



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 1st July - 31st August 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.

47,278 Total Cases Registered



95% Feedback Rate
since Jan 1st 2021

18,999 Total Cases Registered
since 1st January 2021

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

CALLER PROFILE



85% male

14% female



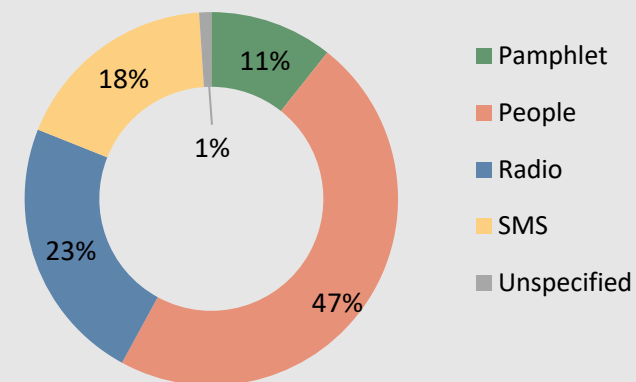
3% 17 and below

94% 18 to 59

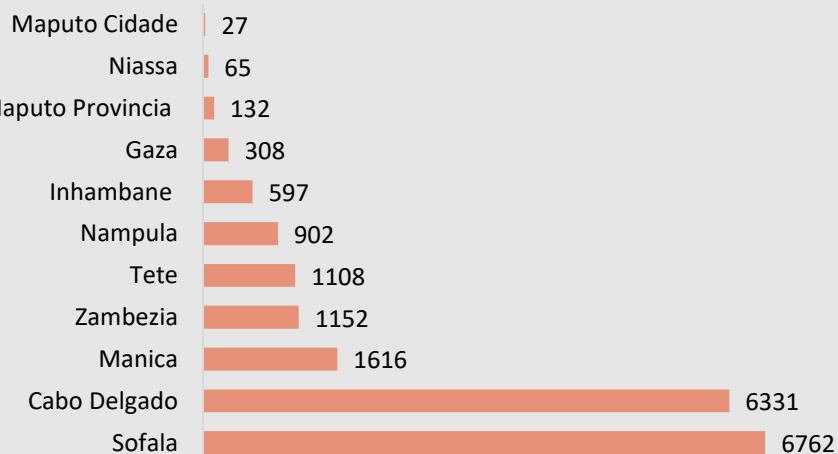
1% 60 and above

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

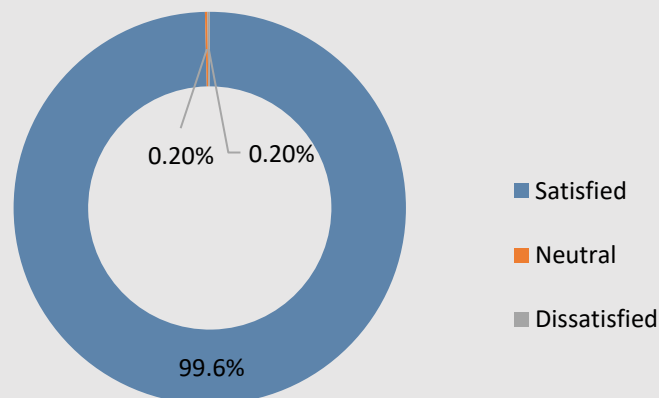
KNOWLEDGE ABOUT LINHA VERDE 1458



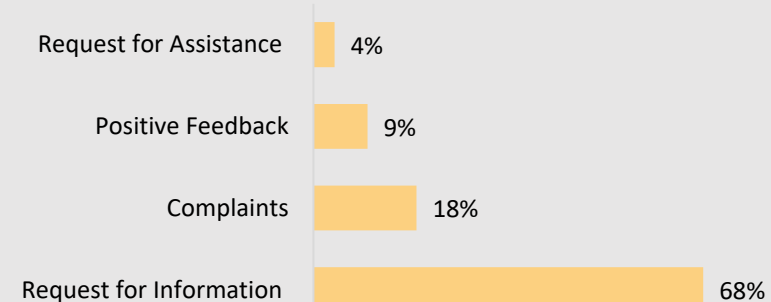
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST SEPTEMBER 2020 – 31ST AUGUST 2021

1 - 31 August, 2021

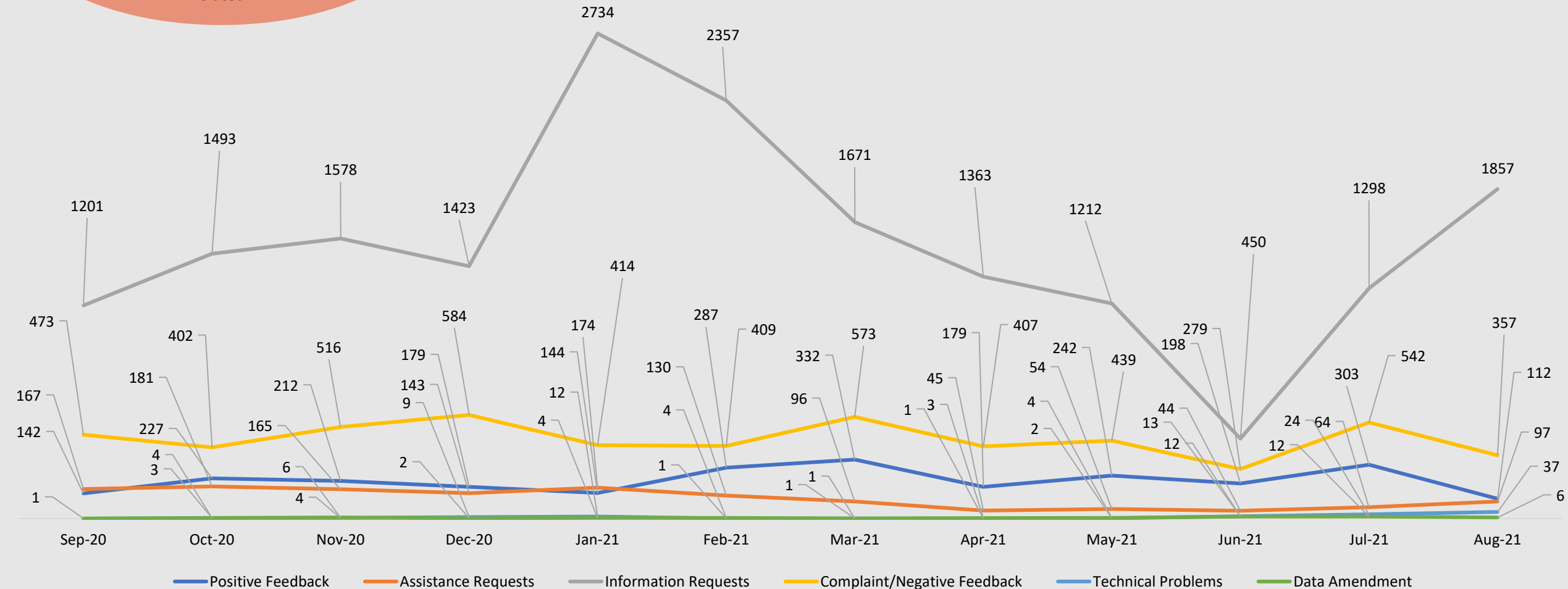
Nr. Total Registered Cases:

2465

Nr. of calls about Covid-19:

1102

45% of the cases registered through Linha Verde 1458 between August 1st – 31st were Covid-19 related.



CASES PER SECTOR 1ST JULY – 31ST AUGUST 2021



Most cases from Sector "Other" refer to inquiries about Linha Verde 1458 objectives

■ 1 - 30 July ■ 1 - 31 August

CASES PER RESPONSE

1ST JULY – 31ST AUGUST 2021

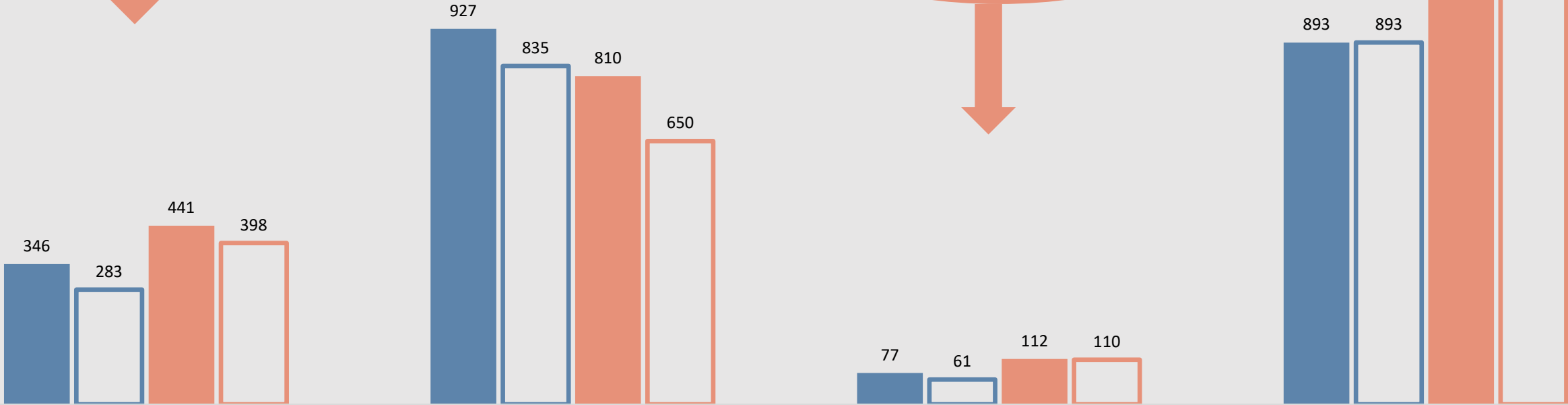


1st - 31st Aug 2021
Cases Registered:
 441
Feedback provided:
 398

1st - 31st Aug 2021
Cases Registered:
 810
Feedback provided:
 650

1st - 31st Aug 2021
Cases Registered:
 112
Feedback provided:
 110

1st - 31st Aug 2021
Cases Registered:
 1102
Feedback provided:
 1100



Central Region response

Northern Region response

Southern Region response

COVID-19

■ Registered Cases 1 - 31 Jul
 □ Feedback Provided 1 - 31 Jul
 ■ Registered Cases 1 - 31 Ago
 □ Feedback Provided 1 - 31 Ago

CENTRAL REGION RESPONSE 1ST JULY – 31ST AUGUST 2021

July
Cases Registered:
346
Feedback Provided:
82%

August
Cases Registered:
441
Feedback Provided:
90%

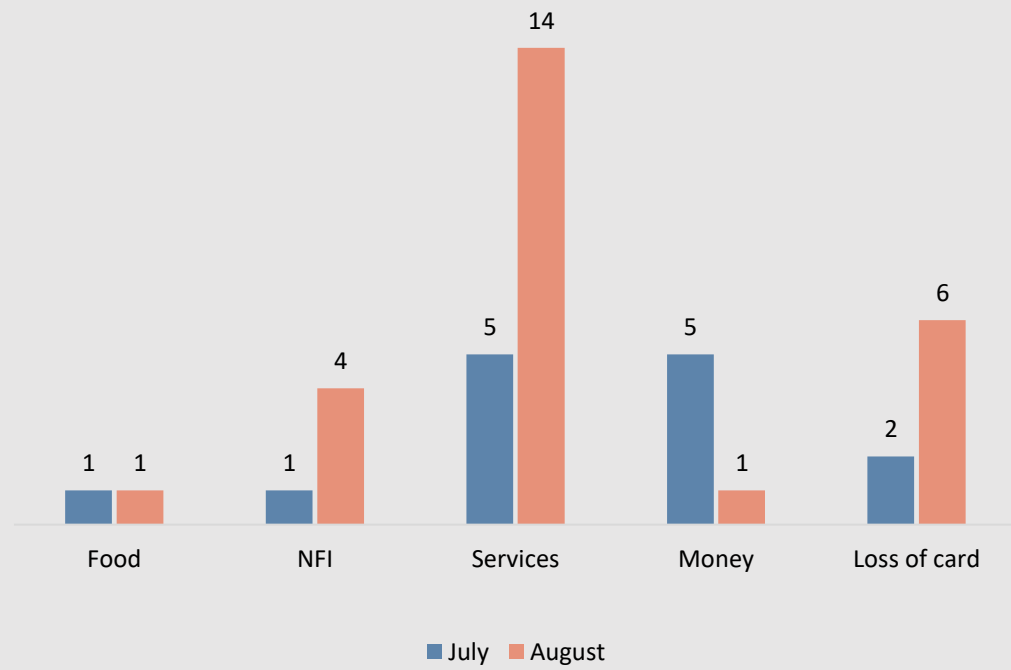
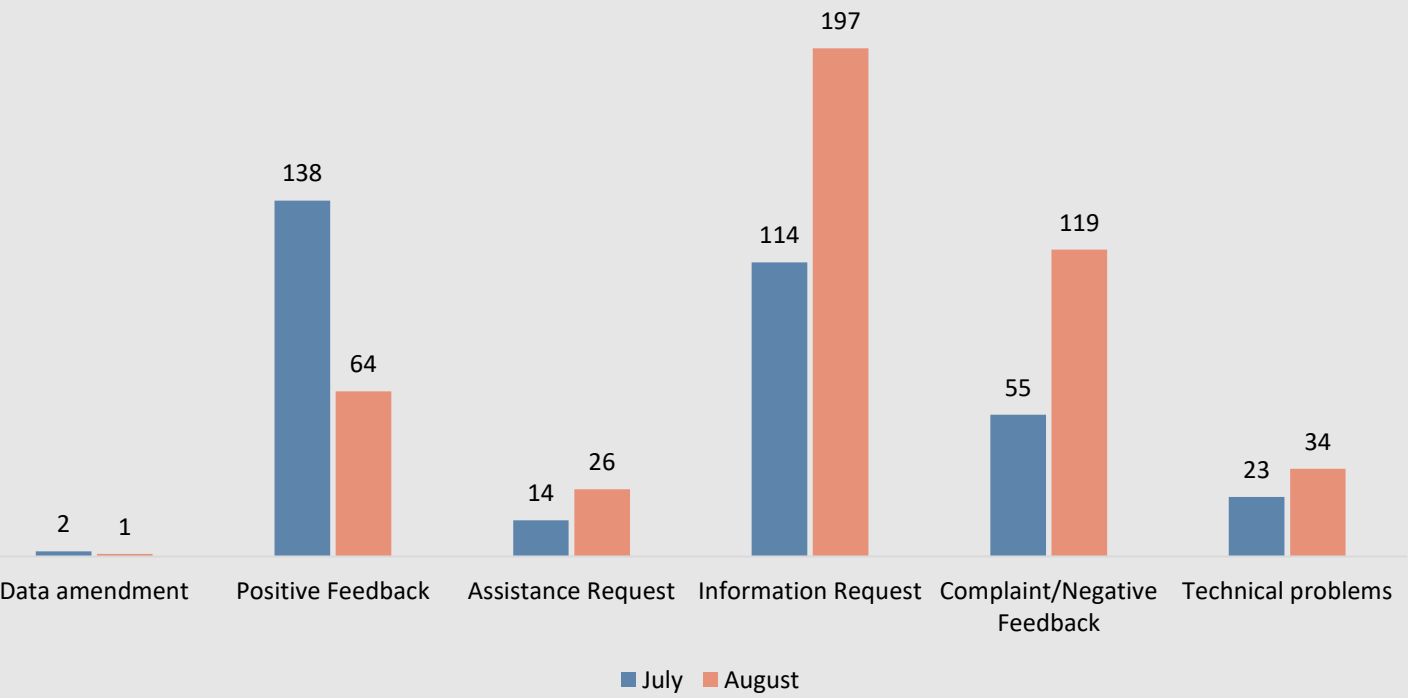
July
Cases Registered:
14
Feedback Provided:
57%

August
Cases Registered:
26
Feedback Provided:
38%



CASE TYPES

ASSISTANCE REQUEST



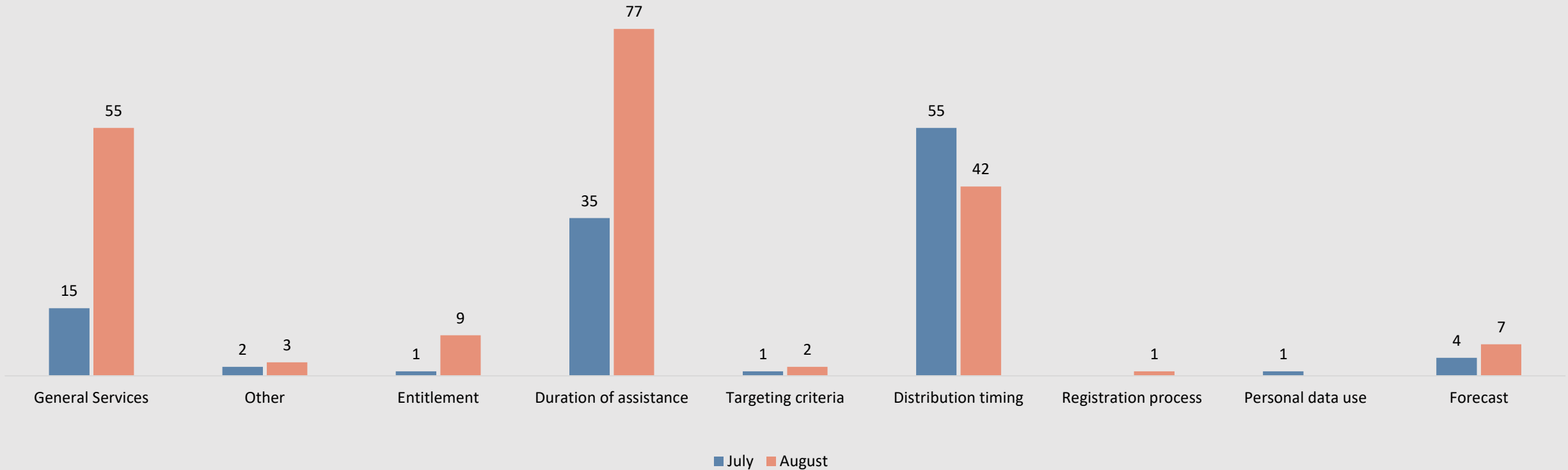
CENTRAL REGION RESPONSE INFORMATION REQUESTS 1ST JULY – 31ST AUGUST 2021



July
Cases Registered:
114
Feedback Provided:
80%

August
Cases Registered:
197
Feedback Provided:
95%

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



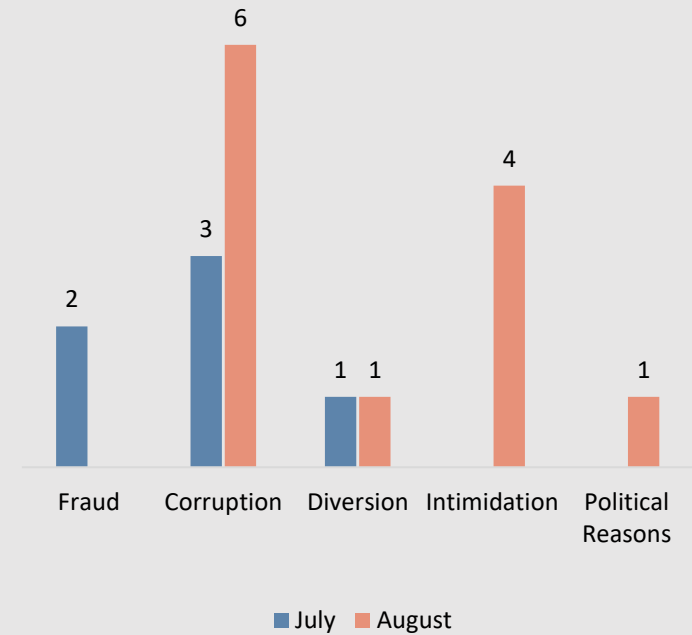
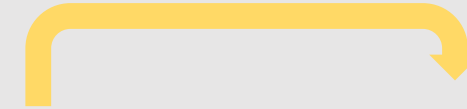
**CENTRAL REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST JULY – 31ST AUGUST 2021**

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

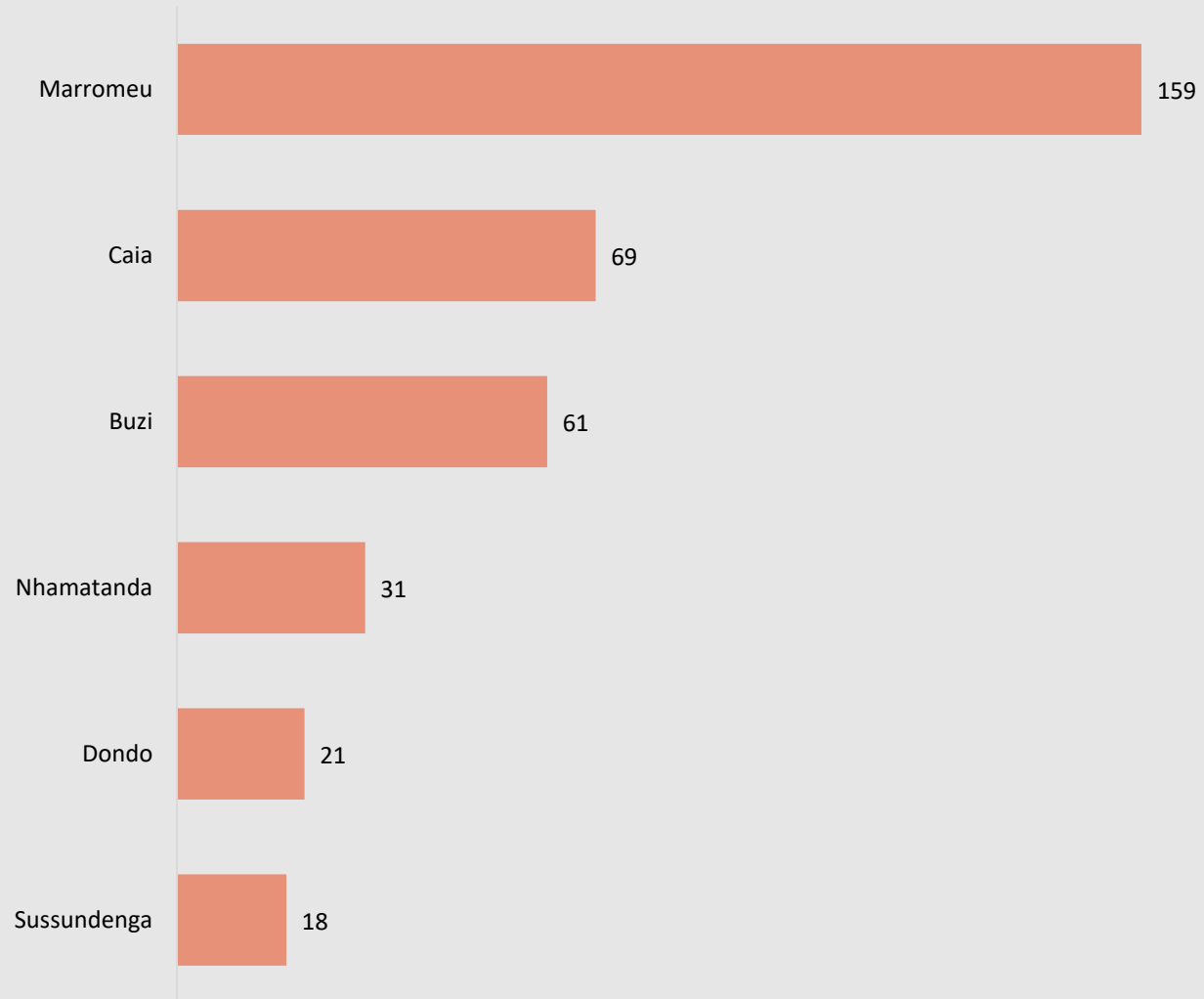
Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



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

Complaints – Abuses of power

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



NORTHERN REGION RESPONSE 1ST JULY – 31ST AUGUST 2021

July
Cases Registered:
927
Feedback Provided:
90%

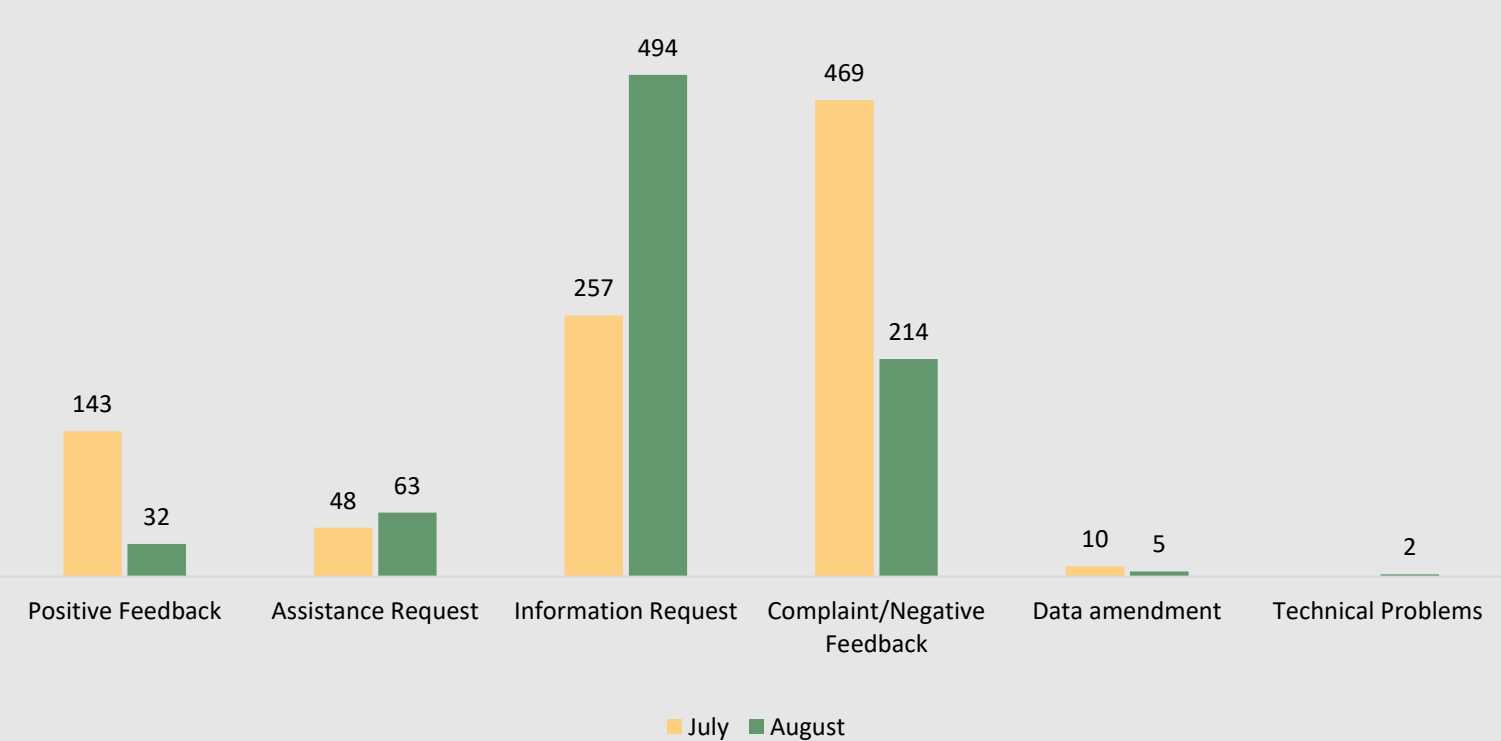
August
Cases Registered:
810
Feedback Provided:
80%

July
Cases Registered:
48
Feedback provided:
85%

August
Cases Registered:
63
Feedback provided:
54%



CASE TYPES



ASSISTANCE REQUEST



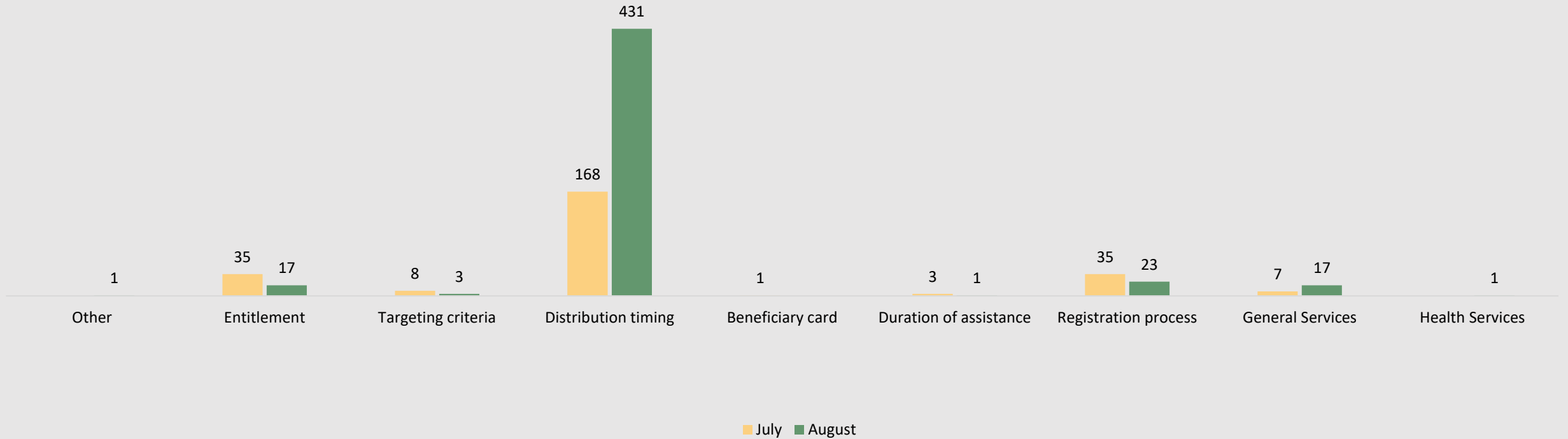
NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST JULY – 31ST AUGUST 2021

July
Cases registered:
257
Feedback provided:
96%

August
Cases registered:
494
Feedback provided:
95%



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



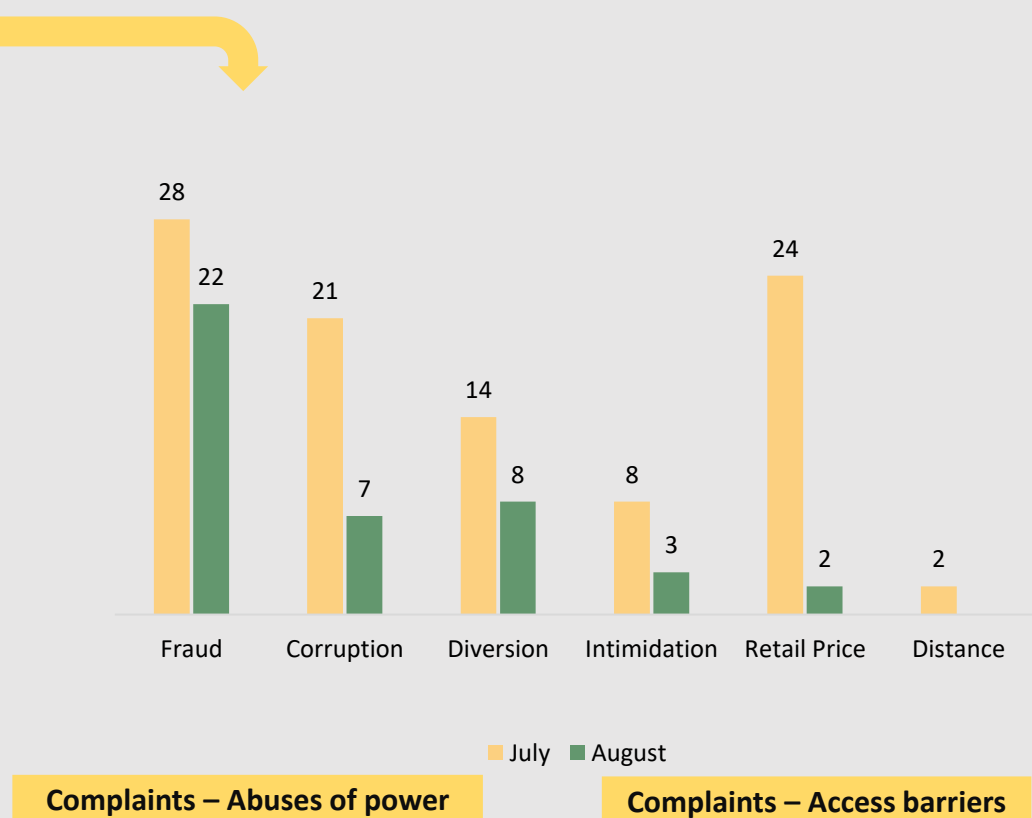
NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1ST JULY – 31ST AUGUST 2021

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

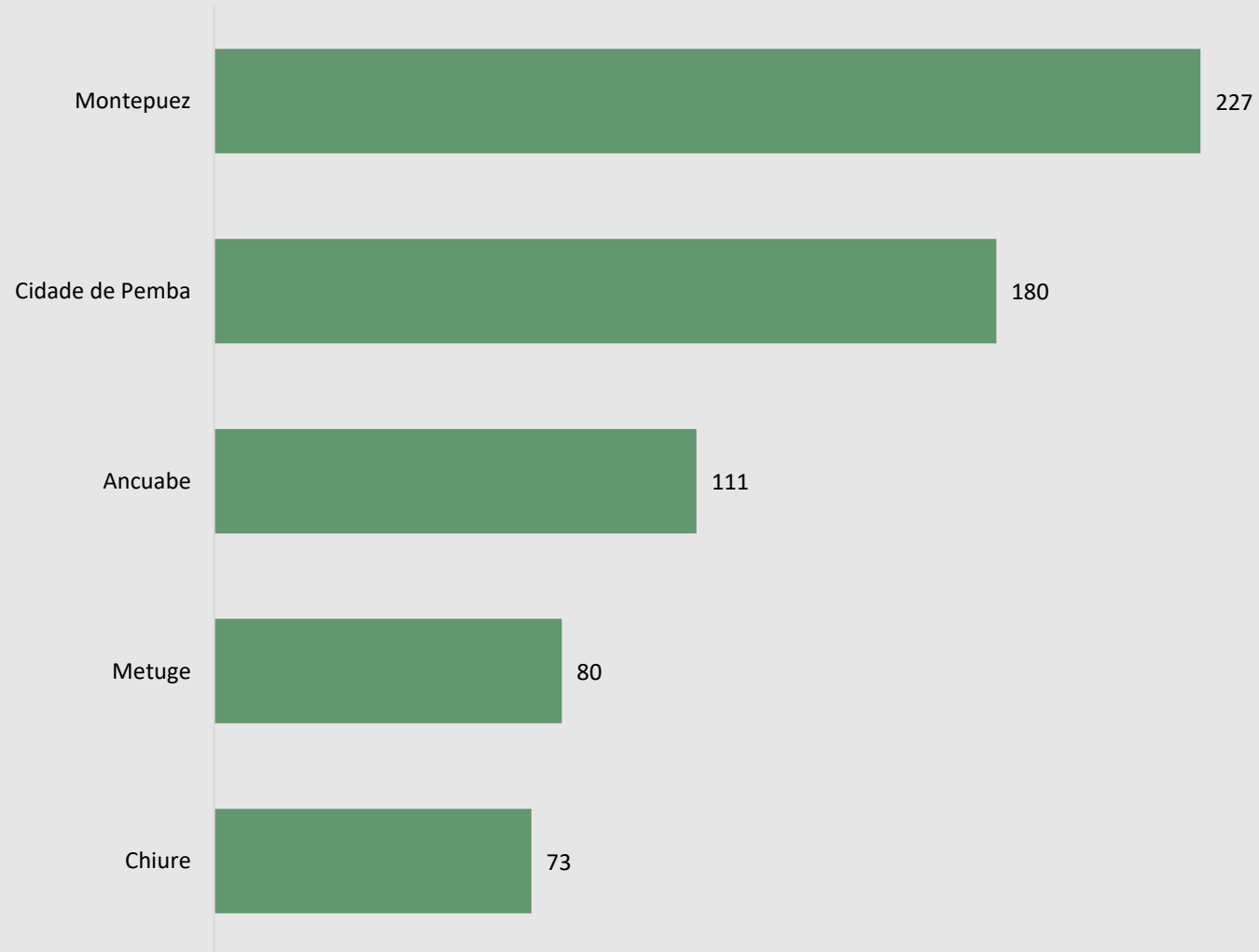
Access: refers to problems that beneficiaries, mainly of value vouchers, when going to authorized stores to pick up products are faced with price rises, lack of stock, long lines and also long distances to access such stores.



Complaints – Abuses of power

Complaints – Access barriers

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



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

July
Cases Registered:
77
Feedback Provided:
79%

August
Cases Registered:
112
Feedback Provided:
98%

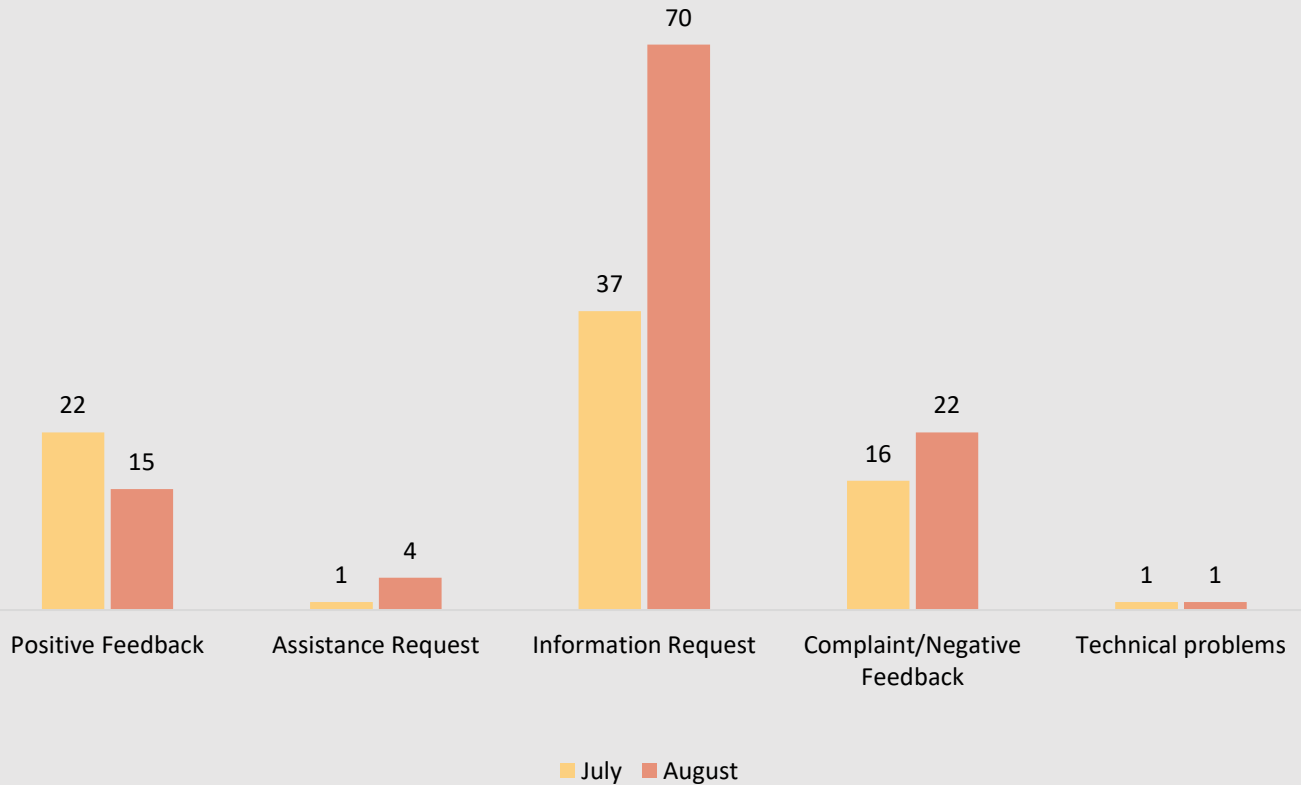
July
Cases Registered:
1
Feedback Provided:
100%

August
Cases Registered:
4
Feedback Provided:
100%

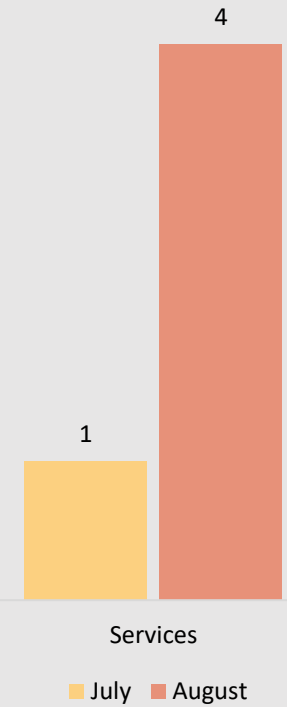


NFI

CASE TYPES



ASSISTANCE REQUEST

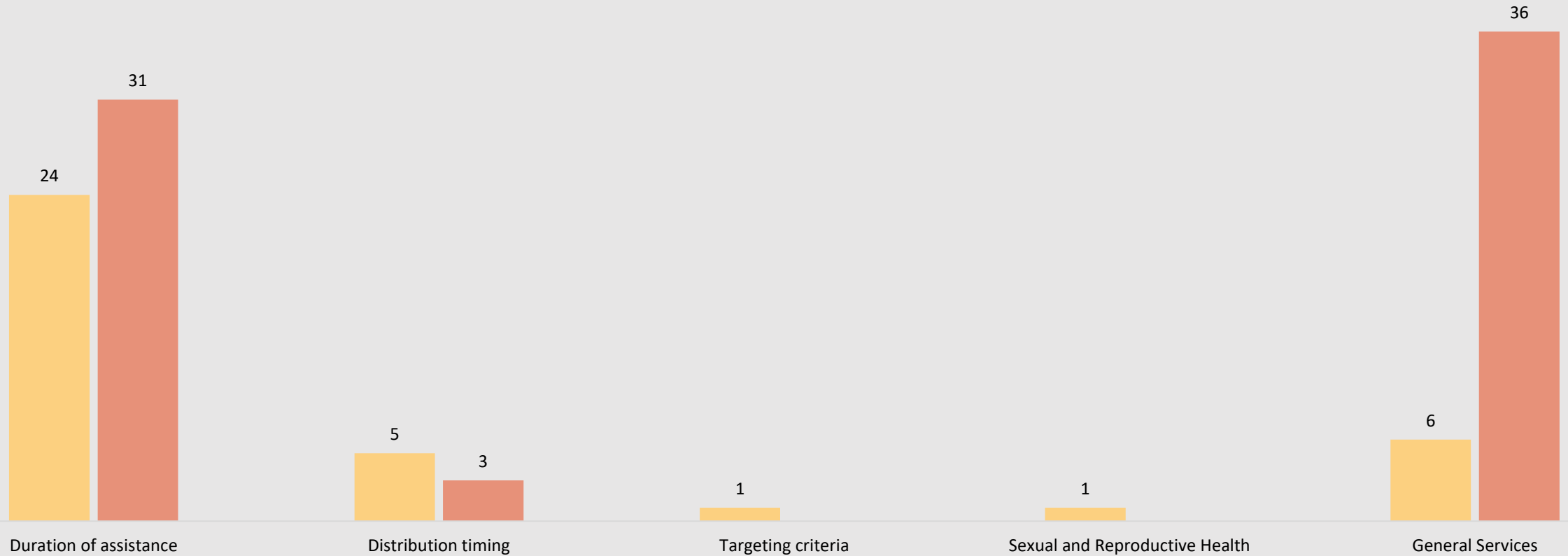


**SOUTHERN REGION (DROUGHT) RESPONSE
INFORMATION REQUESTS
1ST JULY – 31ST AUGUST 2021**



July
Cases Registered:
37
Feedback Provided:
92%

August
Cases Registered:
70
Feedback Provided:
100%



July August

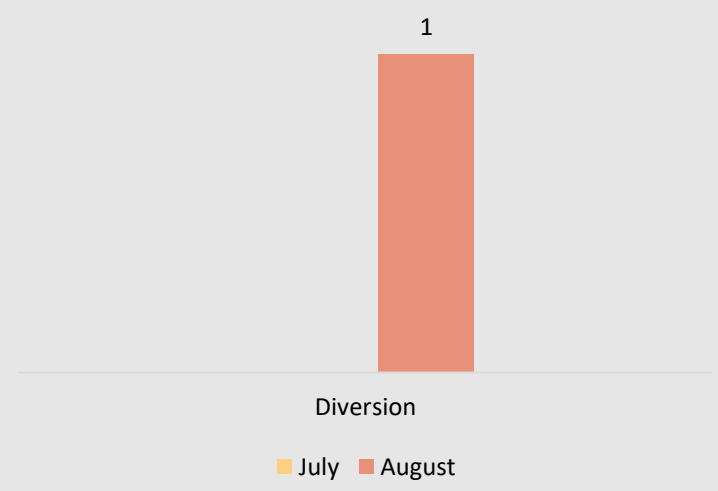
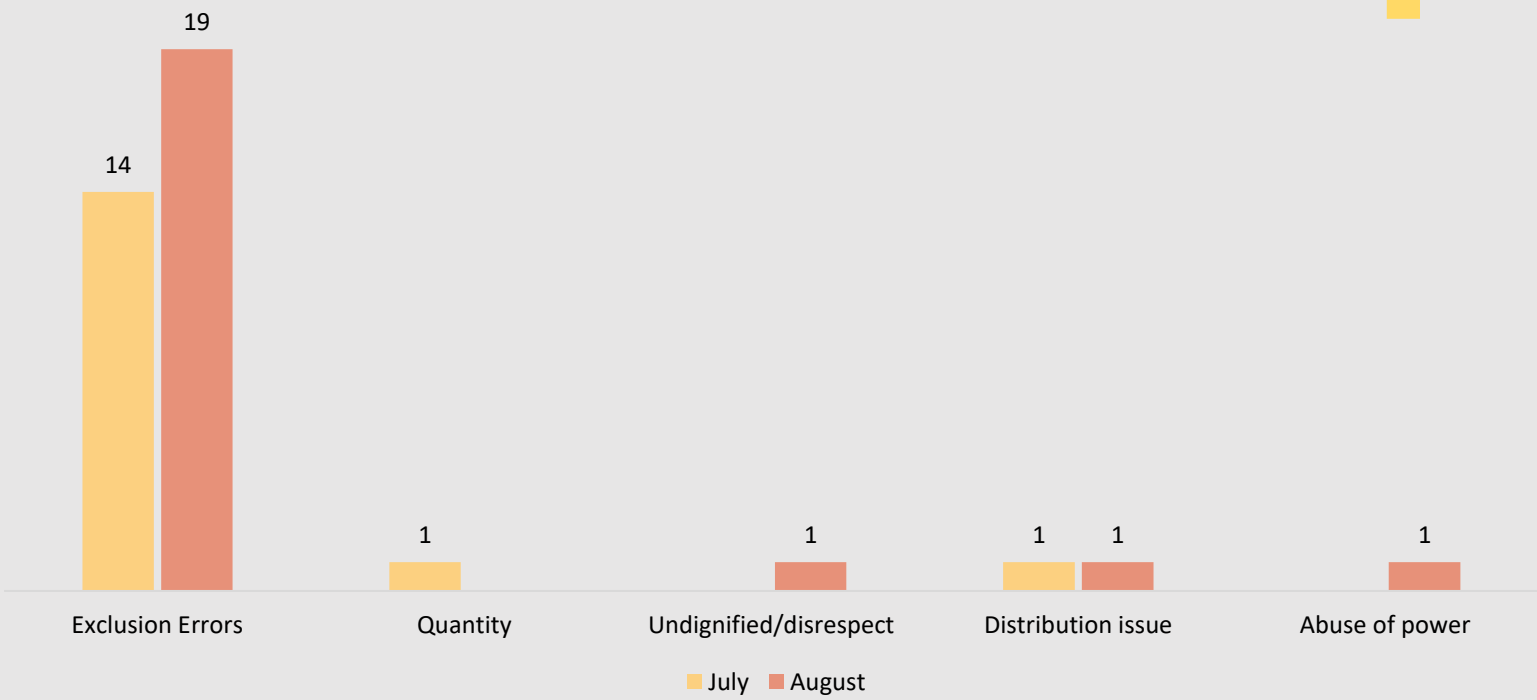
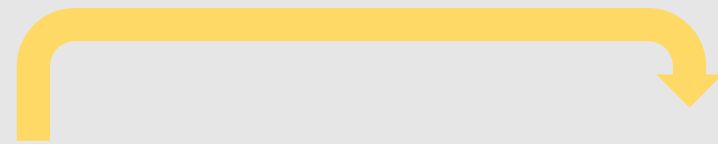
**SOUTHERN REGION (DROUGHT) RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST JULY – 31ST AUGUST 2021**

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



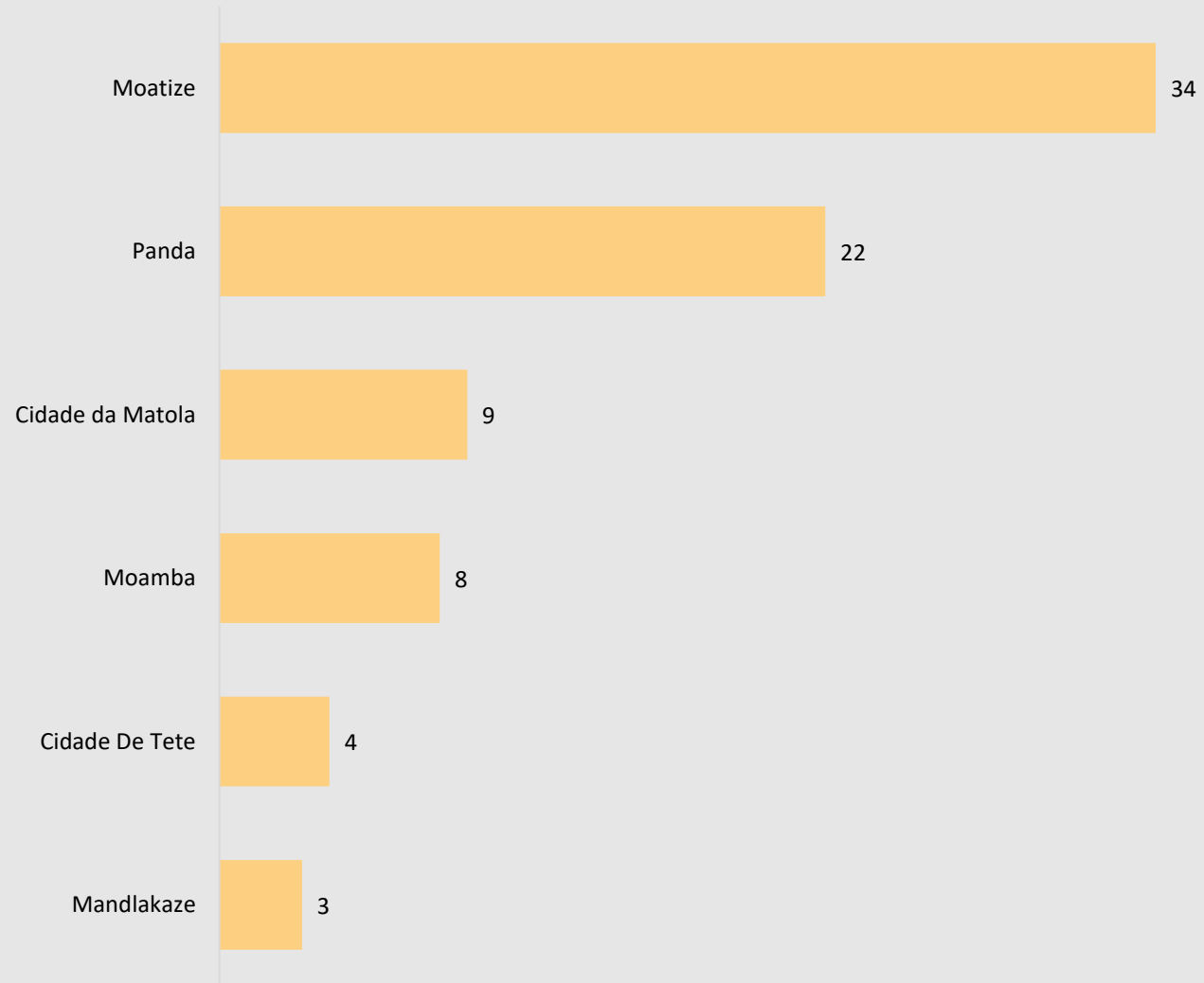
Abuse of power:
refers to wrongful acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.

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

SOUTHERN REGION: DROUGHT RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 31ST AUGUST 2021



POSITIVE FEEDBACK
1ST – 31ST AUGUST 2021

FOOD SECURITY

“I called to thank WFP and its partners for the work they have been doing for us. **I received the voucher of 3600MT on the 26/07/2021**, which was distributed in EPC of Natite. I am very happy for gesture of support. I have already purchased the products in the store indicated by WFP.”

Female, Pemba, Cabo Delgado



SHELTER

“I am displaced from Mocimboa da Praia since 2020, due to the attacks. I live in the Resettlement Center of Ntele, with my family. I am beneficiary of food assistance from WFP and partners. **I called to say thanks for receiving shelter items such as: tarps, pots, blankets, mats, solar panel in August of the current year.** I would like that the humanitarian actors continue with such initiatives.” **Female, Montepuez, Cabo Delgado**



SOCIAL PROTECTION/INAS

“I am calling from Marromeu to thank for the phone I received from INAS past month and yesterday 10/08/2021 I received the amount of 5080MT via M-pesa. I am so thankful for the support.” **Female, Marromeu, Sofala**

PROTECTION/LINHA VERDE 1458

“I had called several times to complain about extortion of high amounts from a police officer I have been victim to in my shop. I am from Beira but was transferred to Savane due to IDAI and relied on WFP support, which ended. Thanks to Linha Verde encouragement I decided to report this case to the police and followed through and the case has been solved harmoniously and the police officer apologized for his acts.” **Male, Dondo, Sofala**

Male, Dondo, Sofala

EDUCATION

“I am from Mueda district and called to say that after the schools have been closed for awhile due to the military insurgency, the classes finally resumed in July and all students are happy and the teachers are back with better teaching methods.” **Male, Mueda, Cabo Delgado**

HEALTH/LINHA VERDE 1458

“I had called Linha Verde 1458 on August 5th to complain about the variety of vaccines. I wanted the single dose vaccine available only to public and semi-public transportation workers, therefore I ended up giving up on the vaccine. Linha Verde explained to me the Health Ministry vaccination selection criteria, the benefits and overall information on the vaccine. Now I am calling Linha Verde to thank for the advice because I felt motivated to get the vaccine and did it successfully.” **Male, Cidade da Matola, Maputo Província.**

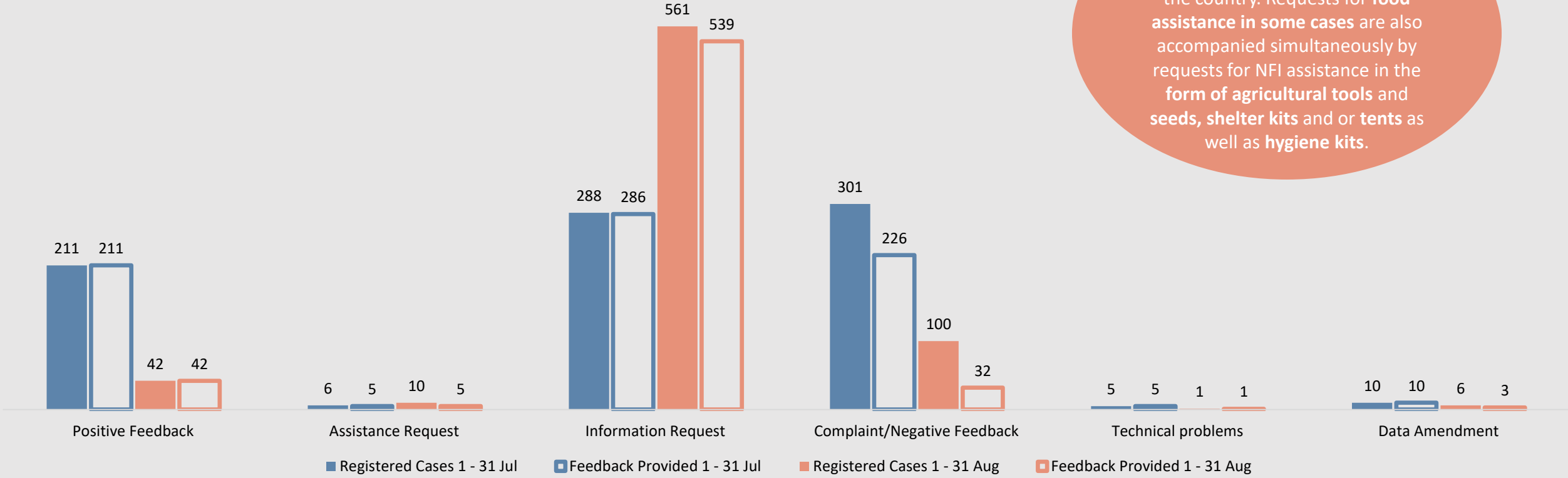
FOOD SECURITY



Sofala	84
Zambezia	8
Manica	27
Tete	3
Nampula	59
Cabo Delgado	505
Inhambane	23
Gaza	2
Niassa	1
Maputo Provincia	8

1 Aug - 31 Aug 2021
 Cases Registered:
720
 Feedback Provided:
622

1 Aug - 31 Aug 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 Aug - 31 Aug 2021

Cases Registered:

1047

Feedback Provided:

1042

EDUCATION



1 Aug - 31 Aug 2021

Cases Registered:

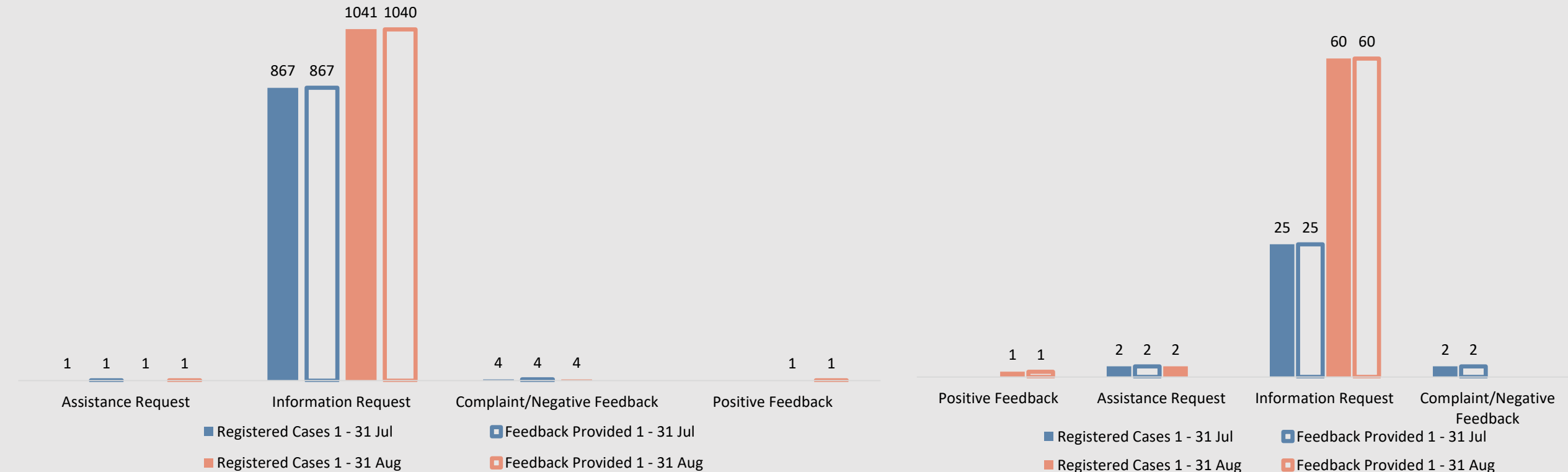
63

Feedback Provided:

61

Sofala	556
Zambezia	91
Manica	104
Tete	102
Nampula	34
Cabo Delgado	81
Inhambane	35
Gaza	24
Maputo Cidade	8
Niassa	4
Maputo Provincia	8

Sofala	36
Zambezia	3
Manica	4
Tete	7
Nampula	3
Cabo Delgado	7
Inhambane	1
Maputo Provincia	2



CCCM



Sofala	3
Cabo Delgado	12

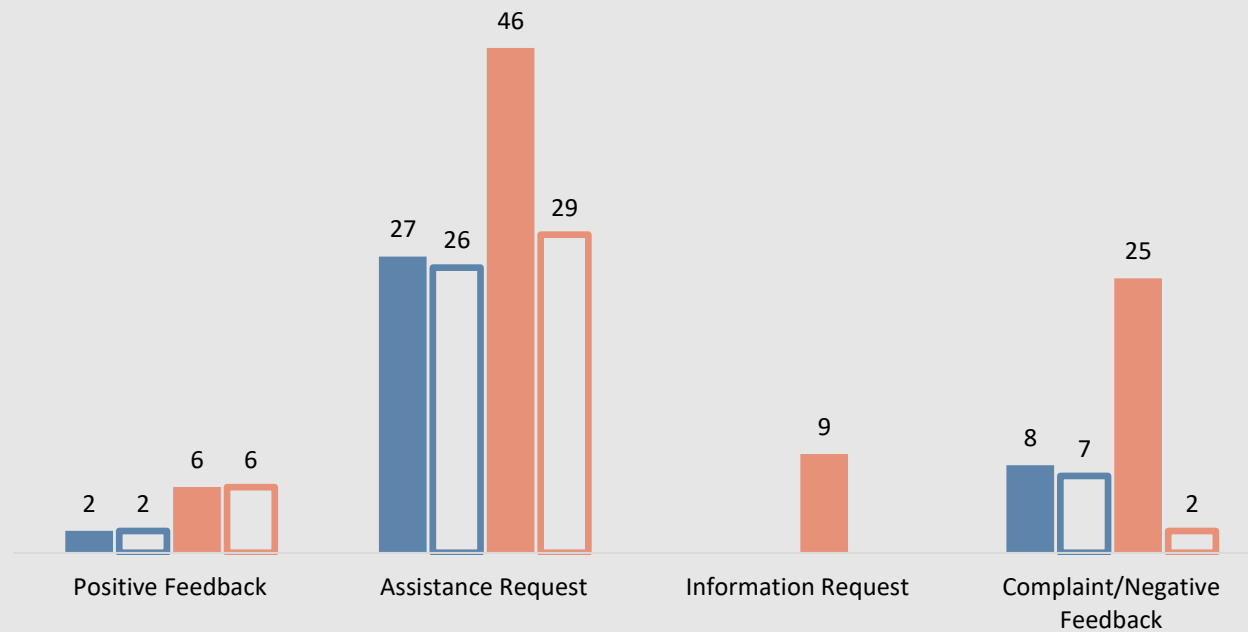
1 Aug - 31 Aug 2021
 Cases Registered:
15
 Feedback Provided:
5

SHELTER AND NFI



1 Aug - 31 Aug 2021
 Cases Registered:
86
 Feedback Provided:
37

Sofala	8
Manica	1
Nampula	1
Cabo Delgado	76



■ Registered Cases 1 - 31 Jul □ Feedback Provided 1 - 31 Jul
■ Registered Cases 1 - 31 Aug □ Feedback Provided 1 - 31 Aug

WASH



1 Aug - 31 Aug 2021

Cases Registered:

20

Feedback Provided:

0

Sofala	5
Nampula	1
Cabo Delgado	14

PROTECTION

1 Aug - 31 Aug 2021

Cases Registered:

11

Feedback Provided:

1

Sofala	6
Cabo Delgado	5



Registered Cases 1 - 31 Jul

Feedback Provided 1 - 31 Jul

Registered Cases 1 - 31 Aug

Feedback Provided 1 - 31 Aug

CHILD PROTECTION



GBV

1 Aug - 31 Aug 2021

Cases Registered: **8**
Feedback Provided: **7**

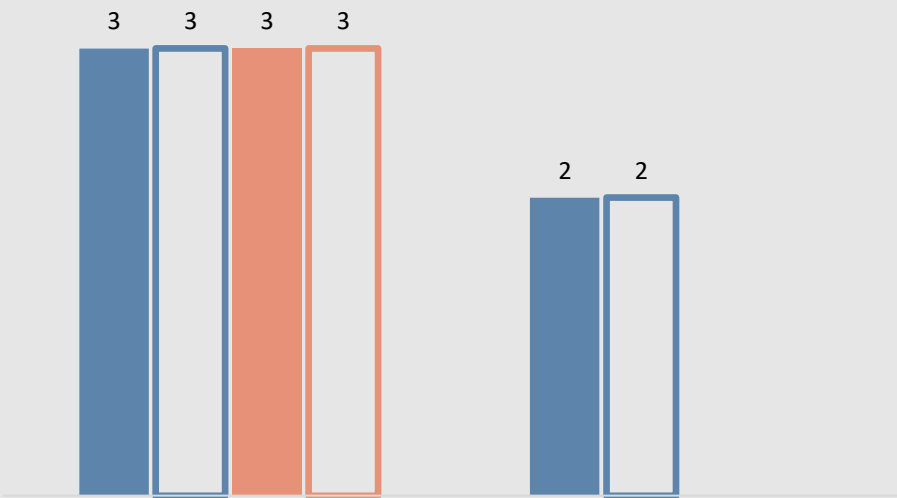
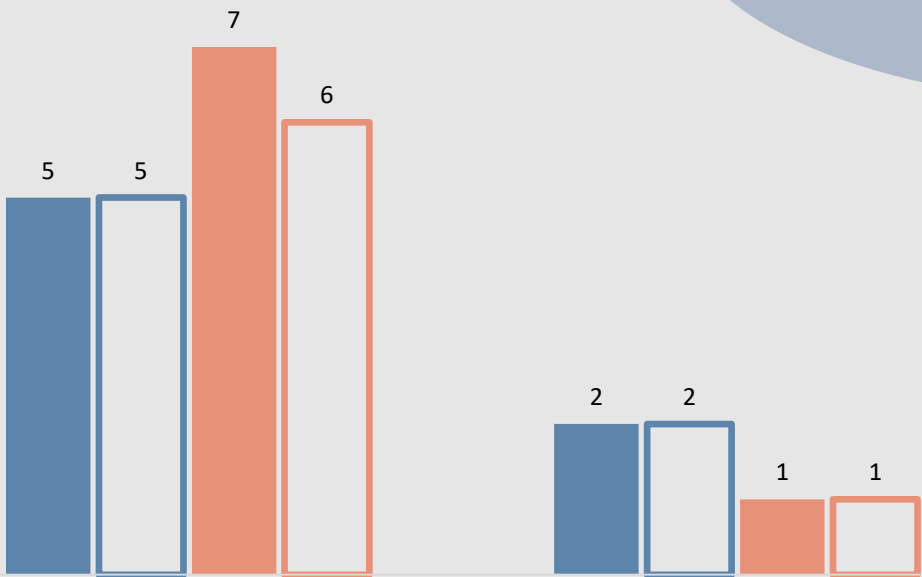
1 Aug - 31 Aug 2021

Cases Registered: **3**
Feedback Provided: **3**

Tete	1
Maputo Provincia	2

Sofala	4
Zambezia	2
Cabo Delgado	2

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**



Assistance Request
Registered Cases 1 - 31 Jul
Registered Cases 1 - 31 Aug

Information Request
Feedback Provided 1 - 31 Jul
Feedback Provided 1 - 31 Aug

Assistance Request
Registered Cases 1 - 31 Jul
Registered Cases 1 - 31 Aug

Information Request
Feedback Provided 1 - 31 Jul
Feedback Provided 1 - 31 Aug

INGD

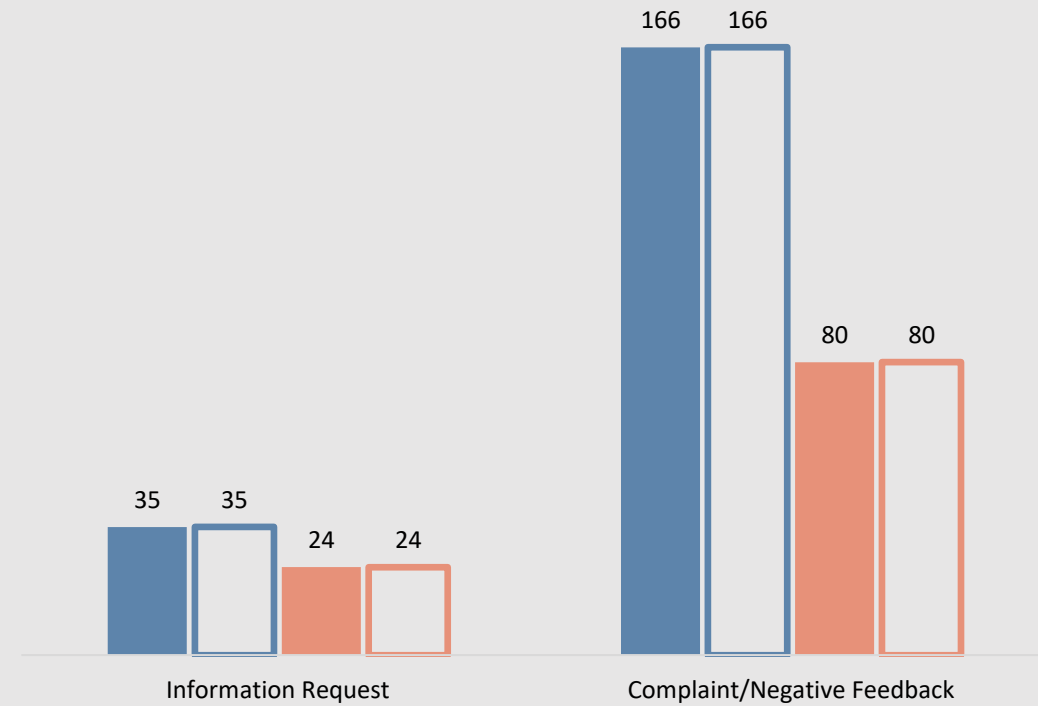
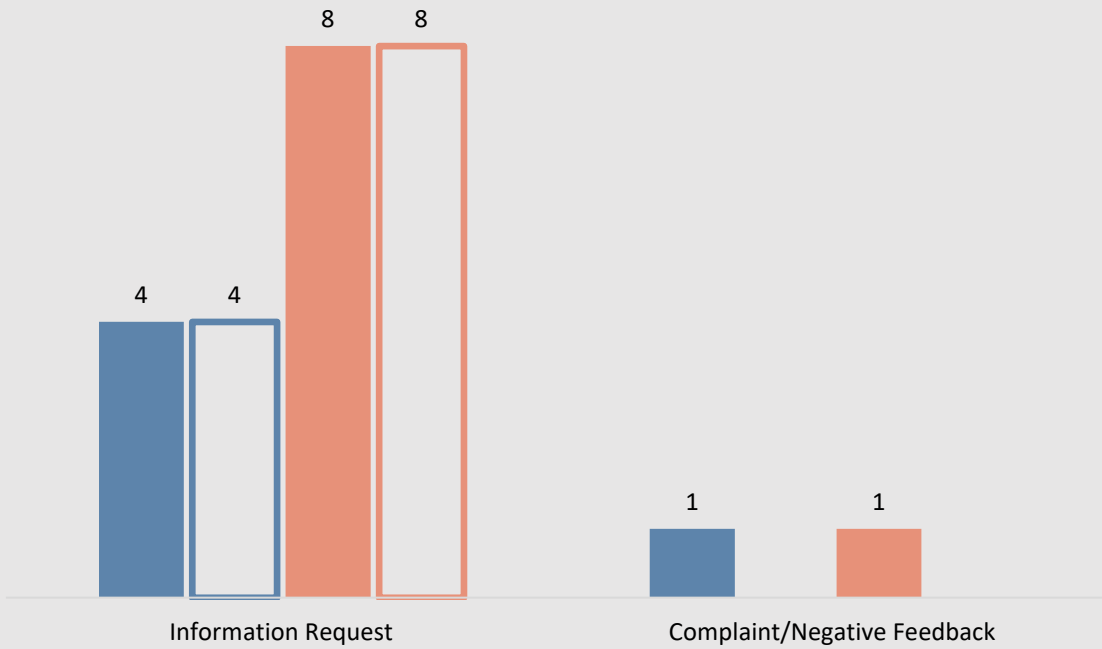
IDP REGISTRATION

Sofala	7
Nampula	1
Zambezia	1

1 Aug - 31 Aug 2021
 Cases Registered:
9
 Feedback Provided:
8

1 Aug - 31 Aug 2021
 Cases Registered:
104
 Feedback Provided:
104

Sofala	1
Nampula	1
Cabo Delgado	102



Registered Cases 1 - 31 Jul
 Registered Cases 1 - 31 Aug

Feedback Provided 1 - 31 Jul
 Feedback Provided 1 - 31 Aug

Registered Cases 1 - 31 Jul
 Registered Cases 1 - 31 Aug

Feedback Provided 1 - 31 Jul
 Feedback Provided 1 - 31 Aug

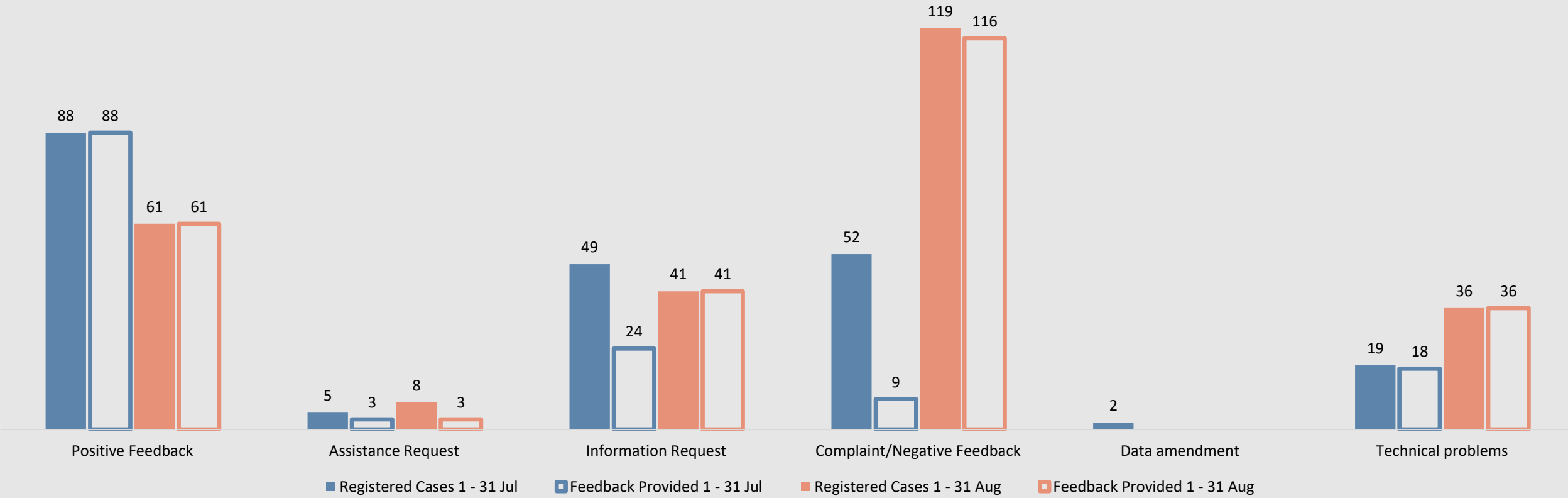
SOCIAL PROTECTION/INAS

Sofala	218
Zambezia	2
Manica	1
Tete	36
Nampula	3
Cabo Delgado	5



1 Aug - 31 Aug 2021
 Cases Registered:
265
 Feedback Provided:
257

Cases where implantation is being done in **coordination with WFP**, are now being shared with WFP CFM provincial focal points for joint verification and action with INAS focal points, and where INAS is implementing with other partners, **the cases are shared with INAS.**



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 31ST AUGUST 2021

Overview

- ❖ 18,999 cases have been registered through Linha Verde da Resposta a Emergencia 1458 since January to 31st August 2021 with a cumulative feedback rate of 95%.
- ❖ Since June 2021, 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 – reflecting on the new inter-agency cost-sharing cycle.
- ❖ Between 1st and 31st August 2021, 2,465 cases were registered through Linha Verde 1458. Of the total concerns raised throughout the month:
 - 45% of the cases registered concern the Covid-19 situation in Mozambique,
 - 33% concern the humanitarian response in the northern region of Mozambique, mainly Cabo Delgado province.
 - 18% concern the humanitarian assistance in the central region of the country, mainly Sofala province,
 - And finally, 5% of cases from the southern region (Gaza, Inhambane and Maputo).
- ❖ Linha Verde 1458 provides clarification regarding the ongoing interventions where Clusters and partners have provided information, this is referred to as first case resolution which occurs during the call. For more complex concerns and where Linha Verde 1458 cannot provide clarification these are referred to the concerned organizations so that they can be addressed. Linha Verde 1458 can also provide support to the Cluster or organization to convey feedback through callbacks.

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

- ❖ Linha Verde 1458 registered 810 cases from the northern region, mainly Cabo Delgado. A majority of the cases registered were information requests (494), followed by complaints (214), assistance requests (63) and positive feedback (32).

Food Assistance

Information requests

- ❖ In response to the pause in WFP's food assistance program, beneficiaries (427) called Linha Verde 1458 very anxious to know why assistance programs had stopped and when they were going to start again. Many of the callers mentioned that they depend on WFP Food assistance programs to survive as they have no way of making a living. The majority of the calls came in from Montepuez, Pemba, Ancuabe, Chiure, with a fewer number coming from Metuge, Balama, Namuno and Erati in Nampula.
- ❖ Other information requests were also from WFP food assistance beneficiaries asking why they can no longer access hygiene items with the value voucher. Linha Verde continues to re-iterate that, WFP would like beneficiaries to have full access to food items through the voucher. These were from Balama.

Complaints

- ❖ Linha Verde 1458 received a total of 214 complaints between 1st and 31st August 2021 of which majority are exclusion errors (139), followed by abuses of power and distribution issues (19).
- ❖ People claiming to be IDP's called Linha Verde 1458 to report that they had not received assistance since April 2021, some since May 2021. Very few say they have not received assistance in 5 months and other 8 months.
 - Some callers say their names were removed from lists. Those who were incorrectly removed from lists were put back on lists while host community members received clarification regarding the targeting criteria to explain their removal.
- ❖ WFP CFM focal point has noted that some exclusion error cases are from beneficiaries from non-WFP food assistance programs, they only find this out during the verification exercise in the community. These beneficiaries of other food assistance programs call Linha Verde 1458 as they are under the impression that interventions by other food assistance actors come in addition to monthly food assistance from WFP. The callers receive clarification of the coordination amongst partners to make sure that the available food assistance reaches everyone.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST AUGUST – 31ST AUGUST 2021

- ❖ 44 reports of abuses of power have been registered:
 - The majority were **fraud** claims mostly from Ancuabe, Metuge, Chiure and Pemba. Callers claiming to be IDP's have mentioned that a lot of the times, members of the host communities are included in beneficiary lists and hence receive the assistance that is meant for IDPs.
 - The **corruption** claims were made against local leaders and some staff claiming requests for payment for inclusion on food assistance lists. All cases have been referred on for verification and investigation.
 - Claims of **intimidation** were received from Chiure and Montepuez, where callers claim that local leaders threaten to get them arrested or transfer them to other locations or remove their names from lists if they report them to Linha Verde 1458 for not registering the households correctly and adding non-beneficiaries in lists.
- ❖ Several callers from Chiure, Metuge and Montepuez claimed that the distribution teams did not complete the distribution and promised to complete the activity the following day. They called Linha Verde 1458 to find out if it was true that they would come back.

Shelter

Assistance requests

- ❖ Linha Verde 1458 received **42** NFI assistance requests for the different shelter items from Metuge, Chiure, Mueda, Montepuez, Pemba, Ancuabe and Balama.

Complaints

- ❖ Exclusion error claims were received from Nicavaco R.C. (Resettlement Centre) and Taratara in Metuge, others were from Ntele R.C. in Montepuez. Callers claimed that they did not receive shelter kits being distributed by IOM and UNHCR at these locations.
- ❖ Claims of diversion and fraud were also received from Ntele R.C. (Montepuez), Marocane R.C. (Ancuabe) and Nicavaco R.C. (Metuge). Callers claim that the kits were sold to members of host communities by local leaders and humanitarian actors and they also claim that local leaders include members of host communities in place of IDP's in the beneficiary lists. All cases have been shared with the shelter cluster for follow-up.

WASH – Water problems and Hygiene Kit Distributions

Assistance requests

- ❖ Linha Verde 1458 received assistance requests from Ngunga R.C. Callers claim that they have to travel long distances to get water, they say they have not had water in the resettlement site for a long time. The callers also mentioned that the local leader proposed that each IDP contribute 200 mt to fix the problem with the water source, however this will be very difficult for them since they already pay 2,5 metical a day for a 20l bottle of water.

Complaints

- ❖ IDP's from Montepuez, Chiure, Metuge and Mecufi indicated that they had been excluded and did not receive the hygiene kits distributed by Save the Children and FH.
- ❖ The IDP's from Montepuez and Mecufi also claimed that majority of people who received the hygiene kits were the members of the host communities.

CCCM

Complaints

- ❖ Complaints received are mainly claims of corruption from where Ujama R.C. where the caller claims that the local leader is selling the land meant for resettlement to non-IDP's. They also claim that the local leader charges the IDP's between 1-2000 metical to build their homes and mentioned that he does not allow them to build if they do not pay.
- ❖ An IDP from Meculane have also claimed that the local leader always gives casual work opportunities to non-IDP's in small projects.

Assistance requests

- ❖ A caller from Chiure requested for assistance in land to relocate as he was being requested to vacate the house he had been living in since he arrived in Chiure sede.
- ❖ All cases related to CCCM have been shared with CCCM cluster focal point for verification, follow up and feedback to Linha Verde 1458.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST AUGUST – 31ST AUGUST 2021

Central Region Response: 1st – 31st August 2021

- ❖ A total of 441 cases have been registered from the central region of the country as mentioned above mainly from Sofala province, followed by Manica and lastly Zambezia.
- ❖ The majority of cases registered here are information requests (196), followed by complaints (119), positive feedback (64), technical problems (34) and assistance requests (27).

Information requests

- ❖ Former beneficiaries of **WFP Food Assistance Programs** in Sofala (Buzi, Nhamatanda, Chibabava, Dondo, Chemba, Machanga and Muanza) and Manica (Sussundenga and Machaze) called to find out whether the program would be continuing or whether it had ended, they took the opportunity to also request that the assistance program continue. Linha Verde 1458 informed them that the programs had come to an end.
- ❖ Linha Verde 1458 registered **55** calls from the Sofala, Manica and Zambezia, where callers were asking what the **purpose of the hotline** is and that they have been informed of its existence by people helping in the community.
- ❖ Requests for information regarding planned distribution dates were received from IDPs living in Macovine Resettlement site in Mocuba, Zambezia. Some claim to have not received assistance since July others, April, and they claim to have been told that WFP would start distributions again in July 2021.

INAS Social Protection Covid-19 Assistance Program

- ❖ Other information requests regarding planned disbursement dates were from beneficiaries of INAS Social Protection Covid-19 Assistance Program. Linha Verde 1458 advised beneficiaries to reach out to INAS focal points who are available in the community or go to INAS offices if possible

Complaints

- ❖ Out of 119 complaints registered in the central region, 98 of them came from INAS Social Protection Covid-19 Assistance Program beneficiaries in Sofala (Marromeu, Caia and Maringue), of which majority are **exclusion error claims**. Some beneficiaries claimed that they had not received the disbursement since the beginning of the program even though they had been registered and received the mobile phones, while other claimed that they had not received the most recent disbursement on the 28-29th July 2021 whereas other in the same communities had receive the disbursement. Linha Verde 1458 advised beneficiaries to reach out to local INAS focal points and to go the INAS offices.
- ❖ Corruption claims have been made against a local leader who is said to have been **charging as much as 2000mt** to the beneficiaries who had received their disbursements via M-Pesa under the INAS Social Protection Program. It is alleged that the local leader threatened he community members telling them that if they reported him, they would no longer receive the assistance.
 - Since WFP partnered with INAS for the program, WFP CFM focal point indicated that INAS has received the cases and is addressing the concerns raised, they also mentioned that the program has ended.

Shelter

Complaints

- ❖ A couple of callers from Buzi claim to be **excluded** from the list recently allegedly compiled by IOM for distribution of shelter items like zinc sheets, cement, iron bars and other shelter construction material. Linha Verde 1458 shared the cases with Shelter cluster.
- ❖ A claim was received regarding the diversion of shelter kits or materials for sale, the materials had been distributed in Sussundenga, Manica. All cases have been shared with the Shelter cluster.
- ❖ Other claims of abuse of power were regarding the exclusion of certain participants in a program by local leadership due to their party affiliation. The claim was received from 2021 R.C.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 31ST AUGUST 2021

WASH

Assistance requests

- ❖ Assistance requests for support in repairing the water pump or providing an alternative source of water were received from Migoza, Marromeu in Sofala. Callers claim that they do not have access to enough water, and this causes them to go the Zambeze river which is many kilometers away.

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

- ❖ A total of 114 cases received from the southern parts of the country, Inhambane, Gaza and Maputo Provinces and Tete. Majority are information requests (71) followed by complaints (22) and lastly positive feedback (16).

Information Requests

- ❖ Half of the total number of information requests received were regarding the hotline service, 36 people called to find out what Linha Verde 1458 is, and majority of these calls came from Maputo city and province, the rest coming from Tete, Gaza and lastly Inhambane.
- ❖ The rest of the information requests were from former WFP food assistance beneficiaries of trying to find out if WFP will provide food assistance for the southern region again. Some callers claim that the crops they planted are being burned by the sun and others have been destroyed by wild animals. These were mostly from Panda in Inhambane.

Complaints

- ❖ 22 Complaints were registered in total, majority (19) are exclusion error claims from beneficiaries of the INAS Social Protection Covid-19 Assistance Program in Tete, Moatize.

INAS Social Protection Covid-19 Assistance Program

- ❖ 19 exclusion error claims were received from people who said that they had been registered to receive the assistance but had since not received the first disbursement nor the second one. Linha Verde 1458 informed callers to go to INAS focal points or offices to complain as they confirmed that they were both registered by and received mobile phones from INAS. Some in turn said they had gone to the offices and were told to wait, that they would receive the disbursement however at the time of the call they still had not.

Protection: 1st – 31st August 2021

- ❖ A total of 23 Protection cases were registered through Linha Verde 1458 between 1st and 31st August 2021:
 - 3 reports of Gender based violence: 2 from Maputo Province and 1 from Tete, all referred to GBV support services
 - 7 Child Protection cases from Sofala, Cabo Delgado and Zambezia. Majority referred to Linha Fala Criança and one sent to Cabo Delgado CP Aor.
 - 11 Protection concerns of which 5 are cases where callers expressed the challenges, they face due to lack of identification and civil documentation in Chiure, Montepuez, Ancuabe and Metuge. The remaining 6 are cases are request for assistance from Savane resettlement site member who complained due to the extortion he experienced from the local police due to his business.

Trends: Covid-19

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

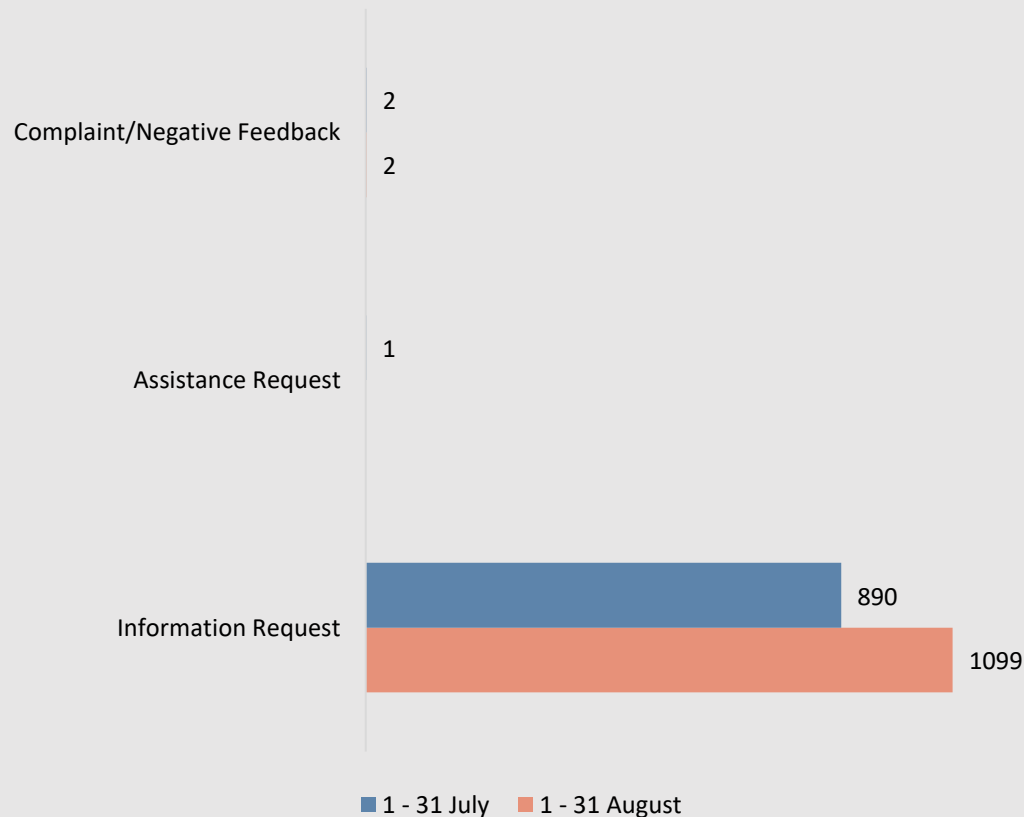
1 - 31 Aug 2021

Nr. of cases about Covid-19:

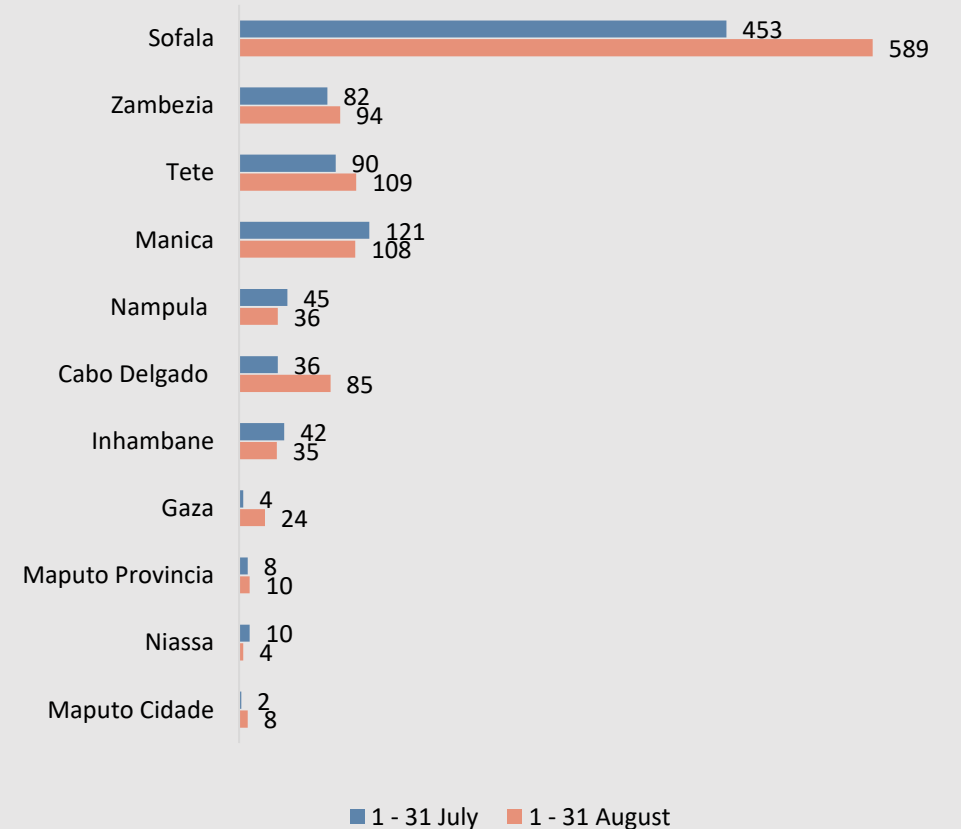
1102

45% of the cases registered through the Linha Verde 1458 between August 1 and August 31 were Covid-19 related.

CASE TYPES

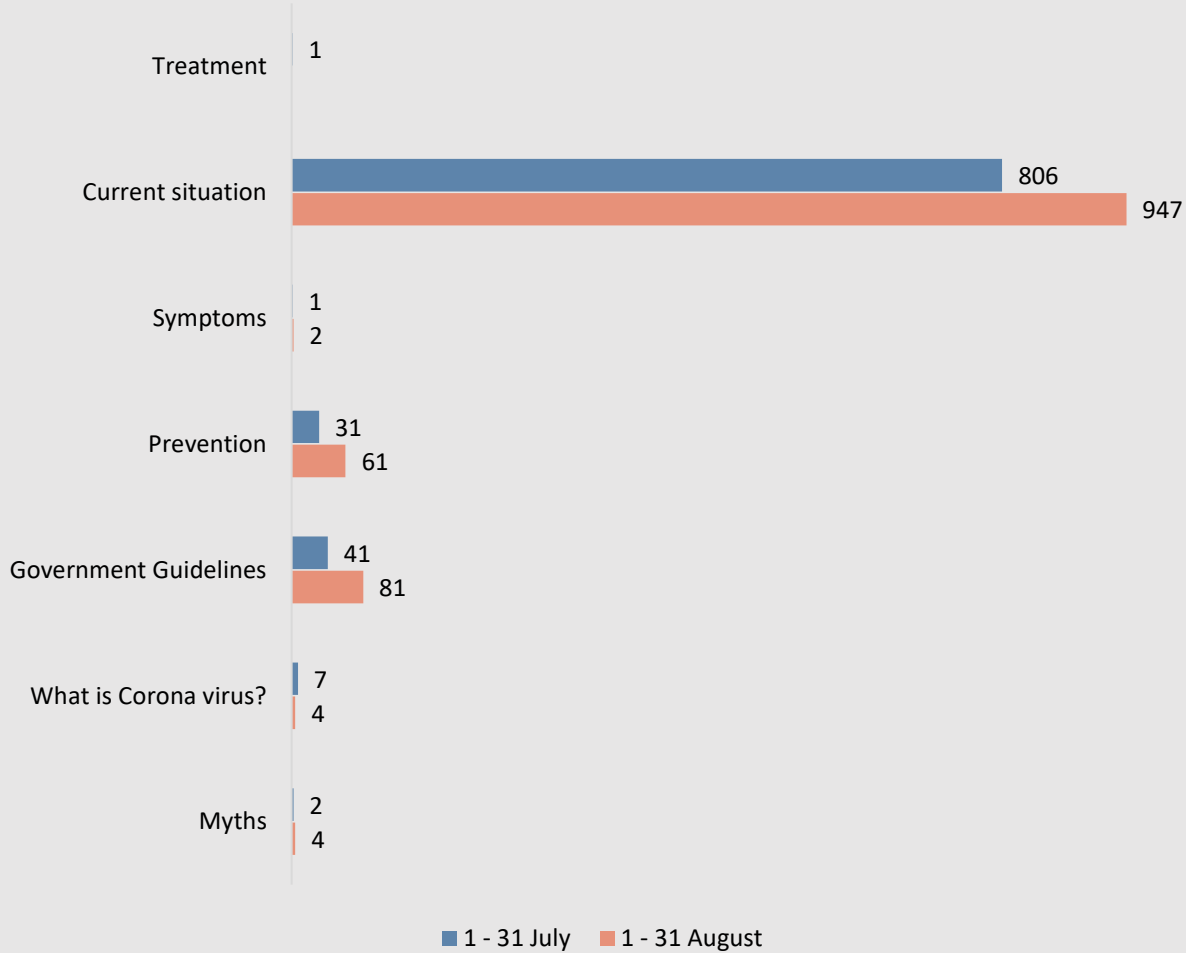


CASES BY PROVINCE

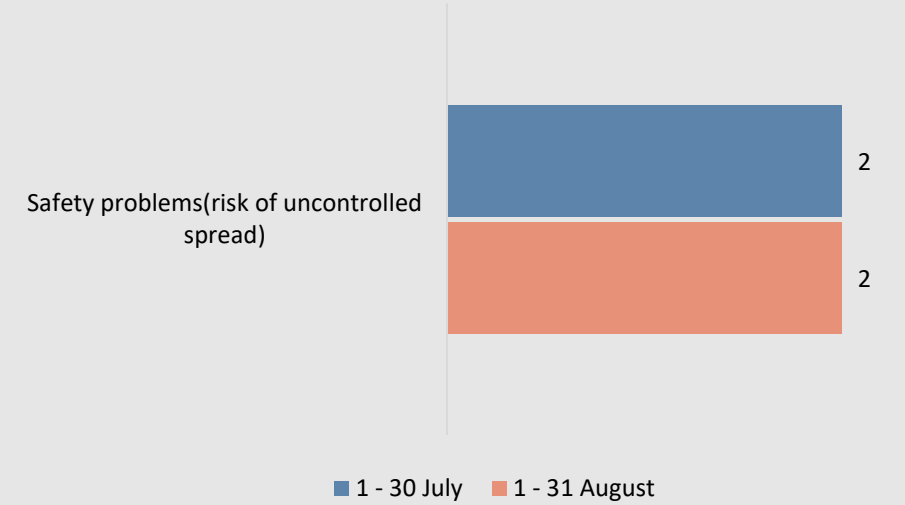


COVID-19
CASE TYPE BY CATEGORY
1ST JULY – 31ST AUGUST 2021

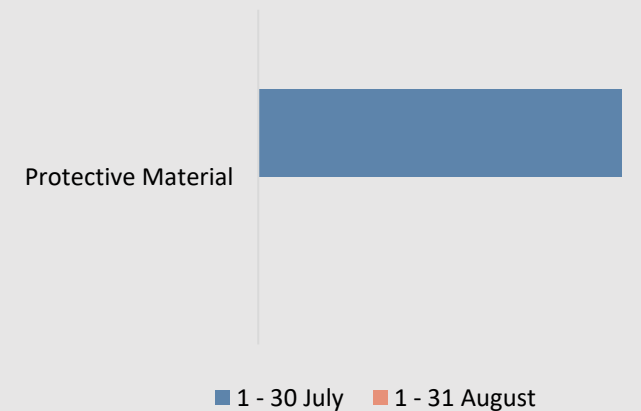
INFORMATION REQUEST



COMPLAINTS

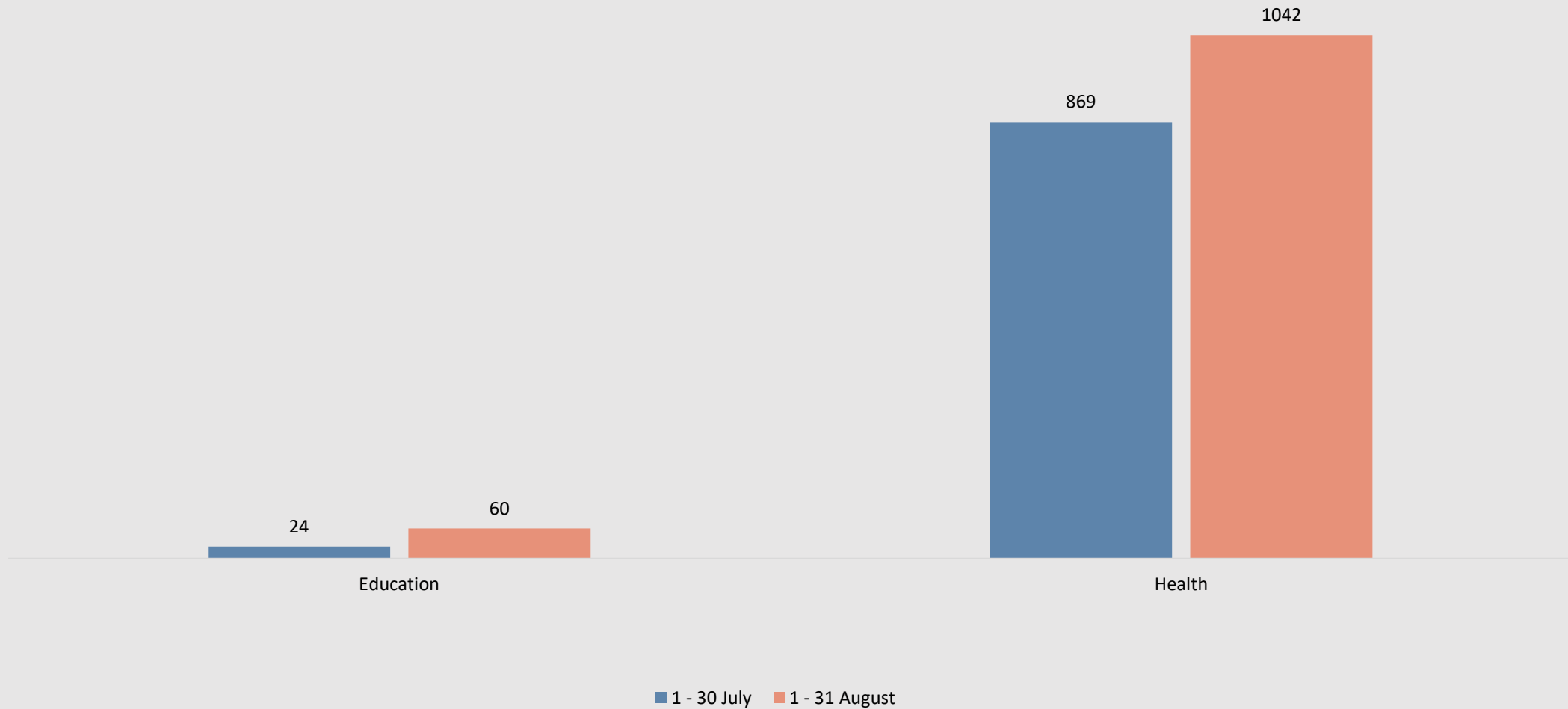


ASSISTANCE REQUEST



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

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

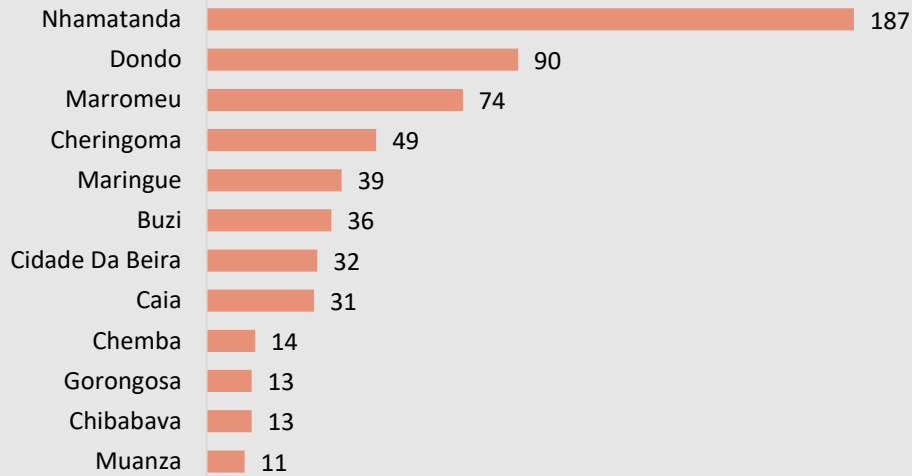




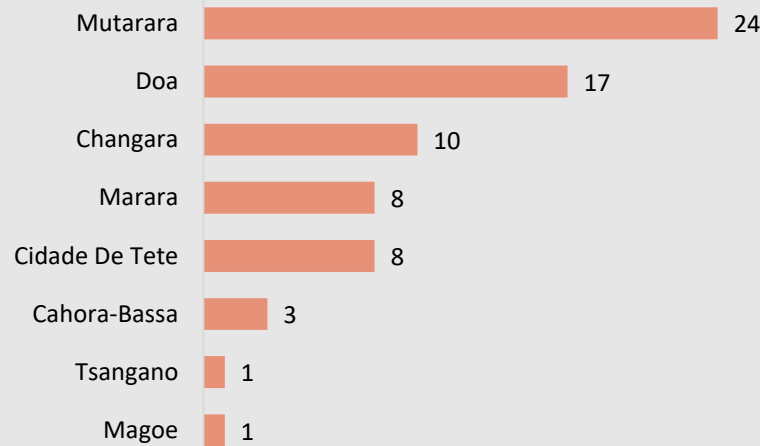
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST JULY – 31ST AUGUST 2021

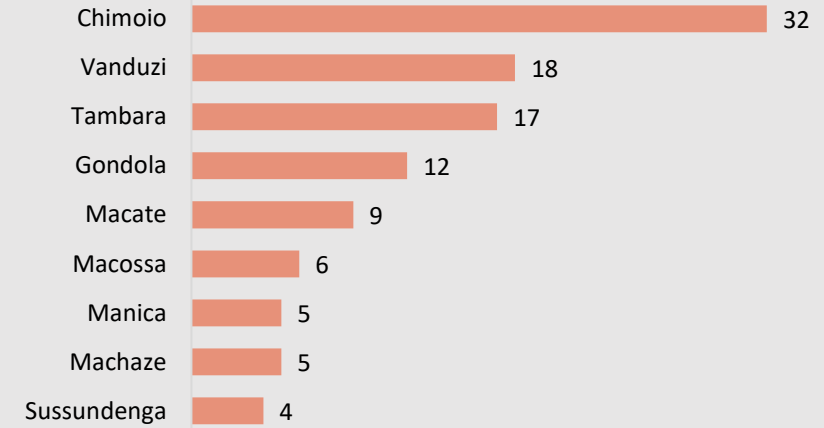
Sofala - 589



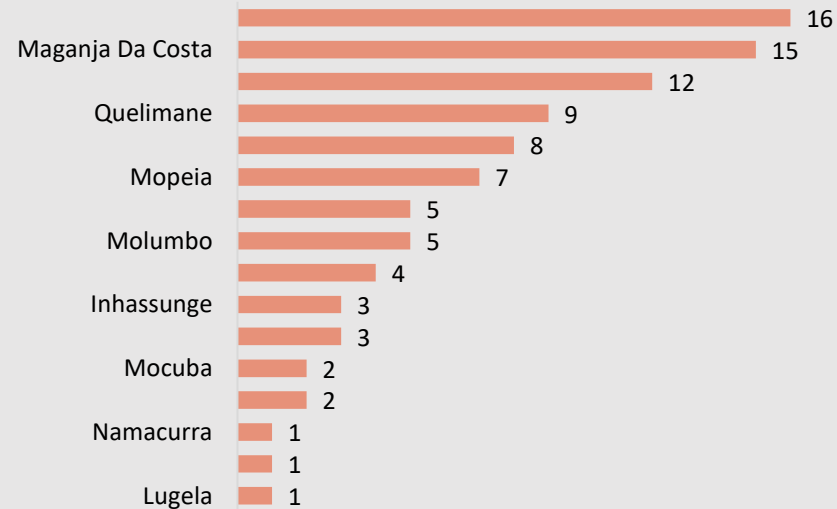
Tete - 109



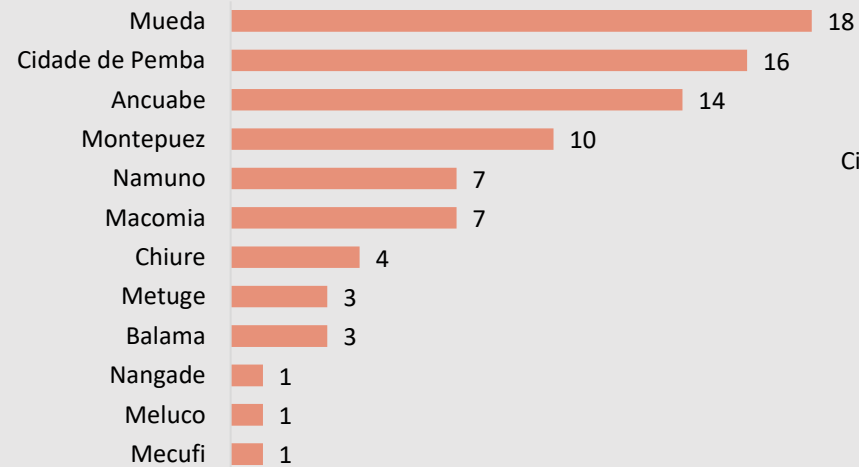
Manica - 108



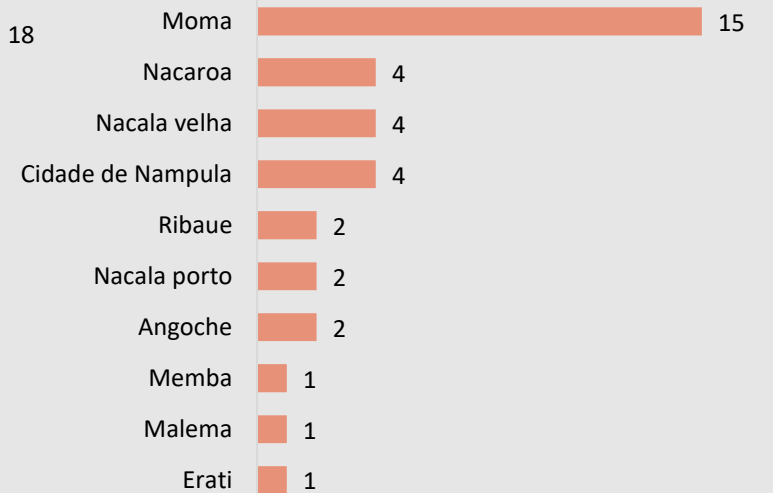
Zambezia - 94



Cabo Delgado - 85



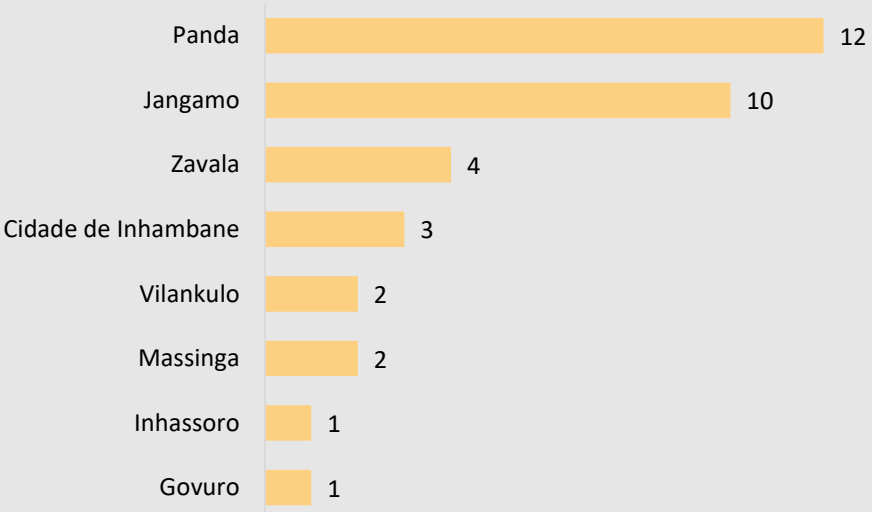
Nampula - 36



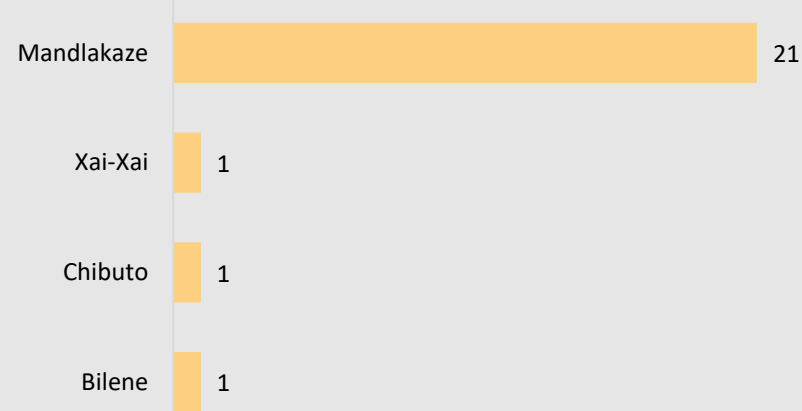
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST JULY – 31ST AUGUST 2021

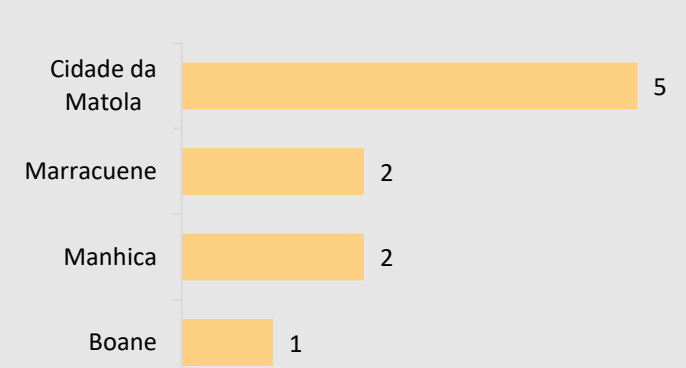
Inhambane - 35



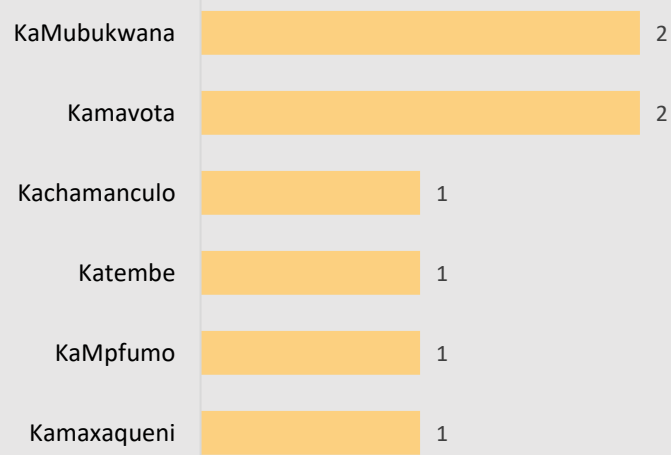
Gaza - 24



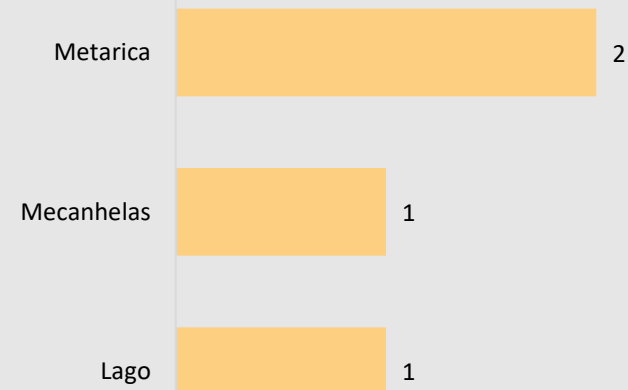
Maputo Provincia - 10



Maputo Cidade - 8



Niassa - 4



Covid-19: 1st – 31st August 2021

- ❖ **1,102** Covid-19 related cases have been registered on Linha Verde 1458 between 1st and 31st August 2021:
 - The majority of cases registered (948) were **information requests regarding the current Covid-19 rates** in the country, eager to also know if the death rate has reduced throughout the month. Anxiety increased over the last period when the death rate had increased, and the number of Covid-19 cases had gone above the GoM alert level. As a result, Linha Verde 1458 received more cases regarding the Covid-19 rates and also the applied restrictive measures. The rate went back below alert level in August, and this resulted in the GoM responding by slightly relaxing the restrictions and allowing for face-to-face classes to resume at all levels besides pre-primary school level.
 - **81 information requests regarding Government Restrictions**, mostly related to the closure of face-to-face classes for primary, secondary schools and tertiary schools in some provinces and not in others. People called to understand which provinces had restrictions on this and which ones did not. Linha Verde 1458 informed callers of the districts that had restrictions according to where the caller was calling from.
 - **61 information requests regarding preventive measures of Covid-19**, whilst some also called to know about the GoM Vaccination Campaign. Some asked why there were differences in the vaccines where one was single dose and the other was two doses. Others asked if the vaccine counts as a preventive measure against the virus and wanted to know if what exactly were the benefits of the vaccines. Linha Verde 1458 informed callers that the vaccine is meant to protect people from severe reactions to the virus. Linha Verde 1458 also informed callers that the GoM has different types of vaccines available and that all of them have the same function.
 - A very small number of calls came from people who expressed fear of taking the vaccine, having heard many stories/ rumors of people over the age of 50 losing their lives after having taken the vaccine. Linha Verde 1458 has informed callers that the vaccine is a priority for high-risk groups which include elderly to prevent reactions to the virus. They can also consult a doctor to get clarification or call Alo Vida .