



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 16th May 2021 - 15th June 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.

41,856 Total Cases Registered

93% Overall Feedback Rate

13,577 Total Cases Registered since 1st January 2021



CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 15TH JUNE 2021

CALLER PROFILE



85% male

13% female



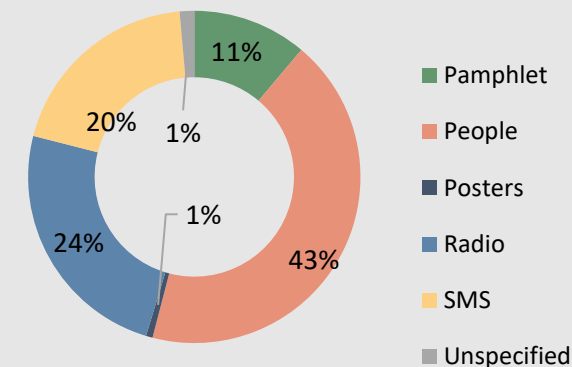
2% 17 and below

95% 18 to 59

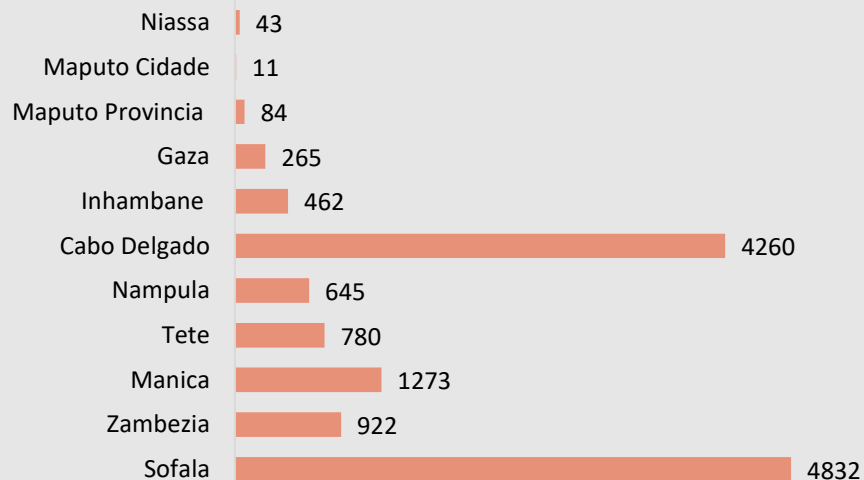
1% 60 and above

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

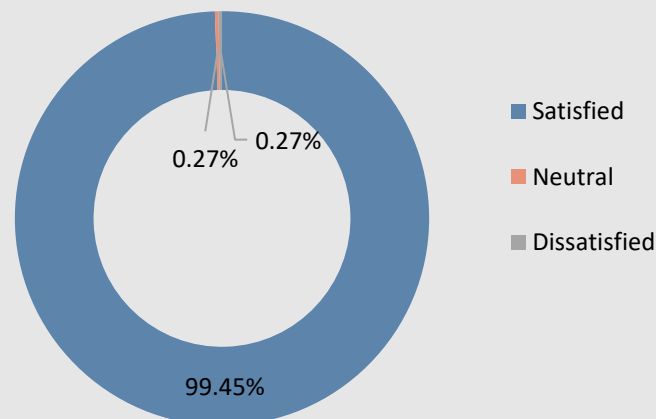
KNOWLEDGE ABOUT LINHA VERDE 1458



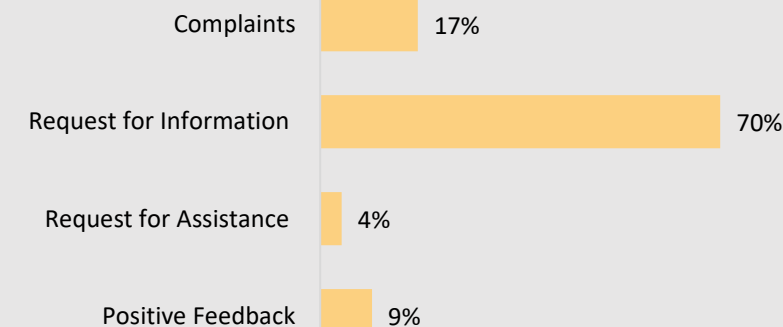
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

16TH JULY 2020 – 15TH JUNE 2021

May 16 to Jun 15, 2021

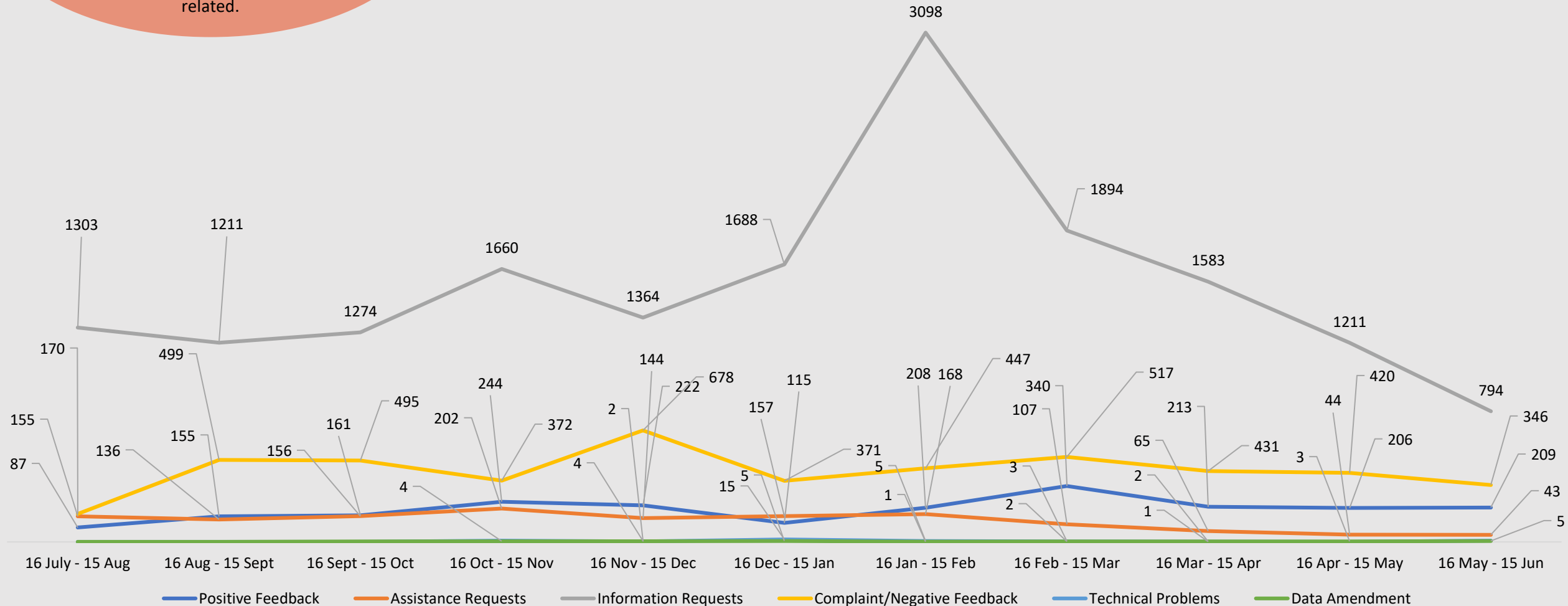
Nr. Total Registered Cases:

1406

Nr. of calls about Covid-19:

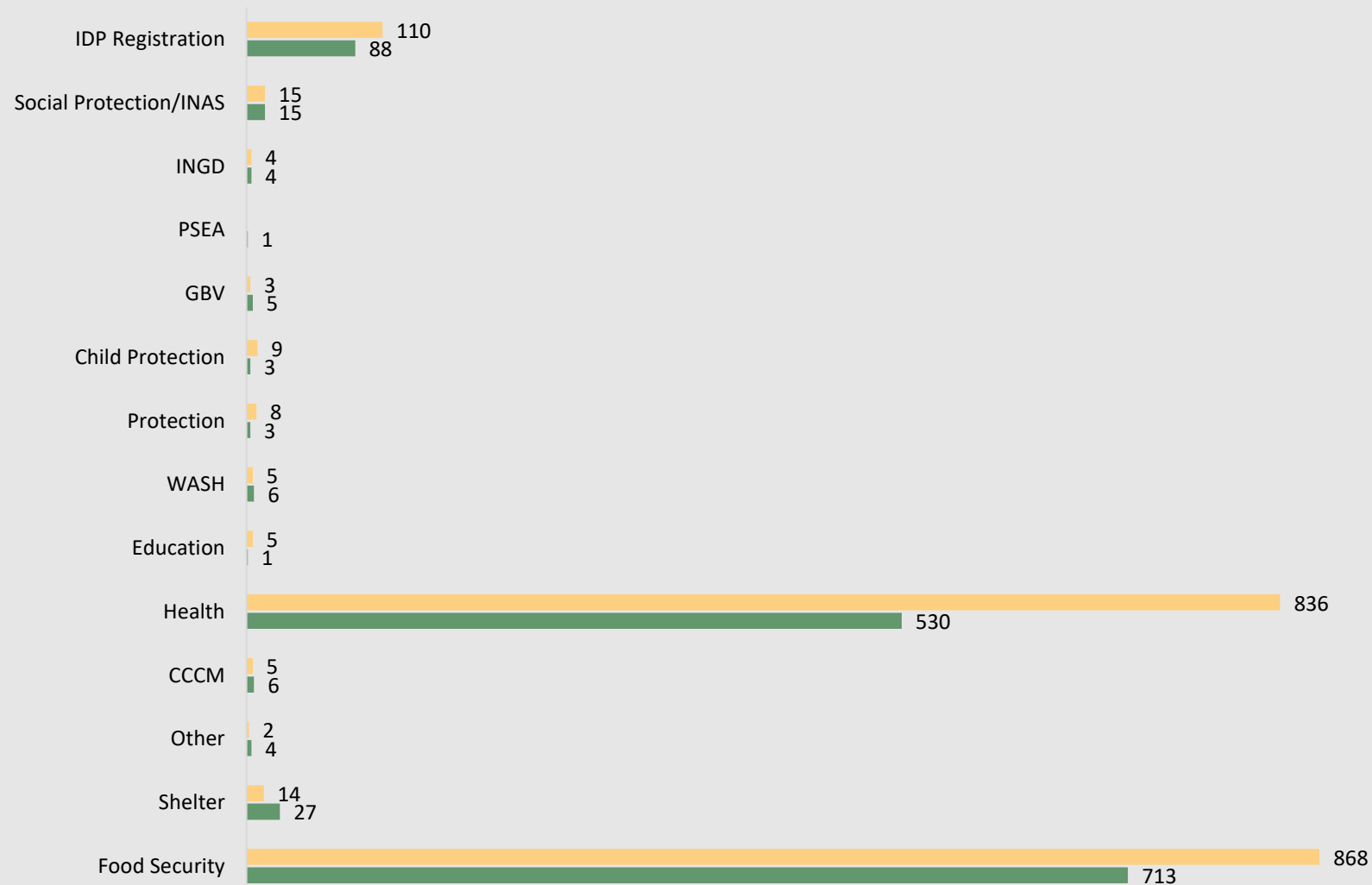
529

38% of the cases registered through Linha Verde 1458 between May 16 and June 15 were Covid-19 related.



CASES PER SECTOR

16TH APRIL – 15TH JUNE 2021



16 Apr - 15 May 16 May - 15 Jun

CASES PER RESPONSE

16TH MAY – 15TH JUNE 2021



16th May 2021- 15th Jun 2021

Cases Registered:

107

Feedback provided:

90



16th May 2021- 15th Jun 2021

Cases Registered:

742

Feedback provided:

575

16th May 2021- 15th Jun 2021

Cases Registered:

28

Feedback provided:

26



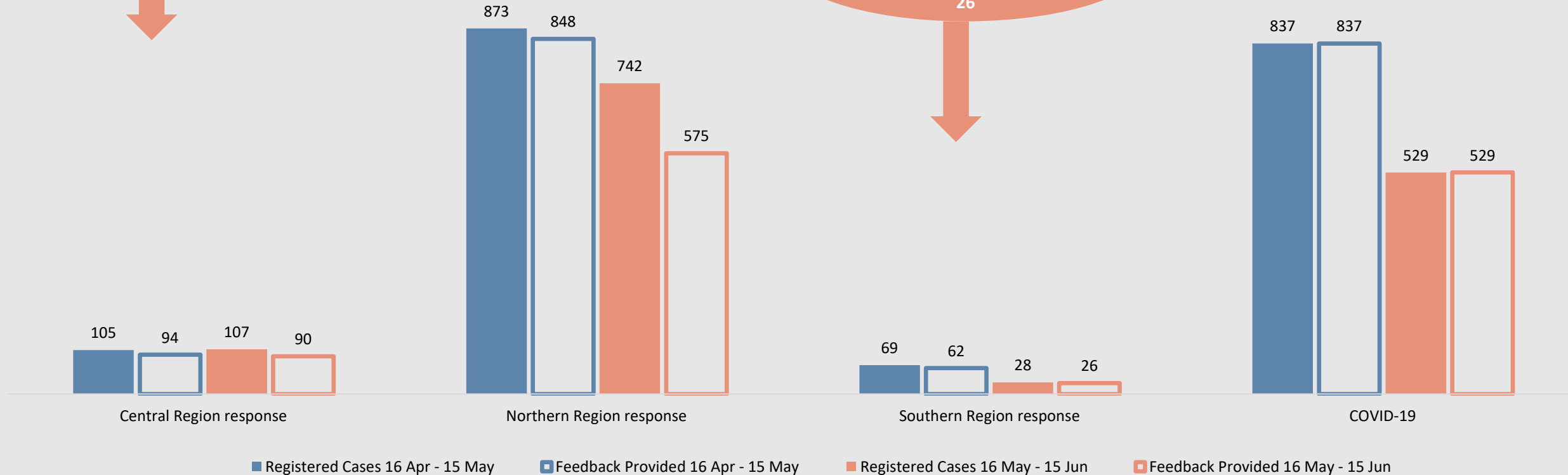
16th May 2021- 15th Jun 2021

Cases Registered:

529

Feedback provided:

529



CENTRAL REGION RESPONSE 16TH MAY – 15TH JUNE 2021

Apr/May
Cases Registered:
105
Feedback Provided:
90%

May/Jun
Cases Registered:
107
Feedback Provided:
84%

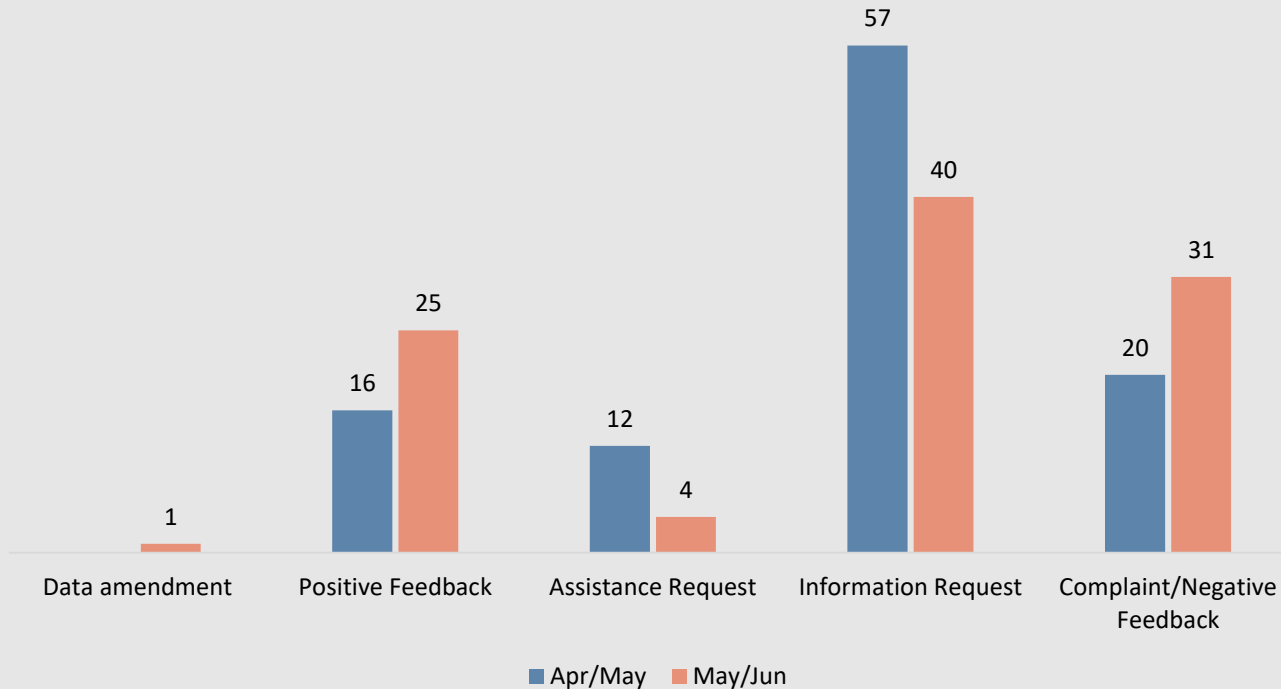
Apr/May
Cases Registered:
12
Feedback Provided:
83%

May/Jun
Cases Registered:
4
Feedback Provided:
75%

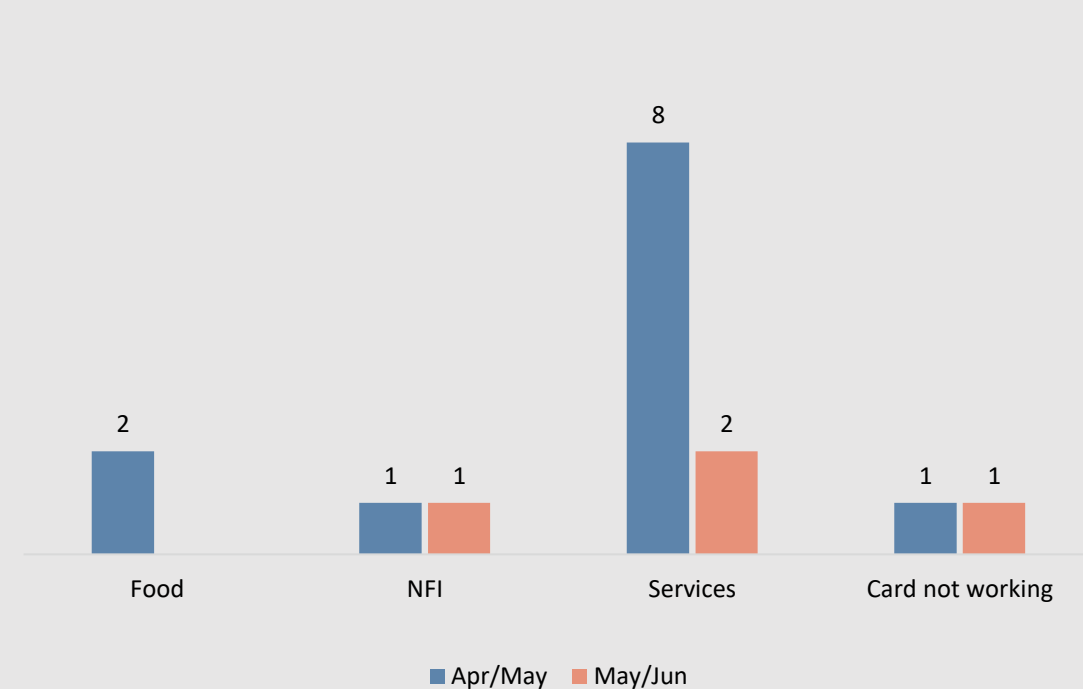


NFI

CASE TYPES



ASSISTANCE REQUEST

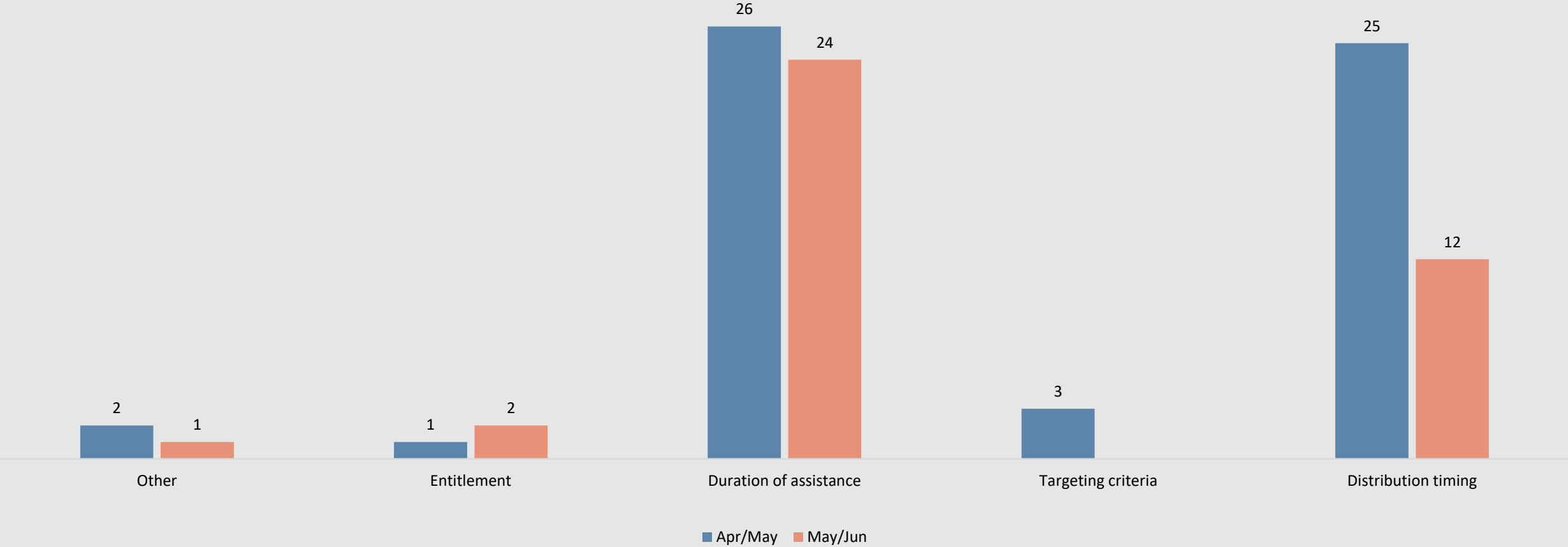


**CENTRAL REGION RESPONSE
INFORMATION REQUESTS
16TH MAY – 15TH JUNE 2021**



Apr/May
Cases Registered:
57
Feedback Provided:
100%

May/Jun
Cases Registered:
38
Feedback Provided:
100%



CENTRAL REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 16TH MAY – 15TH JUNE 2021

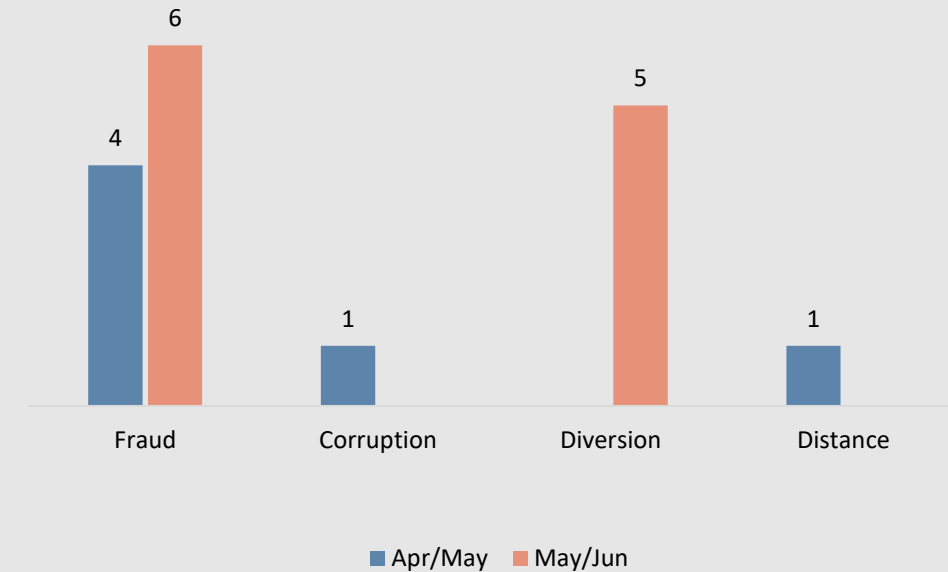
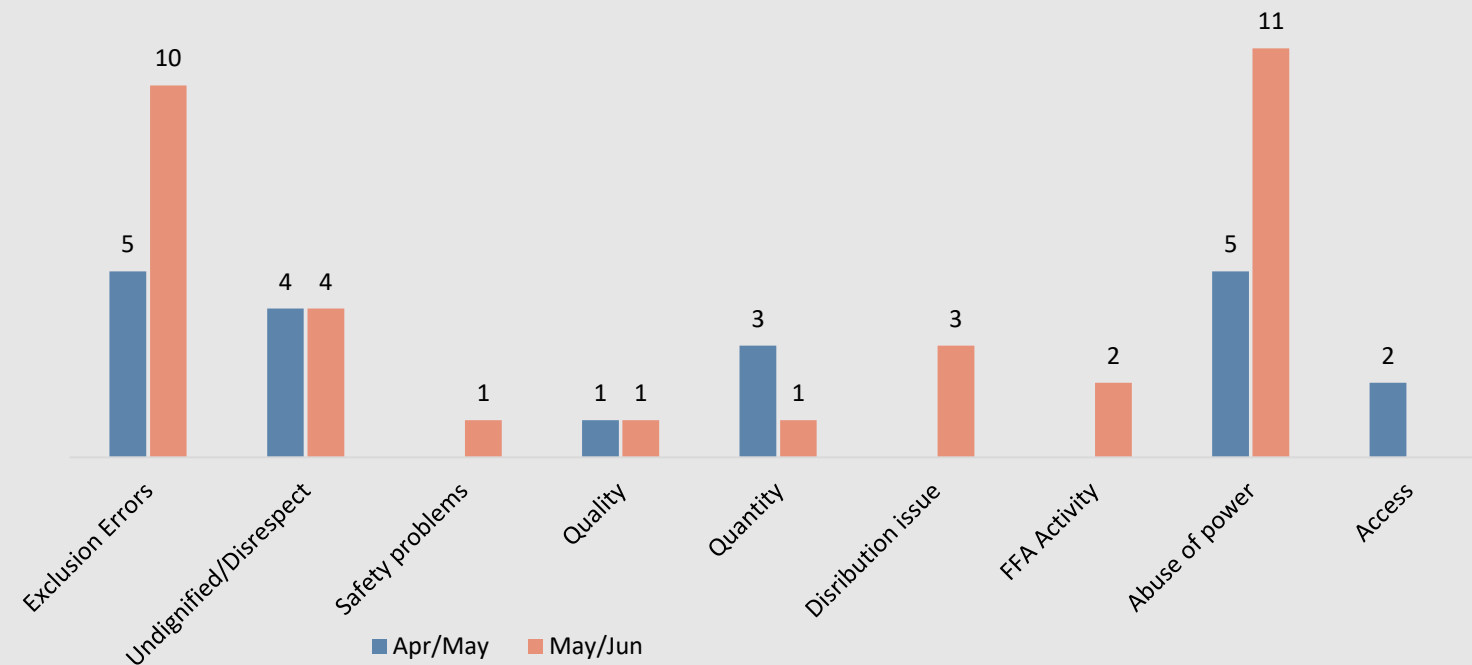


CENTRAL REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 16TH MAY – 15TH JUNE 2021

Abuse of power:

refers to wrongful acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.

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



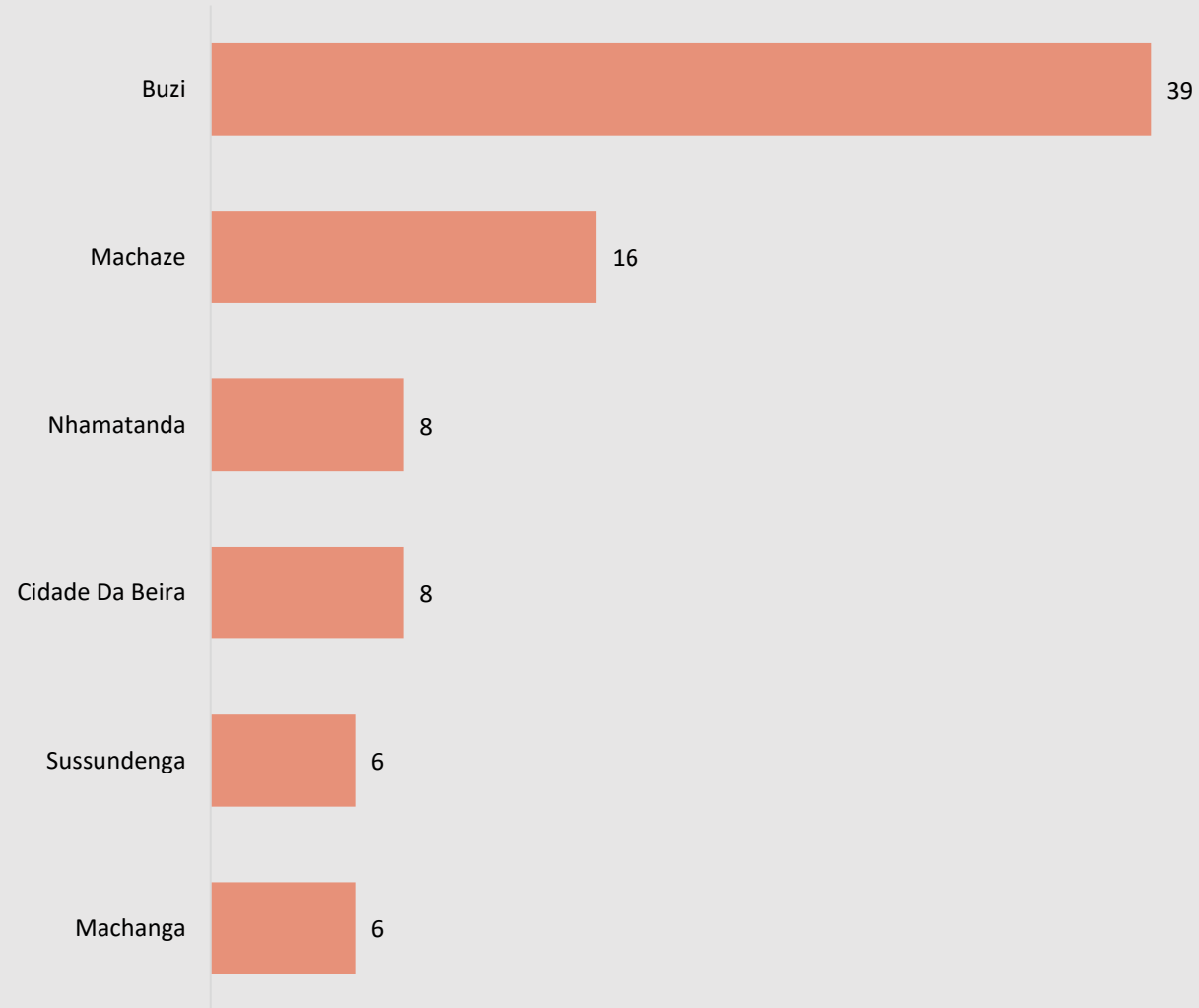
■ Apr/May ■ May/Jun

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

Complaints – Abuses of power

Complaints – Access barriers

CENTRAL REGION RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH MAY – 15TH JUNE 2021



NORTHERN REGION RESPONSE 16TH MAY – 15TH JUNE 2021

Apr/May
Cases Registered:
873
Feedback Provided:
97%

May/Jun
Cases Registered:
742
Feedback Provided:
77%

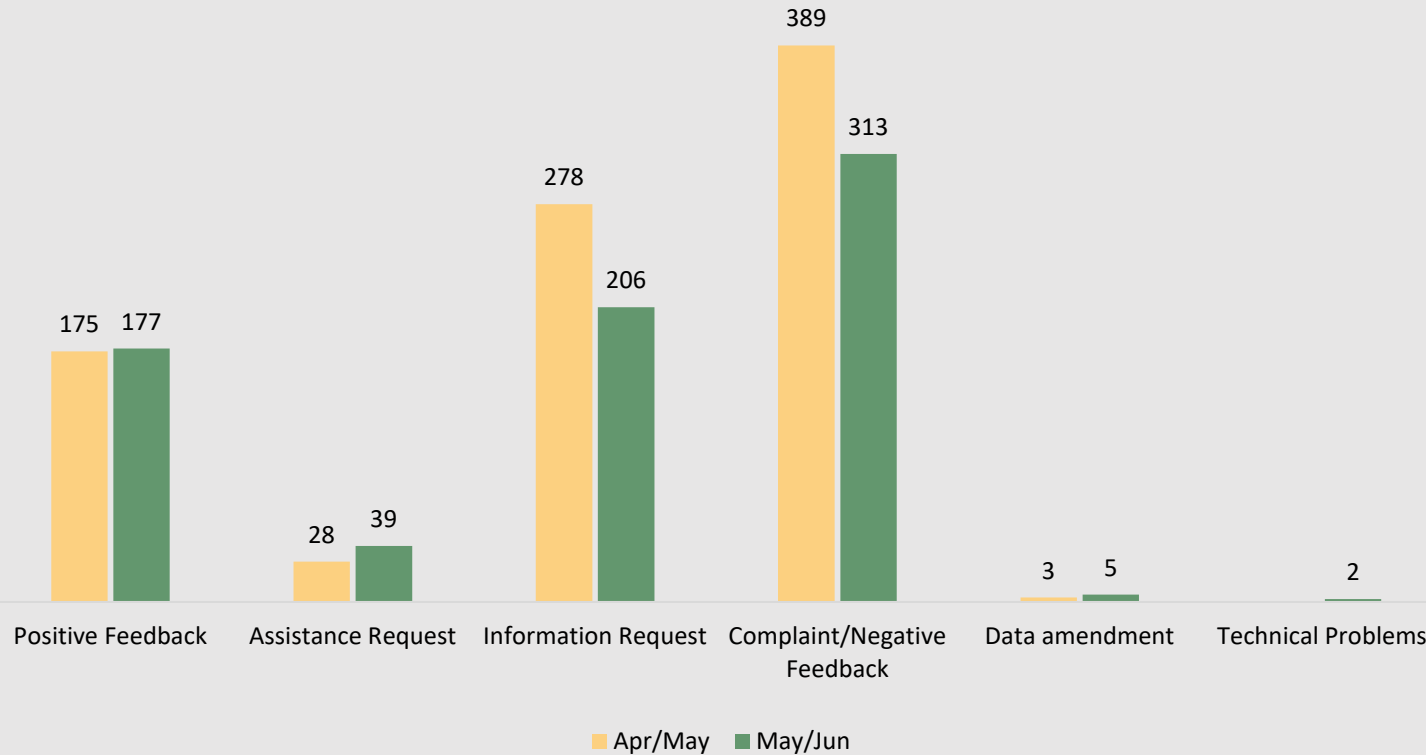
Apr/May
Cases Registered:
26
Feedback provided:
69%

May/Jun
Cases Registered:
36
Feedback provided:
83%

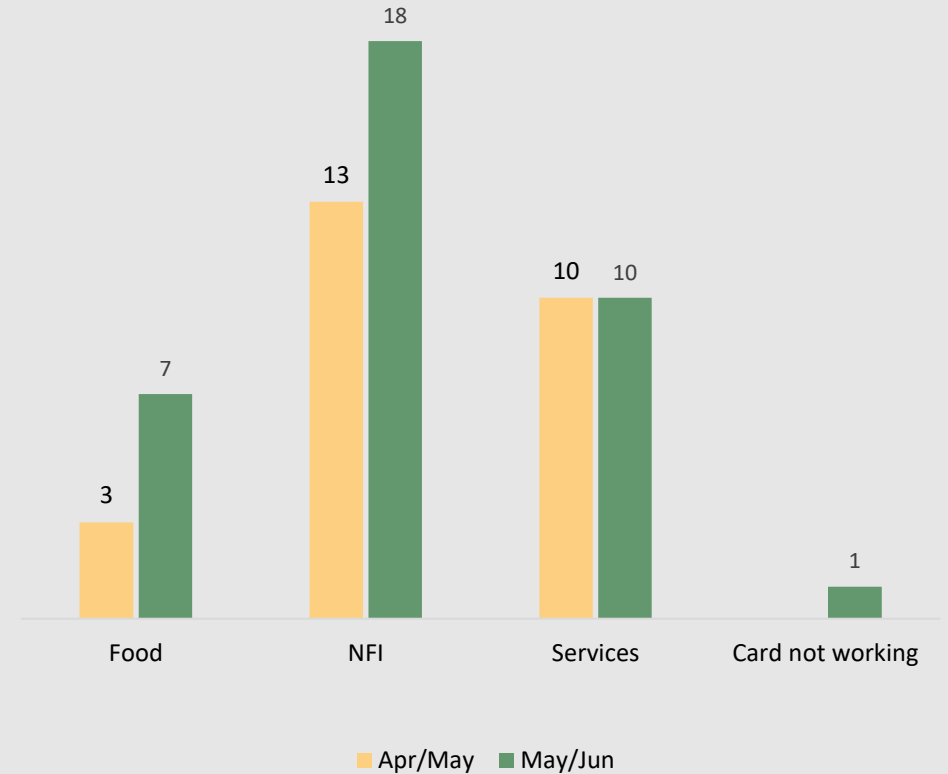


NFI

CASE CATEGORY



ASSISTANCE REQUEST

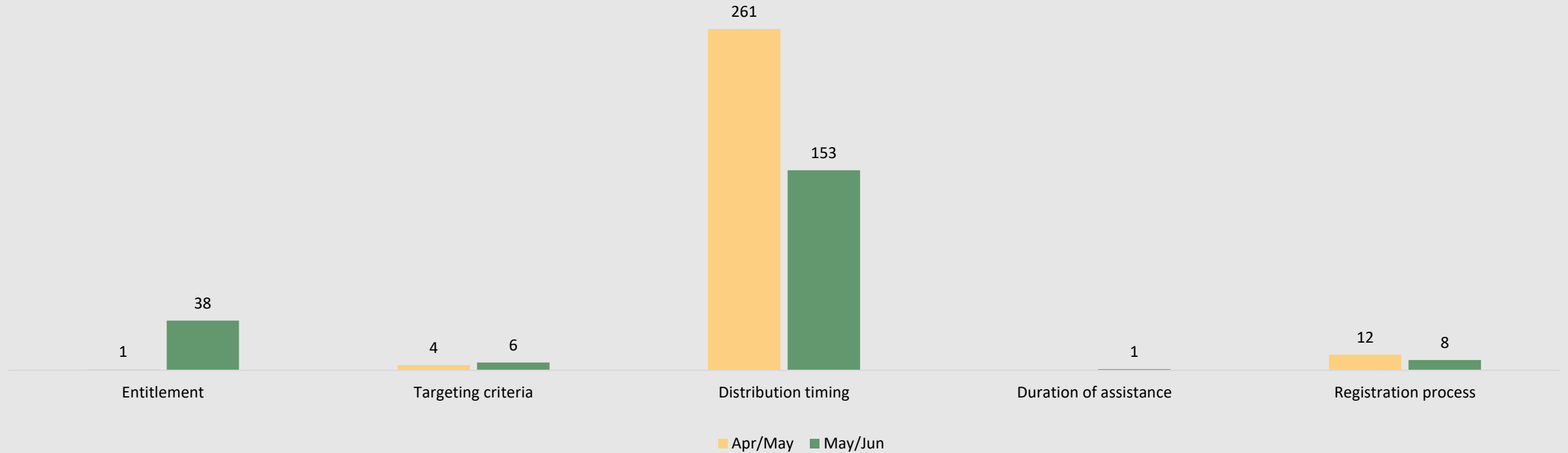


NORTHERN REGION RESPONSE INFORMATION REQUESTS 16TH MAY – 15TH JUNE 2021



Apr/May
Cases registered:
278
Feedback provided:
99%

May/Jun
Cases registered:
206
Feedback provided:
92%



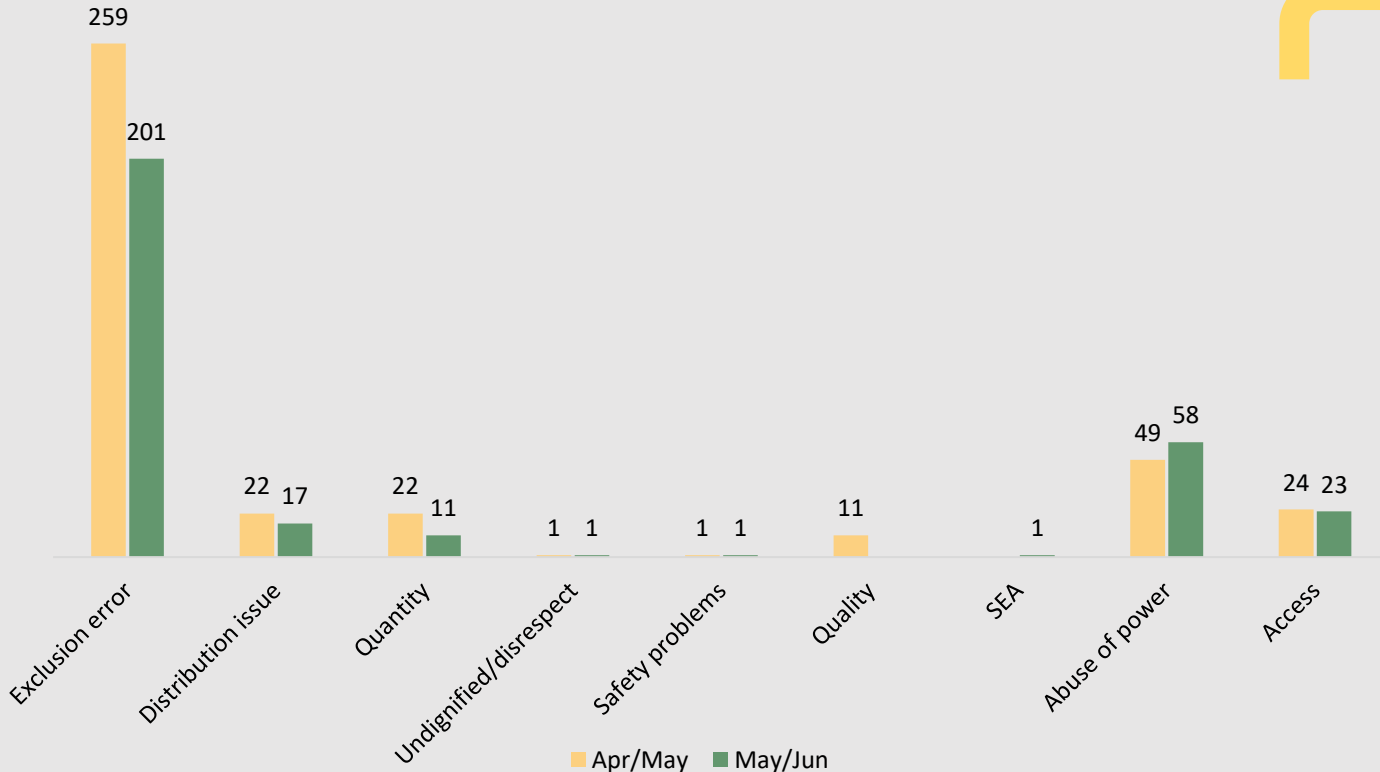
NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 16TH MAY – 15TH JUNE 2021



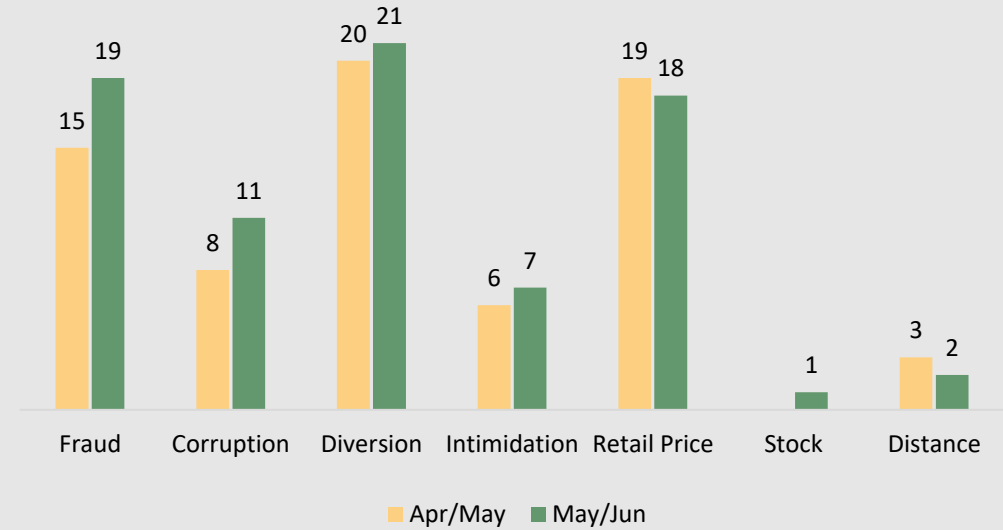
A large portion of **exclusion errors** are from IDP's claiming to have been registered various times by local authorities in host communities and continue to not receive assistance

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

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



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



Complaints – Abuses of power

Complaints – Access barriers

NORTHERN REGION RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH MAY – 15TH JUNE 2021



Cidade de Pemba

279

Montepuez

158

Ancuabe

98

Chiure

46

Metuge

44

Balama

26

SOUTHERN REGION (DROUGHT) RESPONSE 16TH MAY – 15TH JUNE 2021

Apr/May

Cases Registered:
69
Feedback Provided:
90%

May/Jun

Cases Registered:
28
Feedback Provided:
93%

Apr/May

Cases Registered:
3
Feedback Provided:
100%

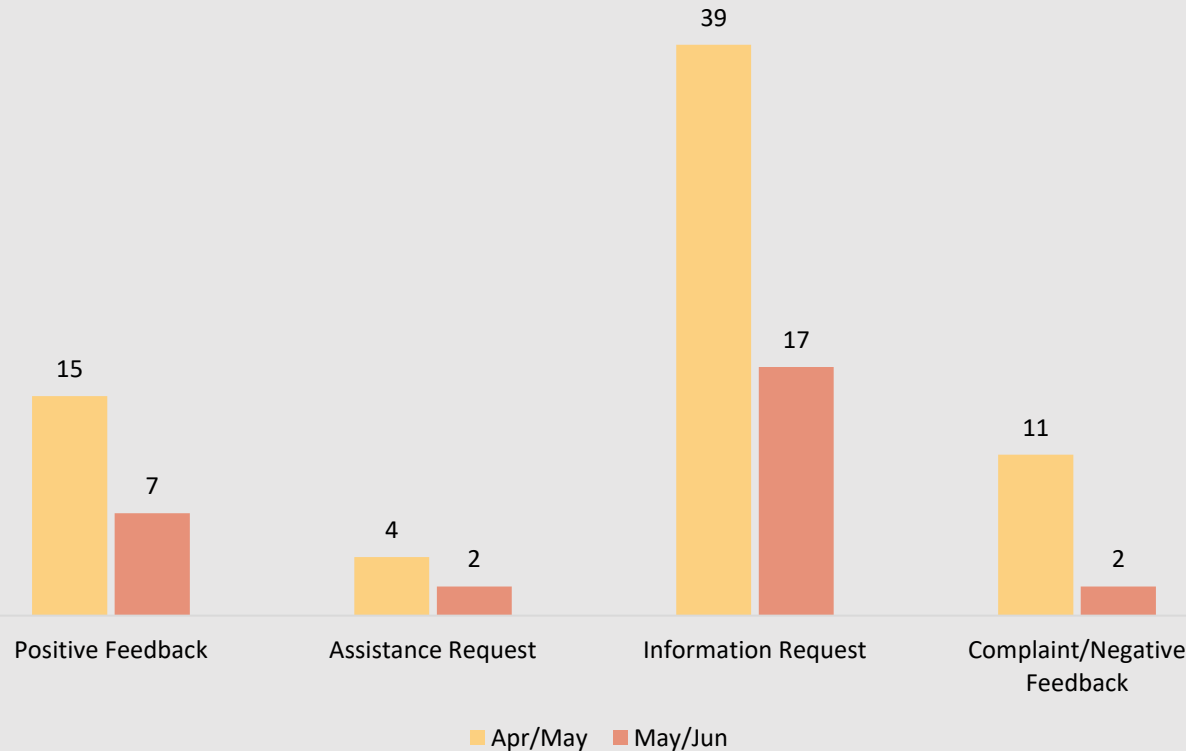
May/Jun

Cases Registered:
2
Feedback Provided:
100%

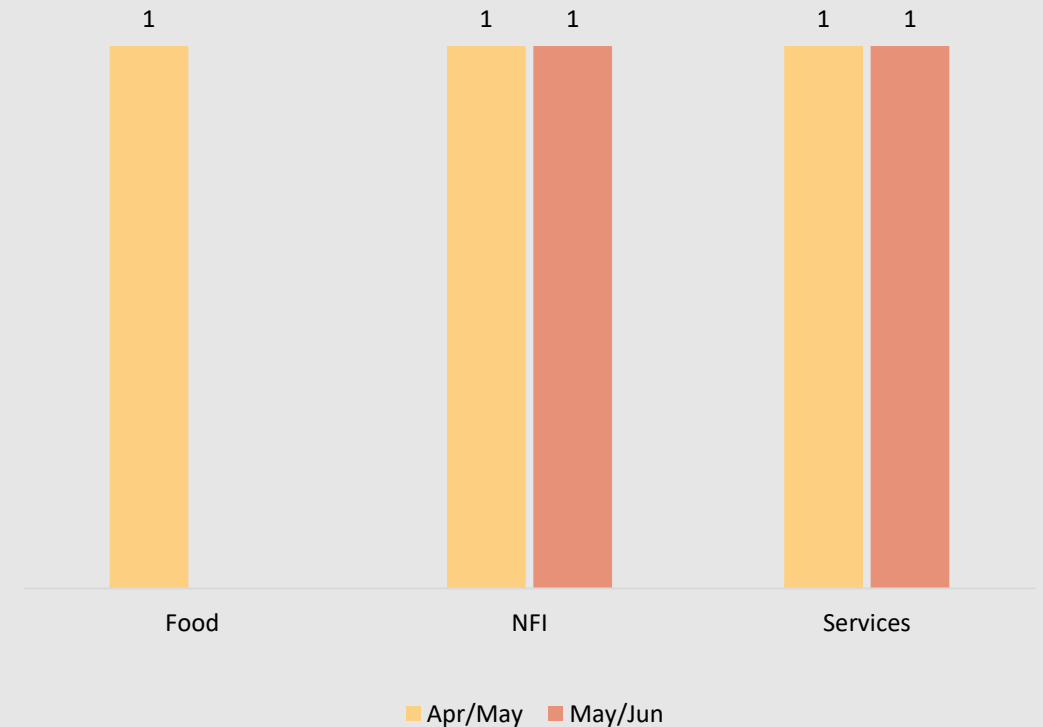


NFI

CASES TYPES



ASSISTANCE REQUEST

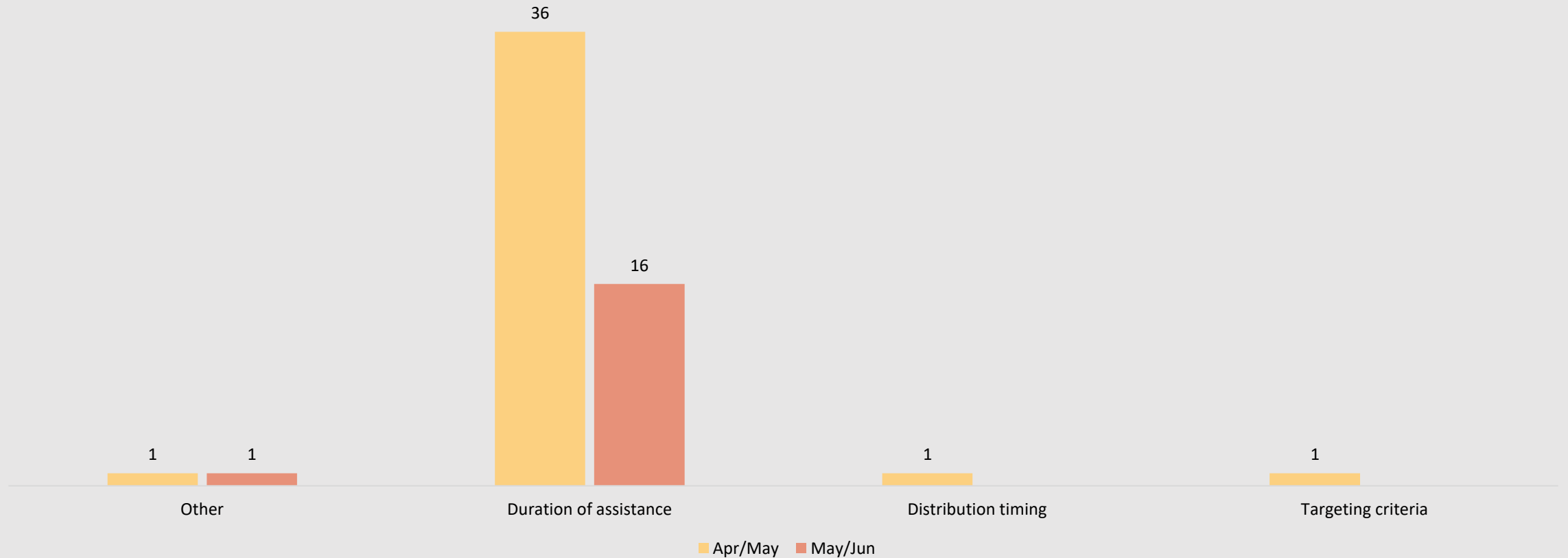


SOUTHERN REGION (DROUGHT) RESPONSE INFORMATION REQUESTS 16TH MAY – 15TH JUNE 2021



Apr/May
Cases Registered:
39
Feedback Provided:
97%

May/Jun
Cases Registered:
17
Feedback Provided:
100%



SOUTHERN REGION (DROUGHT) RESPONSE COMPLAINT/NEGATIVE FEEDBACK 16TH MAY – 15TH JUNE 2021

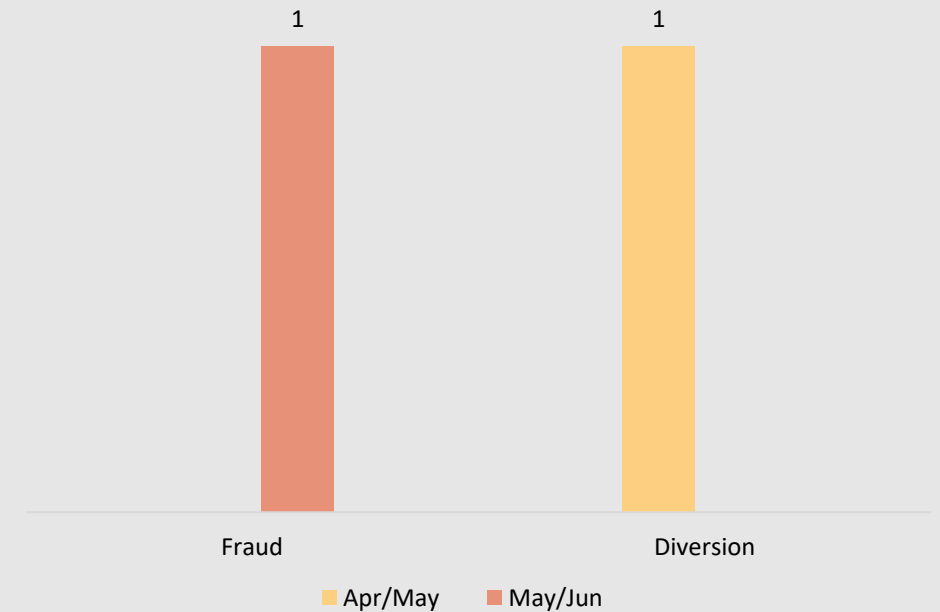
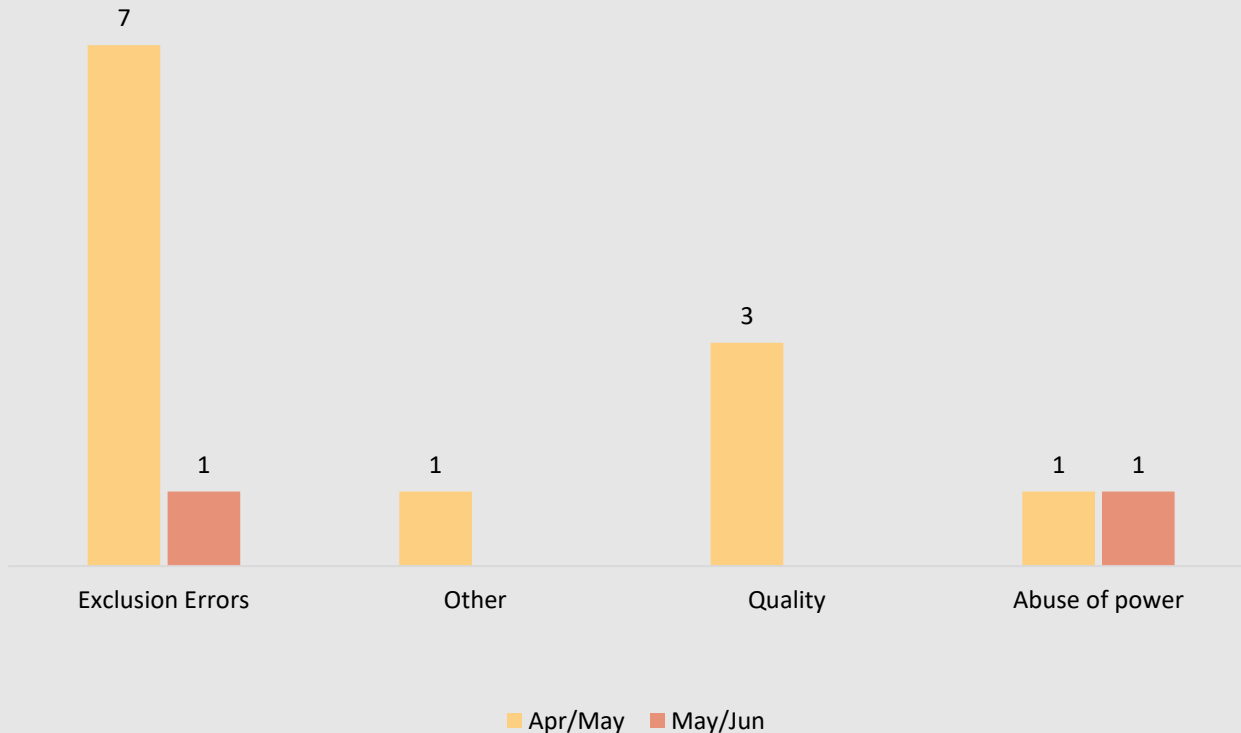
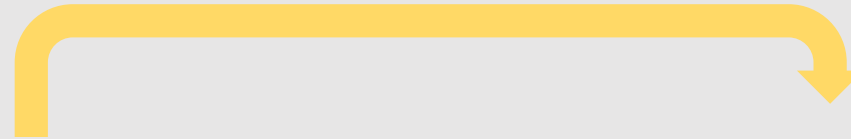
Abuse of power:

refers to wrongful acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.

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 BREAKDOWN OF ABUSES OF POWER 16TH MAY – 15TH JUNE 2021



Complaints – Abuses of power

POSITIVE FEEDBACK
16TH MAY – 15TH JUNE 2021

LINHA VERDE 1458/FOOD SECURITY

“I am displaced from Palma and registered in April. However, in May my name did not make to the beneficiary lists, because of that I called Linha Verde 1458 and followed the instructions I received from them. This month I managed to get my name on the list, and that’s why I called to thank you.” **Male, Pemba, Cabo Delgado**



FOOD SECURITY

“I was a beneficiary of the project denominated food for assets promoted by WFP and partners. The drought victims in my community thank you for the support provided. I would like the support to continue because we still face some difficulties. Last distribution happened on May 25th, 2021, and we received 37kg of flour, 5kg of rice, 1kg of salt, 3kg of peanuts, 8kg of beans, and 4l of oil.”
Female, Magude, Maputo Provincia



INGD

“I called to thank INGD for the gesture of helping us through food support and seeds for agriculture.” **Male, Machanga, Sofala**

SHELTER

“I would like to thank the CAR project for the help. I received 8 construction beams on the 24th of May of the current year and I am very happy for the gesture of support. I would like there to be another distribution of construction material, so that I can make my own house.” **Male, Metuge, Cabo Delgado**

FOOD SECURITY

“I am displaced from the district of Quissanga, called to thank the partners for the help I received on 05/19/2021, it was 3600MT value voucher from partner SEPPA.”
Female, Pemba, Cabo Delgado

FOOD SECURITY

“I am displaced from district of Muidumbe and currently living in Montepuez district at the Mapupulo resettlement center. I am with my 12-member family. I was registered and now already receive assistance. I received a value voucher of 3600 meticaís and I am very grateful for the help. I had already lost hope of one day receiving [assistance], but I am very satisfied with the support provided by WFP and the partners. I would like to ask the partners to continue helping because we depend solely on this donation.” **Female, Montepuez, Cabo Delgado**

FOOD SECURITY



16 May - 15 Jun 2021

Cases Registered:

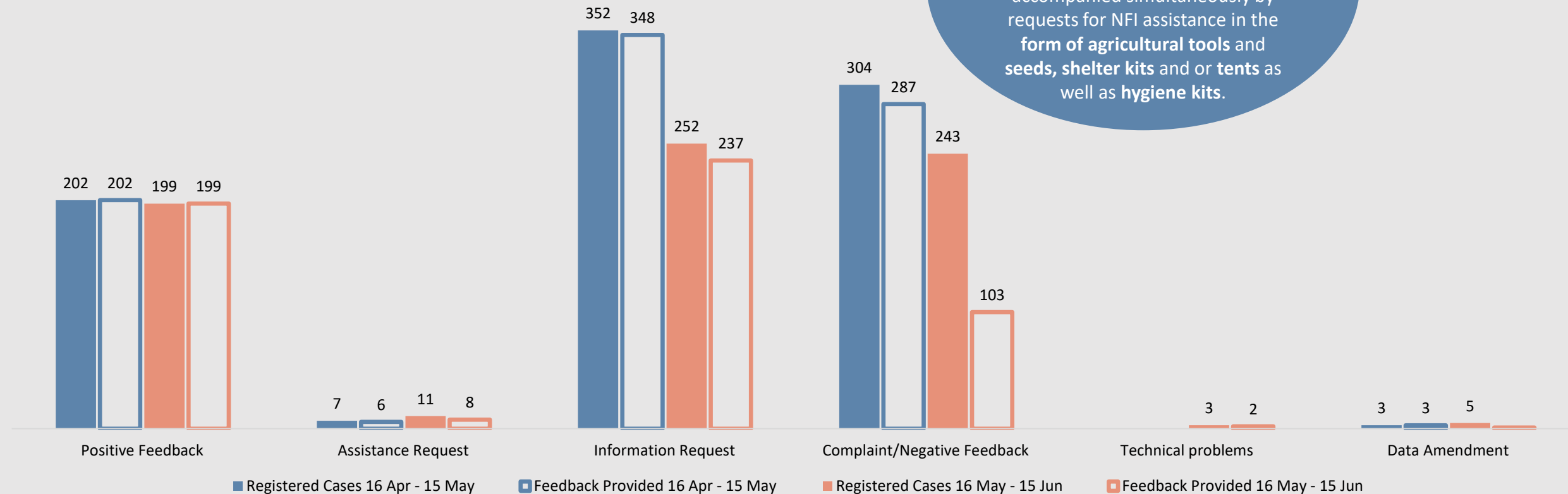
713

Feedback Provided:

550

16 May - 15 Jun 2021

85% of the cases registered here are from the northern region of the country. Requests for **food assistance in some cases** are also accompanied simultaneously by requests for NFI assistance in the **form of agricultural tools and seeds, shelter kits and or tents** as well as **hygiene kits**.



Sofala	62
Zambezia	1
Manica	21
Tete	1
Nampula	24
Cabo Delgado	580
Inhambane	6
Gaza	3
Niassa	2
Maputo Provincia	13

HEALTH



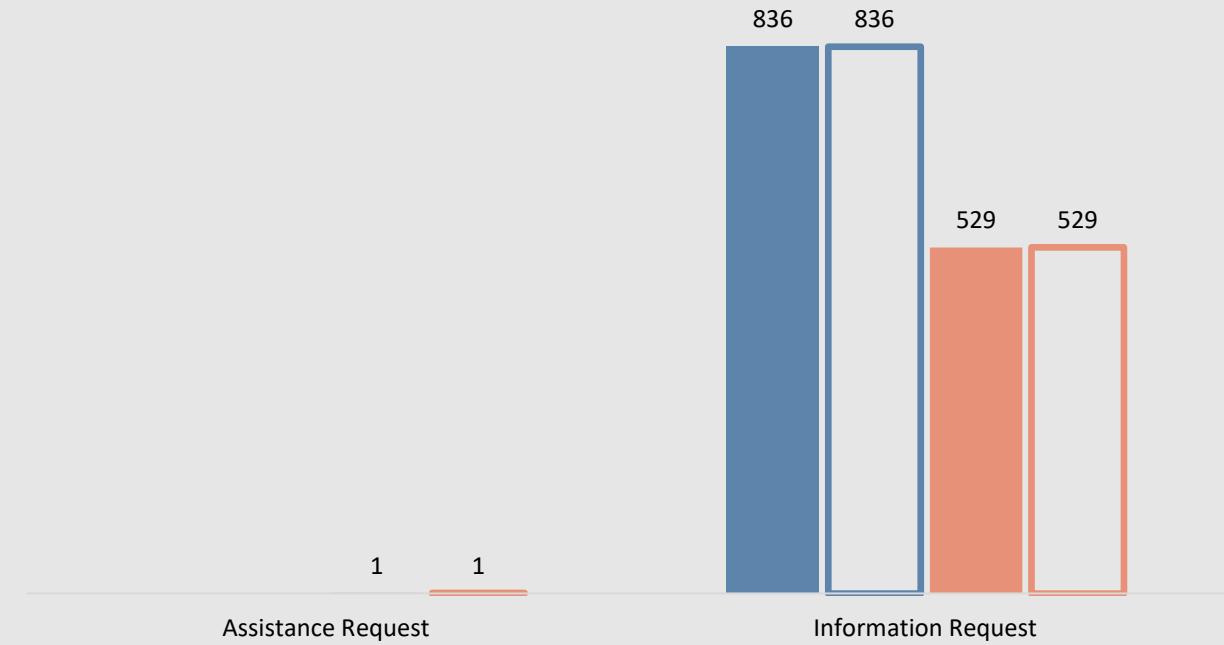
EDUCATION



Sofala	286
Zambezia	54
Manica	73
Tete	66
Nampula	22
Cabo Delgado	19
Inhambane	1
Gaza	3
Maputo Cidade	2
Niassa	2
Maputo Provincia	2



Sofala	1
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■ Registered Cases 16 Apr - 15 May ■ Feedback Provided 16 Apr - 15 May
■ Registered Cases 16 May - 15 Jun ■ Feedback Provided 16 May - 15 Jun



■ Registered Cases 16 Apr - 15 May ■ Feedback Provided 16 Apr - 15 May
■ Registered Cases 16 May - 15 Jun ■ Feedback Provided 16 May - 15 Jun

CCCM

Cabo Delgado 6



16 May - 15 Jun 2021

Cases Registered:

6

Feedback Provided:

2

SHELTER AND NFI



16 May - 15 Jun 2021

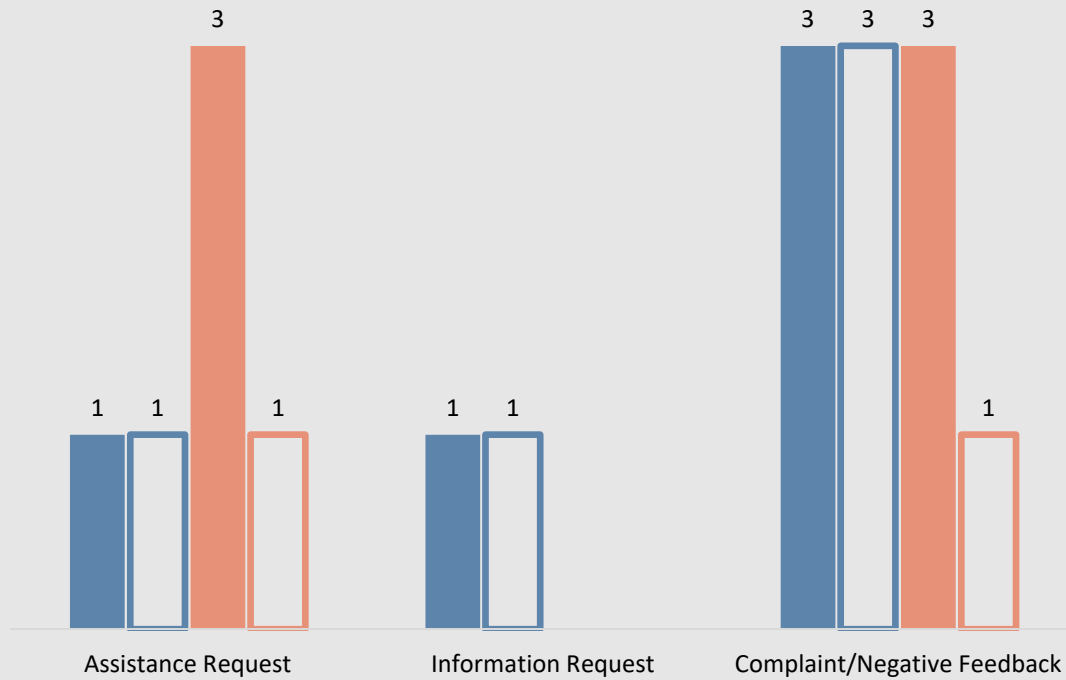
Cases Registered:

27

Feedback Provided:

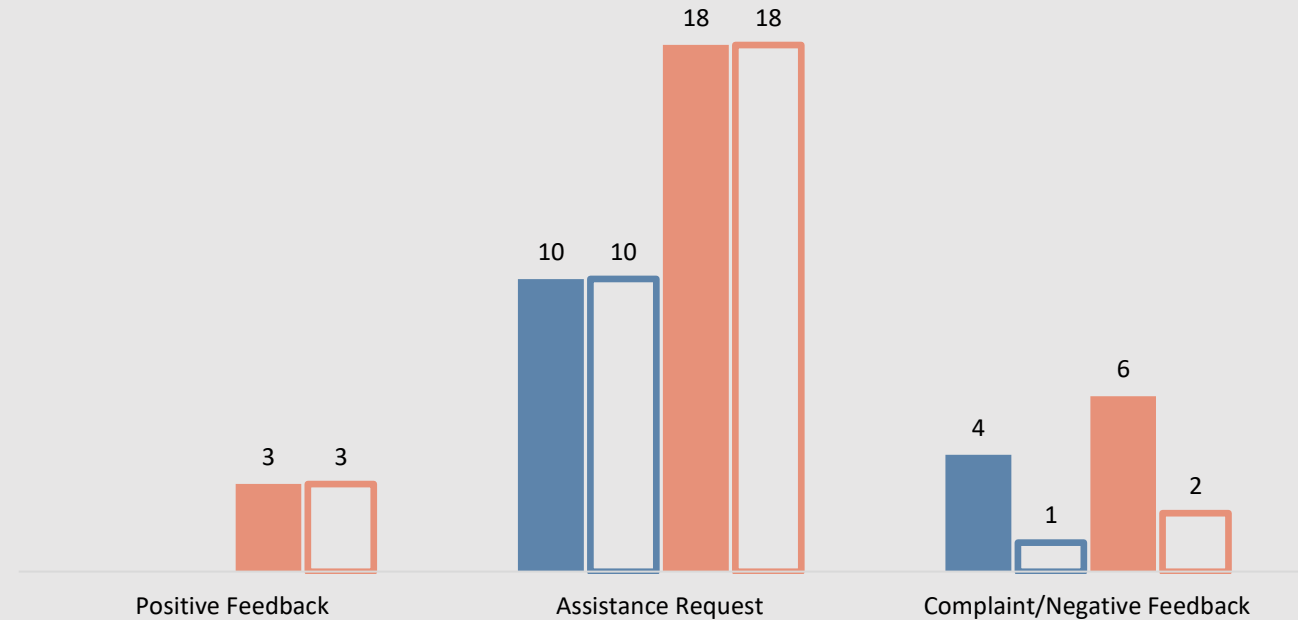
23

Sofala	4
Manica	1
Cabo Delgado	22



Registered Cases 16 Apr - 15 May
Registered Cases 16 May - 15 Jun

Feedback Provided 16 Apr - 15 May
Feedback Provided 16 May - 15 Jun



Registered Cases 16 Apr - 15 May
Registered Cases 16 May - 15 Jun

Feedback Provided 16 Apr - 15 May
Feedback Provided 16 May - 15 Jun

WASH



16 May - 15 Jun 2021

Cases Registered:

6

Feedback Provided:

3

PROTECTION

16 May - 15 Jun 2021

Cases Registered:

3

Feedback Provided:

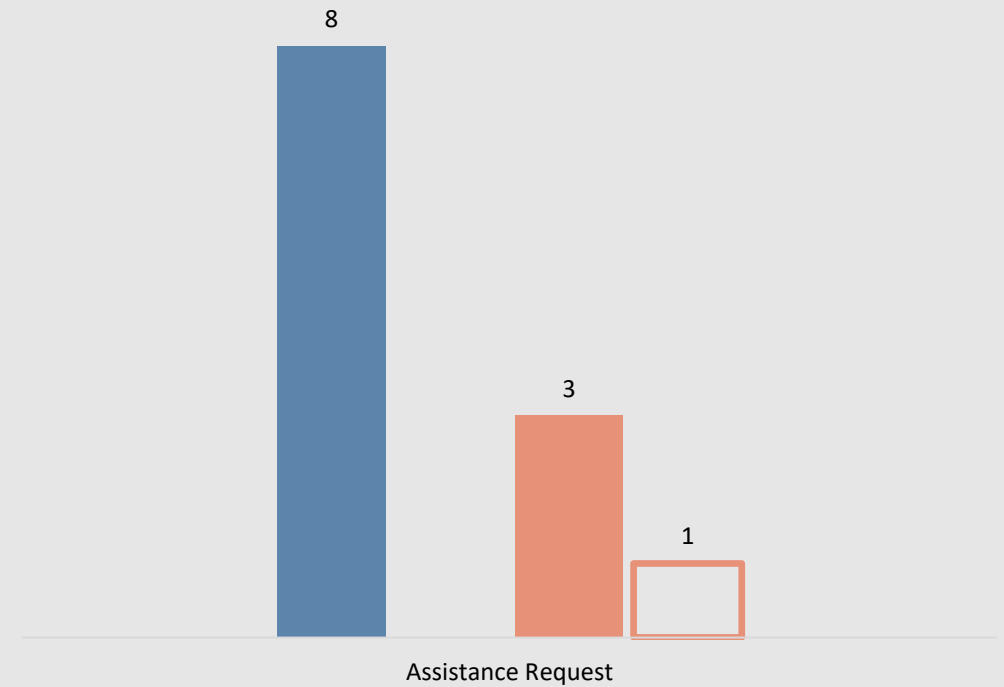
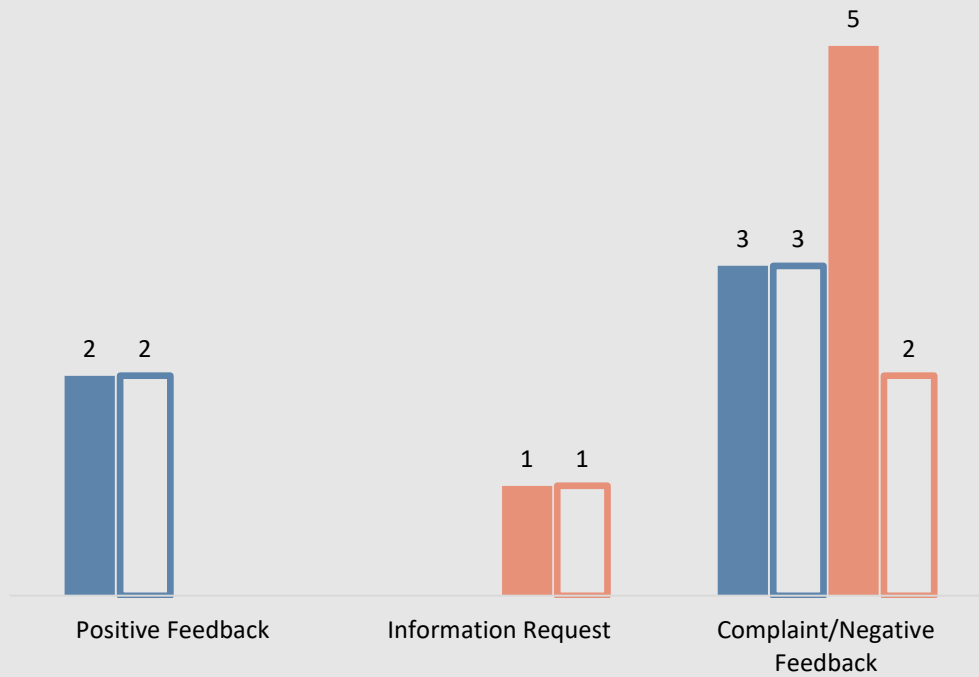
1

Nampula

1

Cabo Delgado

2



■ Registered Cases 16 Apr - 15 May
 □ Feedback Provided 16 Apr - 15 May
■ Registered Cases 16 May - 15 Jun
 □ Feedback Provided 16 May - 15 Jun

■ Registered Cases 16 Apr - 15 May
 □ Feedback Provided 16 Apr - 15 May
■ Registered Cases 16 May - 15 Jun
 □ Feedback Provided 16 May - 15 Jun

CHILD PROTECTION



16 May - 15 Jun 2021

Cases Registered:

3

Feedback Provided:

3

Sofala	1
Niassa	1
Cabo Delgado	1

GBV

16 May - 15 Jun 2021

Cases Registered:

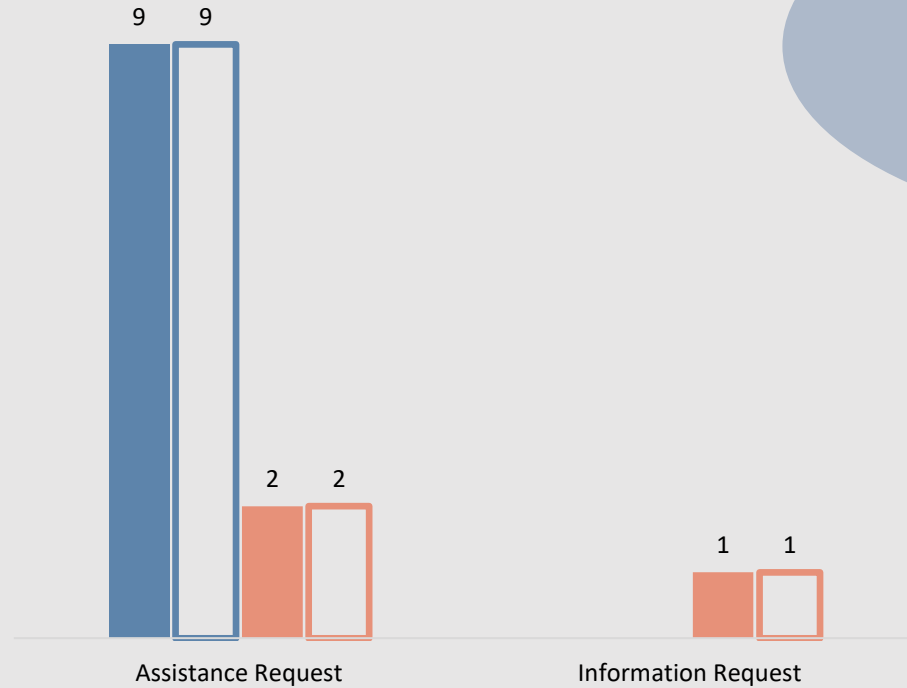
5

Feedback Provided:

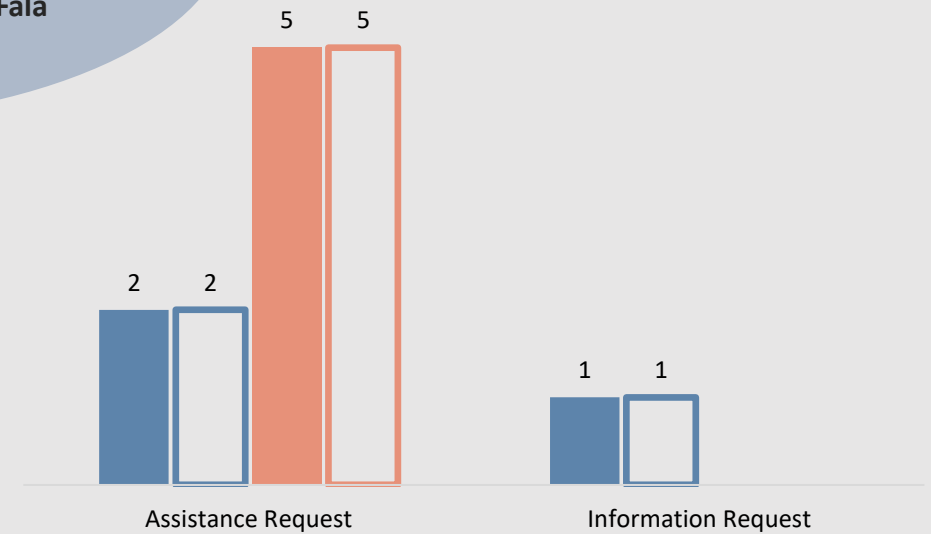
5

Sofala	1
Tete	1
Nampula	1
Cabo Delgado	1
Niassa	1

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



■ Registered Cases 16 Apr - 15 May ■ Feedback Provided 16 Apr - 15 May
 ■ Registered Cases 16 May - 15 Jun ■ Feedback Provided 16 May - 15 Jun



■ Registered Cases 16 Apr - 15 May ■ Feedback Provided 16 Apr - 15 May
 ■ Registered Cases 16 May - 15 Jun ■ Feedback Provided 16 May - 15 Jun

INGD

Sofala	3
Tete	1

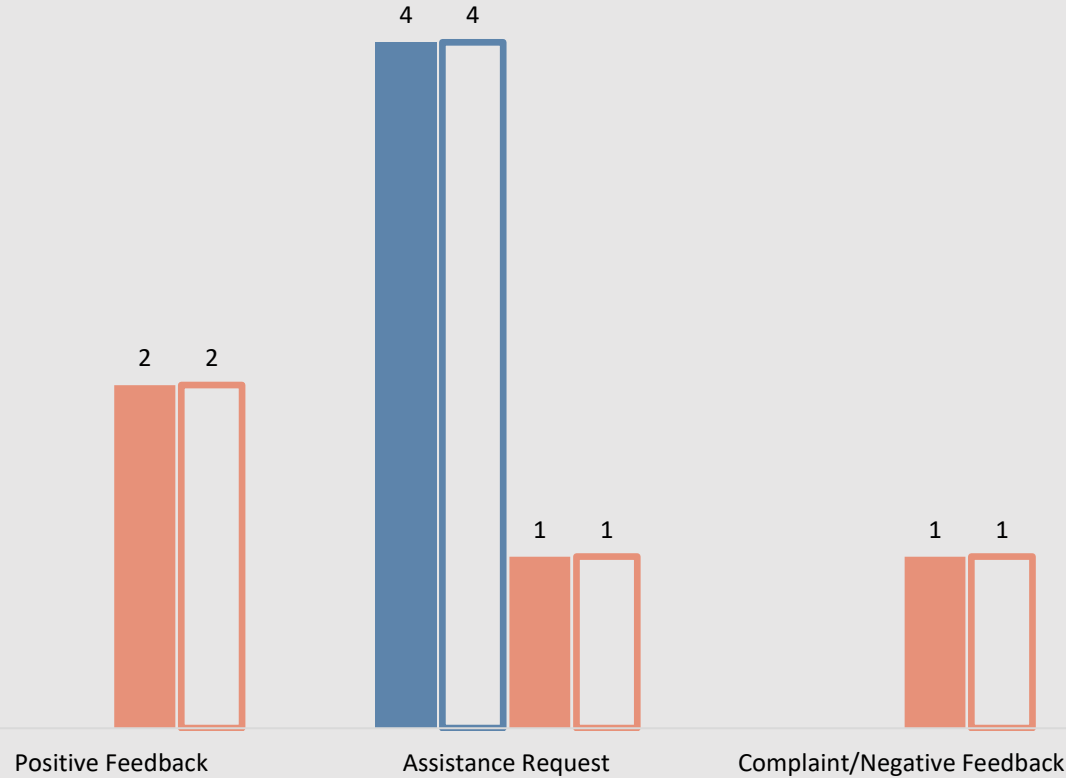
16 May - 15 Jun 2021

Cases Registered:

4

Feedback Provided:

4



■ Registered Cases 16 Apr - 15 May
 ■ Feedback Provided 16 Apr - 15 May
 ■ Registered Cases 16 May - 15 Jun
 ■ Feedback Provided 16 May - 15 Jun

IDP REGISTRATION

Sofala	1
Nampula	3
Cabo Delgado	84

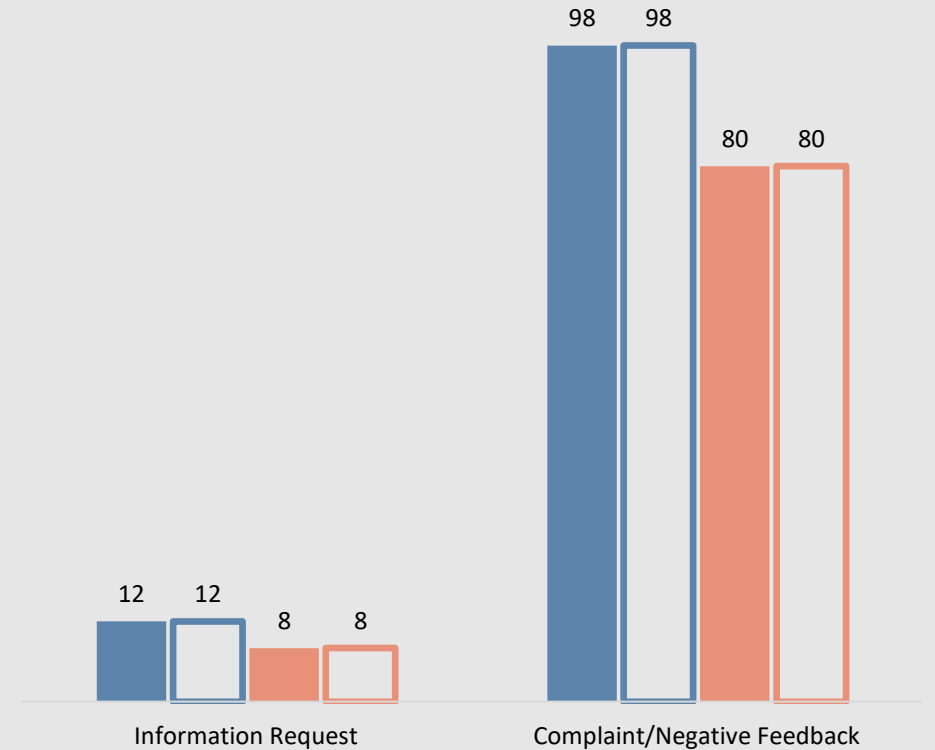
16 May - 15 Jun 2021

Cases Registered:

88

Feedback Provided:

88

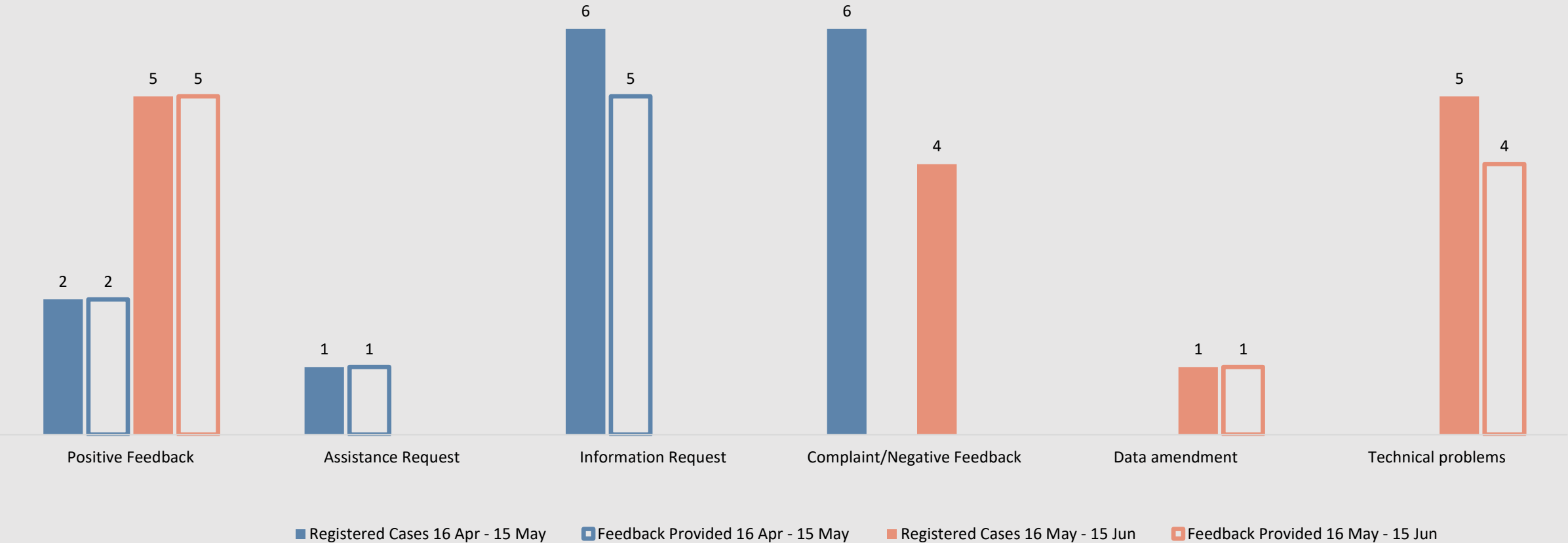


■ Registered Cases 16 Apr - 15 May
 ■ Feedback Provided 16 Apr - 15 May
 ■ Registered Cases 16 May - 15 Jun
 ■ Feedback Provided 16 May - 15 Jun

SOCIAL PROTECTION/INAS



16 May - 15 Jun 2021
Cases Registered:
15
Feedback Provided:
10



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH MAY – 15TH JUNE 2021

Overview

- ❖ Up to the 15th of June 2021, 41,856 concerns have been registered through Linha Verde da Resposta a Emergencia 1458 with an overall feedback rate of 93%.
- ❖ 1,406 cases were registered between 16th May and 15th June 2021 indicating a continued decrease in the total number of cases registered since the previous period.
 - 53% of the total are concerns raised regarding ongoing assistance to the displaced population in the Northern Region of Mozambique.
 - 38% of cases registered are regarding the Covid-19 pandemic. The Mozambican population continues to seek information regarding the daily infection rate and of late have also been interested in learning about the vaccine distribution campaigns in the country.
 - 8% of cases registered are from the Central Region of the Country regarding some of the post-Eloise interventions.
 - Cases from the Southern Region continue to reduce from 5% last month to 2% this period. This reflects the end of the drought assistance interventions at the start of the harvesting season. People have been calling less and less to request food assistance.
- ❖ Agencies and organizations providing humanitarian assistance have been active in seeking information regarding concerns raised to improve their operations taking into consideration the experiences of beneficiaries.

Central Region Response: May - June 2021

- ❖ A total of 107 cases have been received and registered regarding the humanitarian assistance in the central part of Mozambique. The majority of the registered cases are information requests. This is followed by complaints and positive feedback, with very few assistance requests.

Information requests

- ❖ Most information requests concern the duration of assistance where former beneficiaries have taken the opportunity to ask that food assistance programs be extended for slightly longer as people are still struggling to find other sources of food.

- ❖ Other requests for information received concern planned distribution dates. These have come mostly from Guara-Guara resettlement site and 2021 Resettlement Site in Buzi in Sofala.

Complaints

Food Assistance

- ❖ The majority of complaints are abuses of power consisting of claims of fraud and diversion of food assistance by local leaders.
 - Callers from Buzi (Mucinemo, Macurungo) and Bandua in Sofala; Sussundenga and Maringanha in Machaze, Manica have made claims that local leaders included family members within their household on beneficiary lists. Additionally, callers made claims of duplicate registration of several households, exclusion of vulnerable elderly widows. Follow up by WFPs CFM focal point and the CP resulted in the removal of ineligible people from the beneficiary lists, while a number of vulnerable households may be added to the lists with support from the local community.
 - Callers have claimed that local leaders silence community members with threats of retaliation and further exclusion from food assistance programmes. The claims have been shared with WFP CFM focal points in Sofala for follow up and action.
- ❖ Technical issues reported as exclusion errors in WFP voucher assistance program where beneficiaries had technical issues with scanning of barcodes on vouchers when they went to the shops. For these reasons the beneficiaries believed they were being excluded from the assistance. The cases were shared with WFP cfm focal point who verified the cases, the vouchers were replaced, and beneficiaries were able to redeem them.
- ❖ A limited of the exclusion error claims were from beneficiaries of a food assistance programme for people affected by Tropical Cyclone Eloise in Cidade da Beira, Sofala implemented by CVM (Cruz Vermelha de Mozambique). Callers claiming to be beneficiaries indicated that they had been registered but have not received the M-pesa transfers in April 2021. The cases were shared the Cruz Vermelha de Mozambique through the Food Security Cluster for awareness and action.
- ❖ Callers from Muanza and Buzi stating to be existing beneficiaries of food assistance complained that distribution teams did not bring enough vouchers to cover all the beneficiaries, frustrated that they had travelled a long distance to the distribution point only to return to their homes without their vouchers.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH MAY – 15TH JUNE 2021

WASH

- ❖ Concerns have been raised about monetary values being charged for latrine covers in Magade Resettlement site in Caia.
- ❖ Indignation has been expressed by callers from Mucobe in Sussundenga in Manica where it is said a partner is running a programme to build latrines for elderly women and it is alleged that the elderly women are being forced to build the blocks for the latrines.
- ❖ The cases have been shared with the WASH cluster for feedback.

Shelter

- ❖ People engaged by a humanitarian agency in Guara-Guara resettlement site, in Buzi, Sofala and 25 de Setembro in Sussundenga, Manica have complained that they have not received promised payments for construction of houses and drains. The cases have been shared with the agencies and organizations for verification and action.

Northern Region (IDP) Response: May - June 2021

- ❖ A total of 742 cases have been registered through Linha Verde 1458 regarding the ongoing humanitarian response in the northern region of Mozambique, covering Cabo Delgado, Nampula and Niassa. The majority of the registered cases are once again complaints (313), this is followed by information requests (206), positive feedback (177) and finally assistance requests (39).

Complaints

- ❖ The majority of registered complaints continue to concern exclusion errors, although the tendency has reduced slightly from **259 to 201** cases. In contrast there has been an increase in the reports of abuses of power. Linha Verde 1458 has also continued to receive complaints regarding the quantity and distribution issues

Exclusion errors

- ❖ Exclusion error claims continue to be the most prevalent concern registered from the northern region, with a total of 201 cases registered in this period. Exclusion errors occur on **two** levels, firstly they occur at the level of IDP registration in the host community and second, they occur in management of beneficiary lists and issues at the distribution point.

- Out of the 201 exclusion error claims registered, **82** are from IDPs claiming that they have tried to register themselves with the local authorities in host communities various times and continue to not be registered, meaning they cannot access the assistance they need. Majority of the claims are from Cidade de Pemba, Montepuez, Mueda, Ancuabe and Metuge.
- In a number of cases IDPs living within the host community in borrowed housing or with relatives, claim unwillingness among local leaders register as a result of discrimination. Linha Verde 1458 encourages people to continue to seek out the local authorities and ask to be registered in the host communities.
- Many of the exclusion error claims in this period are from Pemba, Montepuez, Ancuabe, Balama, Chiure, Ibo and Metuge. For a range of exclusion errors, follow up verifications have shown that people claiming to be registered IDPs who were unable to receive their ration as usual had been removed from lists following local level verification of beneficiary lists due to not meeting the beneficiary criteria. In some instances, verification teams were wrongfully informed that registered IDPs not present in their accommodation at the time of verification had moved to a new location. Wrongfully removed households were since re-integrated on lists following verification.
- In some instances, callers complain that their ration was given to someone else, who responded in their name at the distribution point. In these instances, registered IDPs are encouraged to arrive on time to distribution points and bring ID documentation, while food assistance partners are reminded of the need to verify the identity of all beneficiaries before handing out entitlements. Additionally, registered IDPs have been reminded that unless absolutely necessary, the registered household representative must be the one to receive the entitlement at the food distribution to avoid issues.

Abuses of power

- ❖ A total of 58 claims of abuse of power were reported over this period consisting of fraud (19), corruption (11), diversion (21) and intimidation (7).
- The **diversion** claims state that local leaders in Pemba, Ancuabe, Mueda, Montepuez and Chiure these locations have diverted food rations for sale in either their own shops or in other communities.
- **Fraud** claims from Pemba, Chiure, Ancuabe and Ibo claim that local leaders are manipulating lists, registering multiple members of the same households, as well as including of one or more members of their own households. In many cases, those who have been included in this way are claimed to be from the host community and not IDPs who they have been tasked with registering on the behalf of the Government and the humanitarian community.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH MAY – 15TH JUNE 2021

- **Corruption** claims have come from Montepuez and Pemba in Cabo Delgado and Nampula in Nampula province. On all accounts, IDPs claim that local leaders charge monetary values for inclusion on beneficiary lists, which they cannot afford to pay.
- All accounts of **intimidation** have come from Ancuabe, namely Nanao B, Metoro and Nacole where callers have indicated that they are forced to share their rations with local leaders under threat that if they do not do this, they will be evicted from the community.

WASH

- ❖ Linha Verde 1458 has received WASH related concerns from IDPs in Mueda who have expressed frustration and feelings of discrimination in relation to their involvement in plumbing activities for the Municipality. Callers state that despite equal contributions, but that only host community members seemed to receive payment.
- ❖ Callers from Memba in Nampula have reported that a local leader is charging the beneficiaries monetary values for inclusion on beneficiary lists to receive family and hygiene kits comprised of blankets, pots, a radio, woven mats, buckets, laundry soap (Omo), underwear, and sanitary pads distributed by a humanitarian aid agency.

CCCM (Camp Coordination Camp Management)

- ❖ IDPs from Mize (1 de Maio) in Metuge and Muagide in Ancuabe have indicated that the host community treats them unfairly, including high charges to access water, while they are also being blocked from accessing assistance in shelter and other non-food items. The callers have request assistance for relocation to another site.
- ❖ IDPs from Ancuabe and Montepuez receiving food assistance claim that local leaders are charging them monetary values ranging from 1000MT to 3000MT for allocation of land plots. All cases have been shared with the CCCM cluster.

Information requests

- ❖ The majority of information requests are requests for food distribution dates, mostly from beneficiaries who have finished the previous month's ration and are waiting for the next distribution. Linha Verde 1458s access to distribution plans has complimented local leaders' and community committees' awareness raising of confirmed distribution dates.

- ❖ Additionally, IDPs receiving value vouchers from WFP have called Linha Verde 1458 to understand changes in their entitlements whereby retailers were instructed that non-food items (such as washing powder and soap) no longer qualified for voucher purchases with the objective of better ensuring sufficient nutritional coverage. IDPs stated concerns of vulnerability to Covid-19 in not being able to purchase hygiene items and were keen to know if other humanitarian partners would be providing this assistance.

Assistance requests

Food assistance

Requests have been received from Bangala, Chinavane and Runho in Macomia district in Cabo Delgado and one food assistance request was received from Palma. Callers claim that they hide in the forests when there are attacks. They plead for assistance as the people that have been left behind in that district are suffering with no access to food.

Shelter and NFIs

Callers from Metuge, Ancuabe, Cidade de Pemba, Montepuez, Chiure and Balama have asked for assistance in shelter materials (tents building materials, pots, plates, blankets, and mosquito nets). Linha Verde 1458 has informed callers that assistance in shelter items tends to be limited and distributed to the most vulnerable IDP families who fit the selection criteria followed by the Shelter cluster.

Southern Region (Drought) Response: May - June 2021

28 cases were registered from the southern region of the country indicating a continued decrease in the concerns and requests for continued assistance from former lean season assistance participants in Gaza, Inhambane, Tete and Maputo. A majority of the cases registered are information requests, followed by positive feedback.

Information Requests

Callers from Gaza (Mapai, Chibuto) and Inhambane (Panda) and Maputo (Moamba and Magude) requested information on future assistance programmes, taking the opportunity to request consideration from humanitarian organizations to continue to support them.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH MAY – 15TH JUNE 2021

Positive Feedback

All positive feedback came from Magude in Maputo Province, from former lean season assistance participants who expressed their gratitude for the food assistance that ended in March 2021. They also took the opportunity to express their need for continued food assistance.

Complaints

The complaints cases came from Tete and Maputo Province separately regarding Social Protection Program by INAS.

From Moatize in Tete there is a claim of exclusion and from Maputo there is a fraud claim where the caller has indicated that the local leader has added the names of his family members in the beneficiary list, and they are all to receive the disbursement of 4500MT each.

Protection: May - June 2021

❖ 11 protection cases have been registered between 15th May and 16th June 2021 which are divided as follows:

- 9 reports of Gender Based Violence (GBV) from Nampula, Niassa, Cabo Delgado, Tete and Sofala. The cases have been channeled through UNFPA to Government GBV service providers.
- 2 child protection cases from Cabo Delgado and Niassa which have been referred to Linha Fala Criança (116) for follow up and further channeling to government child protection service providers.
- 2 protection cases from Chiure and Montepuez consisted of callers requesting support in access to registration and civil documentation to facilitate access to assistance. The protection cluster linked Linha Verde 1458 to the UNHCR focal points for referral of cases regarding civil documentation as the service is being scaled-up in Cabo Delgado.
- A request was received for transport assistance for family reunification in Nampula. Linha Verde 1458 needs support in contacting a partner that provides family reunification services in Nampula province to assist with transportation.
- 1 SEA claim received and referred for verification and investigation.

Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES 16TH MAY – 15TH JUNE 2021

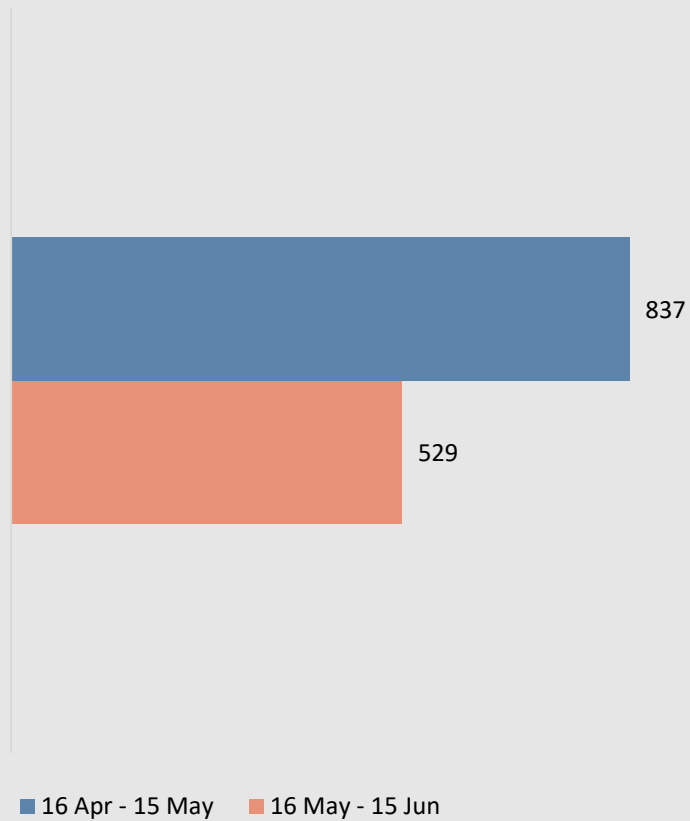
16 May - 15 Jun 2021

Nr. of cases about Covid-19:
529

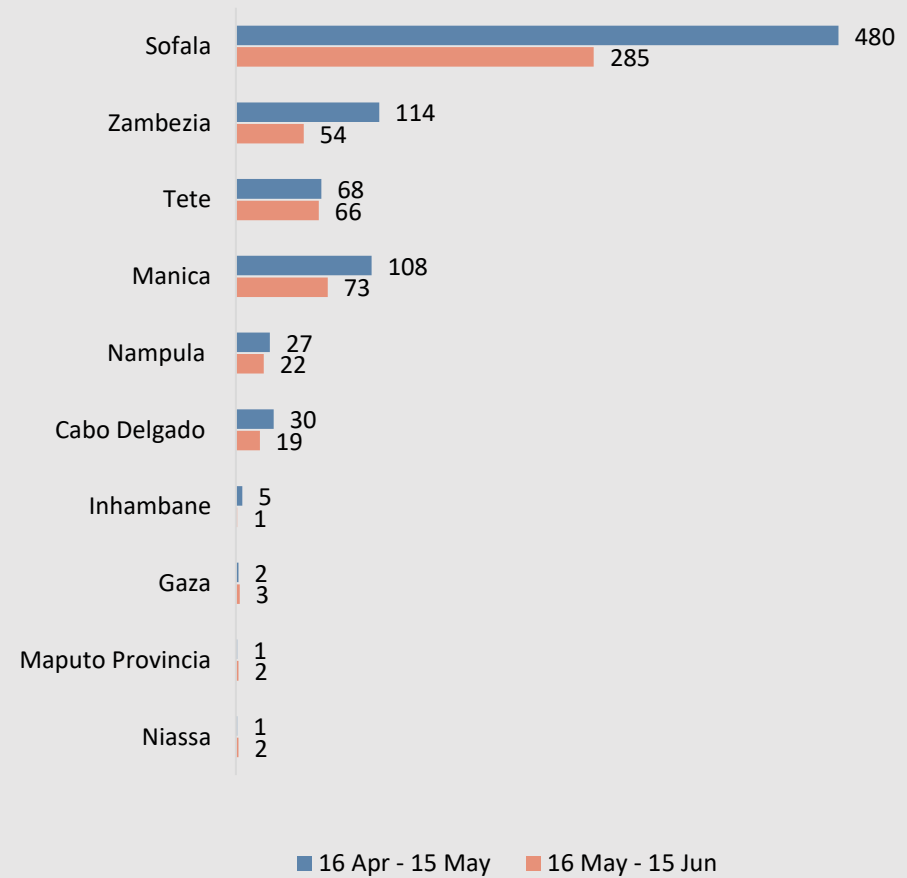
38% of the cases registered through
the Linha Verde 1458 between May 16
and June 15 were Covid-19 related.

CASE TYPES

Information Request

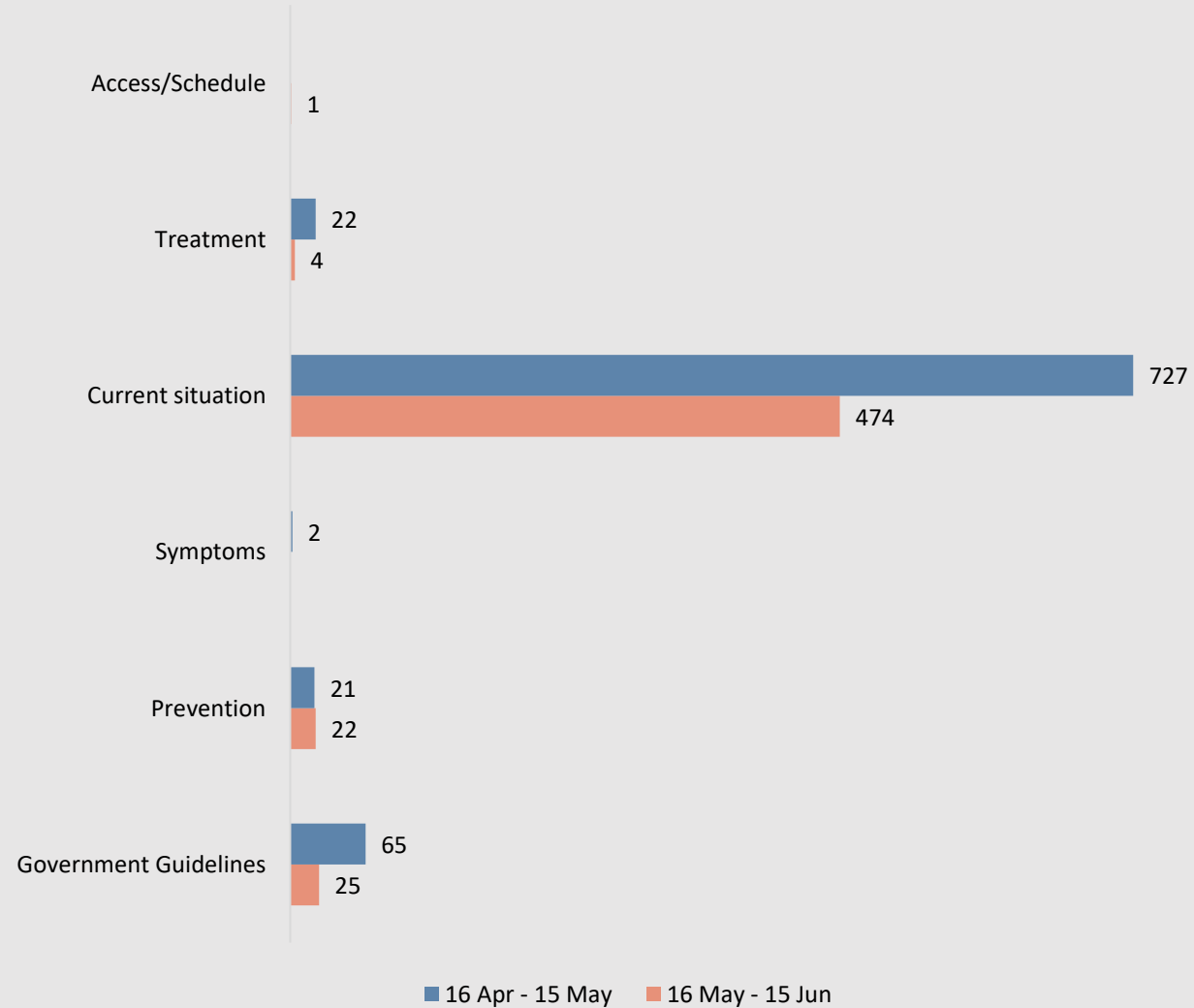


CASES BY PROVINCE



COVID-19
CASE TYPE BY CATEGORY
16TH MAY – 15TH JUNE 2021

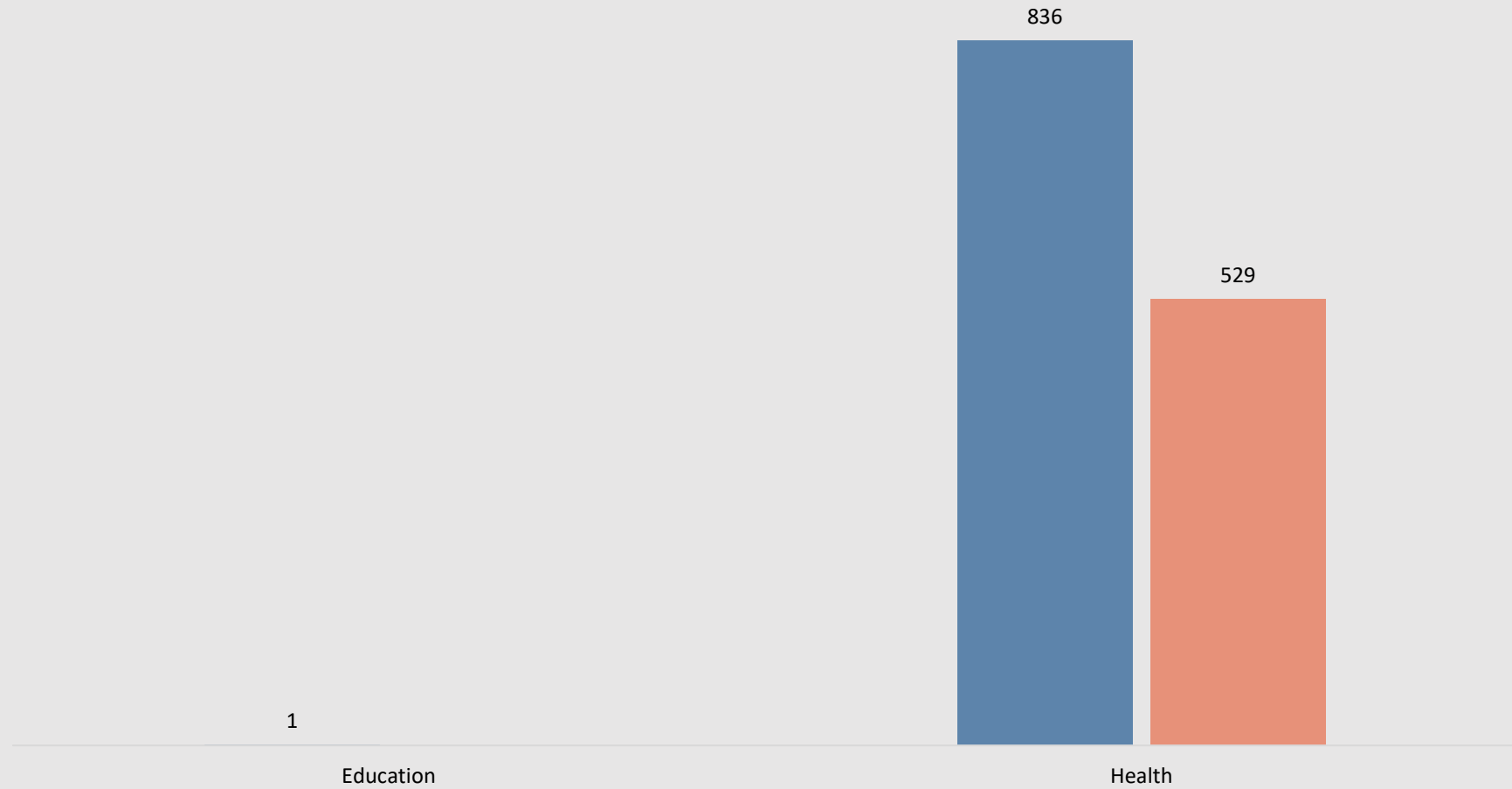
INFORMATION REQUEST



COVID-19: RELATED SECTORS

16TH MAY – 15TH JUNE 2021

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



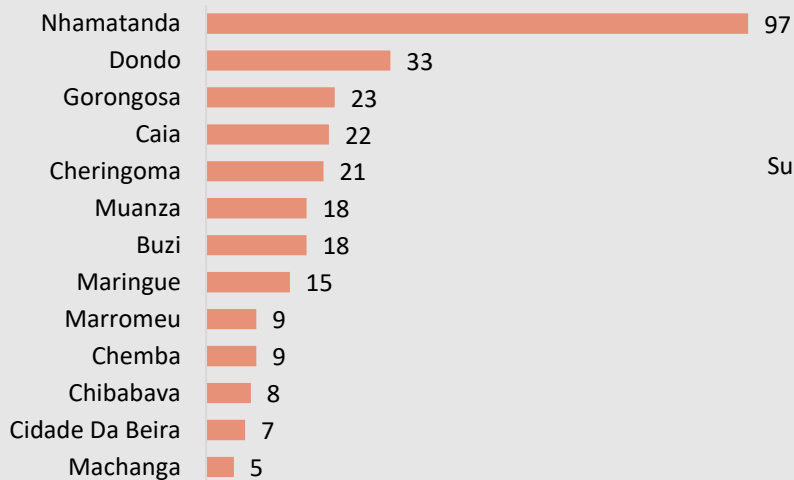
■ 16 Apr - 15 May ■ 16 May - 15 Jun



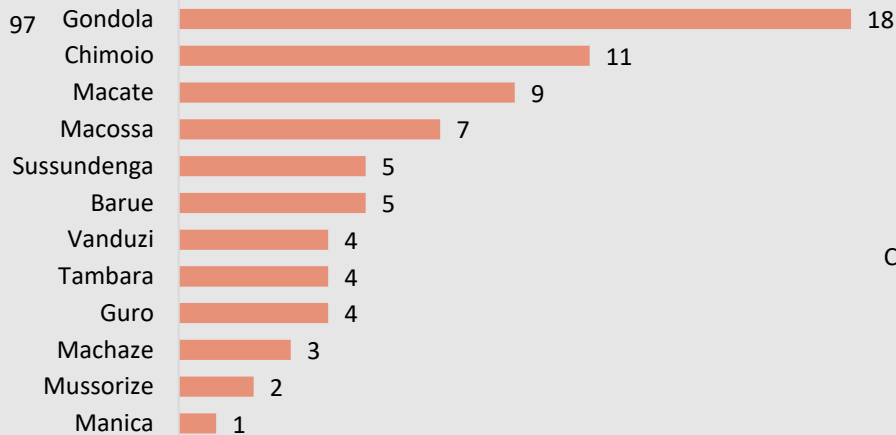
COVID-19: LOCATIONS OF COVID-19 CALLS

16TH MAY – 15TH JUNE 2021

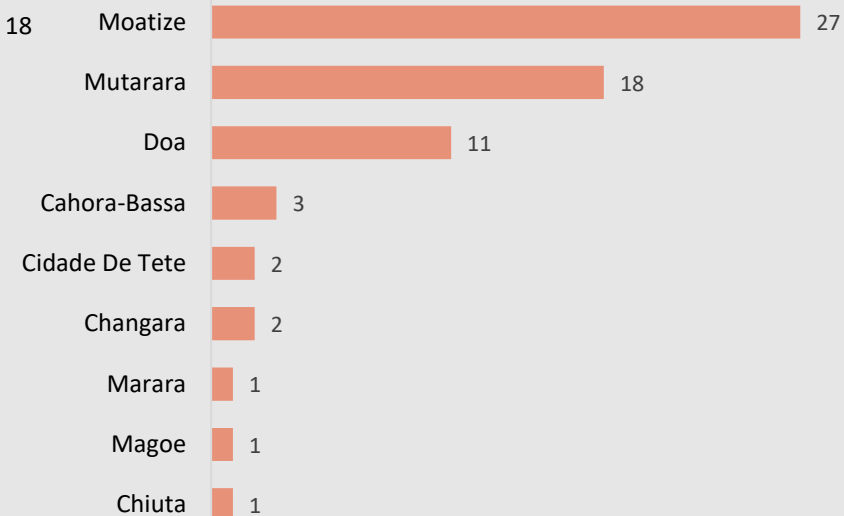
Sofala - 285



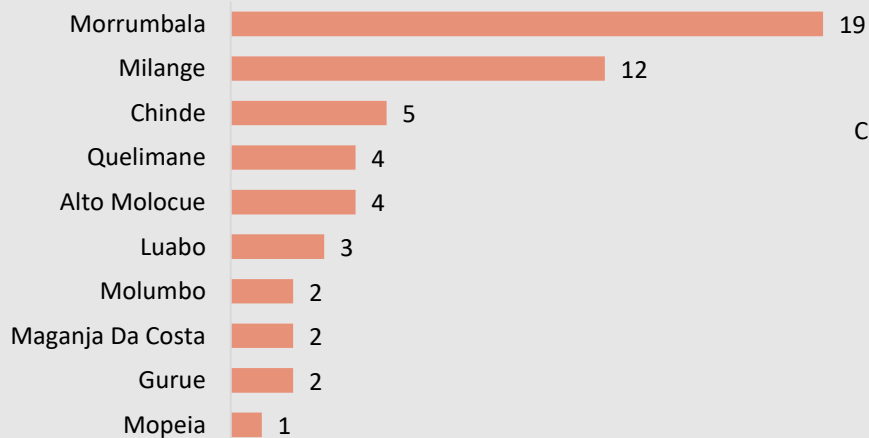
Manica - 73



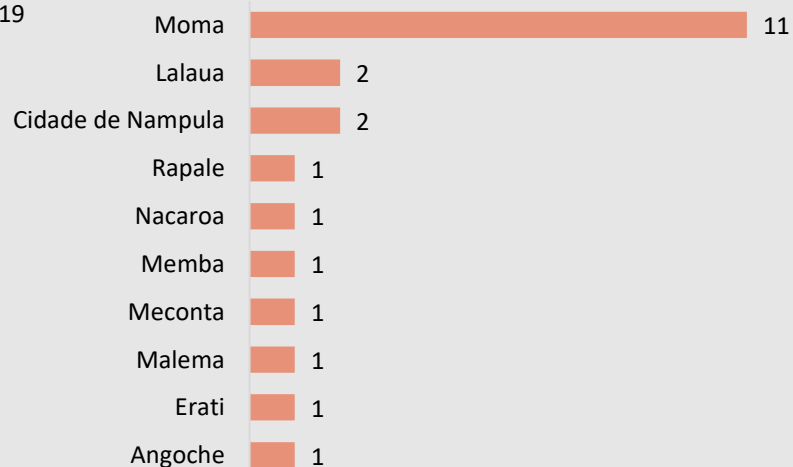
Tete - 66



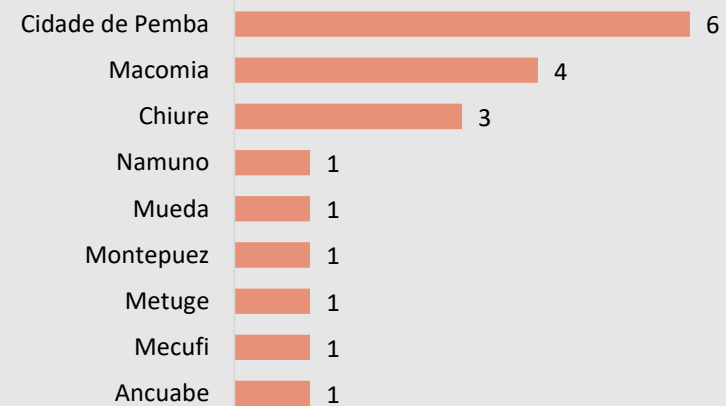
Zambezia - 54



Nampula - 22

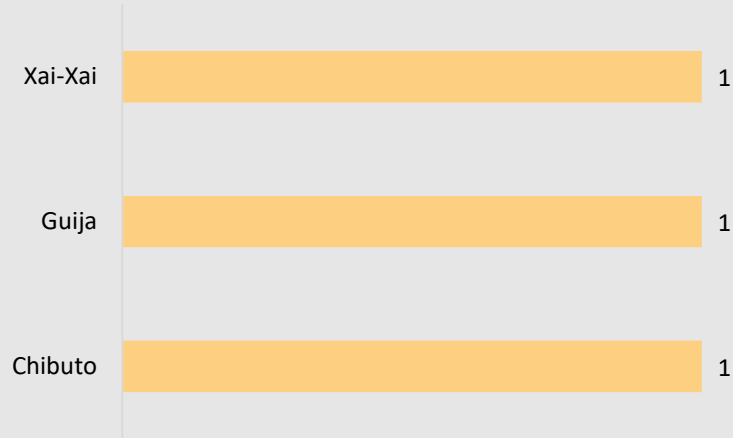


Cabo Delgado - 19

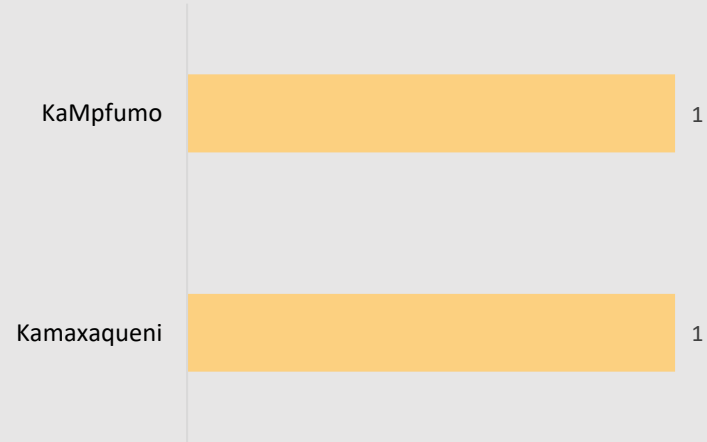


COVID-19: LOCATIONS OF COVID-19 CALLS
16TH MAY – 15TH JUNE 2021

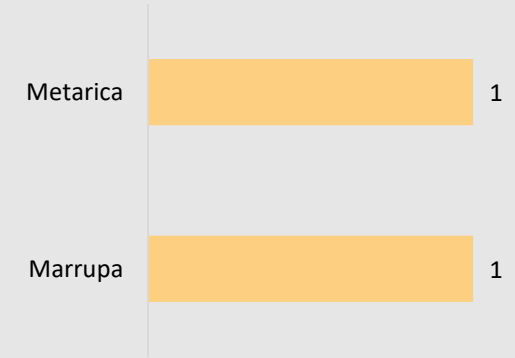
Gaza - 3



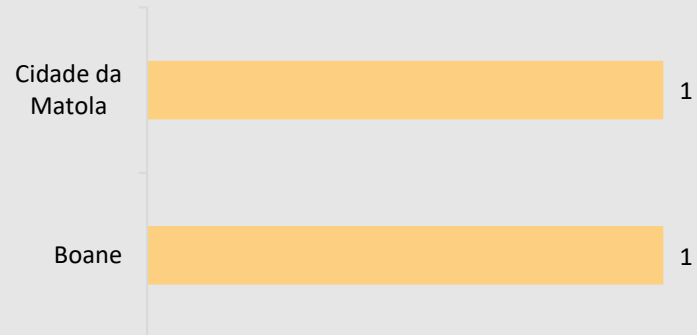
Maputo Cidade - 2



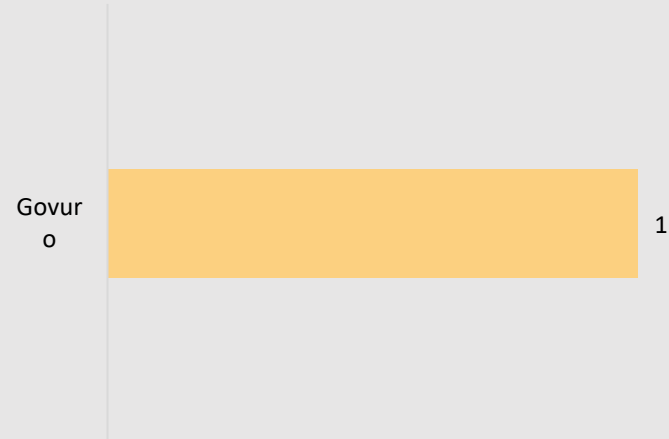
Niassa - 2



Maputo Provincia - 2



Inhambane - 1



NARRATIVE: COVID-19

16TH MAY – 15TH JUNE 2021

Covid-19: May - June 2021

- ❖ During this period Linha Verde 1458 registered 529 cases regarding the status of Covid-19 in Mozambique which indicates an overall decrease in the number of cases registered regarding the subject:
 - A majority of cases registered continue to be requests for updated information on the number of live Covid-19 infections in the country and the rising toll in Covid-19 related deaths over the past 3 weeks.
 - Since awareness raising regarding the 2nd vaccination campaign had started in the country, Linha Verde 1458 has been receiving calls from people requesting the selection criteria for vaccination. Linha Verde 1458 has informed people that the Ministry of health has a list of people in their high-risk categories who already received the first dose will be called to receive the second dose.
 - Callers have requested clarifications on whether vaccination or a previous Covid-19 infection means that people have full immunity to Covid-19 and whether a previous Covid-19 infection means that vaccination is no longer necessary. Additionally, people have called to understand whether the vaccination is a cure for Covid-19 and whether face masks continue to be a requirement for those who have been vaccinated. Linha Verde 1458 has provided clarifications on these questions in line with guidance from MISAU and WHO.