



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 1st July - 31st July 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.

44,813 Total Cases Registered



95% Feedback Rate
since Jan 1st 2021

16,534 Total Cases Registered
since 1st January 2021

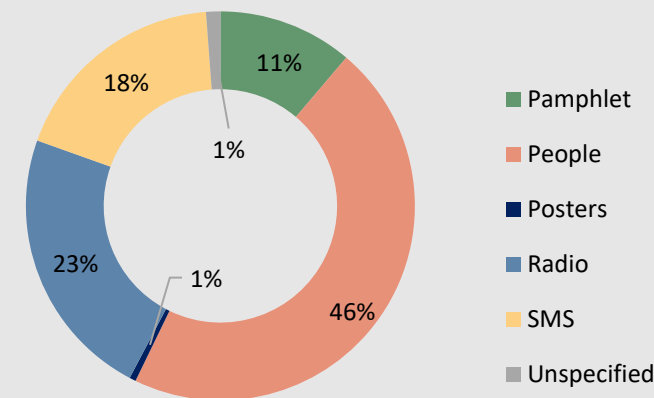
CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 31ST JULY 2021

CALLER PROFILE

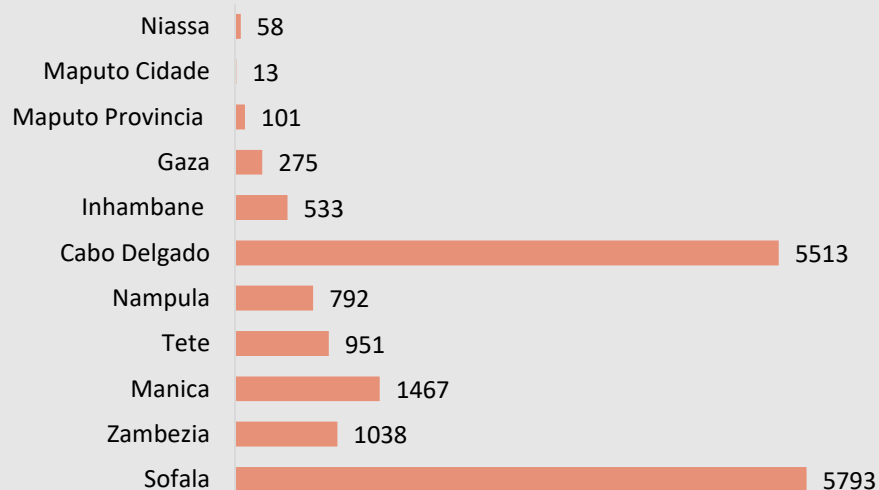


2% not specified in terms of age and 1% in gender

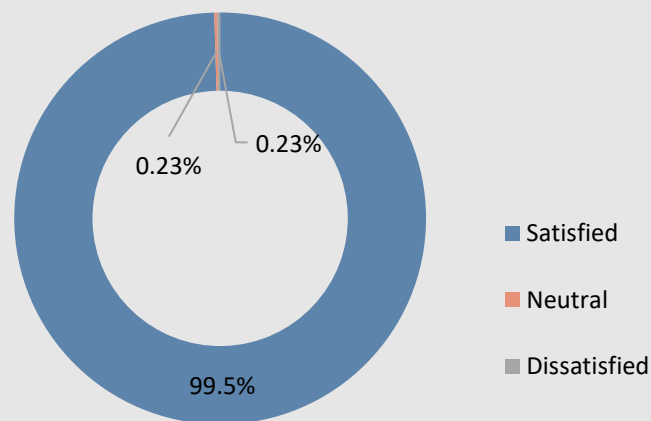
KNOWLEDGE ABOUT LINHA VERDE 1458



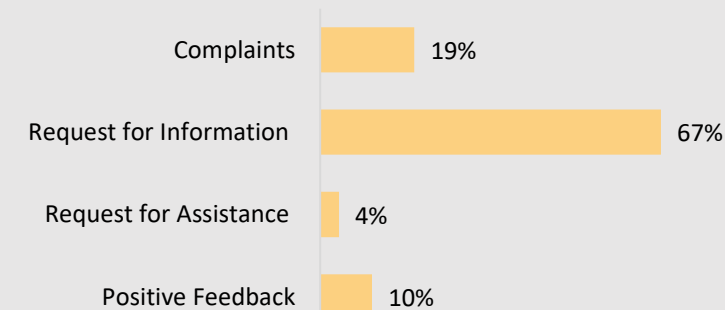
CASES BY PROVINCE



SATISFACTION



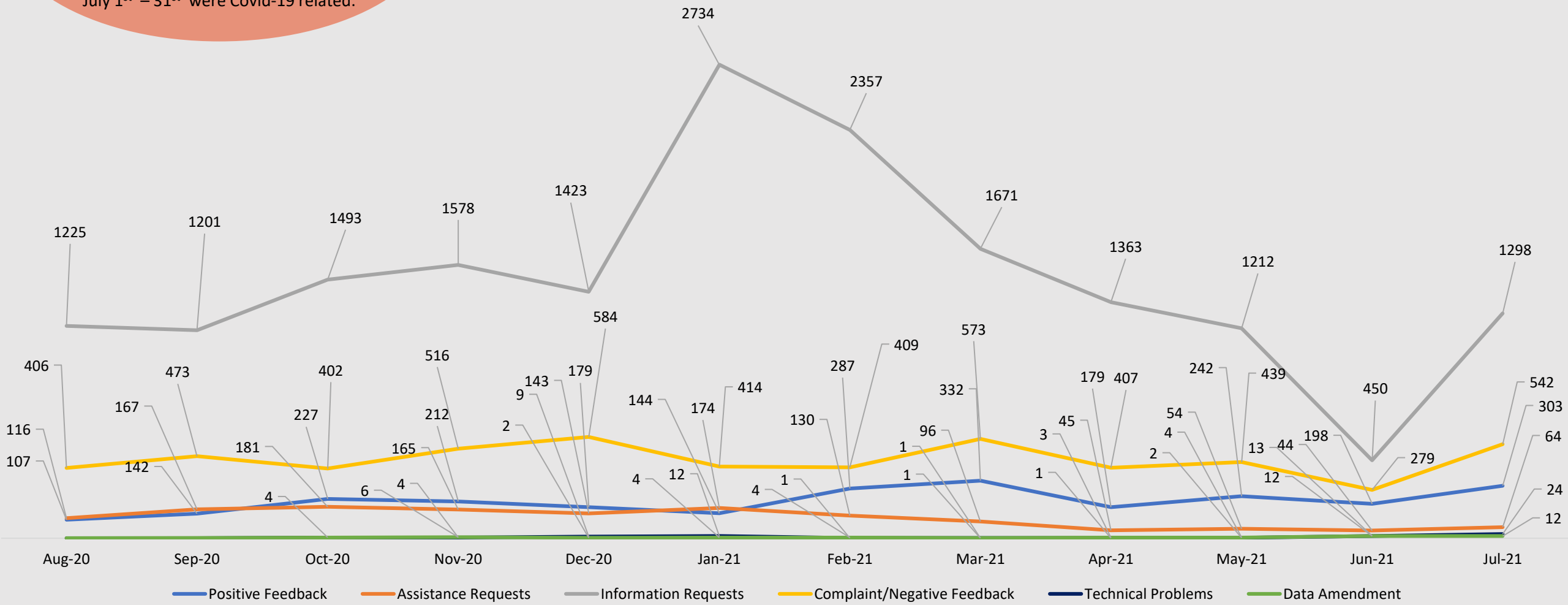
CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

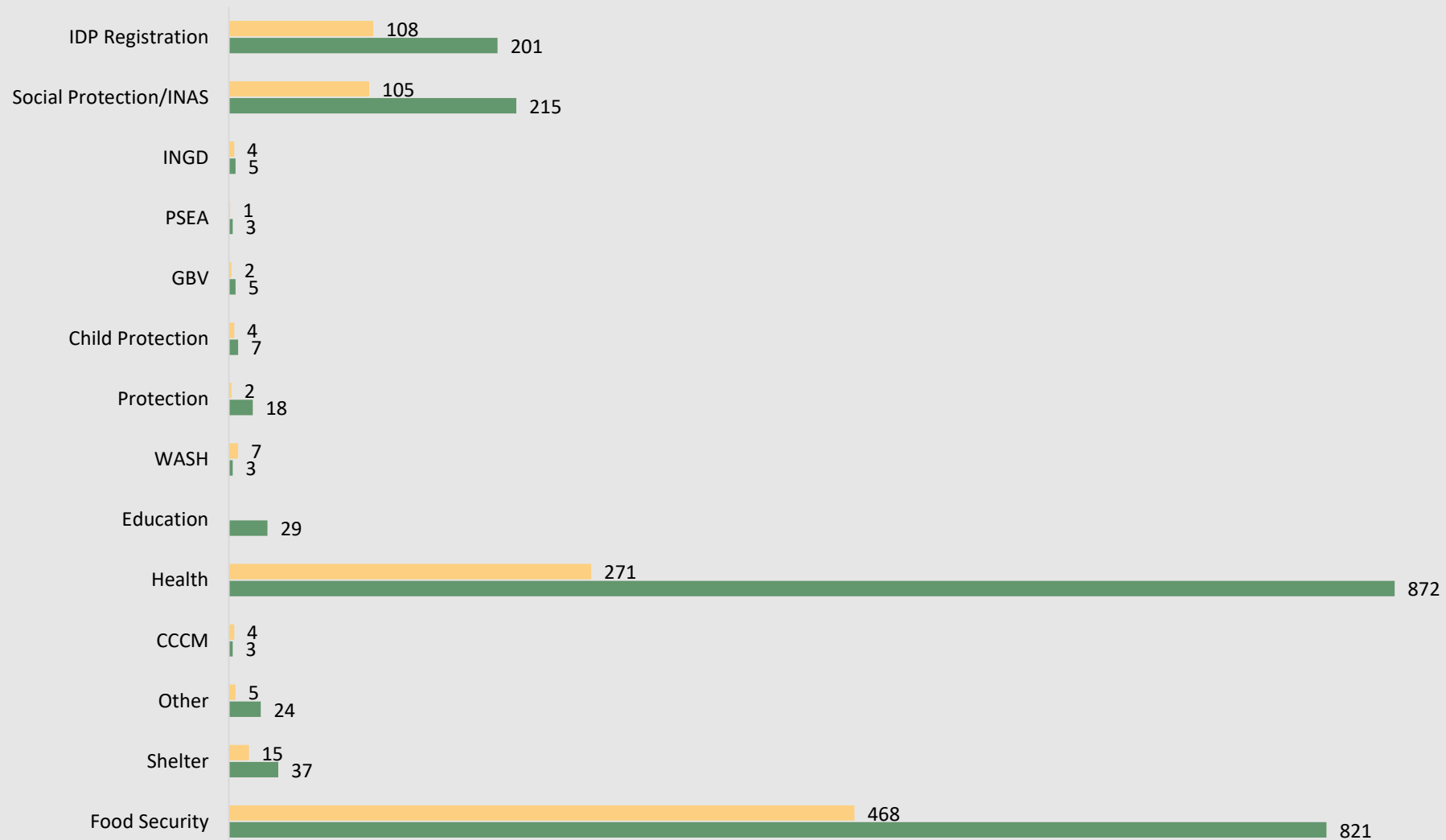
1ST AUGUST 2020 – 31ST JULY 2021

1 - 31 July, 2021
 Nr. Total Registered Cases:
2243
 Nr. of calls about Covid-19:
893
40% of the cases registered
 through Linha Verde 1458 between
 July 1st – 31st were Covid-19 related.



CASES PER SECTOR

1ST JUNE – 31ST JULY 2021



1 - 30 Jun 1 - 31 Jul

CASES PER RESPONSE

1ST JULY – 31ST JULY 2021

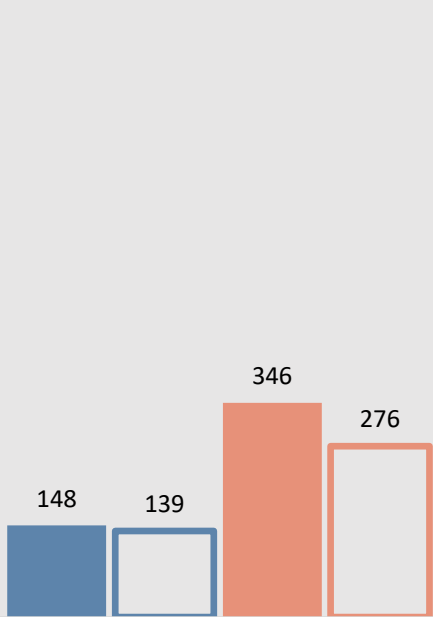


1st - 31st Jul 2021
Cases Registered:
 346
Feedback provided:
 276

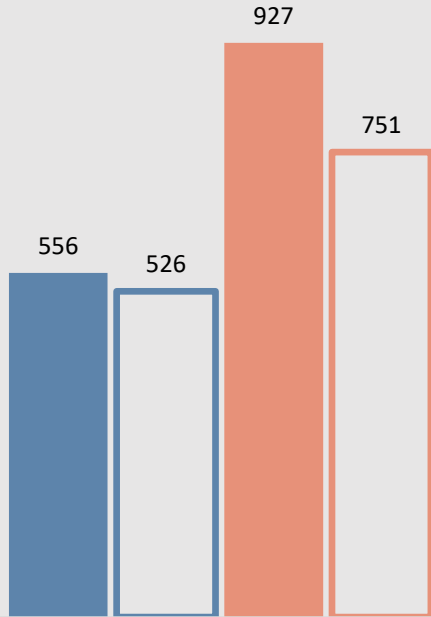
1st - 31st Jul 2021
Cases Registered:
 927
Feedback provided:
 751

1st - 31st Jul 2021
Cases Registered:
 77
Feedback provided:
 61

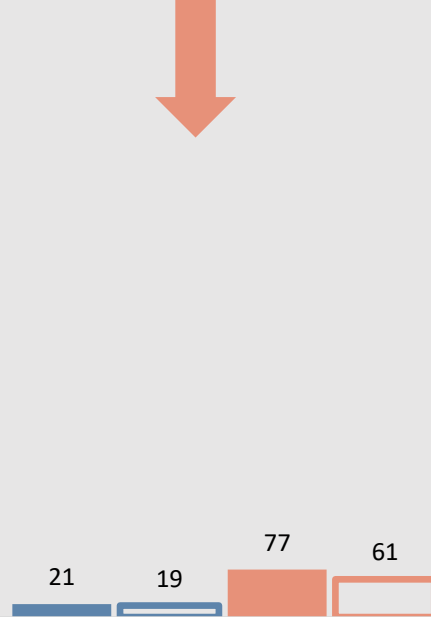
1st - 31st Jul 2021
Cases Registered:
 893
Feedback provided:
 893



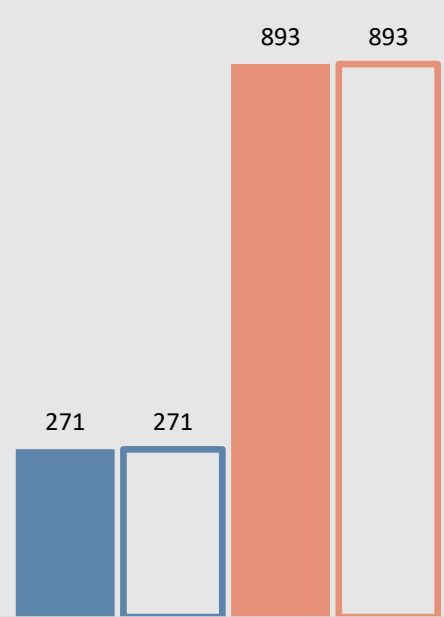
Central Region response



Northern Region response



Southern Region response



COVID-19

CENTRAL REGION RESPONSE

1ST JULY – 31ST JULY 2021

June
Cases Registered:
148
Feedback Provided:
94%

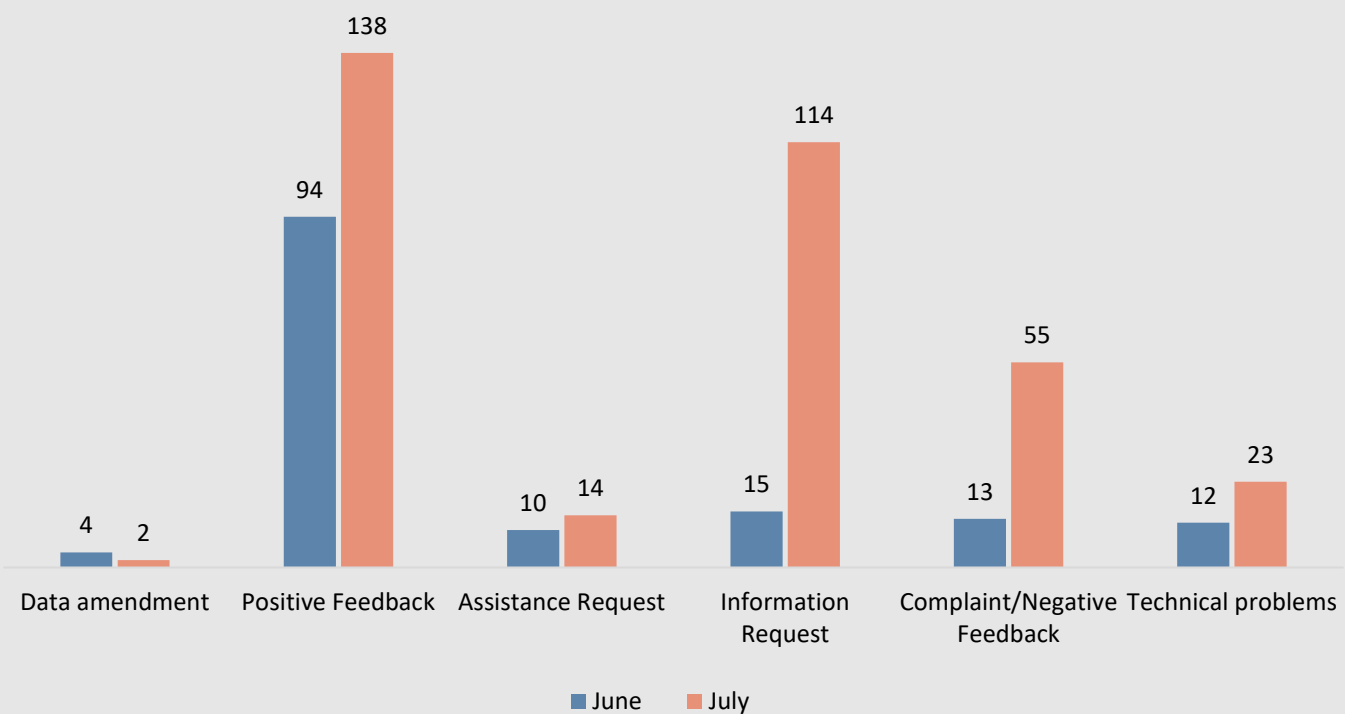
July
Cases Registered:
346
Feedback Provided:
81%

June
Cases Registered:
10
Feedback Provided:
80%

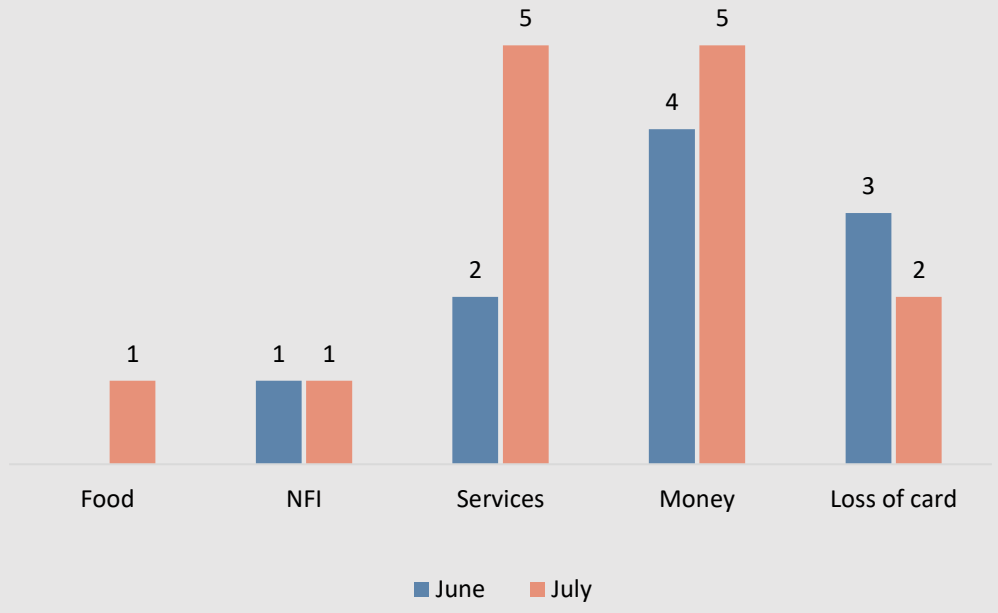
July
Cases Registered:
14
Feedback Provided:
64%



CASE TYPES



ASSISTANCE REQUEST



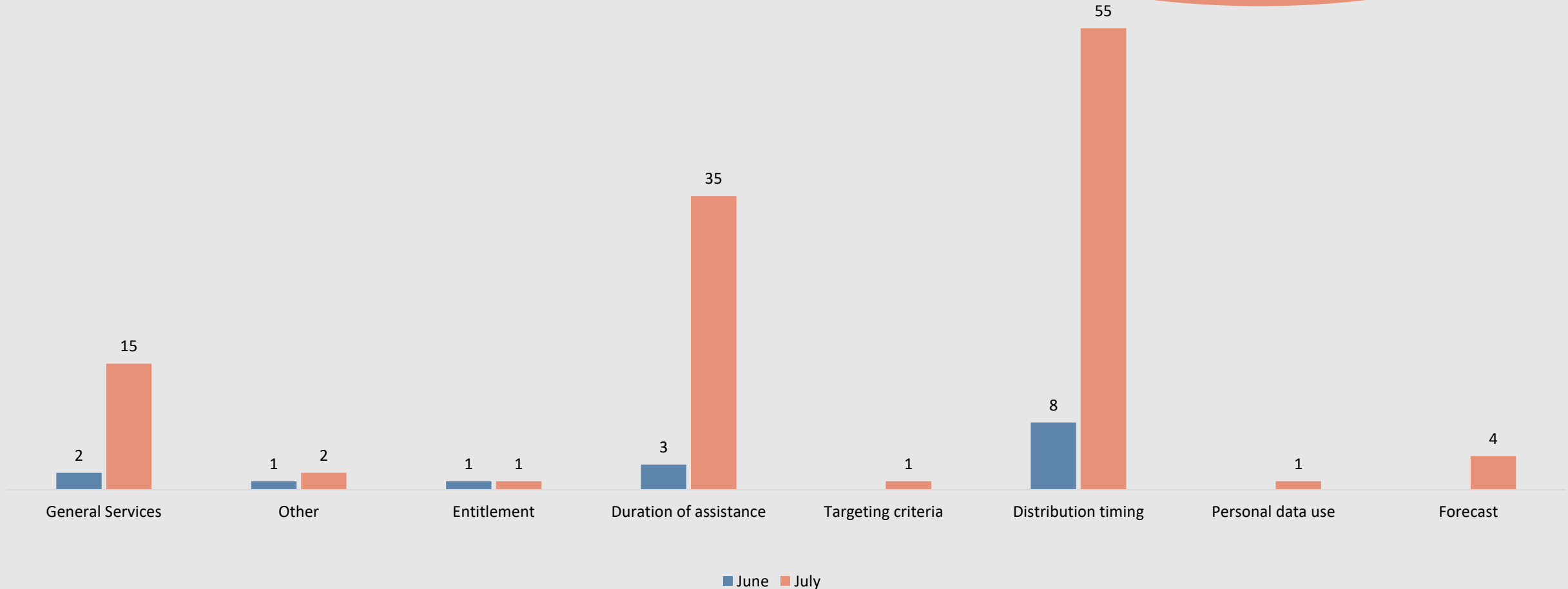
CENTRAL REGION RESPONSE INFORMATION REQUESTS 1ST JULY – 31ST JULY 2021



June
Cases Registered:
15
Feedback Provided:
100%

July
Cases Registered:
114
Feedback Provided:
77%

General Services refer to cases which people call to ask what is Linha Verde 1458 and what are its objectives. Additionally, Linha Verde has been sending out sms, as result people call to thank for the received messages or ask for clarifications.



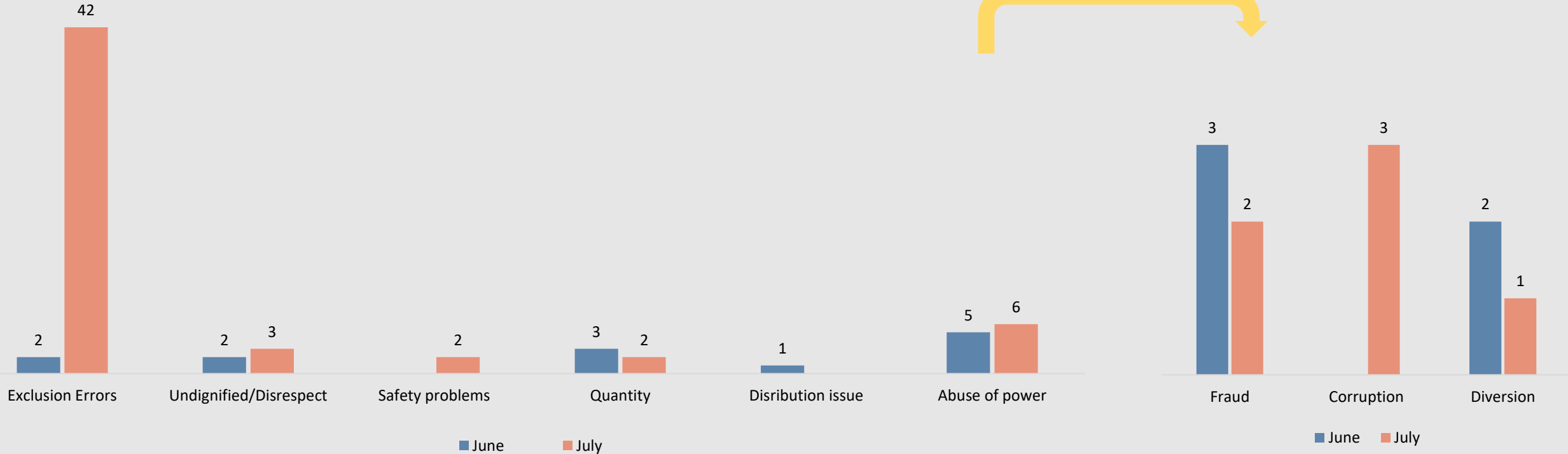
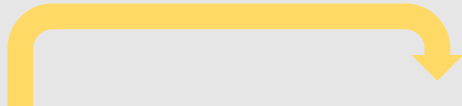
**CENTRAL REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST JULY – 31ST JULY 2021**

**CENTRAL REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER
1ST JULY – 31ST JULY 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.

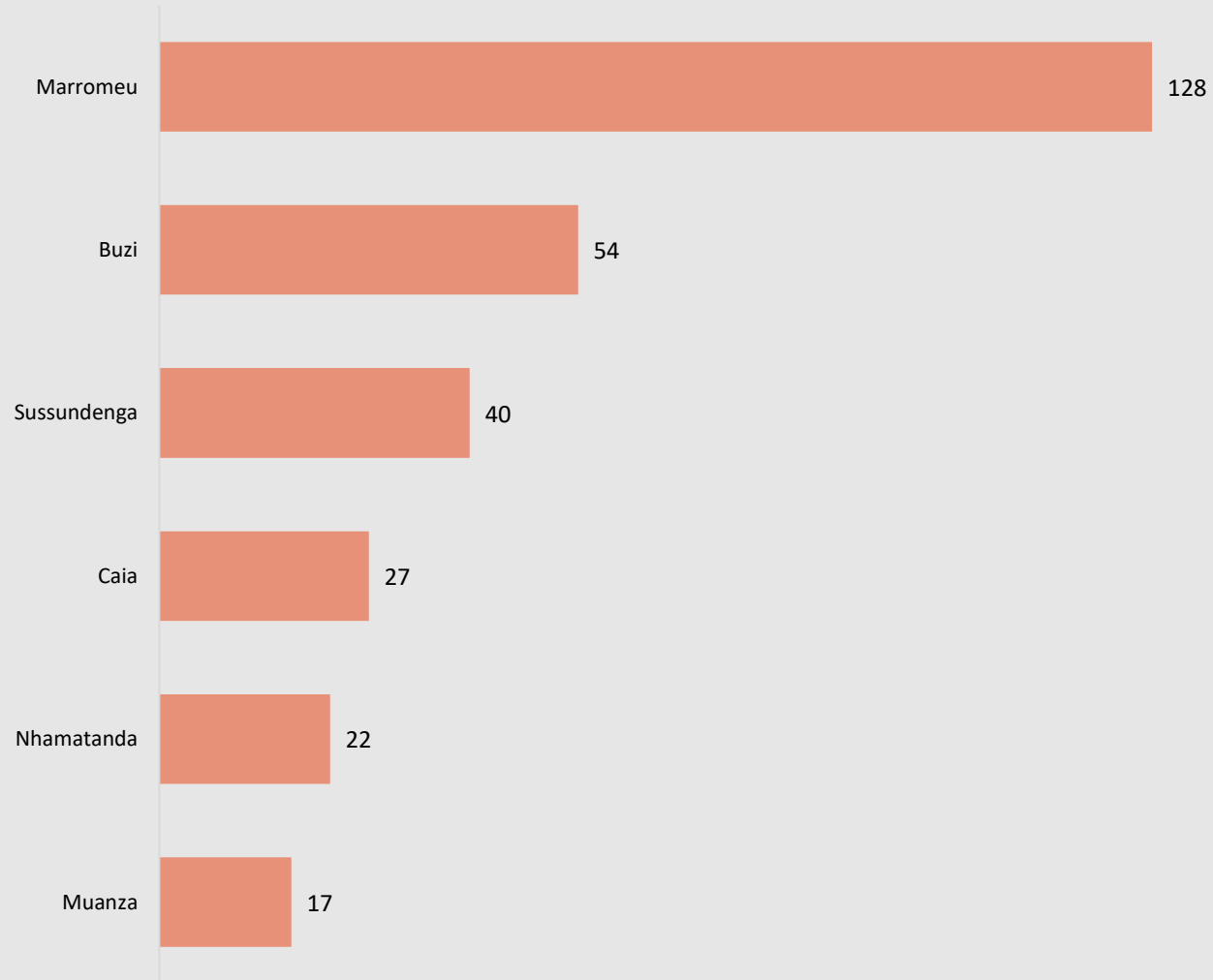
Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



Complaints – Abuses of power

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

CENTRAL REGION RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST JULY – 31ST JULY 2021



NORTHERN REGION RESPONSE

1ST JULY – 31ST JULY 2021

June
Cases Registered:
556
Feedback Provided:
94%

July
Cases Registered:
927
Feedback Provided:
81%

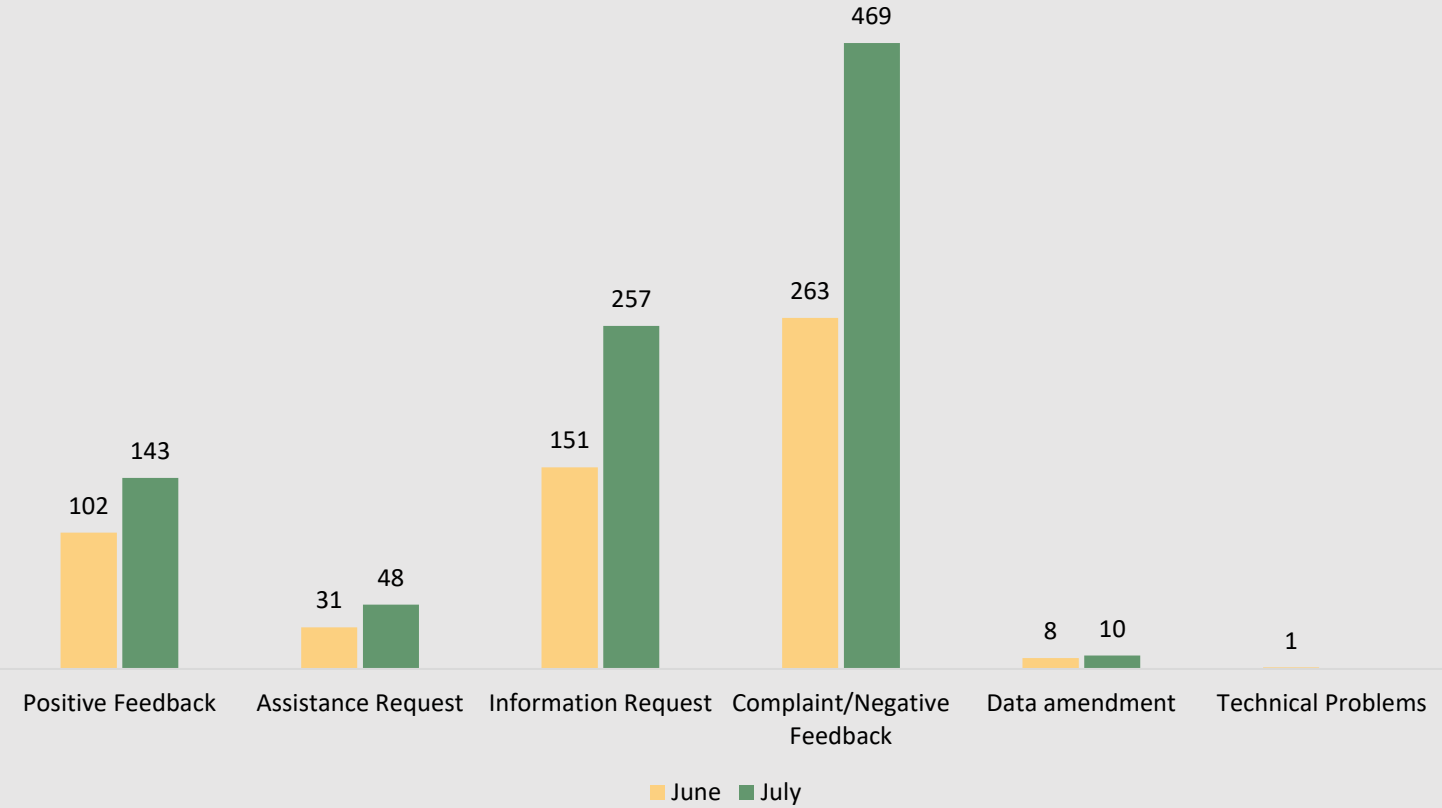
June
Cases Registered:
28
Feedback provided:
86%

July
Cases Registered:
48
Feedback provided:
83%



NFI

CASE TYPES



ASSISTANCE REQUEST



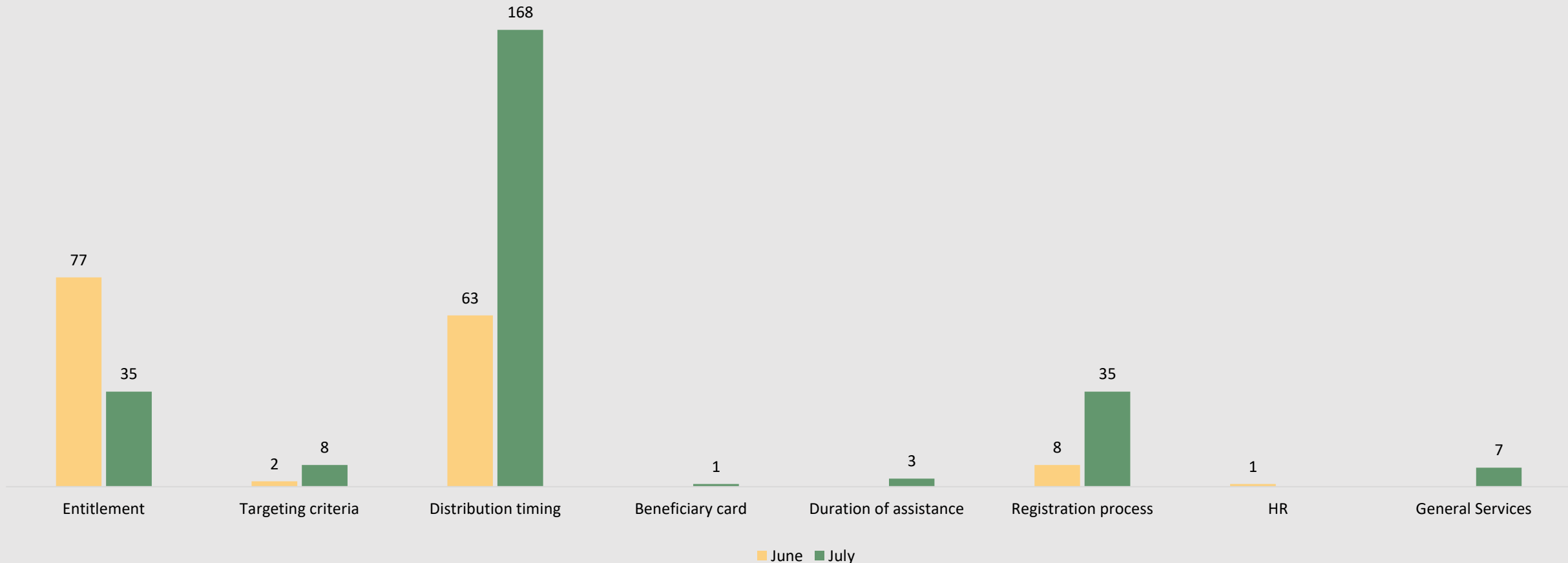
NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST JULY – 31ST JULY 2021

June
Cases registered:
151
Feedback provided:
100%

July
Cases registered:
257
Feedback provided:
77%



General Services refer to cases which people call to ask what is Linha Verde 1458 and what are its objectives. Additionally, Linha Verde has been sending out sms, as result people call to thank for the received messages or ask for clarifications.



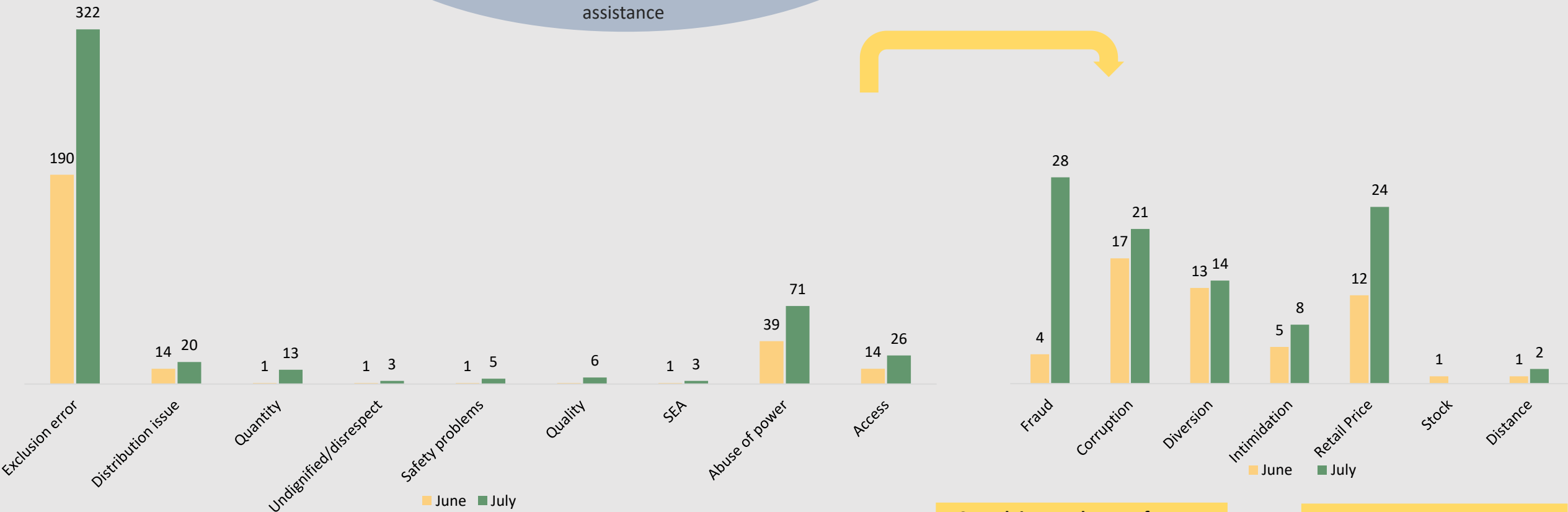
NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1ST JULY – 31ST JULY 2021



NORTHERN REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST JULY – 31ST JULY 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

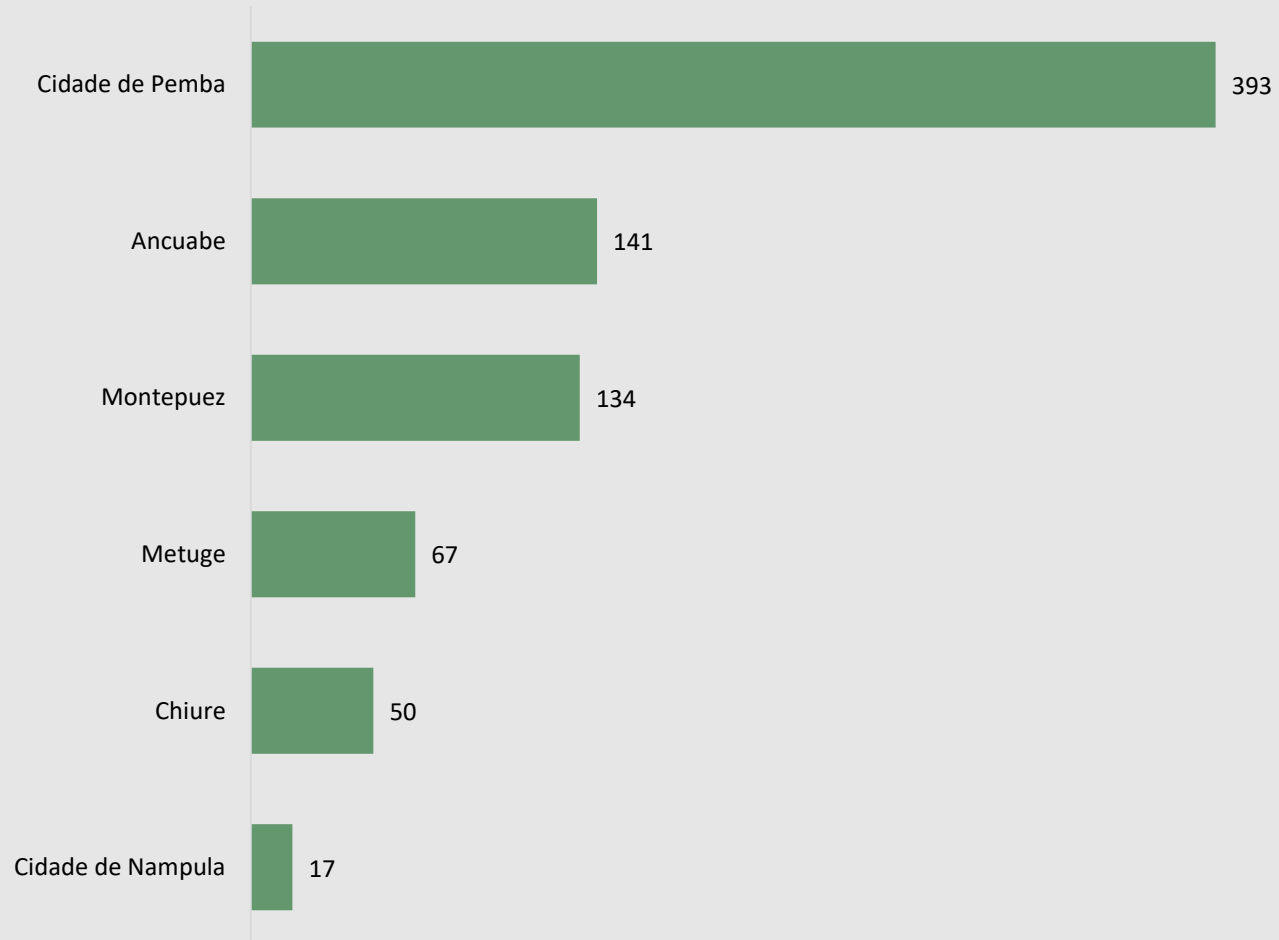
Abuse of power: refers to wrongful acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.
Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



Complaints – Abuses of power

Complaints – Access barriers

NORTHERN REGION RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST JULY – 31ST JULY 2021



SOUTHERN REGION (DROUGHT) RESPONSE 1ST JULY – 31ST JULY 2021

June
Cases Registered:
21
Feedback Provided:
90%

July
Cases Registered:
77
Feedback Provided:
81%

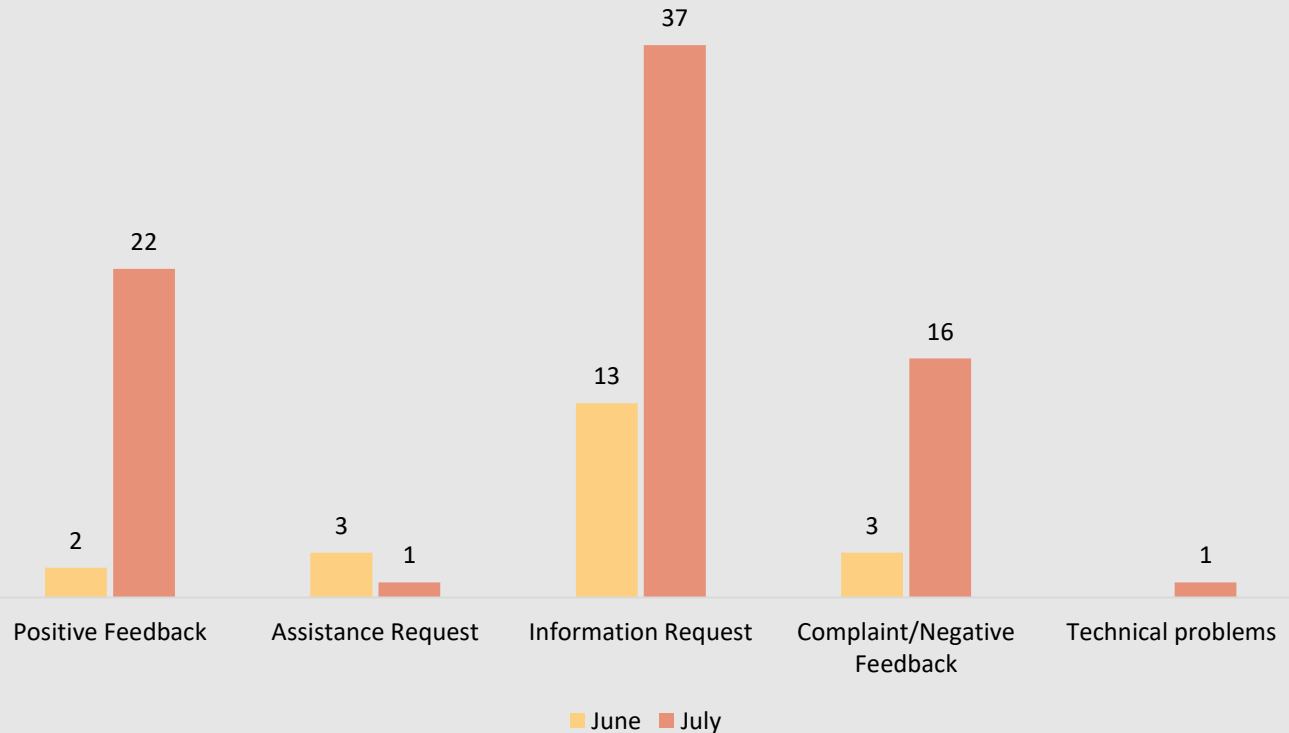
June
Cases Registered:
3
Feedback Provided:
67%

July
Cases Registered:
1
Feedback Provided:
100%

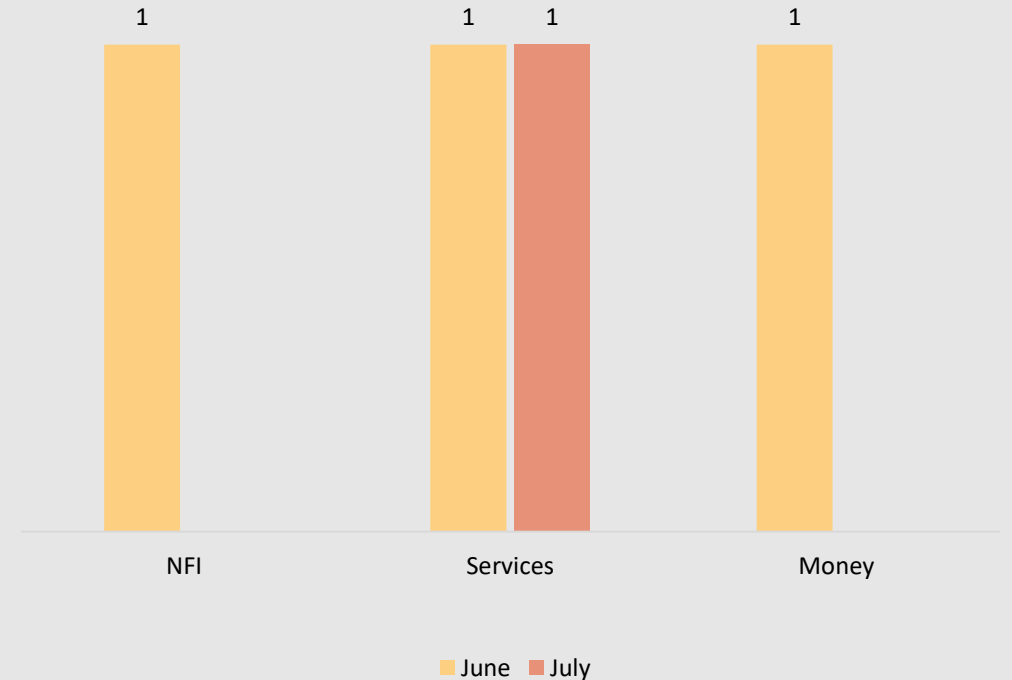


NFI

CASES TYPES



ASSISTANCE REQUEST



**SOUTHERN REGION (DROUGHT) RESPONSE
INFORMATION REQUESTS
1ST JULY – 31ST JULY 2021**



June
Cases Registered:
13
Feedback Provided:
100%

July
Cases Registered:
37
Feedback Provided:
95%



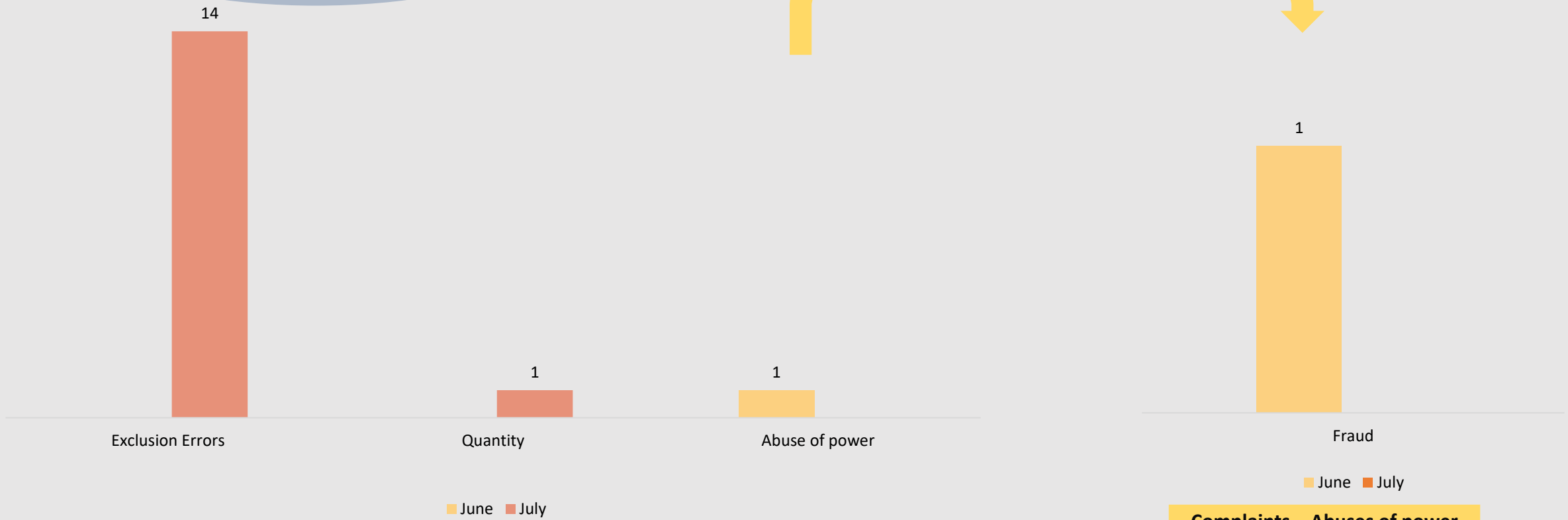
**SOUTHERN REGION (DROUGHT) RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST JULY – 31ST JULY 2021**

**SOUTHERN REGION (DROUGHT) RESPONSE
BREAKDOWN OF ABUSES OF POWER
1ST JULY – 31ST JULY 2021**

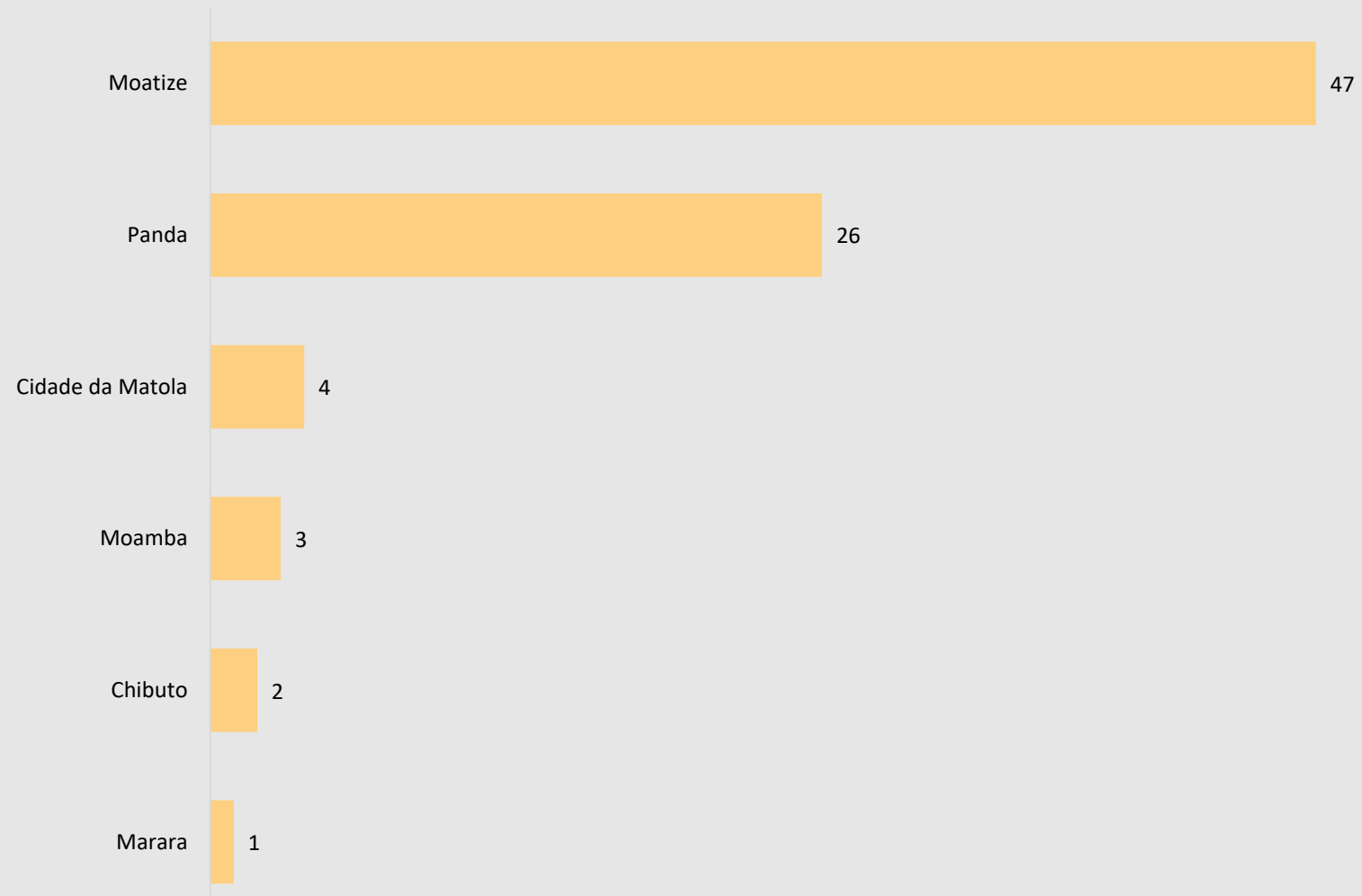


Abuse of power:
refers to wrongful acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.

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
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST JULY – 31ST JULY 2021



POSITIVE FEEDBACK
1ST JULY – 31ST JULY 2021

FOOD SECURITY

“I am displaced from Macomia since October 2020 and currently at the Ntele Resettlement Center. I am very grateful for the check of 3600MT I received on July 8, 2021. After trying several times to enroll in the beneficiary lists, I finally made it. This is the first month I received assistance. I ask WFP agents to continue with the support because it is something that helps a lot and a lot of people.” **Female, Montepuez, Cabo Delgado**



SHELTER

“I fled from Quissanga to Metuge in 2020 due to the armed attacks. I live in a hut with a family of 10 people. I called to thank for the humanitarian assistance that took place on 1/7/2021, where I received tarpaulins, blankets, pans, buckets, lanterns and mats. I do not know the name of the organization that was carrying out the distribution nor the name of the place where the distribution took place. I would like actions of this kind continued.” **Male, Metuge, Cabo Delgado**



SOCIAL PROTECTION/INAS

“I called to thank WFP and its partners for the help. I received a phone from the INAS project to start receiving the monetary assistance via M-pesa. I feel very happy for this gesture of support. I received the phone on June 16th of the ongoing year.” **Female, Marromeu, Sofala**

FOOD SECURITY

“I am displaced from Quissanga in Bilibiza and now residing in Ancuabe headquarters. I called to thank you for the 50 kg of rice, 10 kg of peas and 5 litres of cooking oil yesterday, 19/6/2021. I ask that Linha Verde 1458 and partners continue with this good gesture they have done for the displaced.” **Male, Ancuabe, Cabo Delgado**

FOOD SECURITY

“I am a resident of Muwawa neighborhood and victim of cyclone IDAI. I have been a humanitarian aid beneficiary since 2019. I called Linha Verde 1458 to thank partner ANDA MANICA for the food I received this June 2021. I received flour, beans and oil.” **Female, Sussundenga, Manica**

FOOD SECURITY

“I am displaced from Palma to Montepuez since March 2021 due to the armed attacks. I live in a relative's house, have a family of 5. I want to thank for the humanitarian aid provided by the WFP and partners to the displaced. In June 19th, 2021 I received 50kg of rice, and 10kg of peas. I would like actions of this kind to continue because we are going through a difficult situation.” **Male, Montepuez, Cabo Delgado**

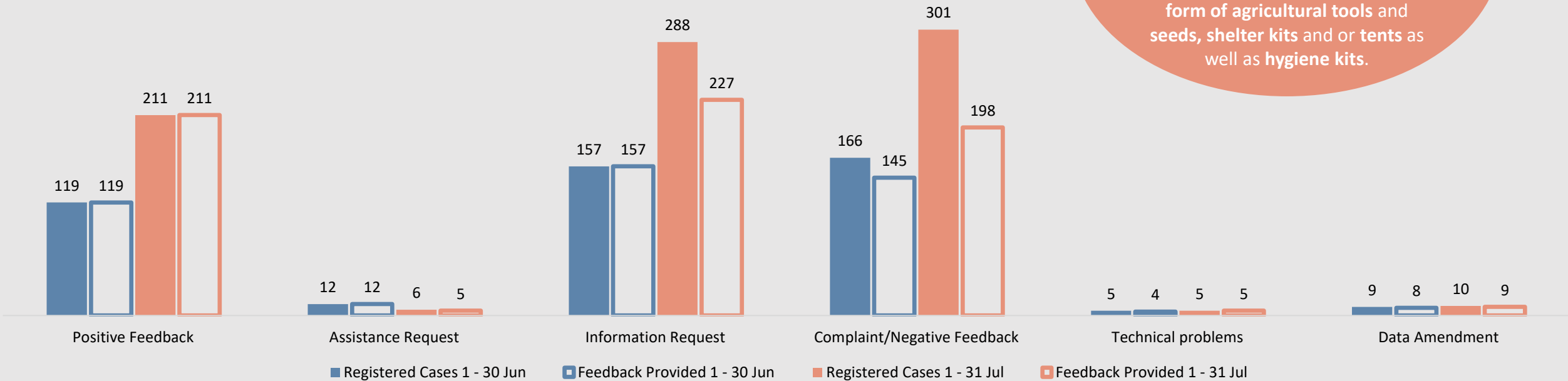
FOOD SECURITY



Sofala	96
Zambezia	10
Manica	44
Tete	1
Nampula	66
Cabo Delgado	578
Inhambane	22
Gaza	1
Niassa	1
Maputo Provincia	2

1 Jul - 31 Jul 2021
 Cases Registered:
821
 Feedback Provided:
655

1 Jul - 31 Jul 2021
 78% 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.**



HEALTH



1 Jul - 31 Jul 2021

Cases Registered:

872

Feedback Provided:

872

EDUCATION



1 Jul - 31 Jul 2021

Cases Registered:

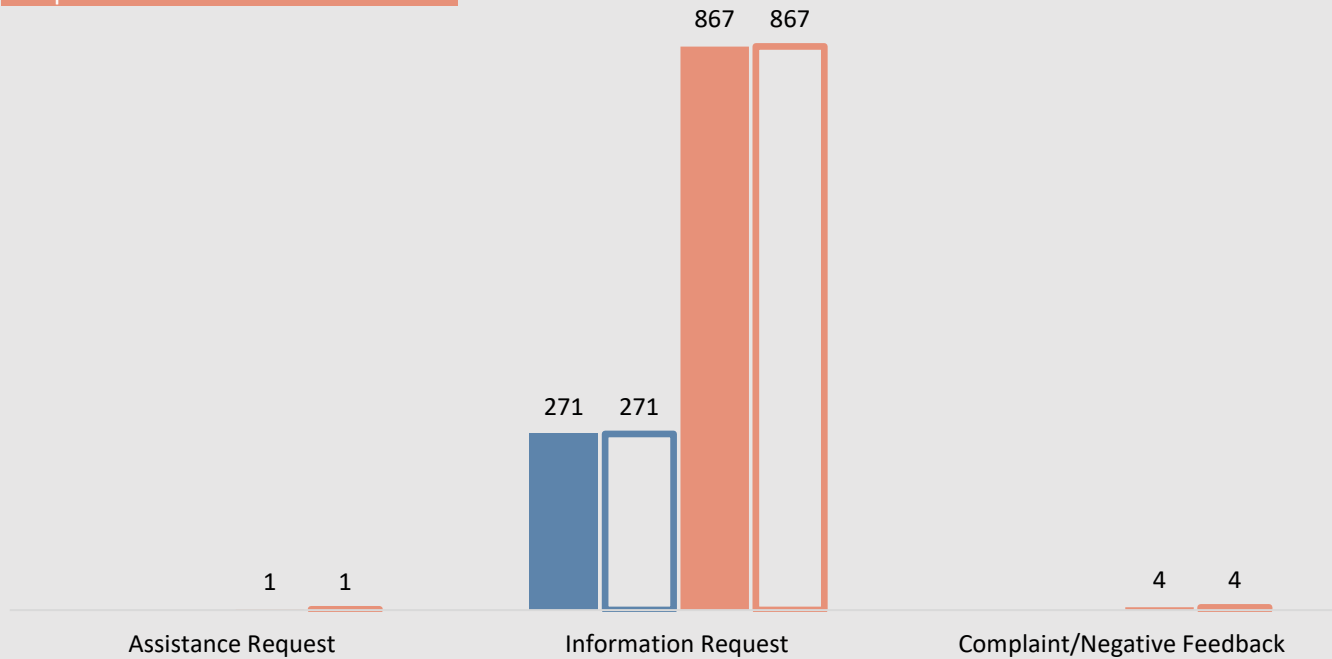
29

Feedback Provided:

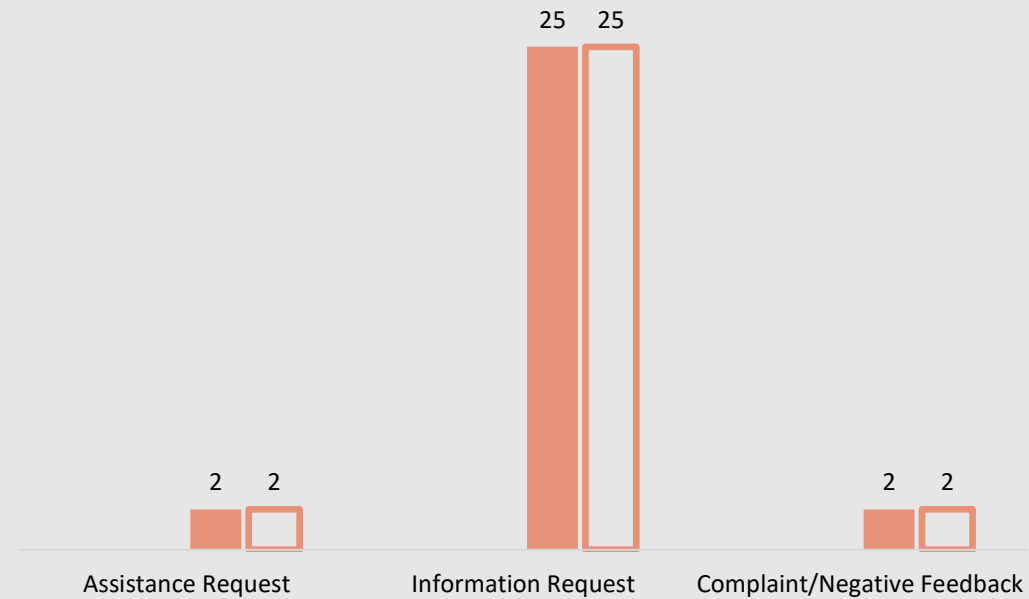
29

Sofala	15
Zambezia	1
Manica	7
Tete	2
Nampula	1
Cabo Delgado	3

Sofala	440
Zambezia	81
Manica	114
Tete	88
Nampula	46
Cabo Delgado	36
Inhambane	42
Gaza	4
Maputo Cidade	2
Niassa	10
Maputo Provincia	9



■ Registered Cases 1 - 30 Jun Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul Feedback Provided 1 - 31 Jul



■ Registered Cases 1 - 30 Jun Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul Feedback Provided 1 - 31 Jul

CCCM

SHELTER AND NFI

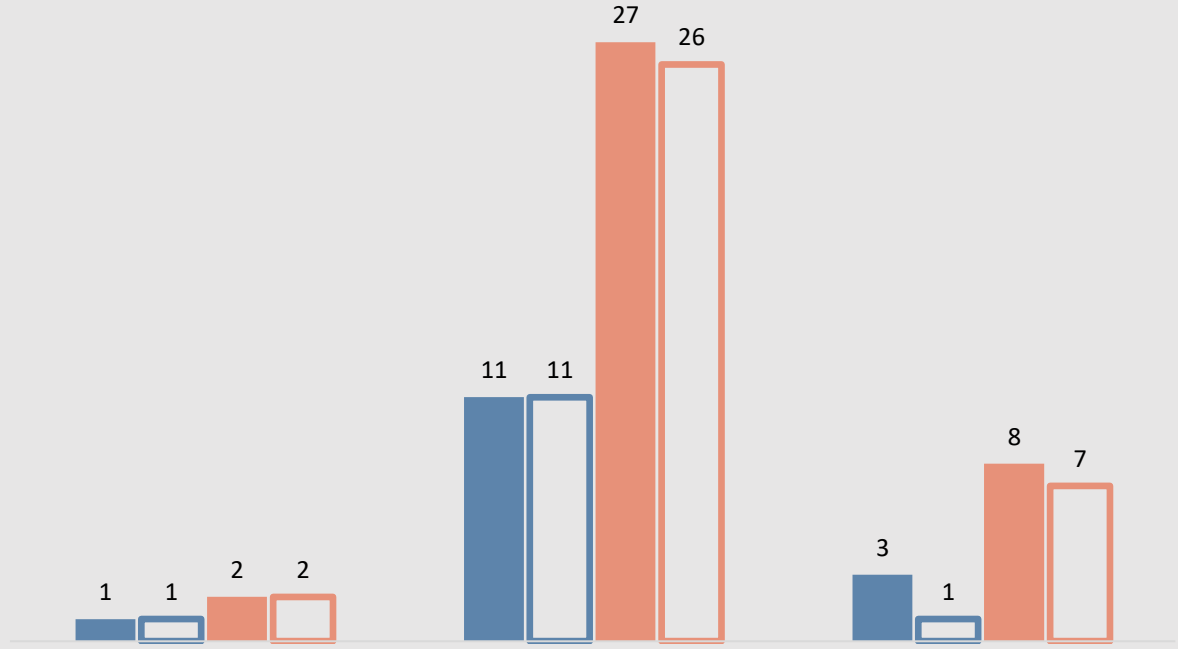
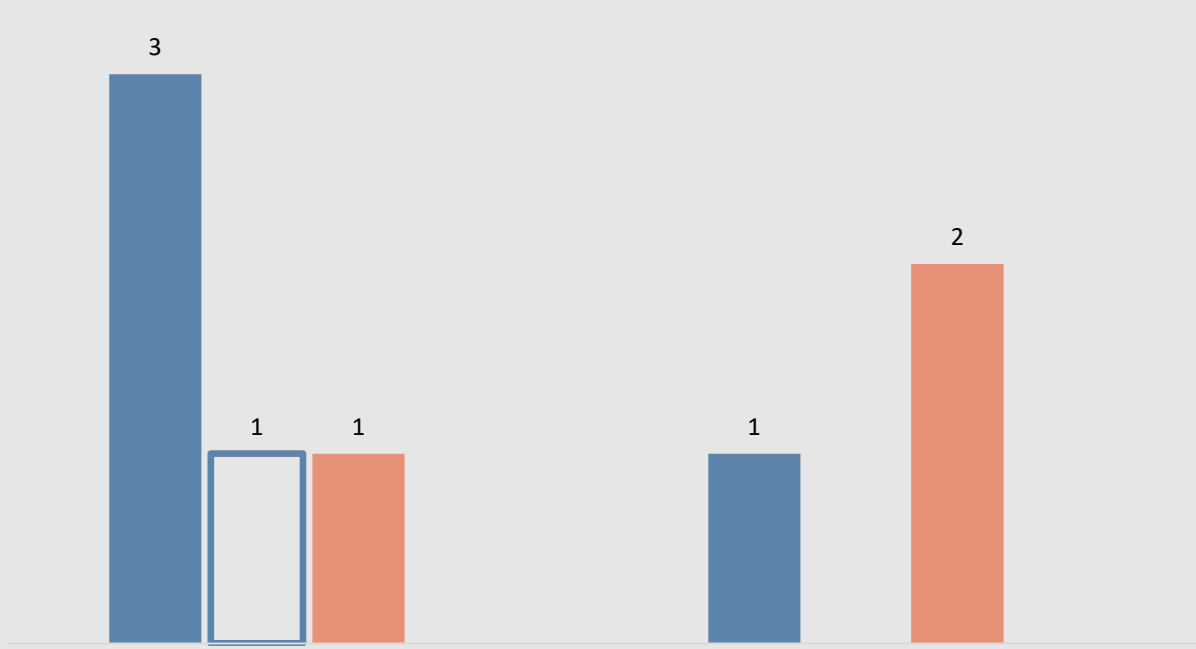


Sofala	2
Cabo Delgado	1

1 Jul - 31 Jul 2021
 Cases Registered:
3
 Feedback Provided:
0

1 Jul - 31 Jul 2021
 Cases Registered:
37
 Feedback Provided:
35

Sofala	2
Nampula	1
Cabo Delgado	34



■ Registered Cases 1 - 30 Jun Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul Feedback Provided 1 - 31 Jul

■ Registered Cases 1 - 30 Jun Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul Feedback Provided 1 - 31 Jul

WASH

PROTECTION

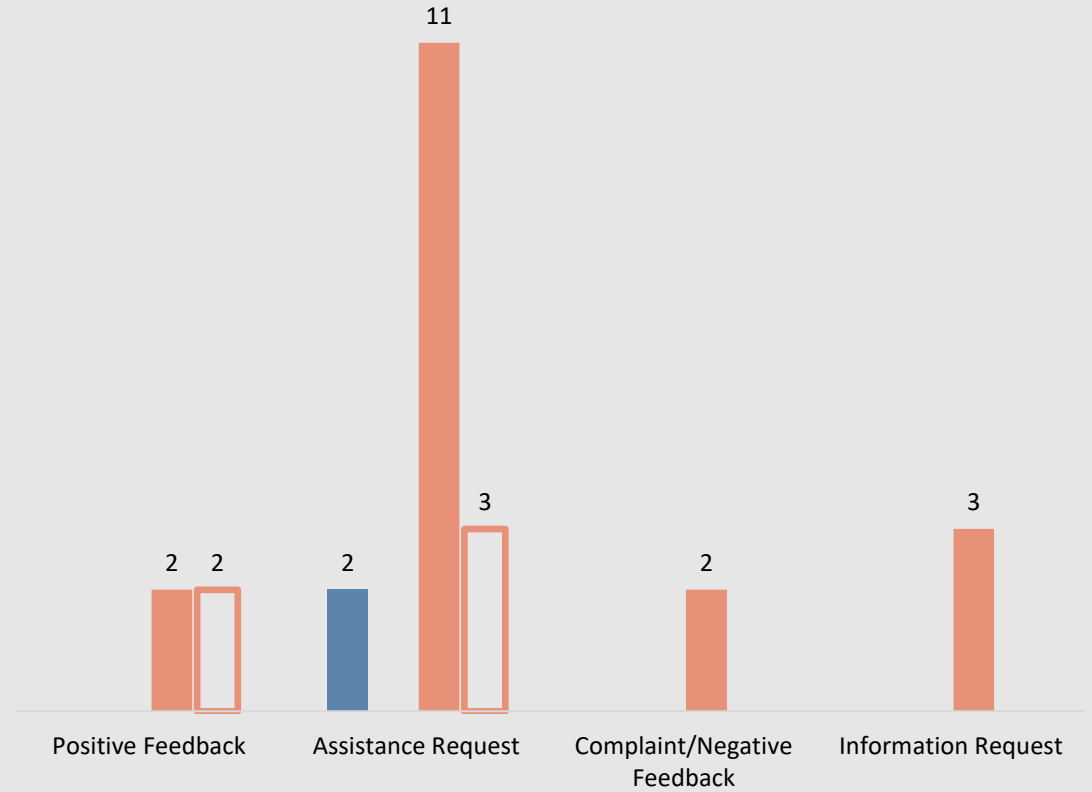
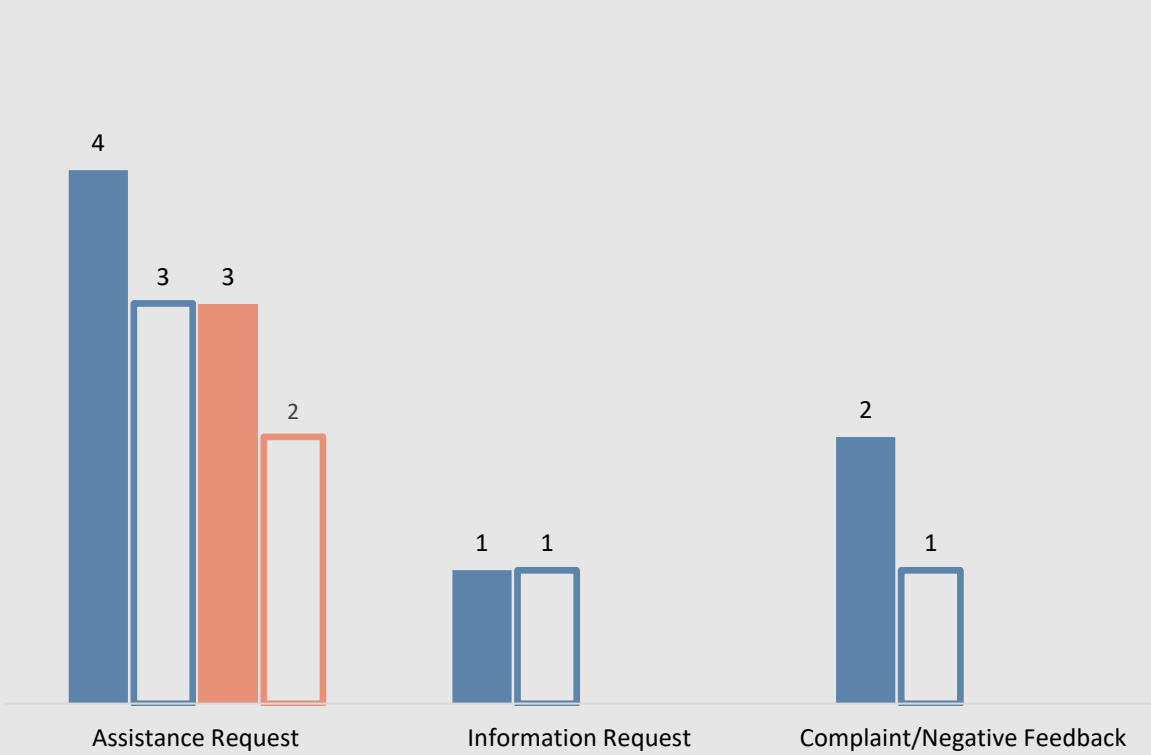
Sofala	1
Cabo Delgado	2



1 Jul - 31 Jul 2021
 Cases Registered:
3
 Feedback Provided:
2

1 Jul - 31 Jul 2021
 Cases Registered:
18
 Feedback Provided:
5

Sofala	2
Inhambane	1
Cabo Delgado	15



■ Registered Cases 1 - 30 Jun
 Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul
 Feedback Provided 1 - 31 Jul

■ Registered Cases 1 - 30 Jun
 Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul
 Feedback Provided 1 - 31 Jul

CHILD PROTECTION

GBV



1 Jul - 31 Jul 2021

Cases Registered:

7

Feedback Provided:

7

1 Jul - 31 Jul 2021

Cases Registered:

5

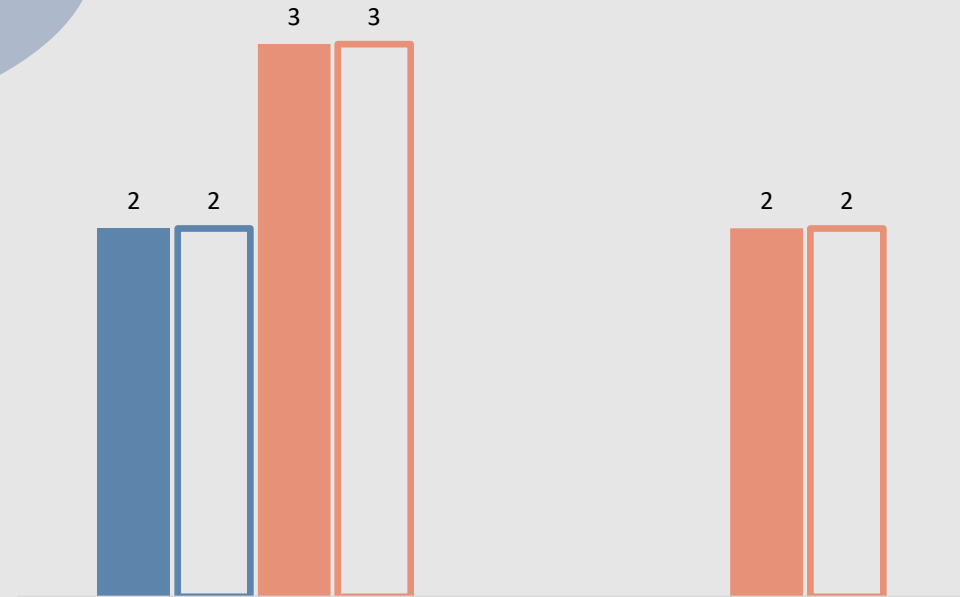
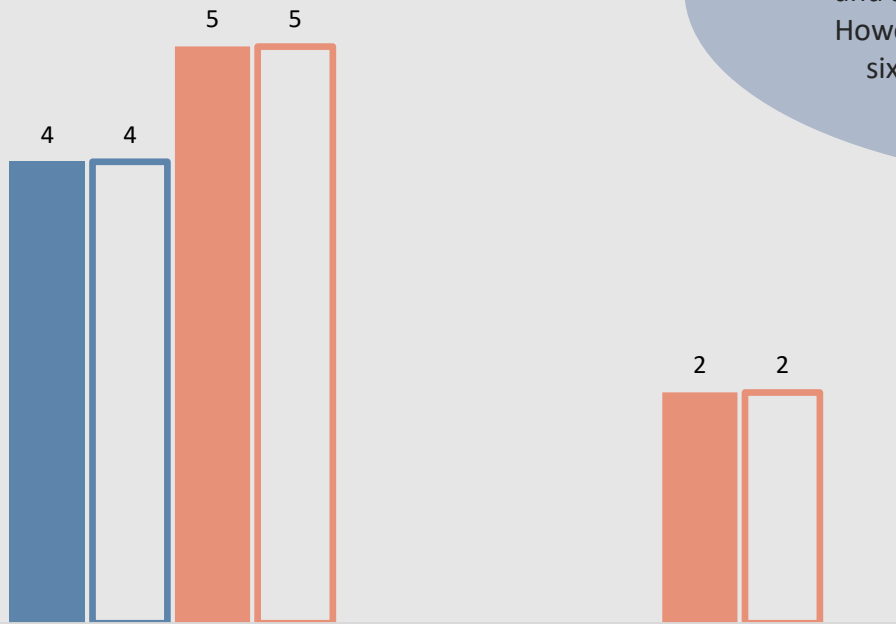
Feedback Provided:

5

Zambezia	1
Nampula	2
Cabo Delgado	1
Maputo Provincia	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

Sofala	3
Zambezia	1
Nampula	2
Cabo Delgado	1



■ Registered Cases 1 - 30 Jun Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul Feedback Provided 1 - 31 Jul

■ Registered Cases 1 - 30 Jun Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul Feedback Provided 1 - 31 Jul

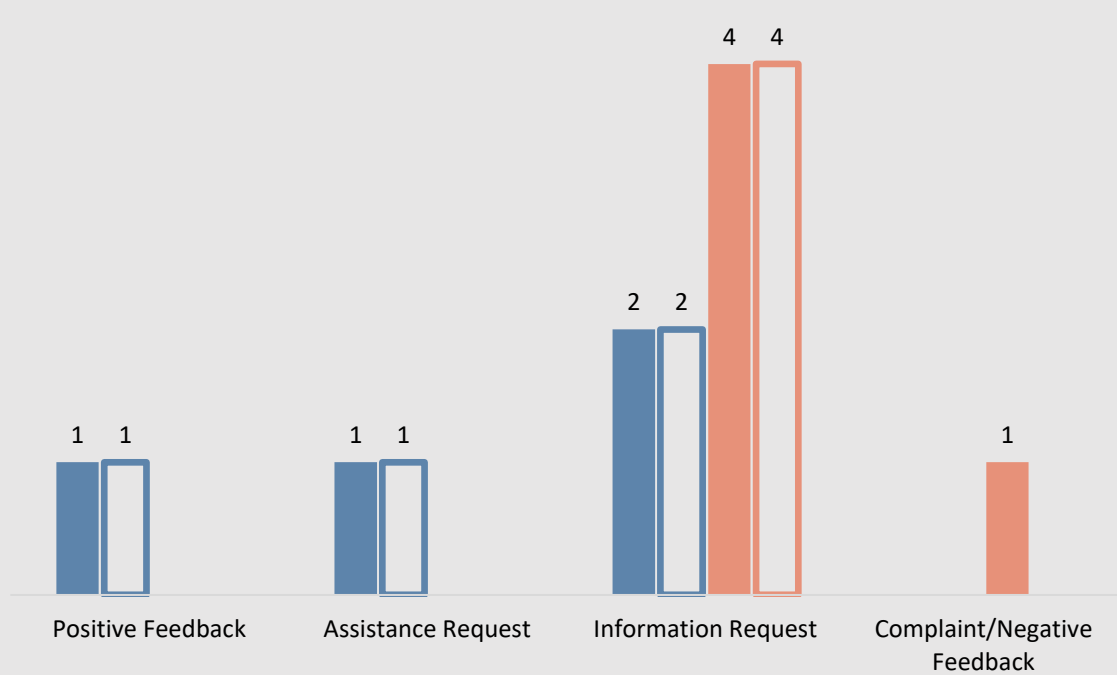
INGD

IDP REGISTRATION

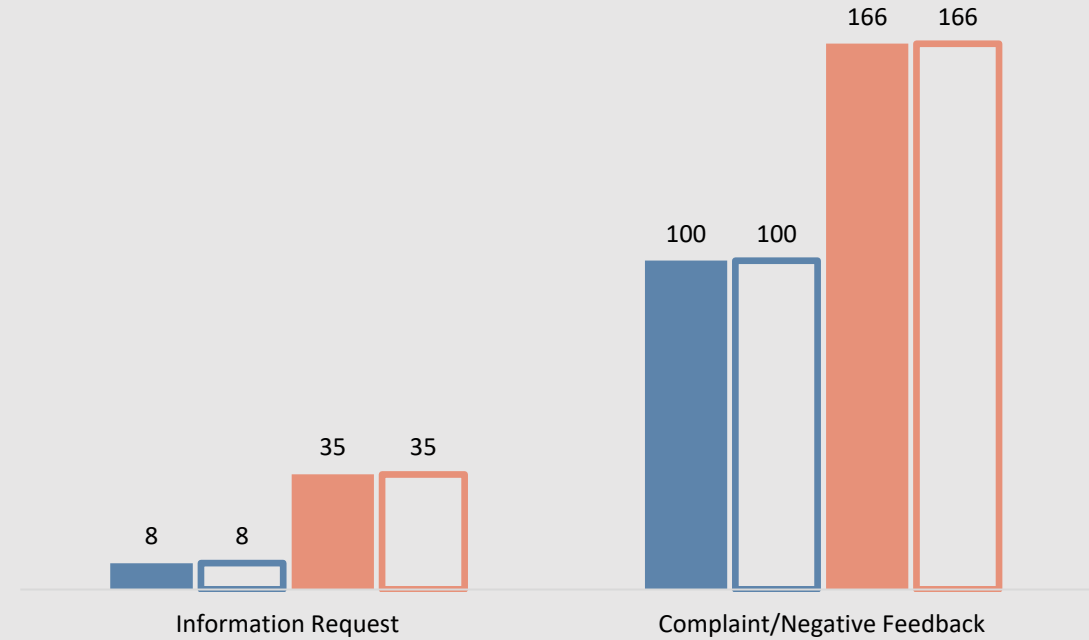
Niassa	1
Sofala	4



Nampula	3
Cabo Delgado	198



■ Registered Cases 1 - 30 Jun □ Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul □ Feedback Provided 1 - 31 Jul



■ Registered Cases 1 - 30 Jun □ Feedback Provided 1 - 30 Jun
■ Registered Cases 1 - 31 Jul □ Feedback Provided 1 - 31 Jul

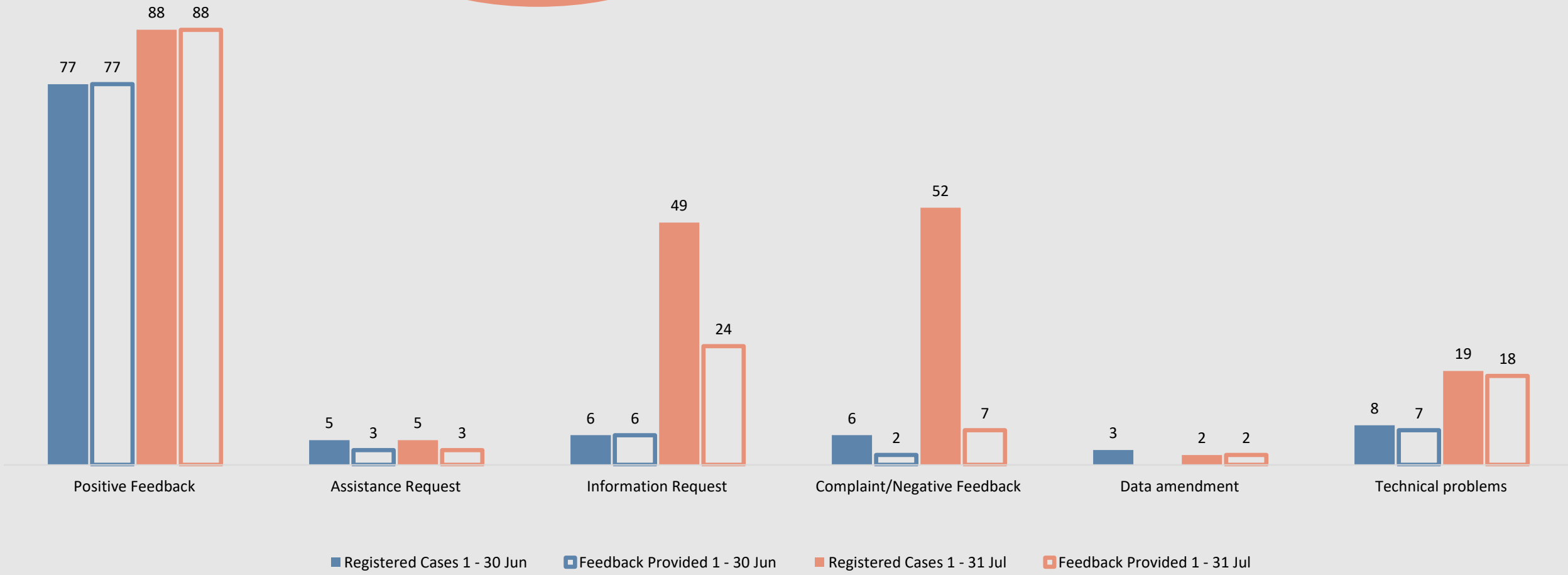
SOCIAL PROTECTION/INAS



Sofala	163
Zambezia	1
Manica	1
Tete	43
Nampula	2
Cabo Delgado	5

1 Jul - 31 Jul 2021
 Cases Registered:
215
 Feedback Provided:
142

All cases have been shared with **INAS**



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST JULY – 31ST JULY 2021

Overview

- ❖ **44, 813** cases have been registered through Linha Verde da Resposta a Emergencia 1458 up to the 31st July 2021 with a cumulative feedback rate of 97%.
- ❖ Linha Verde 1458 has changed the reporting period from the previous 16th to 15th of each month to 1st to the last day of each month. There will still be a comparison to the previous month. This has been put into effect with data from the 1st of June 2021 which also marks the beginning of the 3rd year of Linha Verde da Resposta a Emergencia 1458.
- ❖ Between 1st - 31st July 2021, Linha Verde 1458 registered **2,243** cases, of which:
 - 41% of total concerns raised regarding the humanitarian assistance in the northern region of Mozambique.
 - 40% of total concerns raised in the hotline in this period concerned the Covid-19 situation in the country.
 - 15% of concerns raised concerned humanitarian assistance programs ongoing in the central region of the country and lastly,
 - 3% of concerns raised were from people calling Linha Verde 1458 from the southern region of the country, concerning food security.
- ❖ Linha Verde 1458 continues to work with the different clusters to obtain feedback or information regarding ongoing interventions to provide clarification to callers, during the call-backs once information has been shared.

Training of Linha Verde 1458 and Linha Verde 1458 SMS Service – June & July 2021

- ❖ For induction and refresher training of new and continuing Linha Verde 1458 operators, some of the clusters were invited to provide an orientation on their roles and responsibilities in the humanitarian response and activities being implemented. The refresher and orientation sessions took place between the 21st and the 23rd of June 2021, at the call center in Maputo on Avenida do Trabalho.



- The sessions were facilitated by IOM colleagues from the **CCCM cluster**, UNICEF colleagues from the **WASH Cluster**, UNHCR colleagues from the **Protection Cluster**, **Food Security** cluster colleagues from WFP, **GBV Sub-cluster** focal points as well as the **National level PSEA Network** Co-chair. The sessions were in person and online. Linha Verde 1458 team is grateful for the support of these colleagues on behalf of the clusters, agencies, and the PSEA network.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST JULY – 31ST JULY 2021

- ❖ In collaboration with the Cabo Delgado GBV Sub-Cluster, 2 GBV Prevention SMSs were sent to all 4000 contacts who have called Linha Verde 1458 from Cabo Delgado in the last 2 years in Portuguese:
 - The first SMS was sent on the 9th of July 2021, it read, **“It is important to seek medical assistance within 3 days in a situation of sexual assault. Visiting a clinic within this stipulated time helps reduce the risk of contracting HIV/AIDS and unintended pregnancies.”**
 - The second SMS was sent to the same contacts on the 12th of July 2021, it read, **“Always ask for help when you are harmed. DO NOT keep silent. Reach out to the nearest community volunteers, government authorities and humanitarian agencies working in your area for help. It is okay to always ask for help.”**
- ❖ In another collaboration with Protection Cluster partner, the International Committee of the Red Cross (ICRC’s) **Family Reunification Services in Cabo Delgado**, an SMS was sent to the 4000 contacts in Cabo Delgado with the aim to raise awareness in amongst the affected population regarding the available Family Reunification Services through the contact number 874580000 for displaced individuals and families.
 - The SMS read, **“Have you been separated from your family due to the conflict in Cabo Delgado. The International Committee of the Red Cross can help in the search. Please call 874580000.”**

Central Region Response: 1st – 31st July 2021

- ❖ Out of a total of 346 cases registered from the central region of the country, 138 are positive feedback, followed by information requests (114), complaints (55) and finally assistance requests (14). This shows a general increase in the number of cases received from the central region compared to the June 2021 when a total of 148 cases were registered.

Information requests

- ❖ The majority of information requests during this period concerned distribution timing for INAS disbursements in the districts of Marromeu, Caia and Maringue in Sofala. Since, beneficiaries of the **INAS Social Protection Programme** in these locations received phones, between May and June 2021, they were anxious to know when they will receive their first disbursement.
- ❖ Displaced persons from Cabo Delgado based in Resettlement sites in Nicoadala, Mocuba, and Alto Molocue in Zambezia called to find out when they would be receiving their next rations.
- ❖ Former beneficiaries of the WFP food assistance programs in Resettlement sites in Buzi, Chibabava, Caia in Sofala, called to ask whether the food assistance programs could be continued as they know that the programs ended but they continue to face food insecurity.

Complaints

Cash Assistance

- ❖ Exclusion errors have been reported by callers who claim to be beneficiaries of Mozambican Red Cross value distribution program via M-pesa. Beneficiaries indicate that they have phones and SIM cards but have not received the most recent disbursement of 2500MZN.
- ❖ Callers from Buzi and Dondo have complained that they were excluded and did not receive the previous disbursement from WFP. Some of the callers were encouraged to go to the distribution team and did get the issues with their Scope cards resolved and continued to receive assistance.

INAS Social Protection

- ❖ People have called from Caia and Nhamatanda districts where callers claim that local leaders are charging 500MZN to include people in the beneficiary lists for the INAS Social Protection Programme.

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1ST JULY – 31ST JULY 2021

- ❖ Callers have also indicated that a local leader has forcibly taken the phone and SIM cards of elderly people who are beneficiaries of the INAS Social protection programme in the same location.
- ❖ Beneficiaries of INAS Social Protection program in Marromeu, raised diverse concerns, such as information requests regarding the disbursement of their benefits, concerns about exclusion errors, claims of fraud in handling lists. Additionally, technical issues and beneficiary data security issues were also reported regarding Mpesa accounts.
 - A few complaints have been made from beneficiaries of the INAS Social Protection program regarding technical **issues** with the pin numbers of their allocated SIM Cards. All cases have been shared with INAS.

Shelter and CCCM

- ❖ A caller has claimed that the local leaders in charge of distributing iron sheets provided by IOM in Bandua Resettlement site in May 2021 have been distributing iron sheets to their families and acquaintances and have charged money for the iron sheets to affected population who wanted them.
- ❖ Caller has complained that he and a group of members of the Guara-guara resettlement site in Buzi did not receive their promised payment after participating in casual work activity in agreement with IOM.

Northern Region (IDP) Response: 1st – 31st July 2021

- ❖ 927 cases have been registered from the northern region of the country indicating a general increase of 40% compared to the 556 cases registered in June 2021. Cases registered consist of, 469 complaints, 257 information requests, 143 positive feedback and finally 48 assistance requests.

Complaints

- ❖ Topping the list once again with the majority type of complaint we have exclusion error claims (322), higher compared to 190 exclusion errors reported in June 2021.

Exclusion errors

- ❖ 166 of the exclusion errors are claims from displaced persons indicating that they have been registered various times in the host communities are not appearing in distribution lists. Linha Verde 1458 urges callers to continue to attempt to get registered as the responsibility of registering IDP's belongs to the local authorities. The majority of these cases from Pemba, Ancuabe, and Montepuez. As people refer generally to local registration as IDPs this is likely to be affecting people's access to all types of assistance.
- ❖ The remainder of the exclusion error claims are from Pemba, Montepuez, Ancuabe and Metuge among other districts.
 - A majority of callers claim to be IDP's, and previous beneficiaries of WFP food assistance programs. In June 2021 only to find that their names did not appear on the beneficiary list as usual and did not know why, or receive any clarification as to why. A key concern has been that IDP's are being removed from lists by local leaders with no explanation.
 - Other callers have indicated that people unknown to them received their rations when their names were called. These callers have been told to arrive on time to the distribution site and be alert to their name being called. They should also not hesitate to approach the partner team at the distribution point. A lot of the cases are filtered according to information regarding vulnerability criteria provided by the callers for WFP verification and follow up process. Many callers do not expand on vulnerability criteria besides claiming that they are IDP's.

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1ST JULY – 31ST JULY 2021

Abuses of power

- ❖ A total of 71 claims of abuses of power were reported over this period, consisting of corruption (21), fraud (28), diversion (14) and intimidation (8).
 - A majority of the **corruption** claims are from Pemba, Mueda, Ancuabe, Metuge, Montepuez. In all claims, local leaders have been cited as the ones charging money to IDP's and non-IDP's who can afford to pay for inclusion in beneficiary lists.
 - **Fraud** claims are from Pemba, Chiure, Metuge, Montepuez and Ancuabe, callers citing that local leaders include more than one of their own family members in the lists and include non-IDP's in place of IDPs to receive food assistance.
 - Local leaders are cited to have refused to support beneficiaries with disabilities in receiving their rations in Chiure – forcing them to struggle to come to distribution points and force them to divide their rations.
 - **Diversion** claims against local leaders cover leaders sharing food rations amongst themselves, diverting food to other locations to distribute to acquaintances. They have also been accused of forcibly taking value vouchers from IDP's and not returning them redeeming them in local shops.
 - Claims of **intimidation** are mainly from Ancuabe, Mueda, Metuge, and Pemba. Callers have informed Linha Verde 1458 that when local leaders manipulate lists and remove their names, they cannot complain directly to them as they are harassed, threatened with retaliation, and insulted by the local leaders. They are told that they will no longer receive the assistance if they complain.
- ❖ A few quality issues have reported regarding spoiled peas that some beneficiaries received. Most callers had indicated that they verified their food at the distribution point and therefore were able to raise it with distribution teams to coordinate distribution of replacements.

- ❖ An increasing number of data amendment cases received where beneficiaries of WFP food assistance program have taken the time to inform WFP and partner through Linha Verde 1458 that they have moved residence or whenever there are updates in their personal details. This information is being shared with WFP CFM focal points to collaborate with local authorities to update the data.

CCCM (Camp Coordination Camp Management)

- ❖ IDP's from Metuge have called to report to Linha Verde 1458 that the local leader is selling land allocated by the local government for IDP's to non-IDP's.

Information requests

- ❖ Majority of information requests continued to concern distribution timing. As soon as July distributions began, WFP shared information with Linha Verde 1458 regarding the pipeline break and single distribution in July 2021. Using key messages from WFP, Linha Verde 1458 has been explaining the reason behind the ration reduction and urging people to use the rations sparingly as WFP continues to try to secure funding to continue aiding the displaced families in Cabo Delgado.
- ❖ Beneficiaries receiving value vouchers continue to complain about the fact that they are no longer allowed to buy hygiene items such as OMO, soap, or toothpaste when redeeming the value of their voucher in participating retailers. Linha Verde 1458 informs callers that this was done to ensure that they could have maximum access to food items through the voucher.

Assistance requests

Food assistance

- ❖ Callers from Ancuabe and Balama, have requested for assistance in agricultural seeds and tools. Callers from Mueda have requested for food assistance.

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1ST JULY – 31ST JULY 2021

Shelter and NFIs

- ❖ Linha Verde 1458 has received assistance requests in shelter items from Ancuabe, Montepuez, Chiure, Metuge and Pemba. The majority of the callers are food assistance beneficiaries who have indicated that they lack the basic shelter items. Shelter cluster has informed Linha Verde 1458 that shelter assistance goes out to the most vulnerable.
 - A few irregularities had been reported in some of the shelter programs and distribution of shelter items in different locations. The shelter cluster has indicated they are going to take the cases forward to the local government for their awareness and action as it is the responsibility of the local leaders and the head of the post to compile beneficiary lists. Shelter cluster has also indicated that they will work with the implementing partner to increase vigilance.

WASH

- ❖ Linha Verde 1458 received 6 requests for assistance in boreholes and supply of water for the resettlement sites in Ancuabe and Montepuez. WASH cluster has informed Linha Verde 1458 that they have planned installation and restoration of the boreholes in these resettlement sites in these districts and evaluating the needs of other areas with reported water shortages.

Southern Region (Drought) Response: 1st – 31st July 2021

- ❖ A total of 77 cases were received from the southern region of the country. The majority of the cases are information requests (37) from Panda in Inhambane and Moatize in Tete followed by positive feedback (22), complaints (16).

Information Requests

- ❖ Continued requests for information regarding the possible start of new food assistance programs as former beneficiaries indicate that they are still struggling to find other sources of food. These were mainly from Panda in Inhambane, Moamba in Maputo Province and Chibuto in Gaza Province.
- ❖ Other information requests from Moatize concerned distribution timing in the **INAS Social Protection Programme** in Tete.

Complaints

- ❖ In the 6 complaints registered, there are exclusion error claims and fraud claim from the beneficiaries of INAS Social Protection Program in Moatize, Tete and Matola in Maputo. The cases have been sent to INAS for follow up.
 - In fraud claims, the callers indicated that the local leadership is including non-eligible people as beneficiaries of the INAS Social Protection program in the lists, and this leaves out the most vulnerable members of those communities.
 - The exclusion error claims are also from callers who claim to be beneficiaries of the INAS Social Protection program but did not receive the most recent disbursement on the 08th of July 2021.

Protection: 1st – 31st July 2021

- ❖ 18 protection cases were registered between 1st and 31st July 2021.
 - 3 reports of Gender Based Violence were received and 2 information requests regarding GBV and sexual and reproductive health. The callers were directed to local support services available nearest to them as one did not want Linha Verde 1458 to refer the case and the other had already reported the case to local authorities but had received no action, so Linha Verde 1458 has advised the caller to go to the nearest **CAI (Centro de Atendimento Integrado)** as guided by UNFPA focal points.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA

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- 7 child protection cases reported of which 6 were referred to Linha Fala Criança and one was referred to Child Protection AoR in Pemba as it concerned displaced children.
- 3 SEA claims, 2 referred to the PSEA Network and the other 1 to the concerned organizations.
- 18 general protection concerns referred to the protection cluster:
 - There have been continued requests from some displaced persons for relocation.
 - Requests for assistance in space and resources to bury the dead.
 - Concerns related to discrimination faced by displaced persons in host communities.
 - Some callers claim that local leaders are selling land meant to be used for settlement of displaced persons to host community members.
 - Linha Verde 1458 also received assistance requests from people who needed support in searching for relative that they had not seen since they left their villages. These cases have been referred ICRC and the protection cluster for follow-up.
 - Positive feedback messages were received for the family reunification SMS's callers indicating that they were glad to know of the existence of the service other general information requests regarding GBV and child protection.

Trends: Covid-19

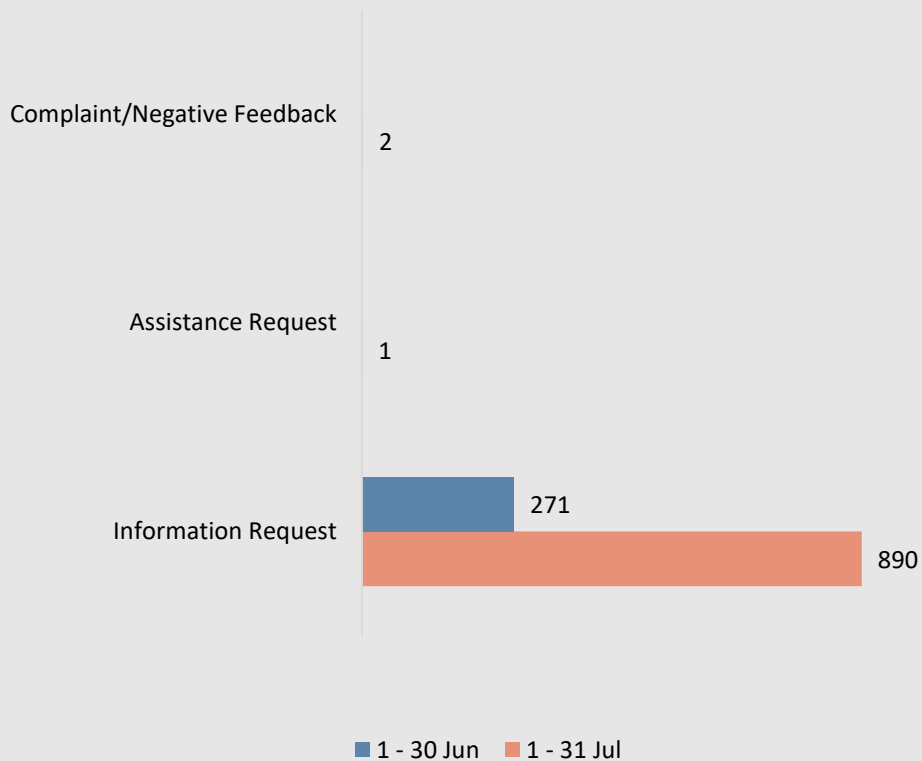
**COVID-19: CASE CATEGORIES AND
CASES BY PROVINCES**
1ST JUNE – 31ST JULY 2021

1 - 31 Jul 2021

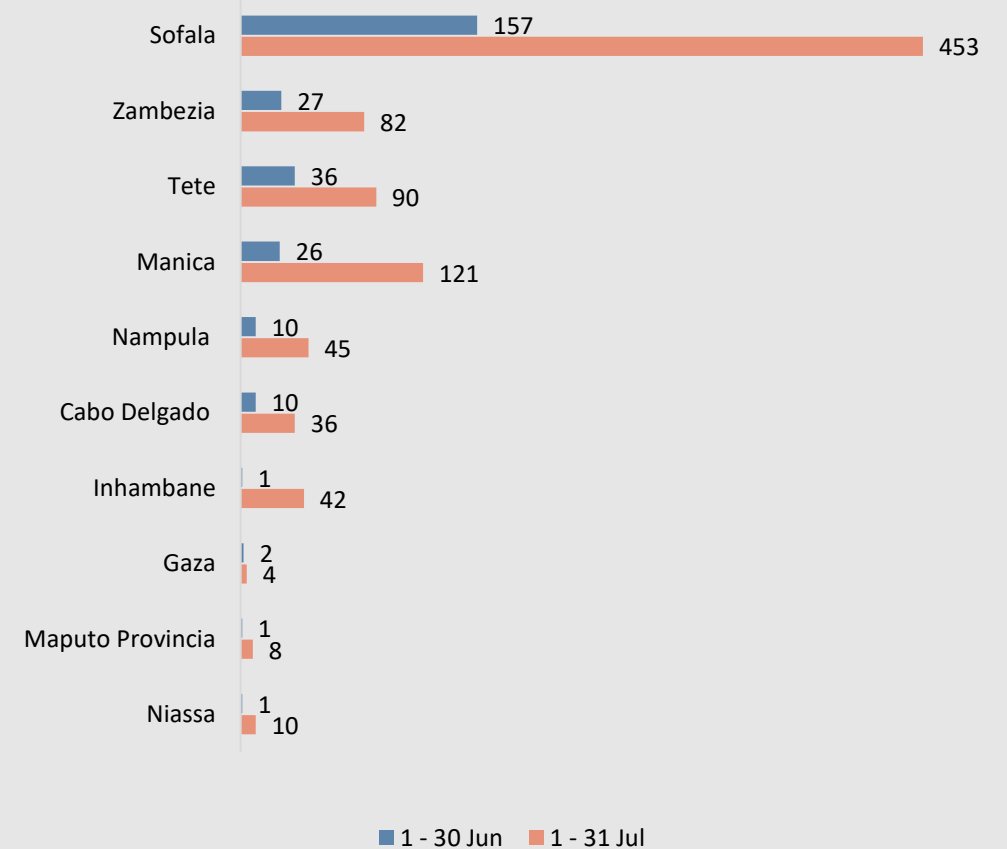
Nr. of cases about Covid-19:
893

40% of the cases registered through the Linha Verde 1458 between July 1 and July 31 were Covid-19 related.

CASE TYPES

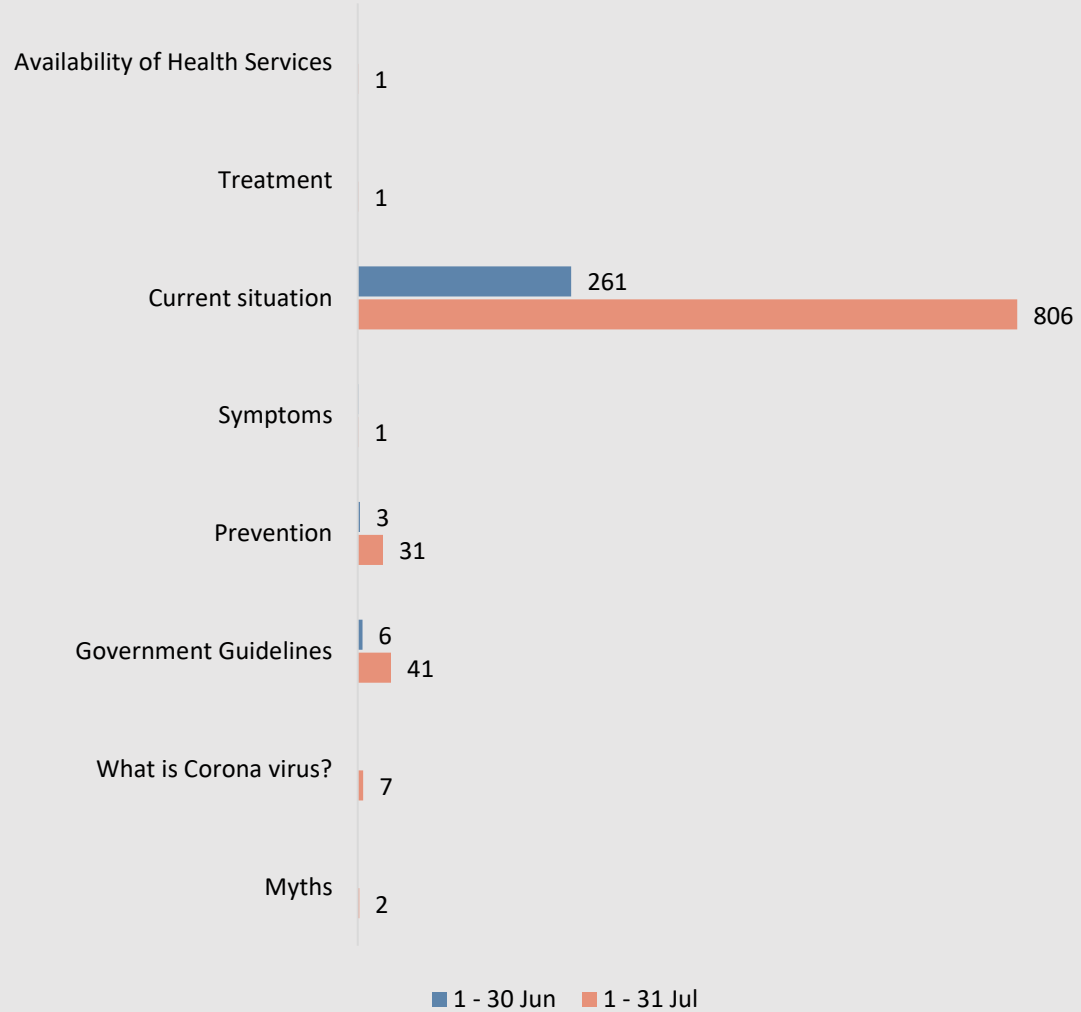


CASES BY PROVINCE



COVID-19
CASE TYPE BY CATEGORY
1ST JUNE – 31ST JULY 2021

INFORMATION REQUEST

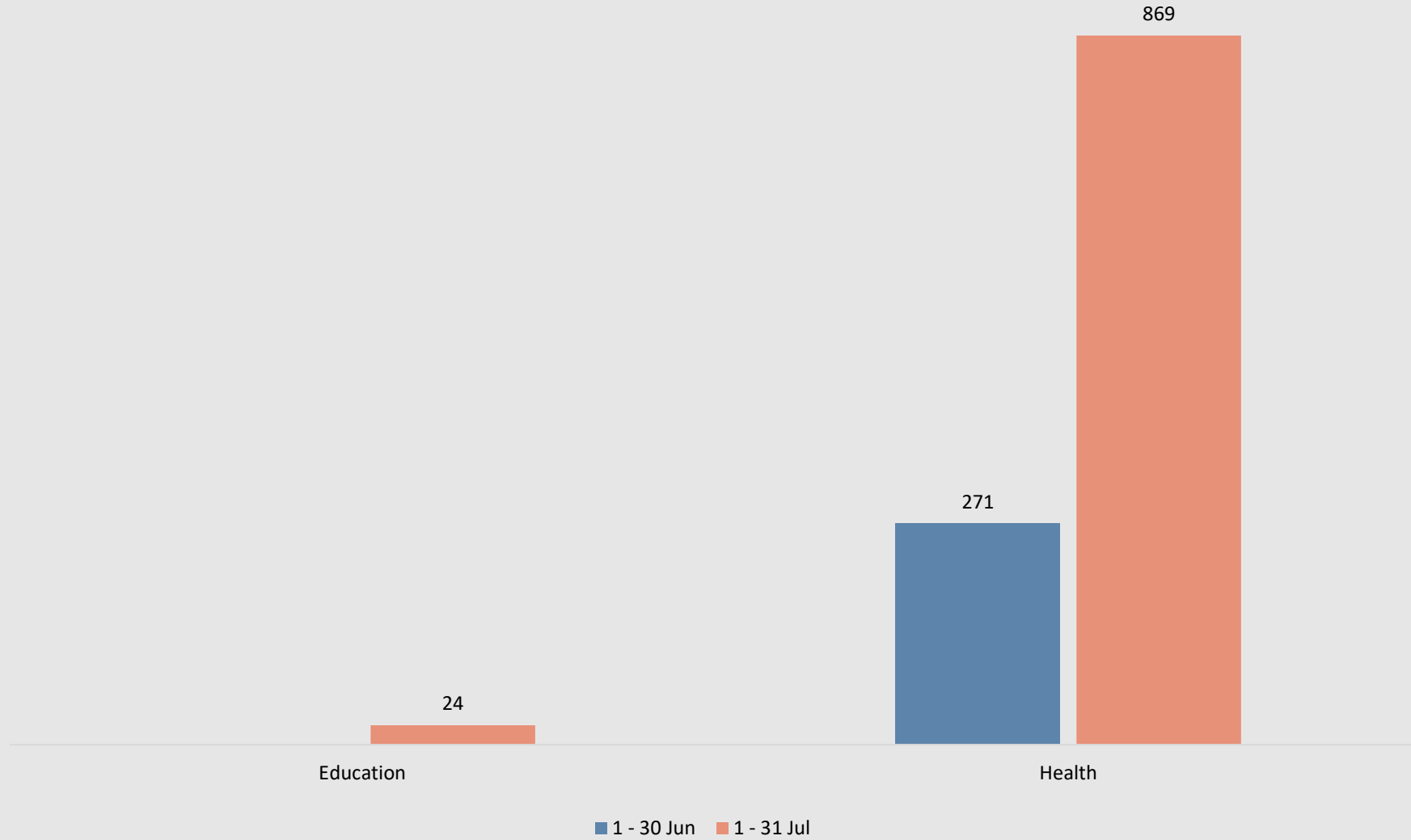


COMPLAINTS



COVID-19: RELATED SECTORS
1ST JUNE – 31ST JULY 2021

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

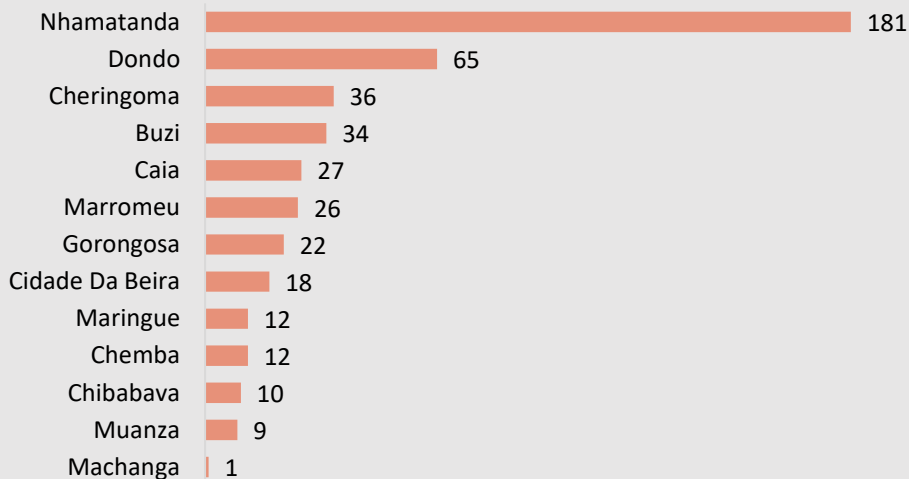


COVID-19: LOCATIONS OF COVID-19 CALLS

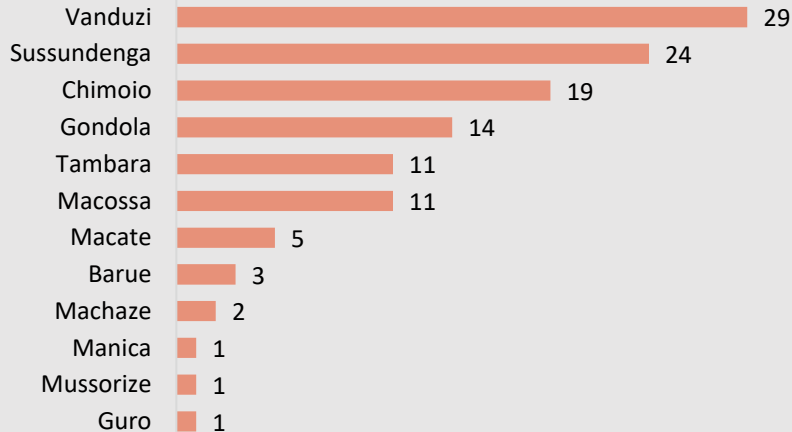
1ST – 31ST JULY 2021



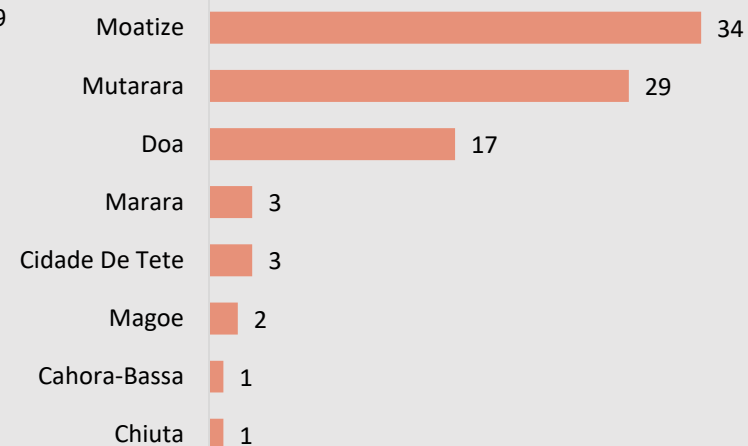
Sofala - 453



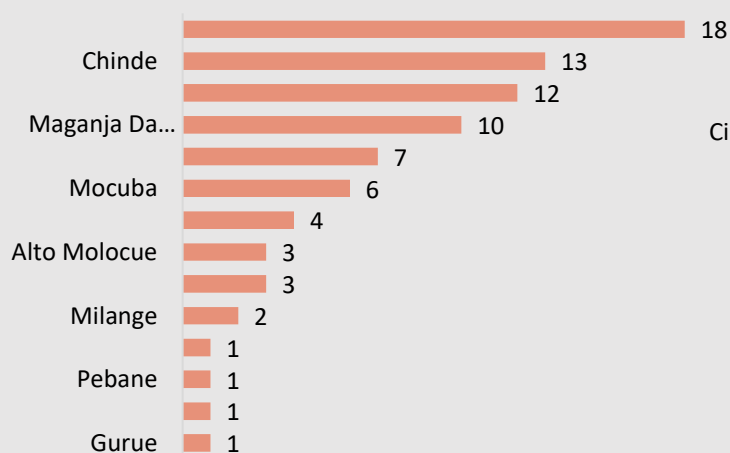
Manica - 121



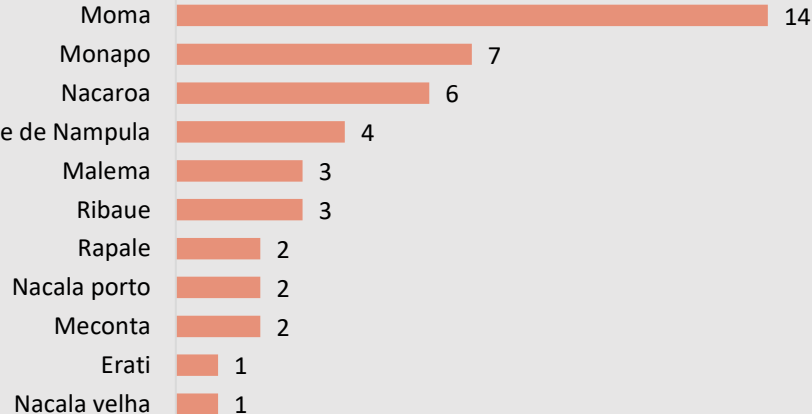
Tete - 90



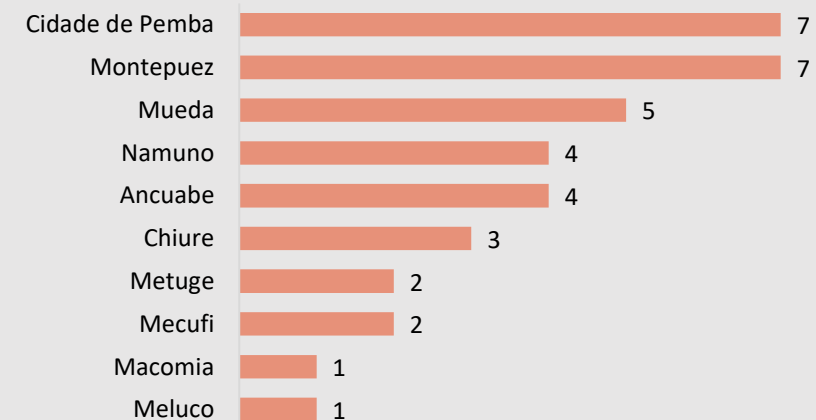
Zambezia - 82



Nampula - 45

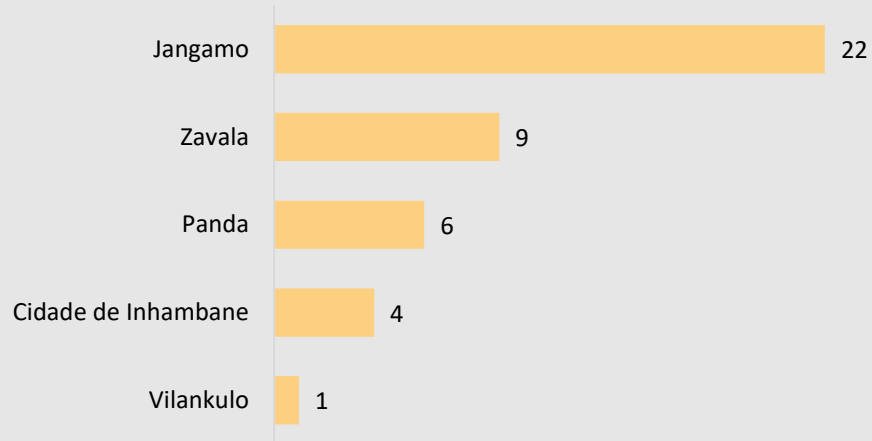


Cabo Delgado - 36

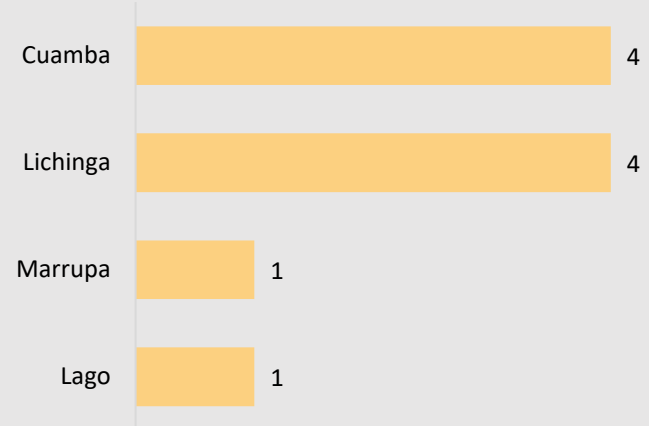


COVID-19: LOCATIONS OF COVID-19 CALLS
1ST – 31ST JULY 2021

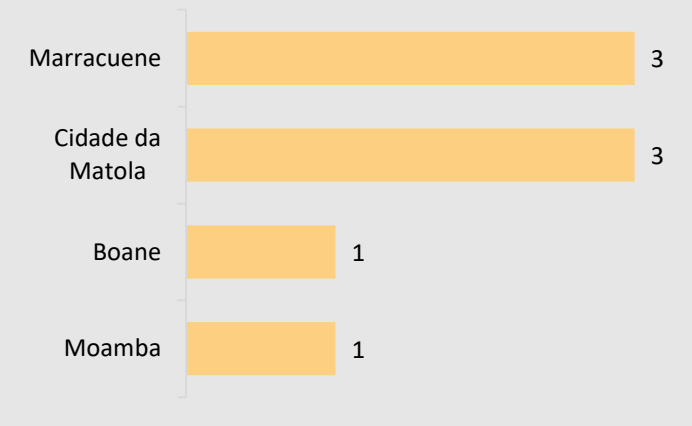
Inhambane - 42



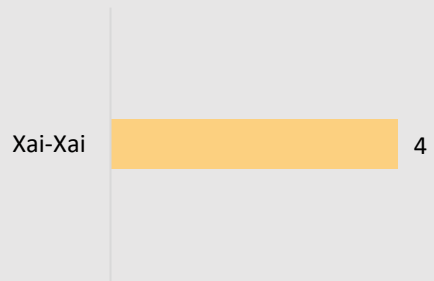
Niassa - 10



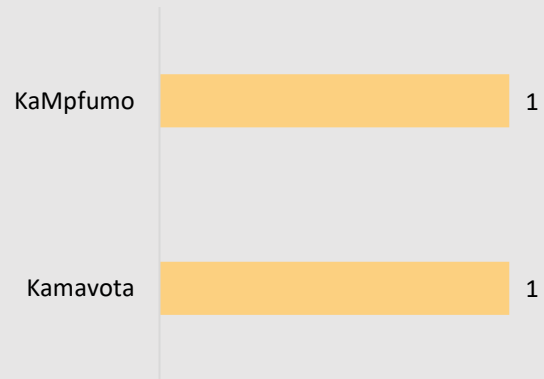
Maputo Provincia - 8



Gaza - 4



Maputo Cidade - 2



Covid-19: 1st – 31st July 2021

❖ A total **893** cases have been registered regarding Covid-19 between 1st and 31st July 2021:

- The majority of the cases registered (806) regarding Covid-19 continue to be information requests regarding daily updates in the number of Covid-19 positive cases and deaths throughout the country. As the Covid-19 situation worsens Linha Verde 1458 reinforces the dissemination of information regarding preventive measures and urges the population to adhere to the guidelines put in place by the government to curb the spread of the virus.
- 41 cases have been received where people have looked for clarification regarding the recently reinstated curfew of 9pm among other stricter government guidelines and how this will affect their daily work, school and going to religious and family gatherings.
- Fewer people have called to ask about preventive measures specifically. As mentioned above Linha Verde 1458 actively reinforces key messages regarding adherence to preventive measure and following the established guidelines.
- Members of the public have already started to feel the impact of overwhelmed health systems as some complain that the hospitals are taking too long to process the results for Covid-19 tests and give examples of people giving up and losing interest in trying to find out if they are carrying the virus.