 2020
 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**.

Sofala	151
Zambezia	6
Manica	18
Tete	17
Nampula	15
Cabo Delgado	531
Inhambane	34
Gaza	76
Maputo Provincia	6



HEALTH



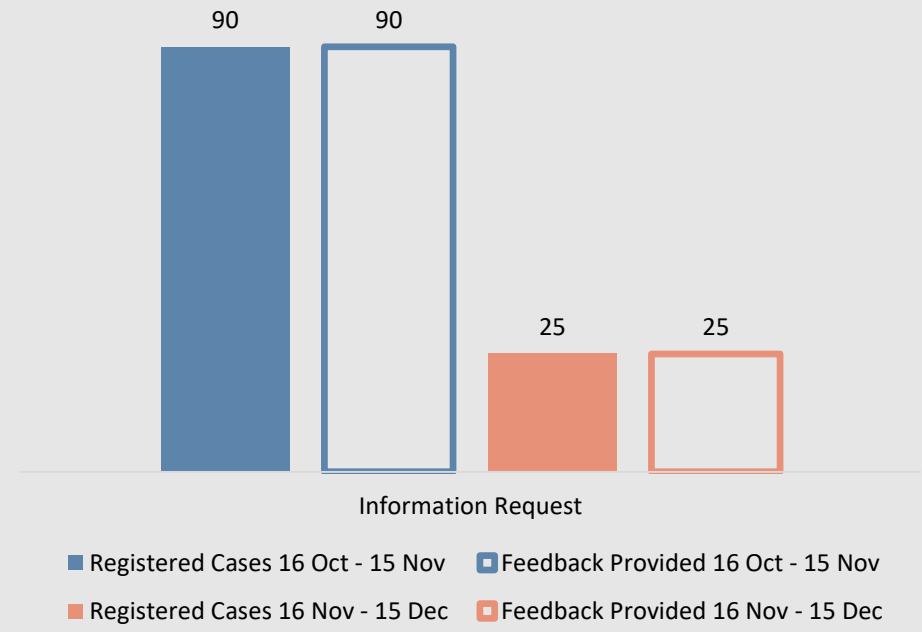
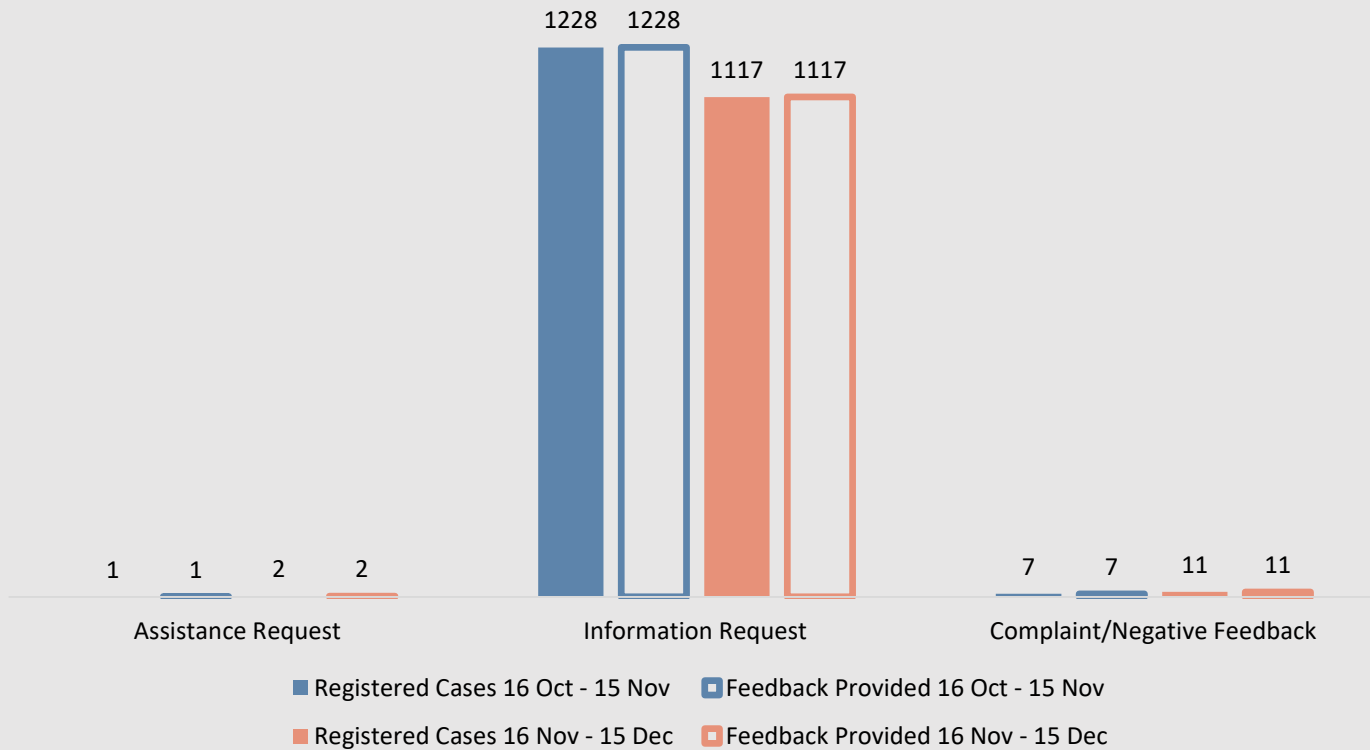
Sofala	533
Zambezia	170
Manica	112
Tete	144
Nampula	79
Cabo Delgado	46
Inhambane	24
Gaza	5
Maputo Cidade	4
Niassa	5
Maputo Provincia	8



EDUCATION



Sofala	6
Zambezia	4
Manica	8
Tete	1
Nampula	1
Inhambane	1
Gaza	1
Maputo Cidade	1
Maputo Provincia	2



CCCM



16 Nov - 15 Dec 2020

Cases Registered:
6
Feedback Provided:
1

SHELTER AND NFI

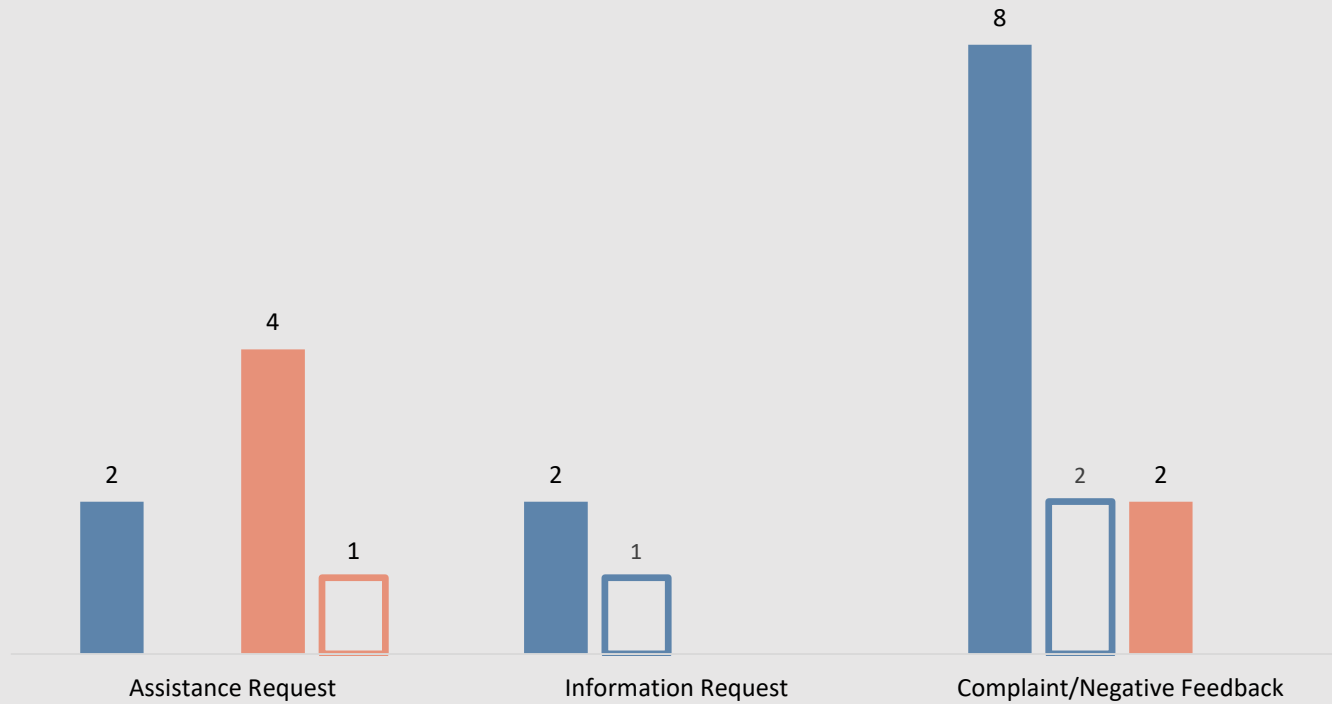


16 Nov - 15 Dec 2020

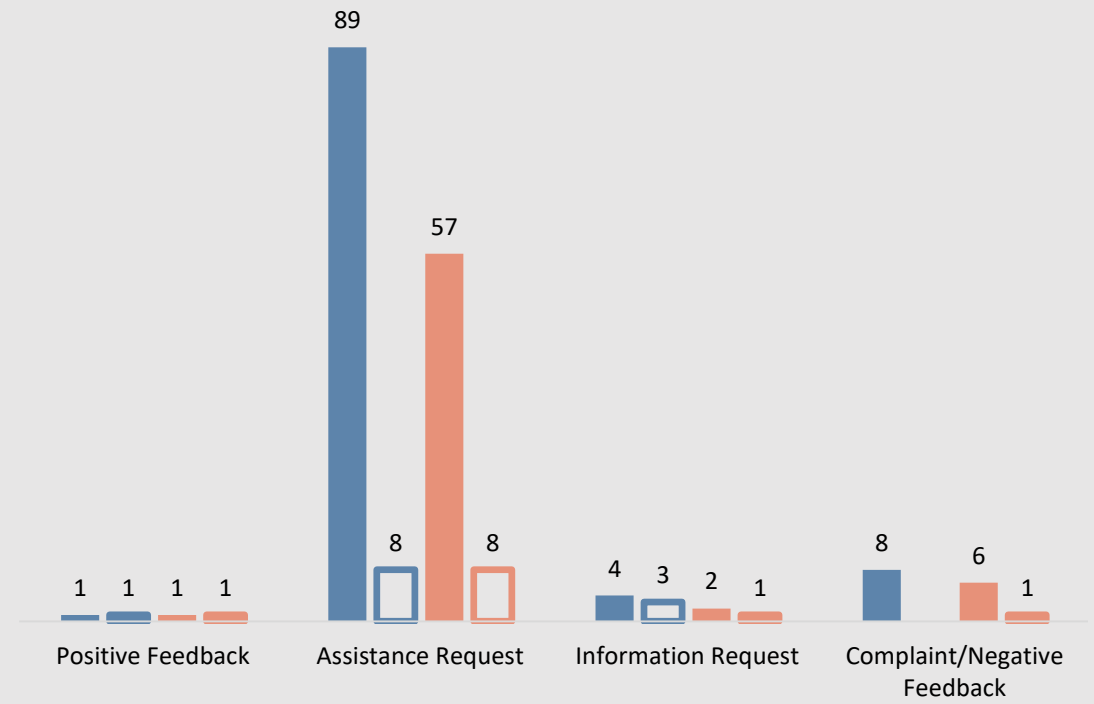
Cases Registered:
66
Feedback Provided:
11

Sofala	4
Cabo Delgado	62

Sofala	2
Manica	1
Cabo Delgado	3



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



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

WASH



16 Nov - 15 Dec 2020

Cases Registered:

11

Feedback Provided:

4

PROTECTION

16 Nov - 15 Dec 2020

Cases Registered:

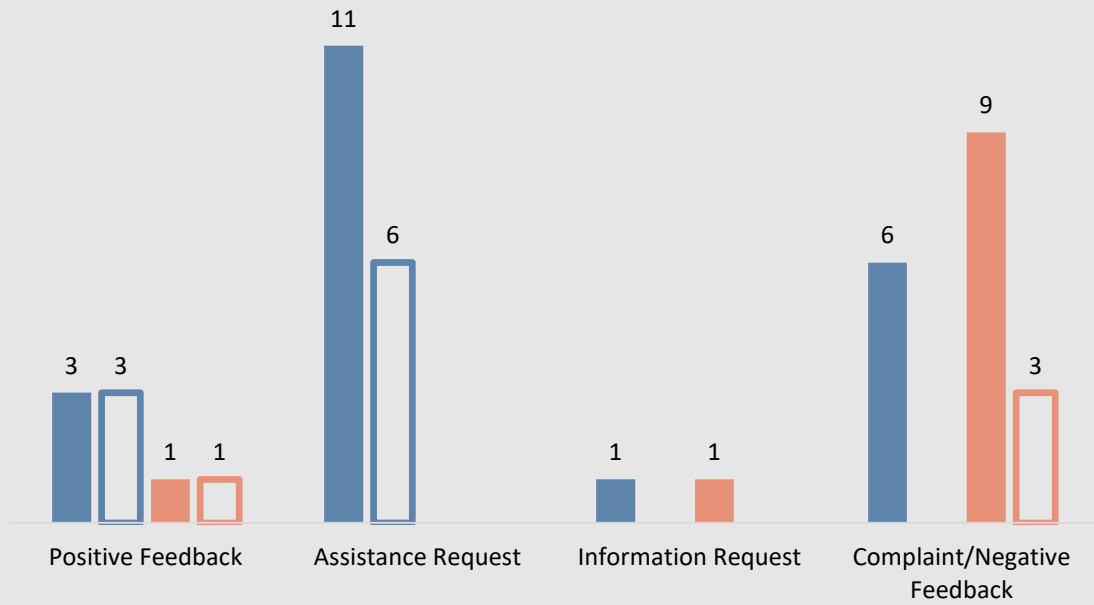
5

Feedback Provided:

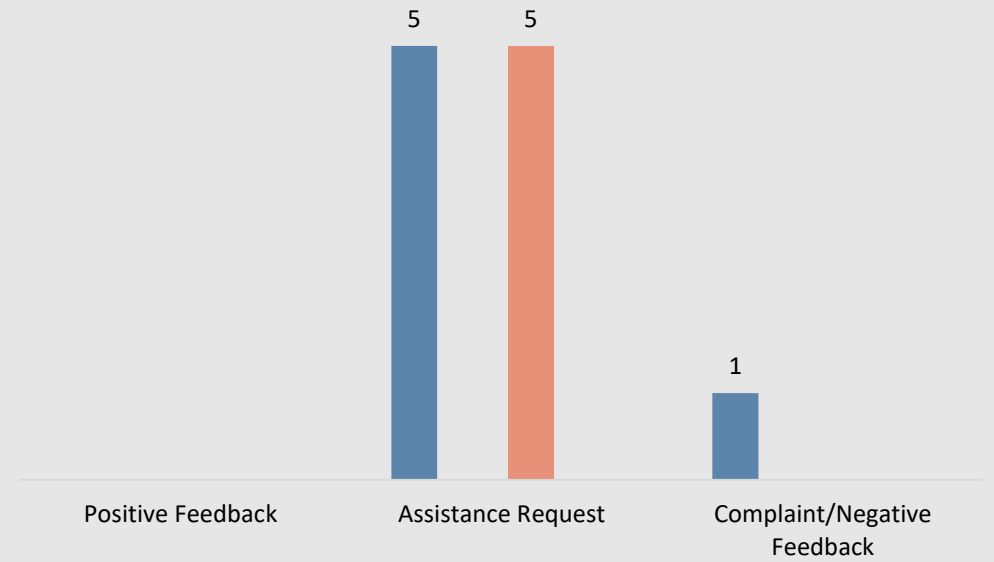
0

Sofala	2
Cabo Delgado	3

Sofala	9
Cabo Delgado	1
Gaza	1



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



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

CHILD PROTECTION



16 Nov - 15 Dec 2020

Cases Registered:

14

Feedback Provided:

7

GBV

16 Nov - 15 Dec 2020

Cases Registered:

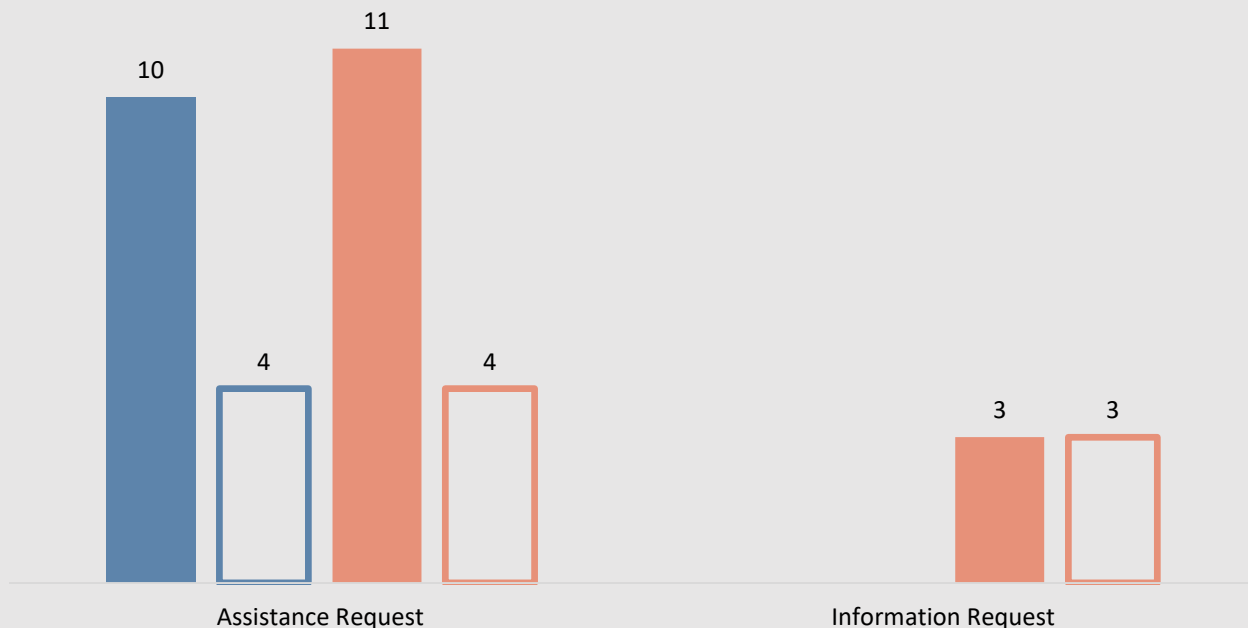
3

Feedback Provided:

2

Manica	2
Nampula	1

Sofala	10
Manica	1
Maputo Provincia	2
Zambezia	1



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



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

SOCIAL PROTECTION/INAS

IDP REGISTRATION

Zambezia	13
Gaza	1



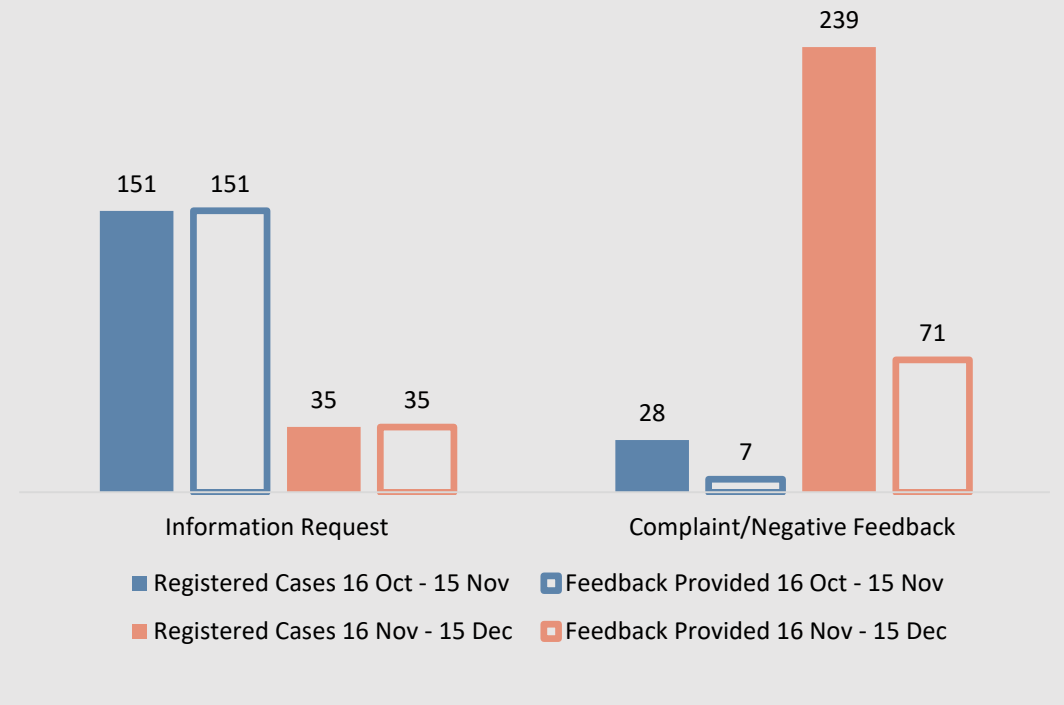
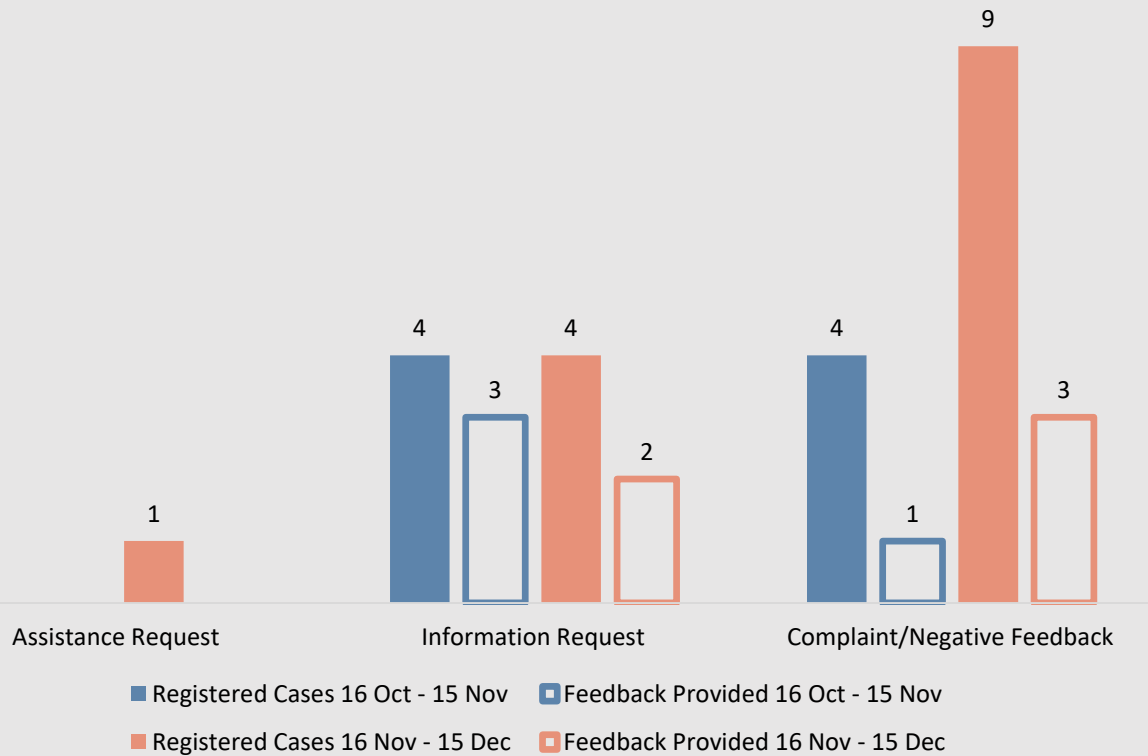
16 Nov - 15 Dec 2020

Cases Registered:
14
Feedback Provided:
5

16 Nov - 15 Dec 2020

Cases Registered:
274
Feedback Provided:
106

Cabo Delgado	270
Nampula	4



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH NOV – 15TH DEC 2020

Overview

- ❖ Until 15th of December 2020, Linha Verde 1458 registered a cumulative total of 27,130 cases (since 16th May 2019) with a consistent feedback rate of 82%, overall feedback rate is on the decline as there are recurrent issues that have proven difficult to resolve like “exclusion errors” and “irregularities” in the emergency responses and other response throughout the country. This month, a total of 2,414 cases were registered, which is 3-4 times the number of cases Linha Verde registered last year around this time of year.
- ❖ Between (mid-November to mid-December), cases coming from the north of the country account for 37% of cases registered showing a 5% increase from the previous period. 15% of cases registered through the hotline are related to humanitarian assistance in Sofala and Manica.
- ❖ 48% of cases registered throughout the November - December period is related to Health/ Covid-19, which shows a decrease of 6% from the previous month. Meanwhile issues related to Food Security account for 35% of all cases this month. In the same period cases related to issues with IDP (Internally Displaced Persons) Registration increased from 7% last month to 11% this period. 3% of cases are related to assistance requests of which many relate to NFIs such as tents, building materials and household items due to the current rainy season.

Interagency and Government Coordination: November - December 2020

- ❖ The second planned inter-agency PSEA Mission to Nampula took place from the 14th to 19th December. As Linha Verde 1458 is the official central reporting channel for PSEA in Mozambique, the Linha Verde Manager was involved, leading the mission alongside UNICEF. Again, the aim was to better understand activities carried out by humanitarian partners and relevant government institutions for PSEA.
 - The mission team met with UN agencies, NGOs, the provincial prosecutor in Nampula and also visited the only Centro de Apoio Integrado (CAI) in Nampula. The team also visited Maratane Refugee Camp as well as Corrane IDP Camp in Nampula and participated in community consultations on needs and perceptions and opportunities for strengthened coordination around resettlement and protection issues and PSEA.
 - Awareness raising of Linha Verde 1458 is still limited in Nampula. Establishment of community committees for food assistance activities is ongoing while other community-based complaints mechanisms and linkages to existing referral pathways also appeared to require strengthening, although this can be seen to relate to the limited size of the operation and the number of actors involved.
- ❖ Issues relating to management of lists continues to affect feedback levels from Linha Verde 1458, particularly in the north where local Government owns the management of lists, with many claims of exclusion errors or registration of IDPs not reflecting in beneficiary lists. These cases are channeled to Government through humanitarian focal points while First case resolution is possible where people seek explanations on how to register as new arrivals.
- ❖ Linha Verde 1458 has shared visibility materials with key messages with actors who have reached out in the hope of facilitating wider awareness raising of the service. Linha Verde 1458 has funds to produce more visibility items depending on demand and is working with partners for awareness raising through community radios.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH NOV – 15TH DEC 2020

Central Region (IDAI) Response: November - December 2020

- ❖ Cases registered from the central region of Mozambique continue to decrease, in the period between 16th of November and 15th of December 2020, 226 cases were registered with a feedback rate of 65%. 80% of the cases registered are related to food assistance and humanitarian partners continue to work to resolve issues arising. 6% were related to INAS's PASDE-PE program, 5% Child protection, 4% WASH and 2% shared equally between CCCM and Protection.

Complaints

- ❖ At 39% of all cases registered a large majority of complaints continue to be claims of exclusion errors coming from people claiming to have been receiving assistance in the resettlement sites, Mutua, Metuchira, Ndeja and Guaraguara until October 2020 and have not continued to receive assistance since then.
 - Some claim to have had their beneficiary cards with photos taken from them after their names did not appear on distribution lists. Others claim to have been registered and had their photos taken but still do not receive assistance.
 - Others claim to have received a phone but have not received the money when distributed. There are diversified reasons that have been narrated for their exclusion. All the cases have been shared with WFP for verification and further action.
 - Additionally, the use of M-pesa in food assistance has seen a number of common issues or concerns being raised: not receiving the disbursements on time; sim cards being blocked or lost; phones being lost; need to change details of the registered primary beneficiary; and other minor technical issues.

- ❖ Other trending complaints are people claiming that local leaders are including people from outside resettlement sites to receive assistance intended for those living in the resettlement sites.
- ❖ In Bandua resettlement site some residents complained of quality issues with maize meal, unfortunately, the food could not be replaced as they had already consumed it. Linha Verde 1458 advises callers to always verify quality of food at the distribution point to report issues of spoiled food immediately and have it exchanged as when it is already consumed it cannot be exchanged.

Assistance requests

- ❖ Assistance requests account for 17% of cases registered from the central region.
 - Most of the assistance requests are from people outside resettlement centers hoping that assistance programmes will extend to other communities.

Positive Feedback

- ❖ Beneficiaries continue to call and convey their thanks for the assistance provided, these calls account for 16% of the calls from the central region.

Northern Region (IDP) Response: November - December 2020

- ❖ A total of 897 cases were registered from the northern region between mid-November and mid-December with a feedback rate of 50%, most cases without feedback continue to be the exclusion error claims in the IDP registration process.
 - 61% were complaints, 17% were information requests, 10% were assistance requests and 12% positive feedback.

Complaints

- ❖ A large majority of the complaints are reports of exclusion errors in food assistance divided into three key trends:
 1. People claiming to be beneficiaries but that during the latest round of distributions, someone received their entitlements in their place as they hadn't arrived at the distribution point on time. People are being reminded to arrive on time to avoid these situations while verification of beneficiaries who do not have IDs is being enforced in parallel with ongoing discussions of provision of beneficiary cards.
 2. IDP's claiming to have been registered by local authorities upon arrival in host communities yet do not appear on beneficiary lists. In some cases, people are not aware of the fact that inclusion on beneficiary lists can take up to a month (people appear on lists for the following cycle) due to the time it takes for leaders to pass lists on to the district administration which then informs food assistance partners to apply updated numbers in logistical planning. In other cases, both host families and IDPs claim displacement of up 2-3 months or more without any assistance due to mismanagement of the registration process.

3. Leaders are reported to be manipulating lists to include affiliates from host communities while only targeting IDPs for food assistance has resulted in tensions and clashes at distribution points host community members expressing their discontent and seeking to disrupt food distributions if they do not receive assistance.

- ❖ As a result of disruptions of distributions as noted above or logistical challenges distribution days have had to be changed on occasion resulting in calls from concerned beneficiaries wanting to understand if and when the new distribution day will take place.

Information requests

- ❖ Most information requests concern distribution timing with callers stating that their ration had finished, and they wanted to know when they would receive the next ration, suggesting that communications on distribution cycles are not clear.
 - A majority of these cases came from Chiure and Ancuabe where distributions will resume in January 2021. Linha Verde 1458 has been providing the information to callers and requesting them to wait to hear from local leaders about distribution dates in the new year.

Requests for assistance

- ❖ Linha Verde 1458 continues to receive assistance requests from IDP's for food, seeds and agricultural tools as well as tents or plastic sheets and building materials. These requests tend to come jointly in the cases where they are not solely food assistance request.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

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- The shelter cluster is aware of these requests and is trying to coordinate ways for Linha Verde 1458 to collect important vulnerability status information of callers without raising expectations in locations where the shelter cluster is coordinating activities.

- ❖ Linha Verde 1458 has received several requests for assistance from Macomia district which has been inaccessible to humanitarian actors since April 2020. Callers request food and NFI's. As it is unclear when assistance can resume in this and other inaccessible districts, Linha Verde 1458 is tracking the cases and trying to manage expectations.

Positive Feedback

- ❖ 12% of cases registered from northern region are positive feedback. Beneficiaries continue to call and convey their thanks for the assistance provided.

Southern Region(Drought) Response: November - December 2020

- ❖ Majority of the cases registered from southern region are positive feedback at 54%, 25% are complaints, 13% are assistance requests and 7% are information requests.

Complaints

- ❖ One third of the complaints are exclusion error claims from Gaza, Tete and Inhambane, callers claiming that they fit vulnerability criteria and take part in the FFA activities but when time comes for distribution, they do not receive assistance.

- ❖ Another portion of the complaints are cases of “indignation” from callers who claim to have been part of the “100-150” people who were removed from beneficiary lists and claim to have been working for the last 4 months and have not received assistance, majority of these cases are from Chigubo in Gaza and 2 from Cahora Bassa in Tete.

- ❖ A lesser number of complaints were related to some irregularities, callers claiming that non-beneficiaries are receiving assistance.
 - Other complaints are related to the quantity of food being insufficient to cover their needs and one quality issue with one of the brands of rice available and poor treatment of beneficiaries in the retail shop in Chibuto other claims of price hikes in the retail shop in Chigubo.

Requests for assistance

- ❖ Majority of assistance requests are for seeds and tools from Gaza and Inhambane, people are hopeful for the rainy season and would like to start planting food. Other food assistance requests are from Gaza, Maputo province, Inhambane and Tete province.

Positive Feedback

- ❖ 54% of cases registered from the southern region are positive feedback from beneficiaries.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

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Protection: November - December 2020

- ❖ A total of 20 protection cases has been reported through Linha Verde 1458 between mid-November and mid-December 2020
 - **Eleven Child protection** cases reported through Linha Verde 1458 most are reports of early marriage cases and one related to child sexual abuses. The cases have been referred to Linha Fala Criança via the referral pathway.
 - **Three PSEA** claims reported from Cabo Delgado involving local leaders. Linha Verde 1458 has referred the cases on to the PSEA Network.
- **One GBV** case reported and referred to service providers via referral pathways in collaboration with UNFPA.
- Five Protection cases have been registered through the hotline of which
 - two are requests for assistance from disabled persons in Caia, Sofala
 - three are from IDP's in Cabo Delgado claiming that the local leaders in Bairro Namuapala in Mize, Metuge, are sending them away and telling them to "go back to where they came from".

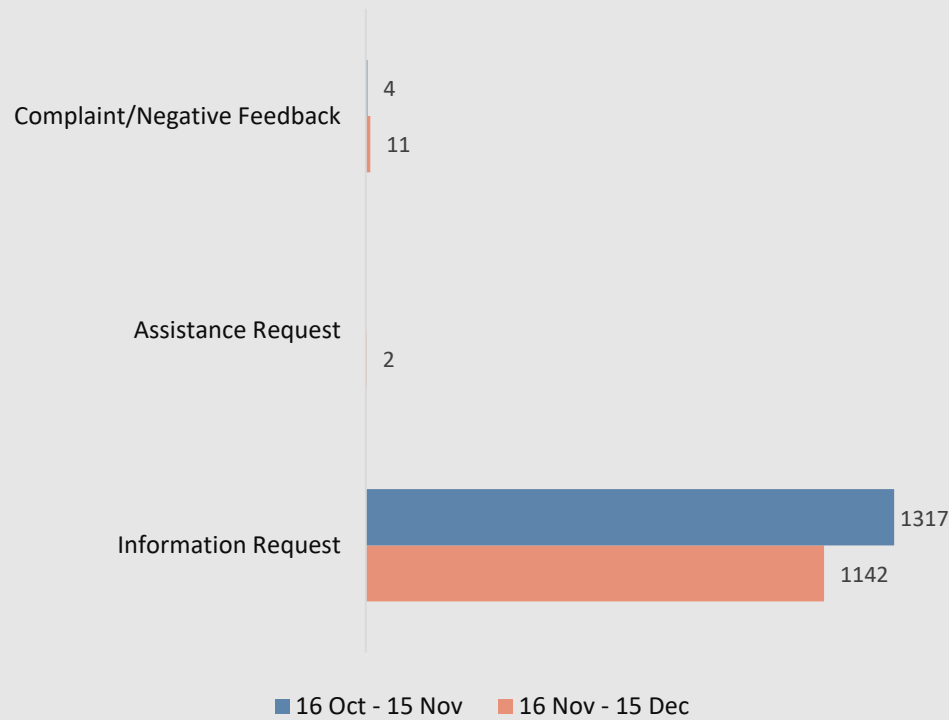
Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

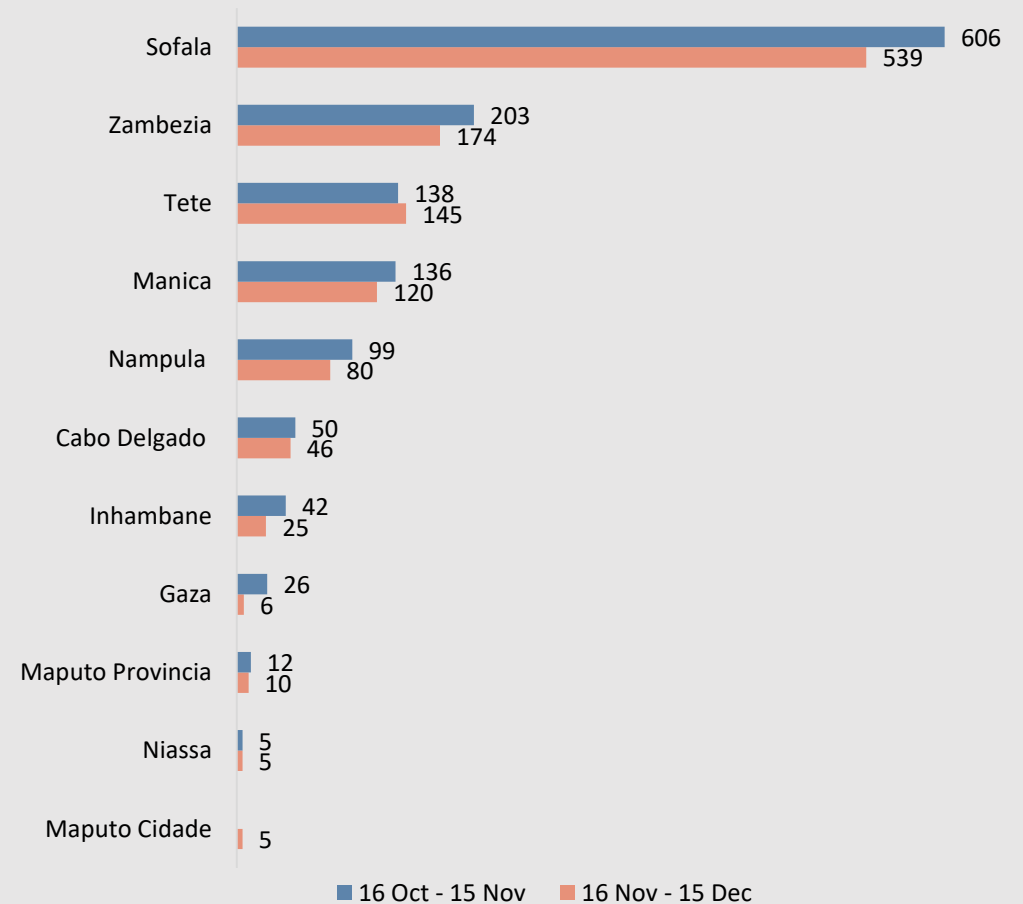
16TH NOV - 15TH DEC 2020

16TH Nov – 15TH Dec 2020
 Nr. of cases about Covid-19:
1155
48% of the cases registered through the Linha Verde 1458 between Nov 16 and Dec 15 were Covid-19 related.

CASES PER CATEGORY



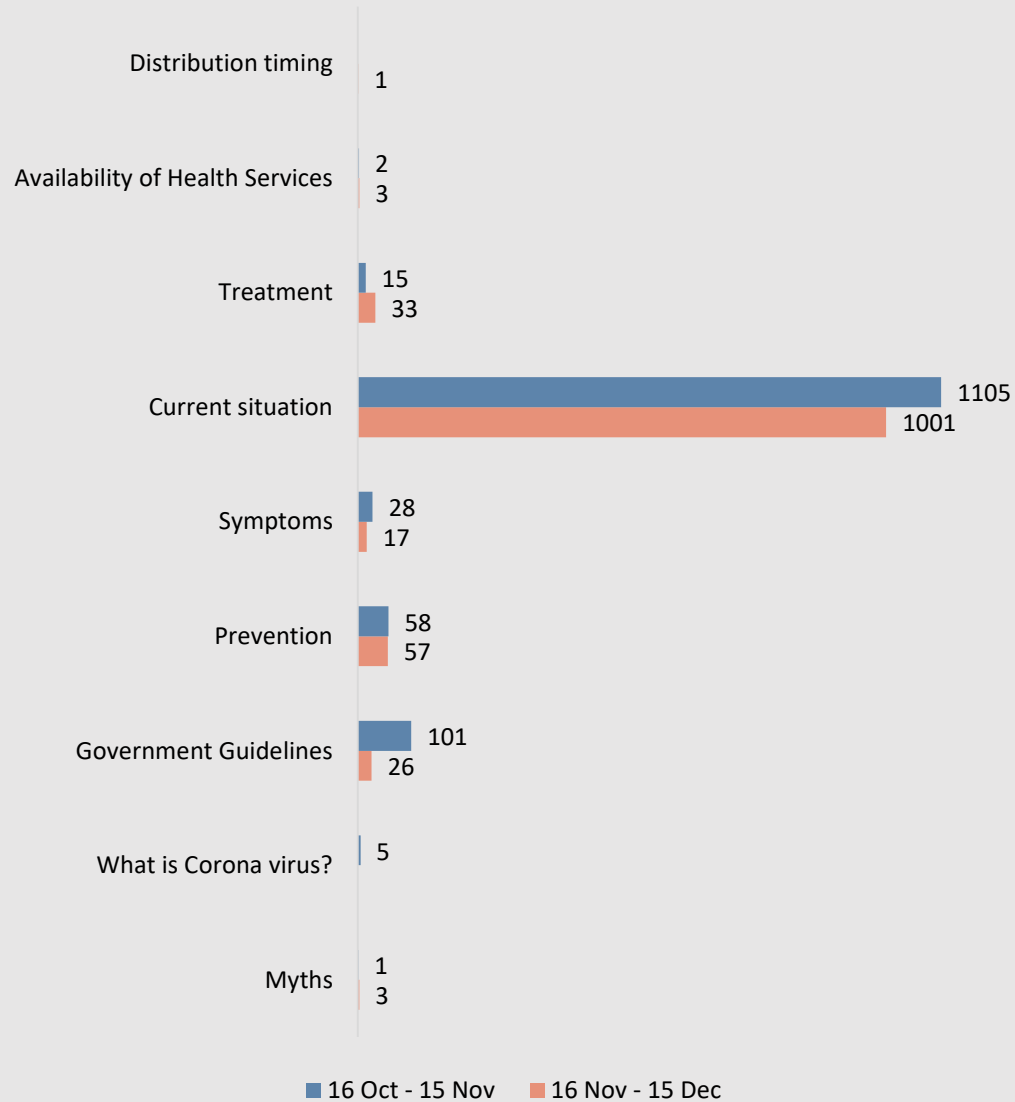
CASES BY PROVINCE



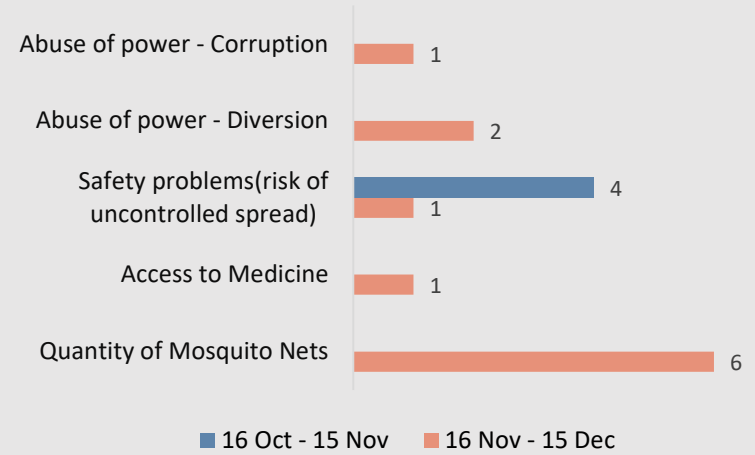
COVID-19 CASE TYPE BY CATEGORY 16TH NOV - 15TH DEC 2020

These also include cases referring to Malaria/mosquito net distribution

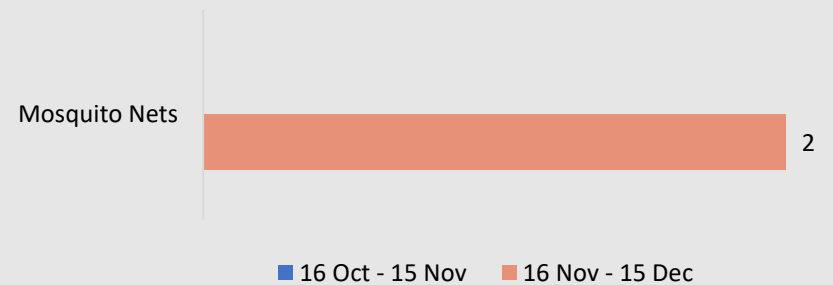
INFORMATION REQUEST



COMPLAINTS

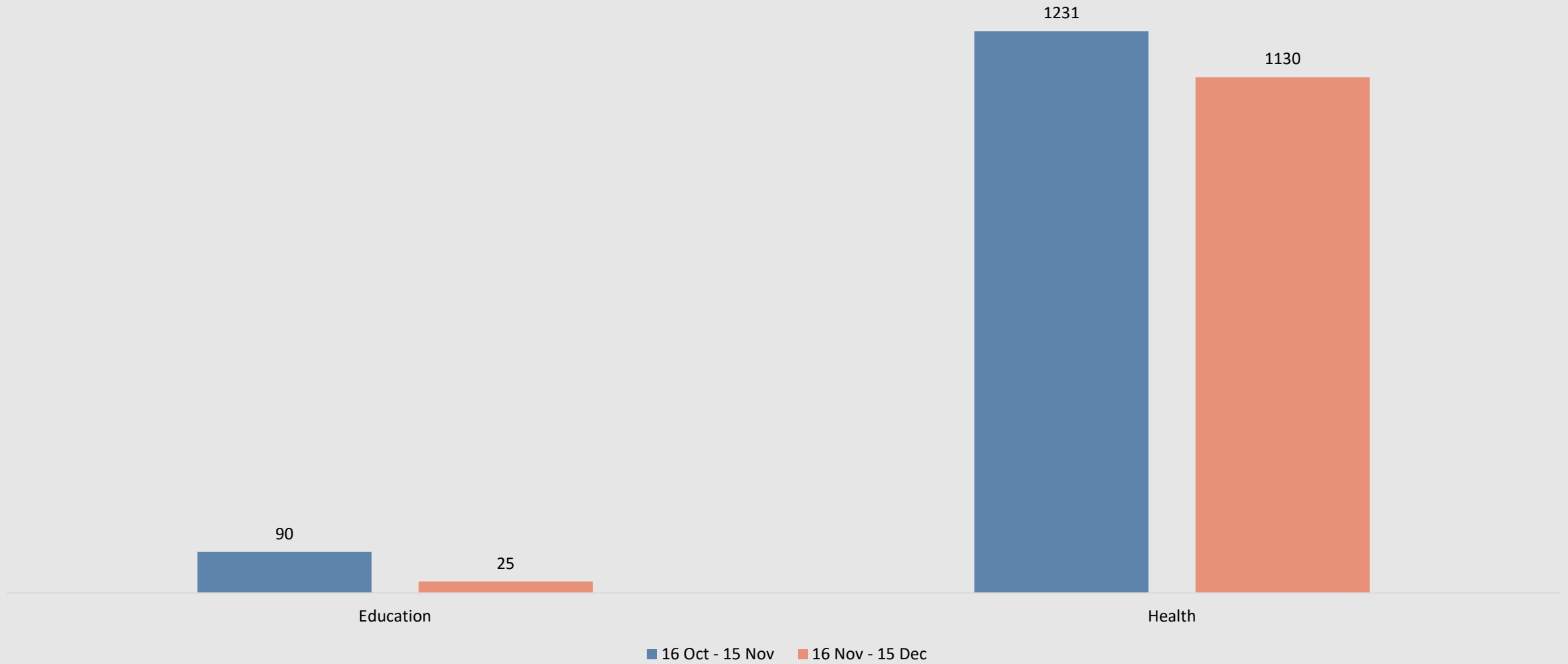


ASSISTANCE REQUEST



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

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

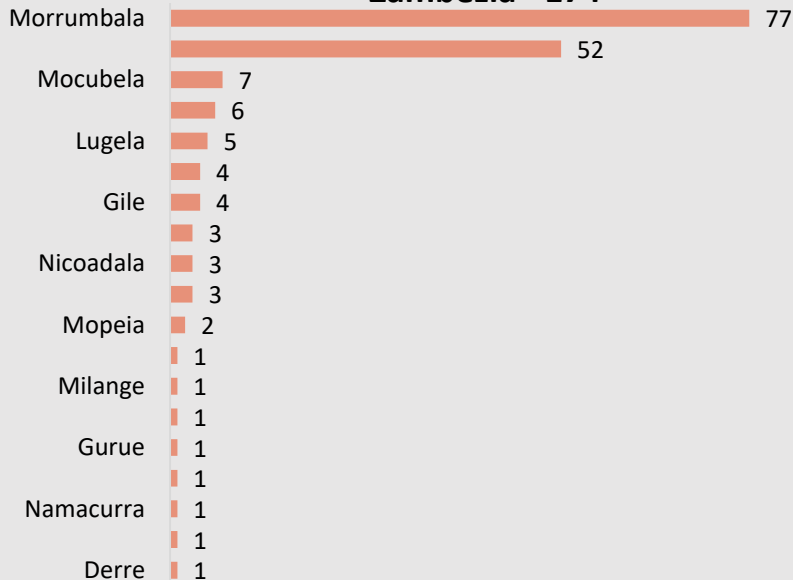


COVID-19: LOCATIONS OF COVID-19 CALLS

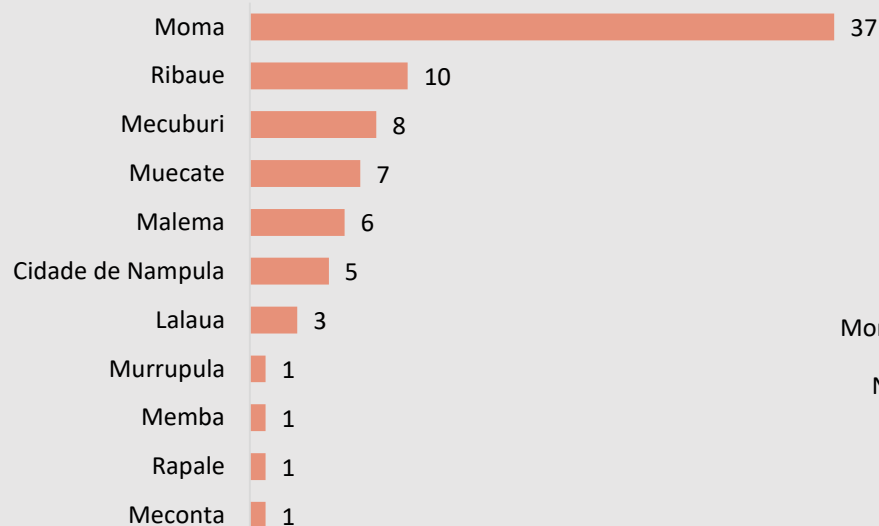
16TH NOV – 15TH DEC 2020



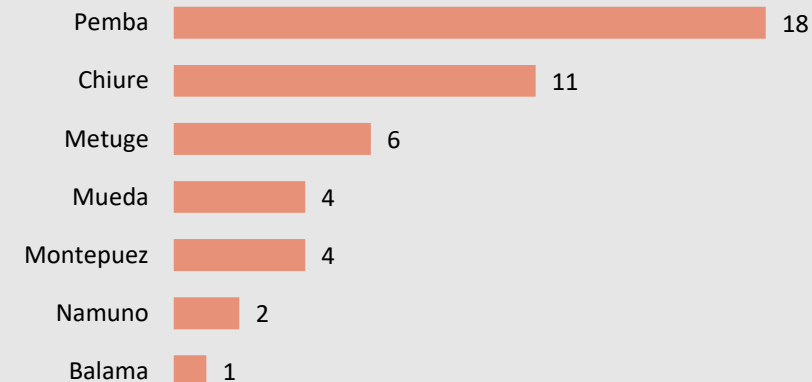
Zambezia - 174



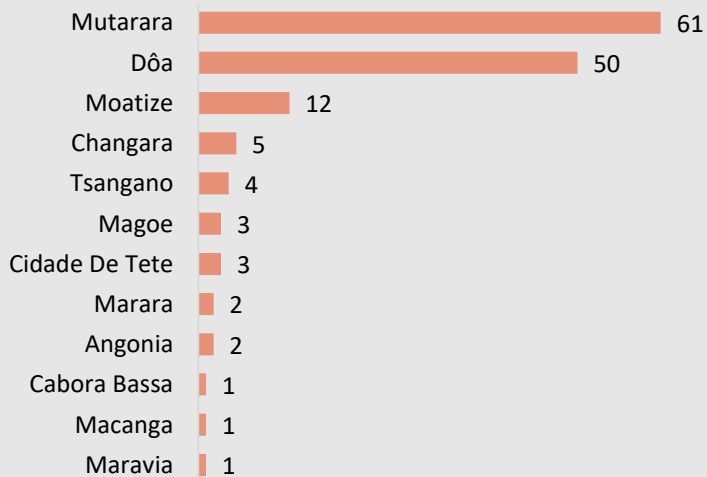
Nampula - 80



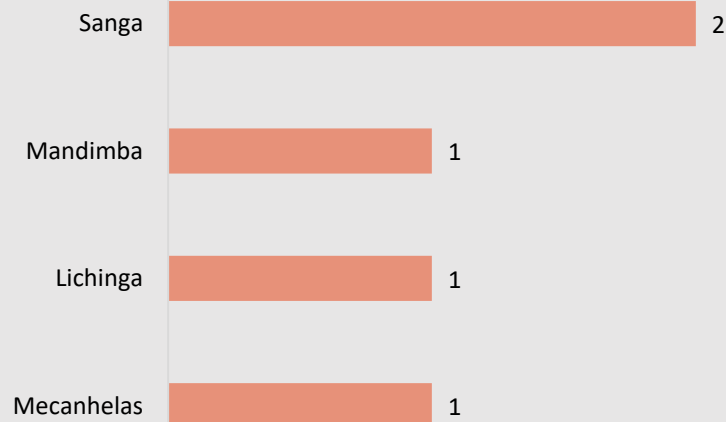
Cabo Delgado - 46



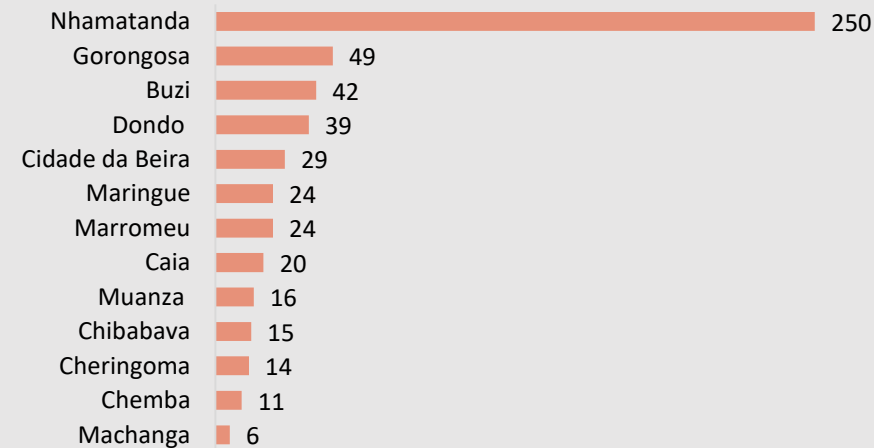
Tete - 145



Niassa - 5

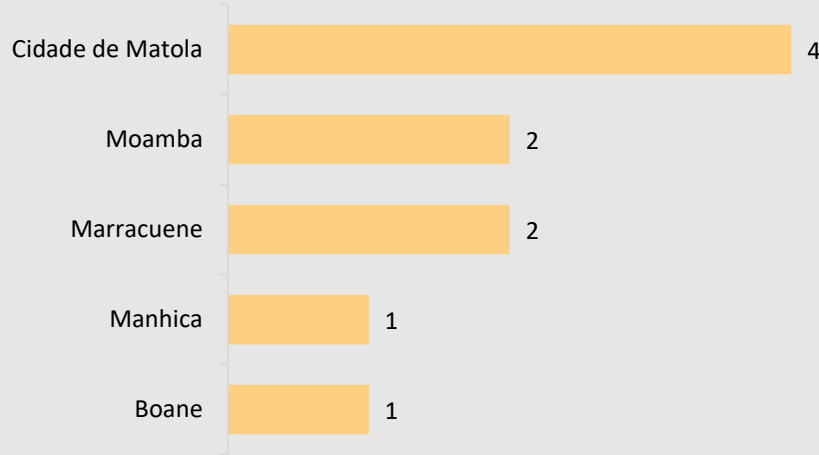


Sofala - 539

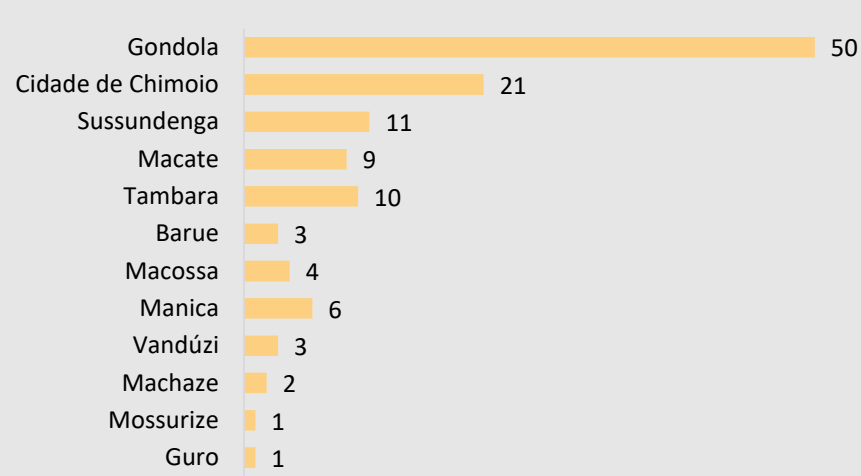


COVID-19: LOCATIONS OF COVID-19 CALLS
16TH NOV – 15TH DEC 2020

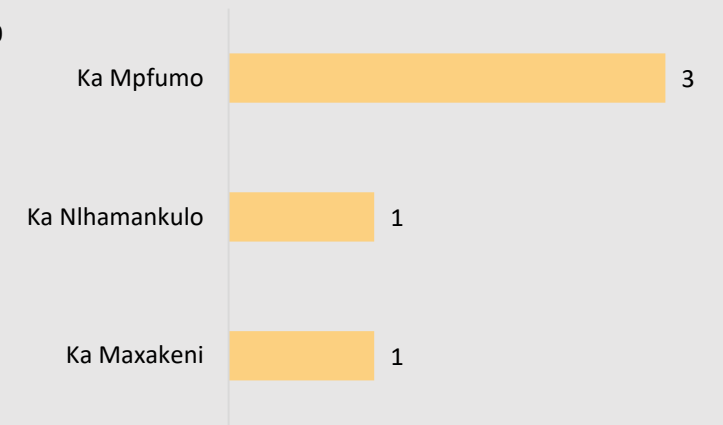
Maputo Provincia - 10



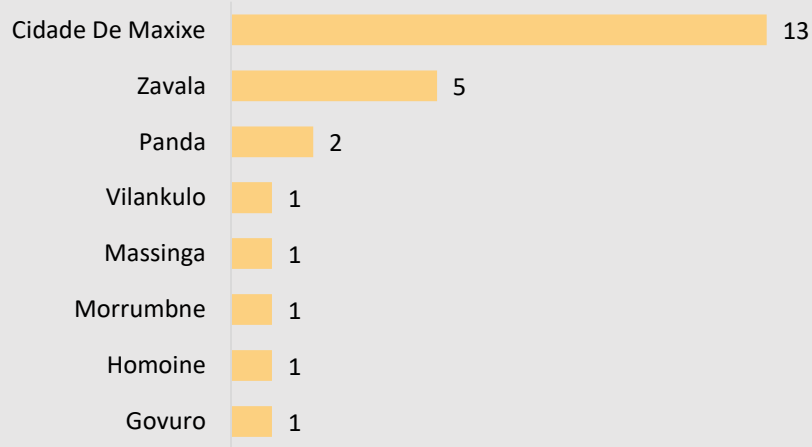
Manica - 120



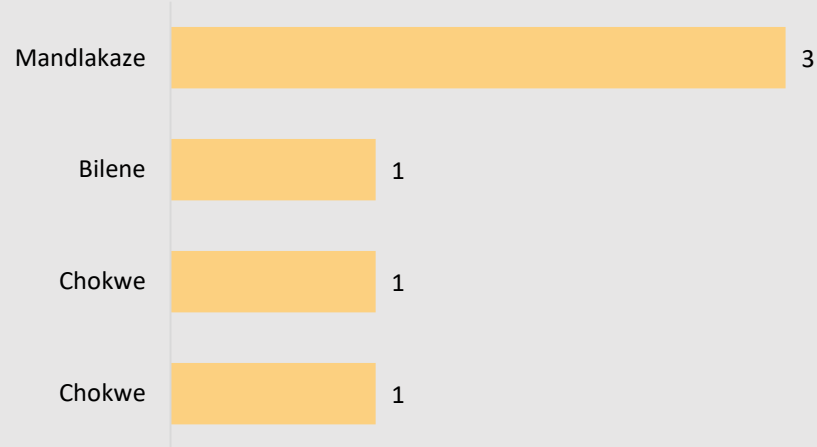
Maputo Cidade - 5



Inhambane - 25



Gaza - 6



Covid-19: November - December 2020

- ❖ 1155 covid-19 related cases have been registered in the period between mid-November and mid-December 2020. 100% of these are information requests.

Information requests

- 88% of information requests are regarding the current situation in the country, people continue to daily monitor the rising number of cases. Although the government has relaxed restrictions as the month progresses, people remain vigilant to find out the number of Covid-19 positive cases reported and the death toll daily and how fast it may rise.
- 5% of Covid-19 related information requests are regarding preventive measures.
- 3% of calls are regarding the progress made with vaccines, and if they will be a treatment/cure for Covid-19.
- Fewer concerns regarding the restrictions and government guidelines as they have been reduced as we reach the end of the year.

Education and Covid-19

- ❖ During this period, Linha Verde 1458 recorded 25 cases referring to education, as the different school grade levels have resumed with exception of the lower grades and as the year comes to an end. Calls regarding schedule of re-opening schools have reduced.