



**LINHA VERDE**  
DA RESPOSTA A EMERGÊNCIA  
**1458**



# Linha Verde da Resposta á Emergência

Report period: 1<sup>st</sup> August - 30<sup>th</sup> September 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.

**50,205** Total Cases Registered



**94%** Feedback Rate  
since Jan 1<sup>st</sup> 2021

**21,926** Total Cases Registered  
since 1<sup>st</sup> January 2021

## CUMULATIVE DATA OVERVIEW PERIOD: 1<sup>ST</sup> JANUARY – 30<sup>TH</sup> SEPTEMBER 2021

### CALLER PROFILE



85% male

14% female



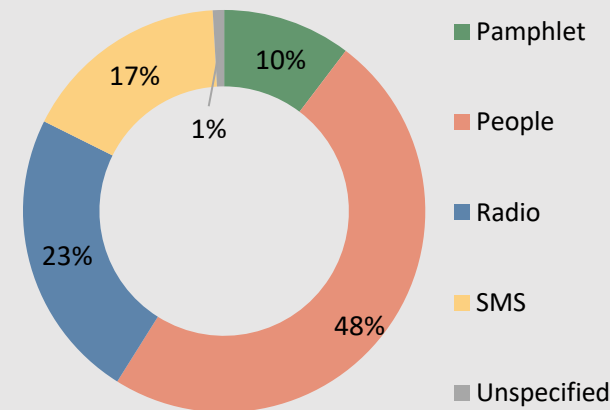
4% 17 and below

94% 18 to 59

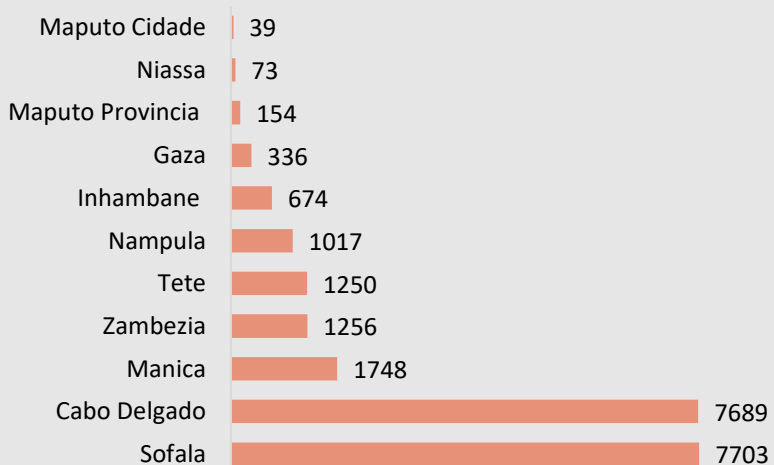
1% 60 and above

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

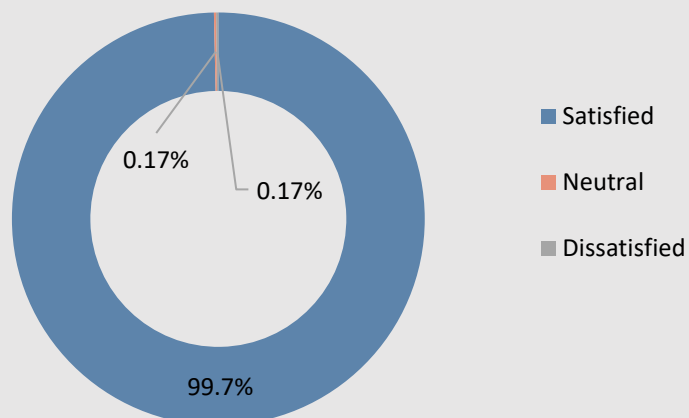
### KNOWLEDGE ABOUT LINHA VERDE 1458



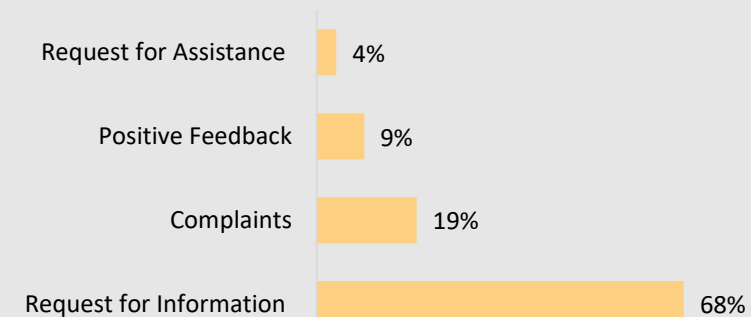
### CASES BY PROVINCE



### SATISFACTION



### CASE TYPE



# TYPES OF CASES REGISTERED PER MONTH

## 1<sup>ST</sup> OCTOBER 2020 – 30<sup>TH</sup> SEPTEMBER 2021

### 1 – 30 September 2021

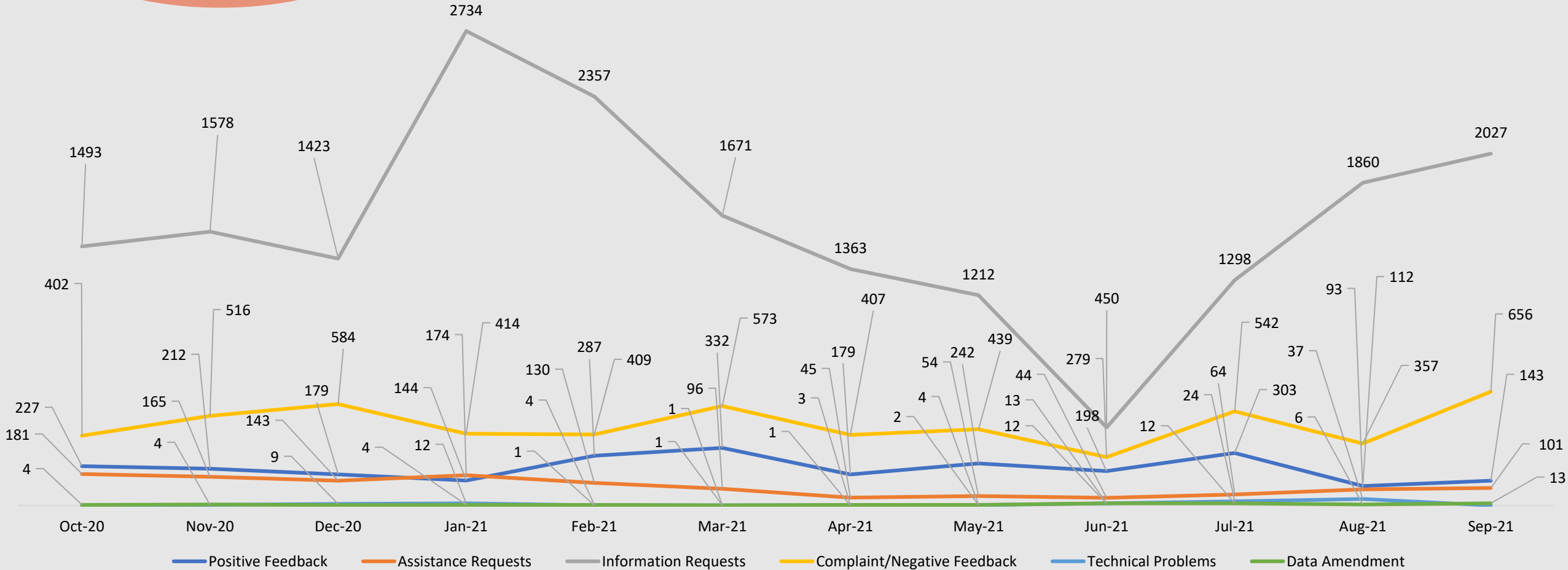
Nr. Total Registered Cases:

**2927**

Nr. of calls about Covid-19:

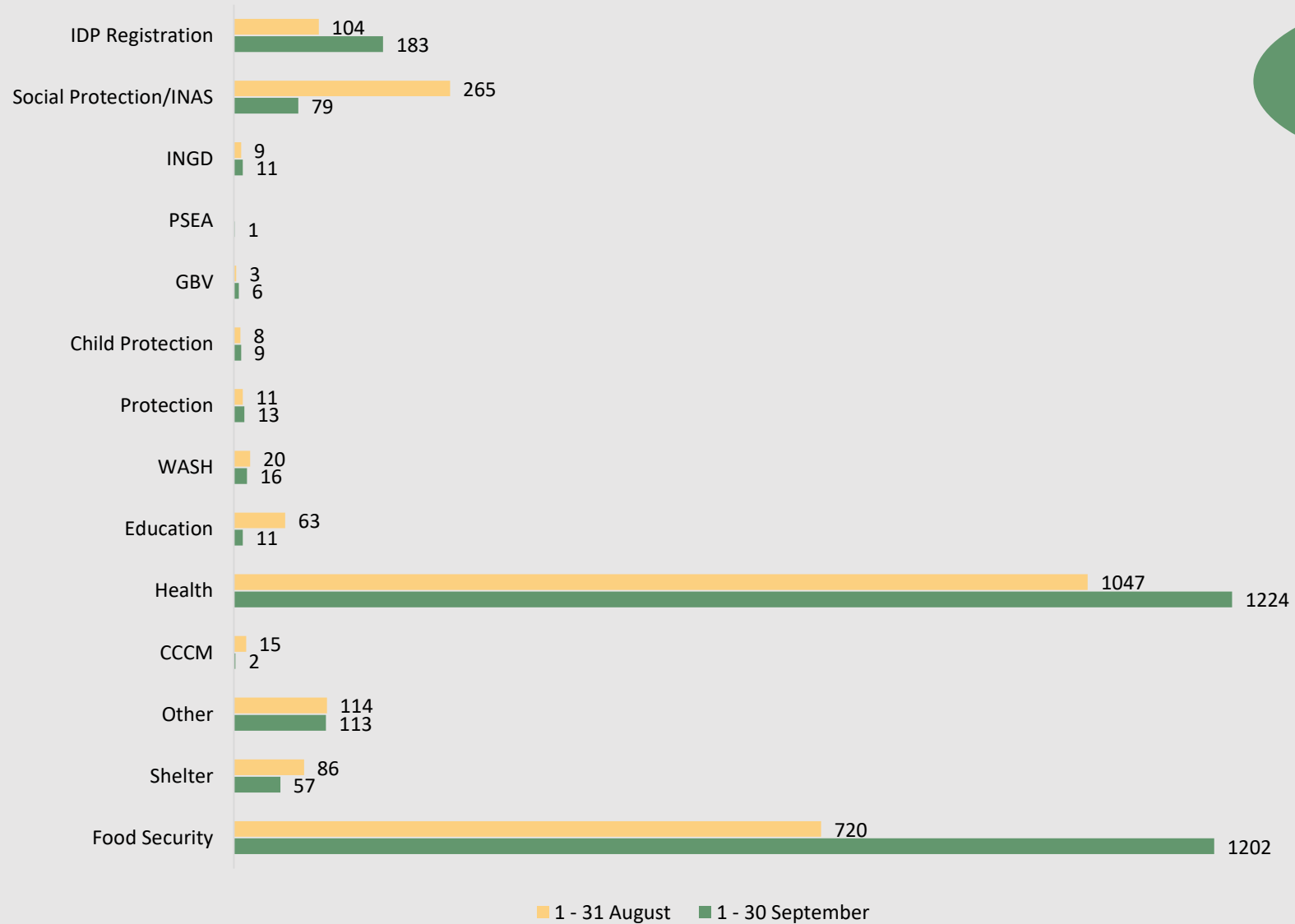
**1226**

**42%** of the cases registered through Linha Verde 1458 between September 1<sup>st</sup> – 30<sup>th</sup> were Covid-19 related.



# CASES PER SECTOR

## 1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021



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

# CASES PER RESPONSE

## 1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021

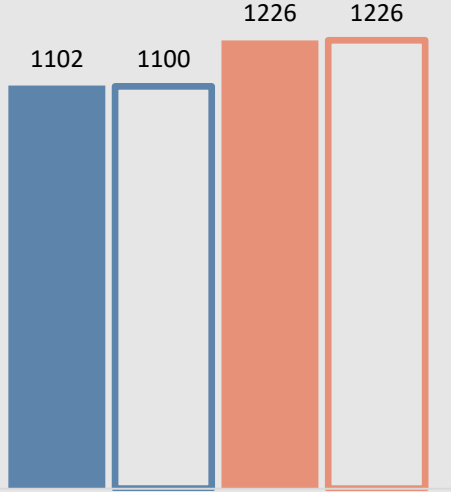
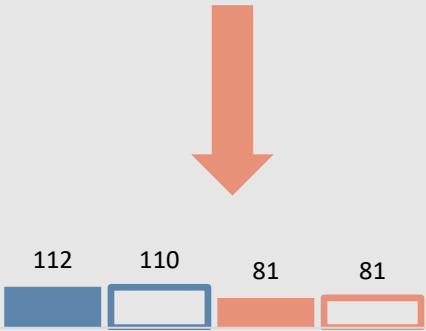
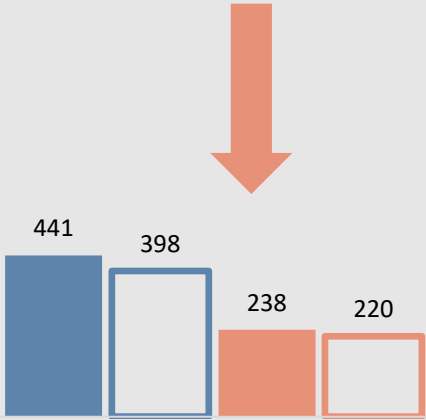
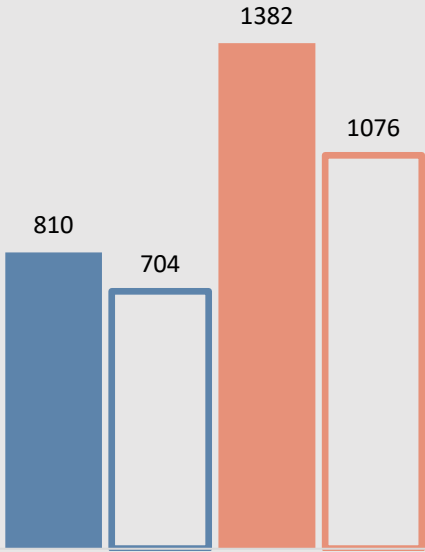


1<sup>st</sup> - 30<sup>th</sup> Sep 2021  
**Cases Registered:**  
 1382  
**Feedback provided:**  
 1076

1<sup>st</sup> - 30<sup>th</sup> Sep 2021  
**Cases Registered:**  
 1226  
**Feedback provided:**  
 1226

1<sup>st</sup> - 30<sup>th</sup> Sep 2021  
**Cases Registered:**  
 238  
**Feedback provided:**  
 220

1<sup>st</sup> - 30<sup>th</sup> Sep 2021  
**Cases Registered:**  
 81  
**Feedback provided:**  
 81



Northern Region response

Central Region response

Southern Region response

COVID-19

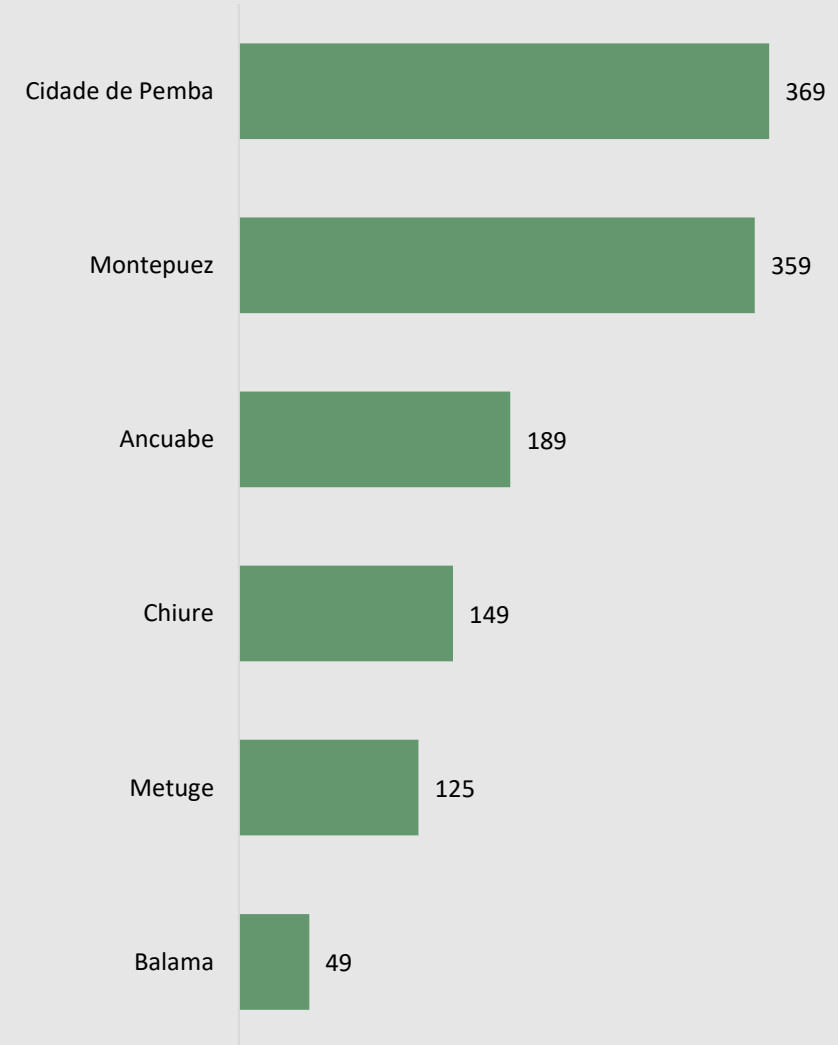
■ Registered Cases 1 - 31 Ago    
 □ Feedback Provided 1 - 31 Ago    
 ■ Registered Cases 1 - 30 Sep    
 □ Feedback Provided 1 - 30 Sep

**NORTHERN REGION RESPONSE  
CASES PER SECTORS  
31<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**

**NORTHERN REGION RESPONSE  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 30<sup>TH</sup> SEPTEMBER 2021**



**IDP Registration** cases are mostly situations where IDPs call to complain that their names never make to the beneficiary lists despite several attempts to register with the local authorities. In a minor scale refer to situation where IDPs call to request info on registration to become beneficiaries of food assistance



# NORTHERN REGION RESPONSE

## 1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021

**August**  
Cases Registered:  
**810**  
Feedback Provided:  
**85%**

**September**  
Cases Registered:  
**1382**  
Feedback Provided:  
**78%**

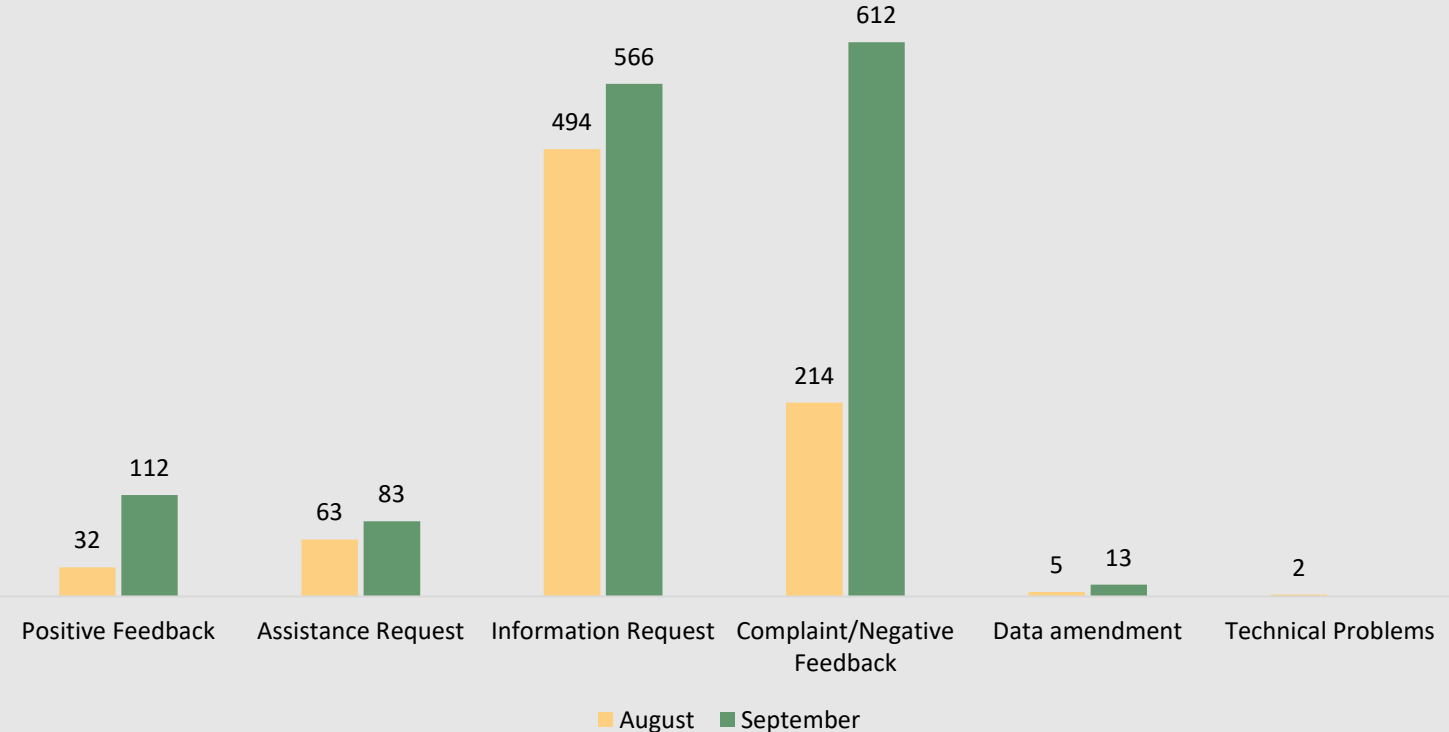
**August**  
Cases Registered:  
**63**  
Feedback provided:  
**59%**

**September**  
Cases Registered:  
**83**  
Feedback provided:  
**49%**

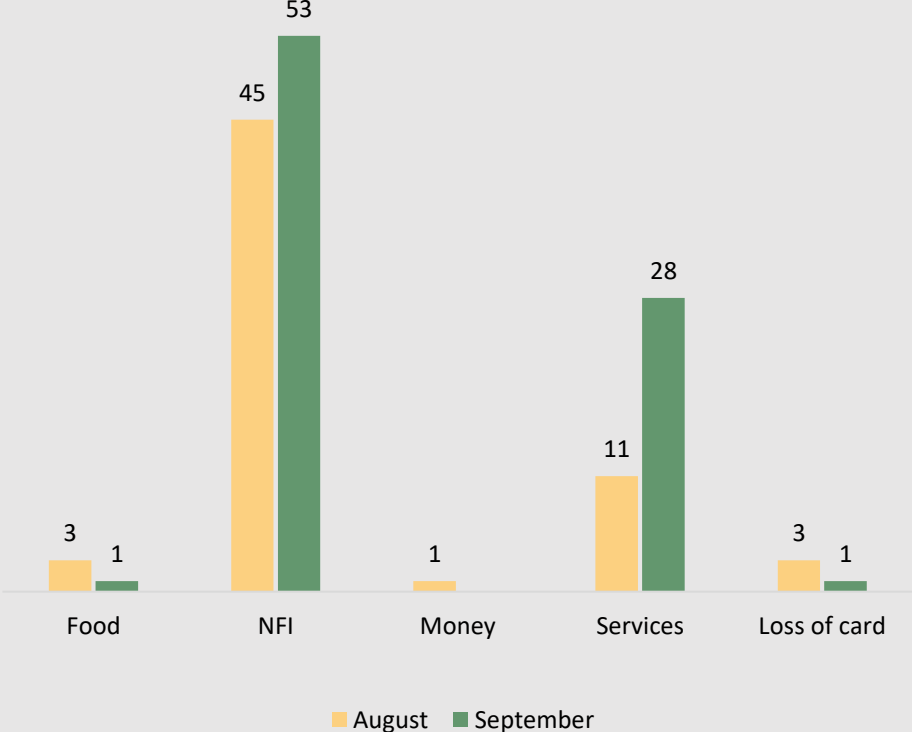


**NFI**

### CASE TYPES



### ASSISTANCE REQUEST



# NORTHERN REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021

**August**  
Cases registered:  
**494**  
Feedback provided:  
**91%**

**September**  
Cases registered:  
**562**  
Feedback provided:  
**93%**



**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.



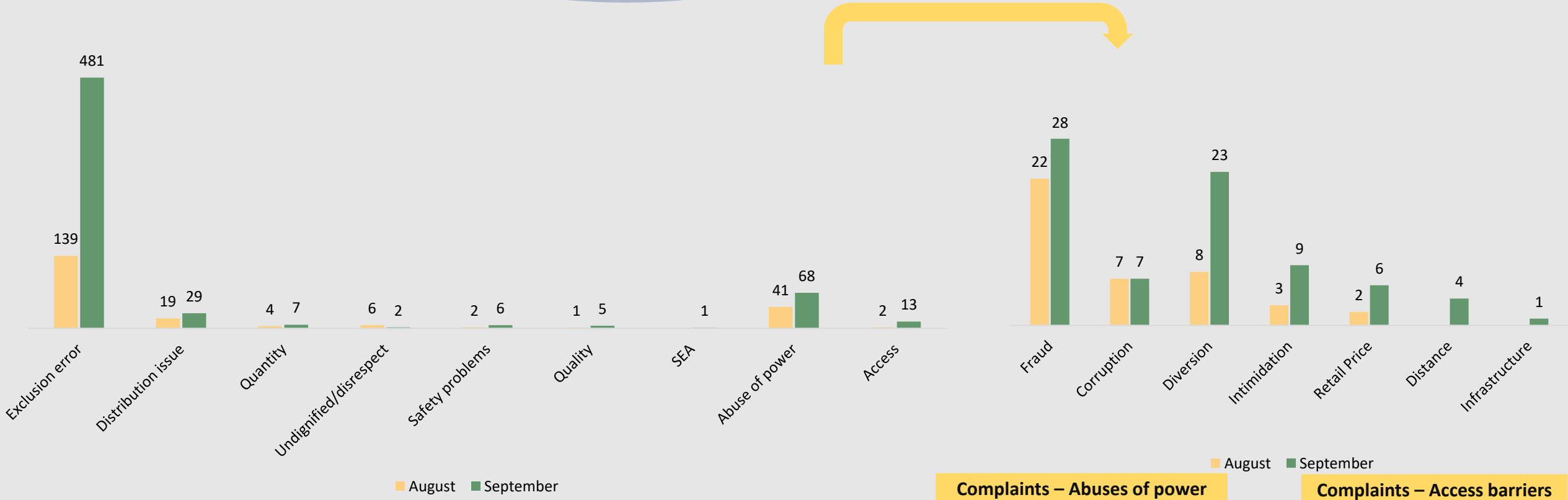
**NORTHERN REGION RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**



**NORTHERN REGION RESPONSE  
BREAKDOWN OF ABUSES OF POWER AND  
OTHER ACCESS BARRIERS  
1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 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





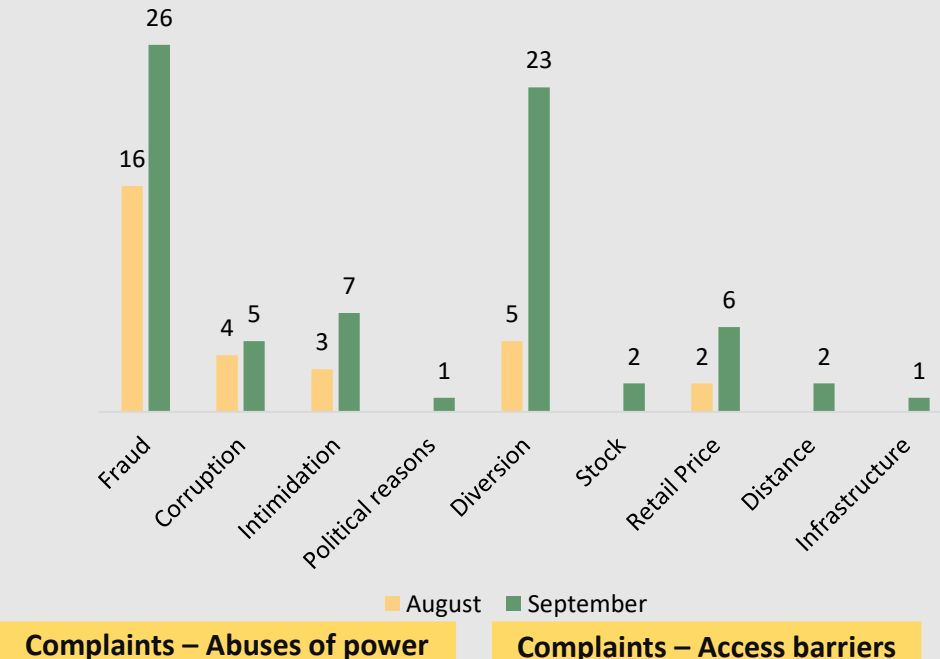
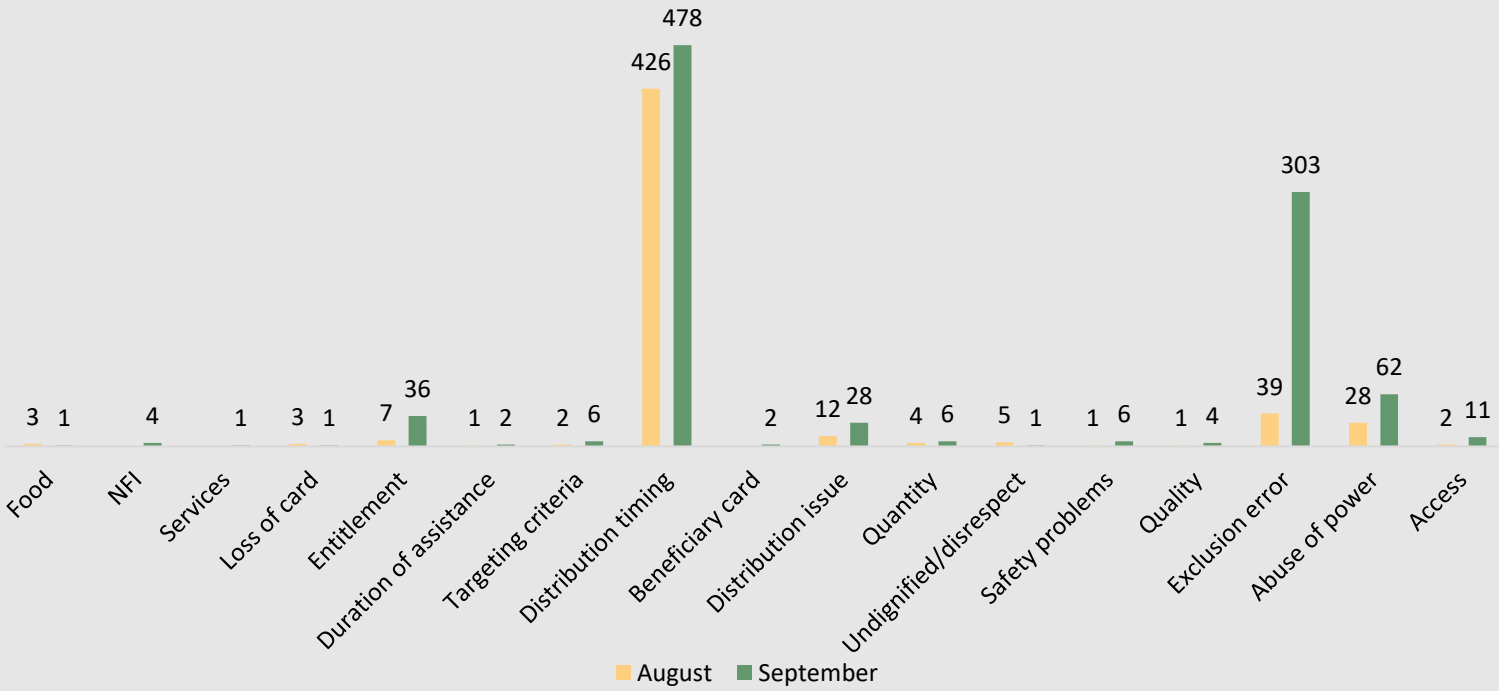
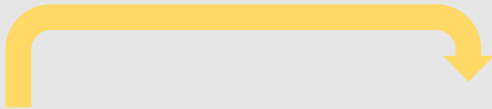
**NORTHERN REGION RESPONSE  
FOOD SECURITY  
1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**



**NORTHERN REGION RESPONSE  
FOOD SECURITY  
BREAKDOWN OF ABUSES OF POWER AND OTHER  
ACCESS BARRIERS  
1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 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

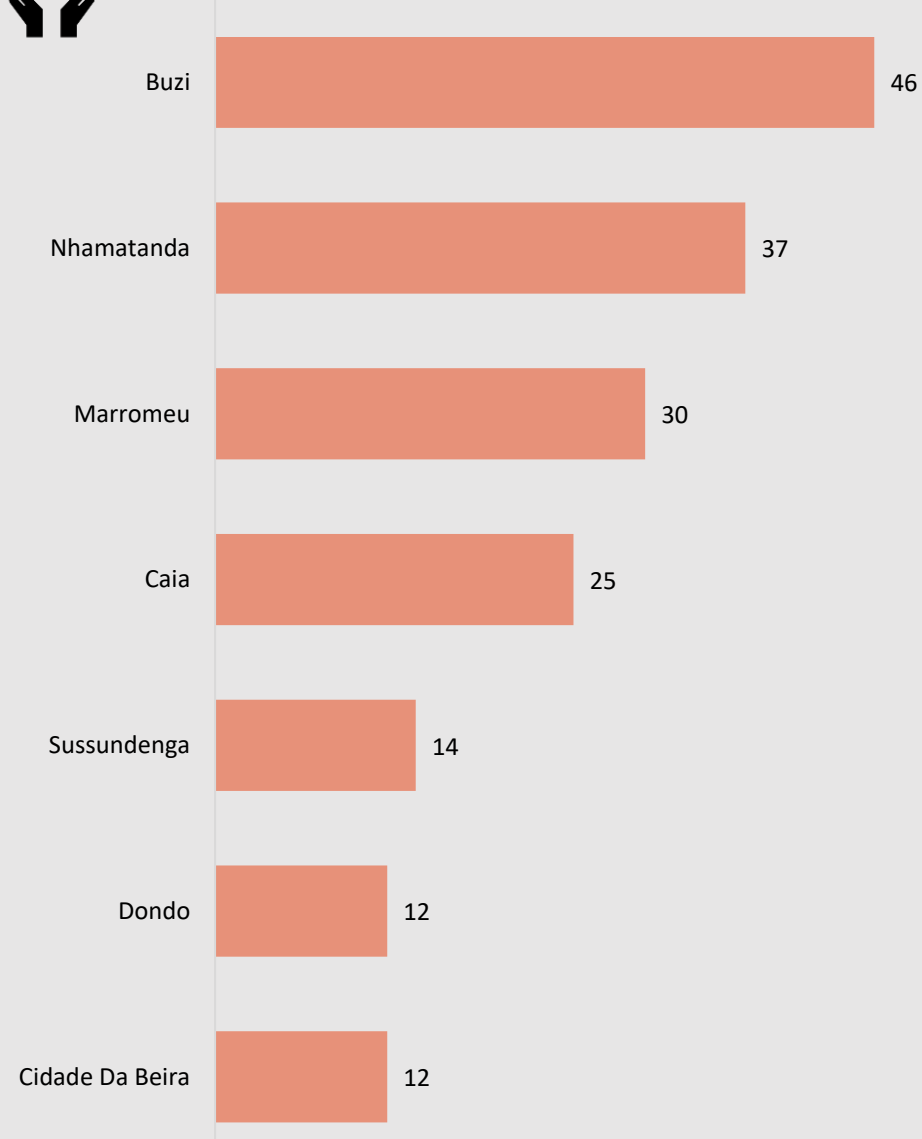
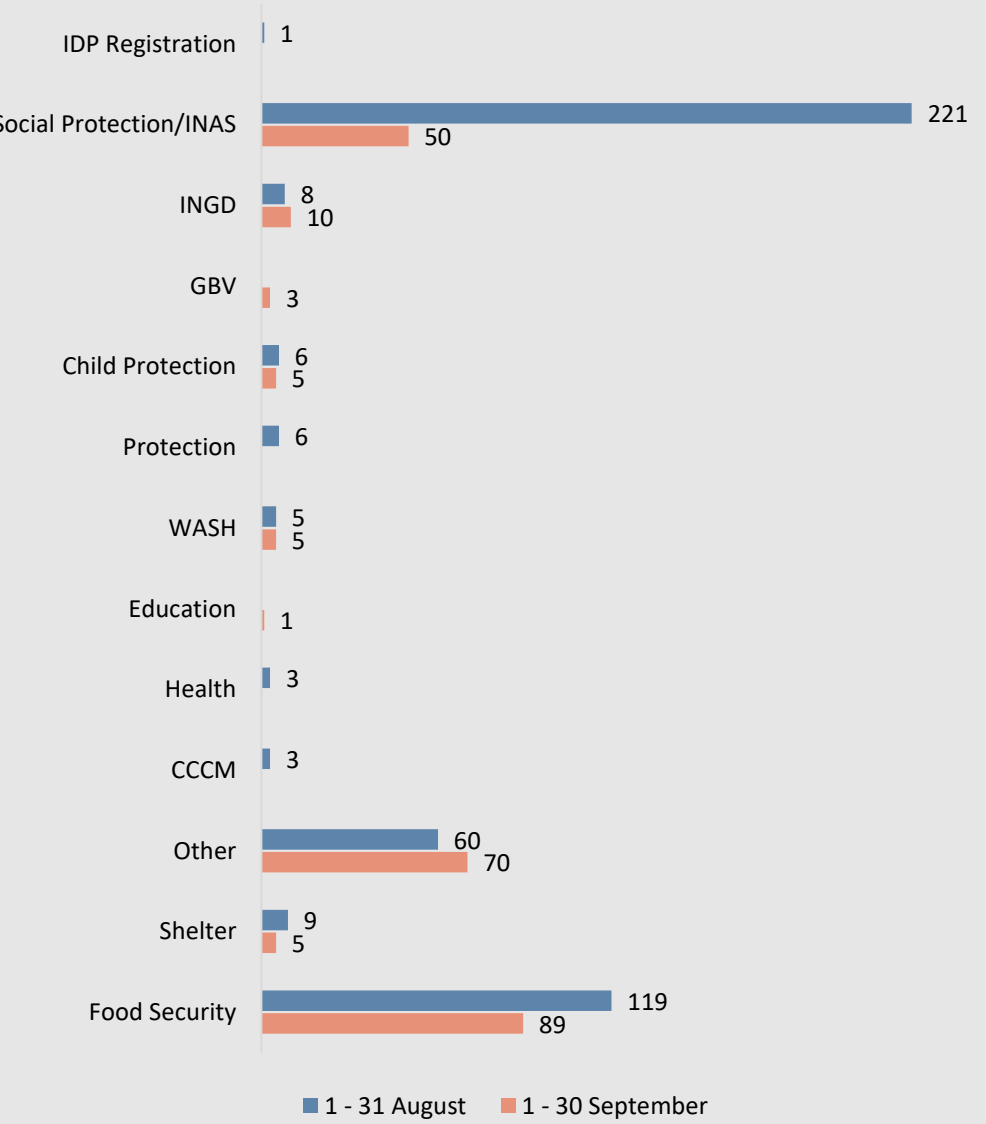


**Complaints – Abuses of power**

**Complaints – Access barriers**

**CENTRAL REGION RESPONSE  
CASES PER SECTORS  
31<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**

**CENTRAL REGION RESPONSE  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 30<sup>TH</sup> SEPTEMBER 2021**



**CENTRAL REGION RESPONSE**  
**1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**

**August**  
 Cases Registered:  
**441**  
 Feedback Provided:  
**90%**

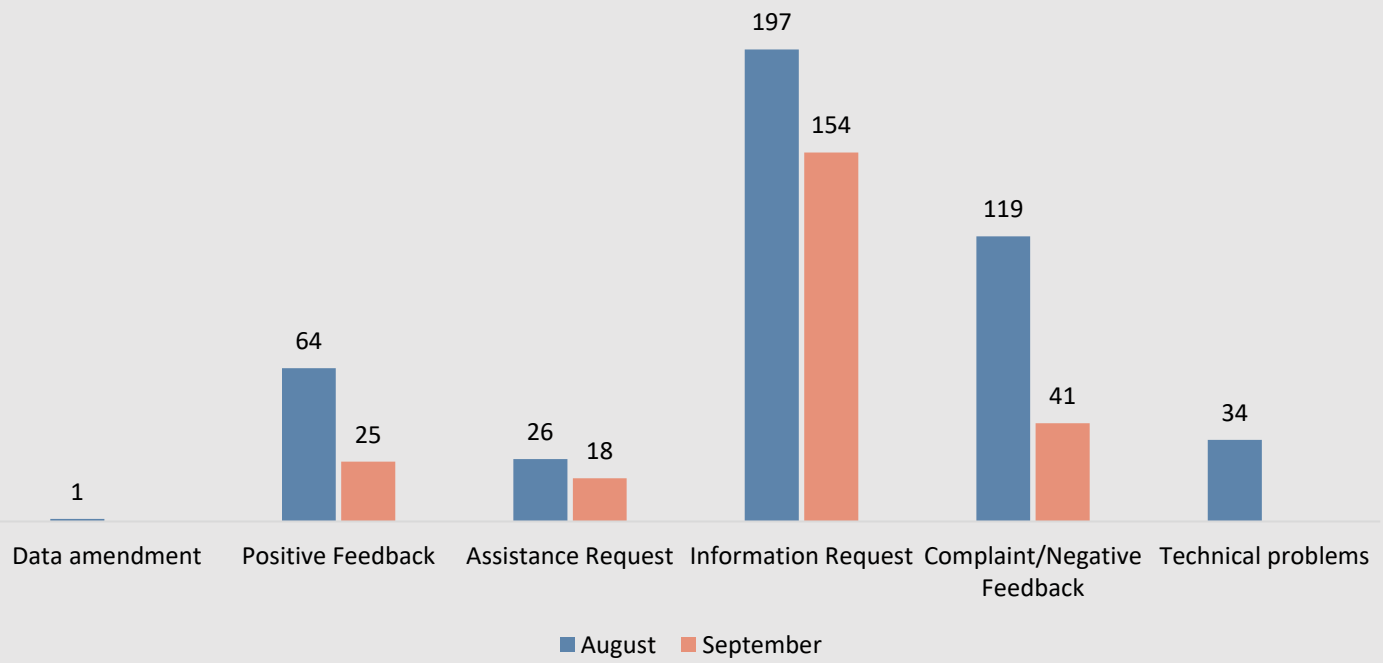
**September**  
 Cases Registered:  
**238**  
 Feedback Provided:  
**93%**

**August**  
 Cases Registered:  
**26**  
 Feedback Provided:  
**38%**

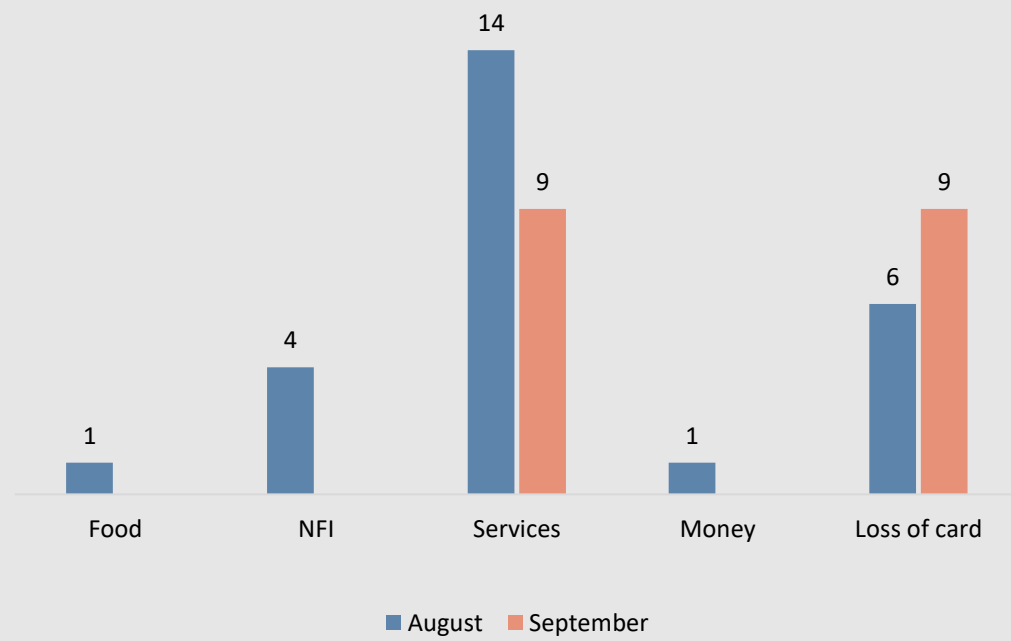
**September**  
 Cases Registered:  
**18**  
 Feedback Provided:  
**83%**



**CASE TYPES**



**ASSISTANCE REQUEST**



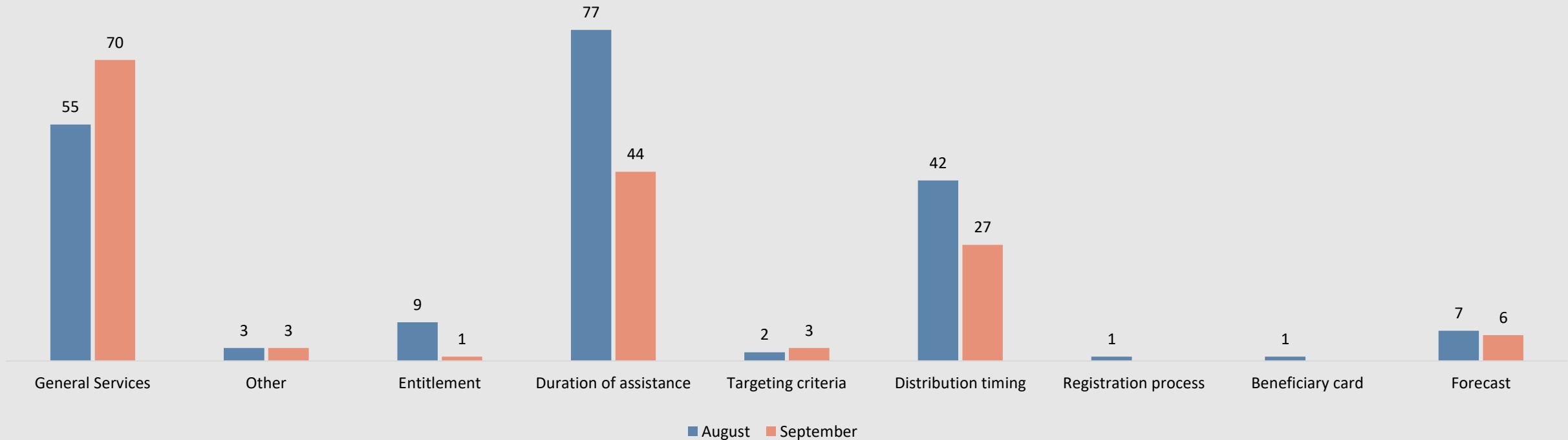
# CENTRAL REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021



**August**  
Cases Registered:  
**197**  
Feedback Provided:  
**95%**

**September**  
Cases Registered:  
**161**  
Feedback Provided:  
**96%**

**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.



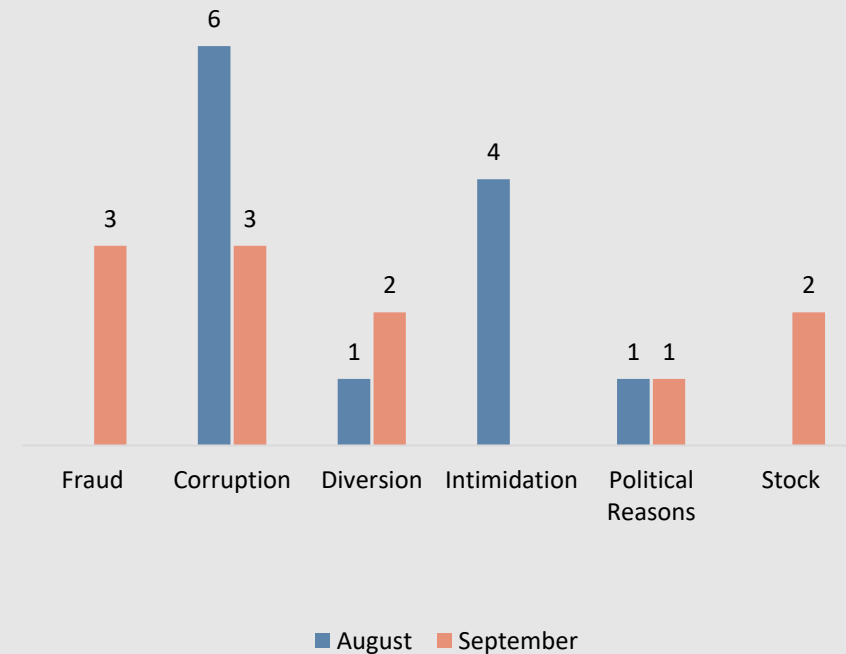
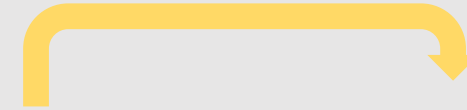
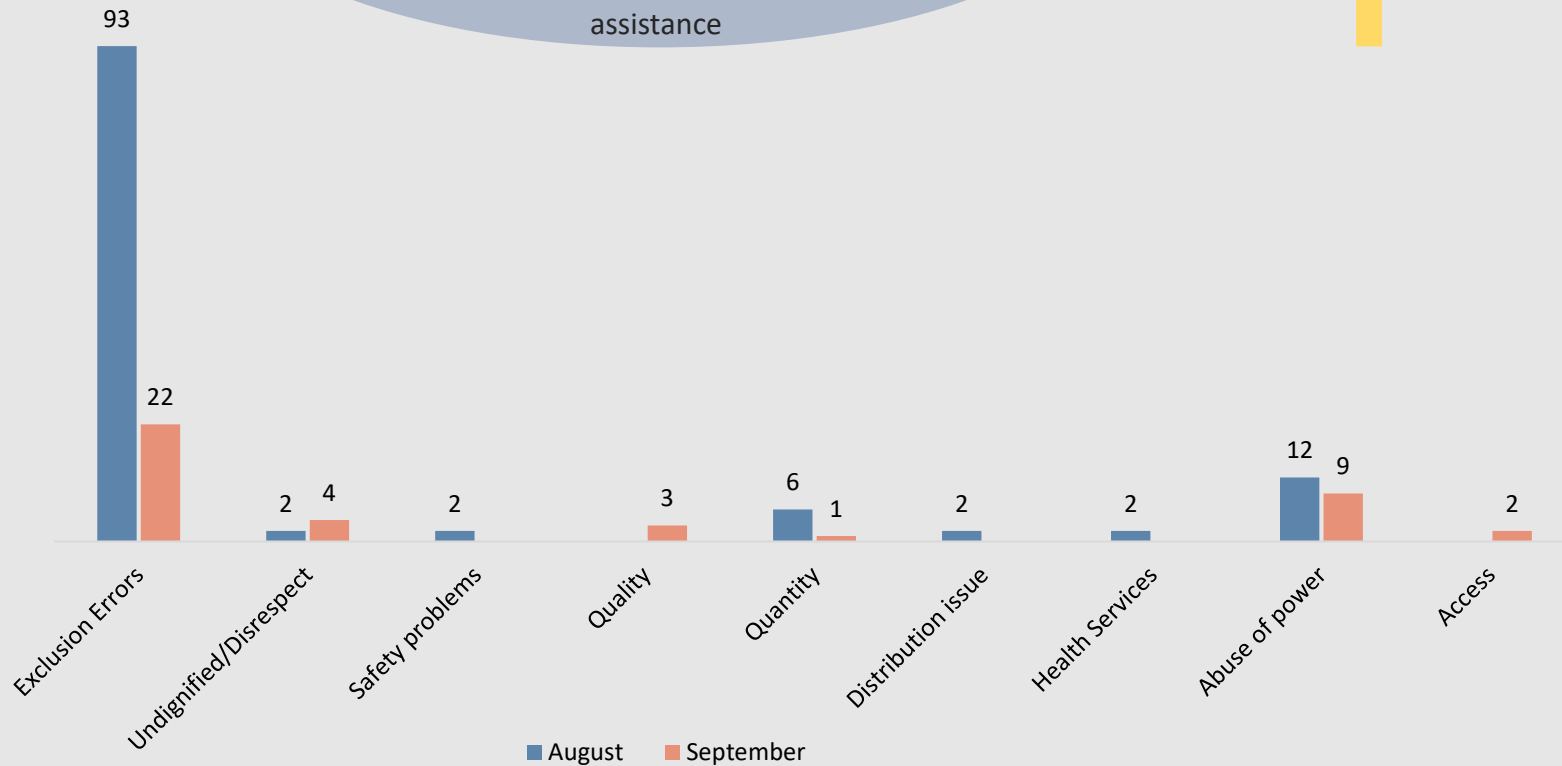
## CENTRAL REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021

## CENTRAL REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 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

Complaints – Access barriers

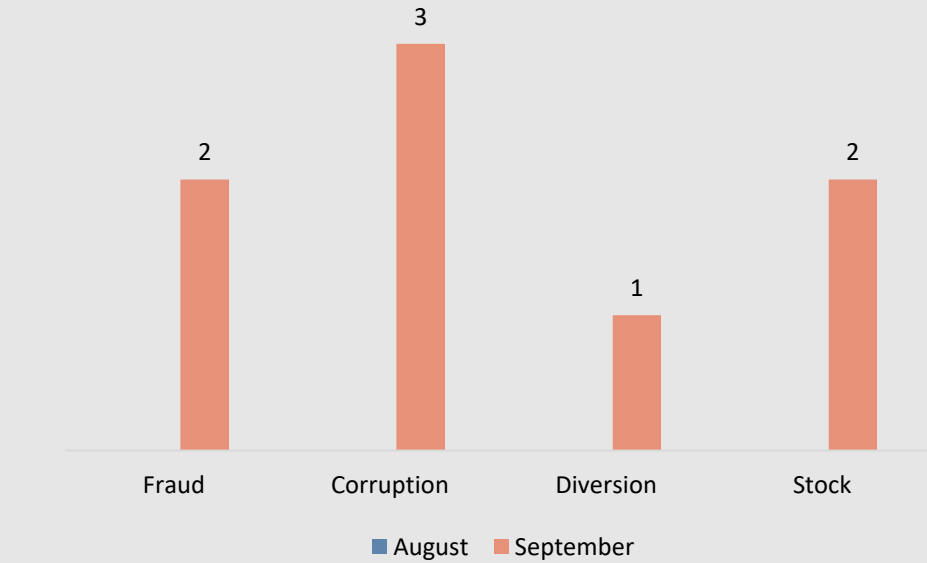
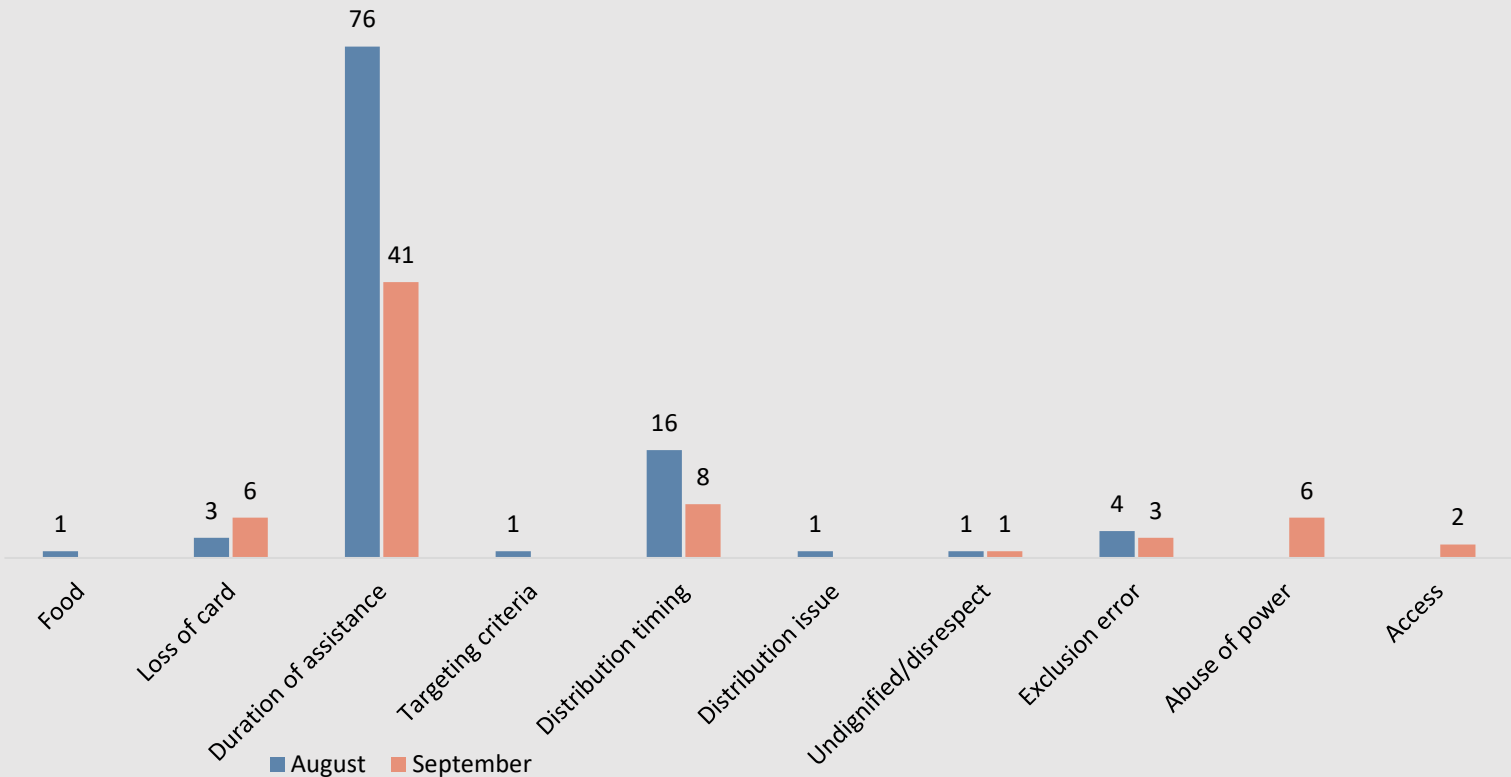
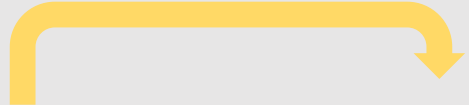
**CENTRAL REGION RESPONSE  
FOOD SECURITY  
1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**



**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

**CENTRAL REGION RESPONSE  
FOOD SECURITY  
BREAKDOWN OF ABUSES OF POWER AND OTHER  
ACCESS BARRIERS  
1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**

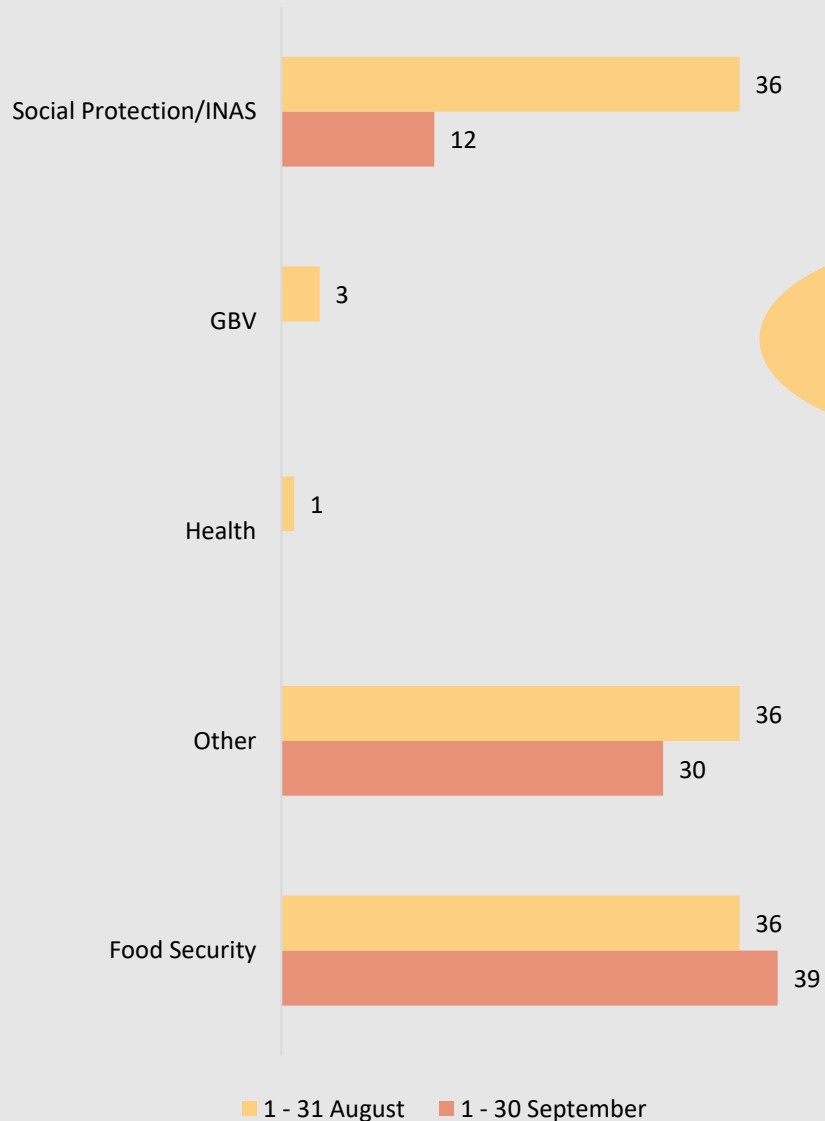


**Complaints – Abuses of power**

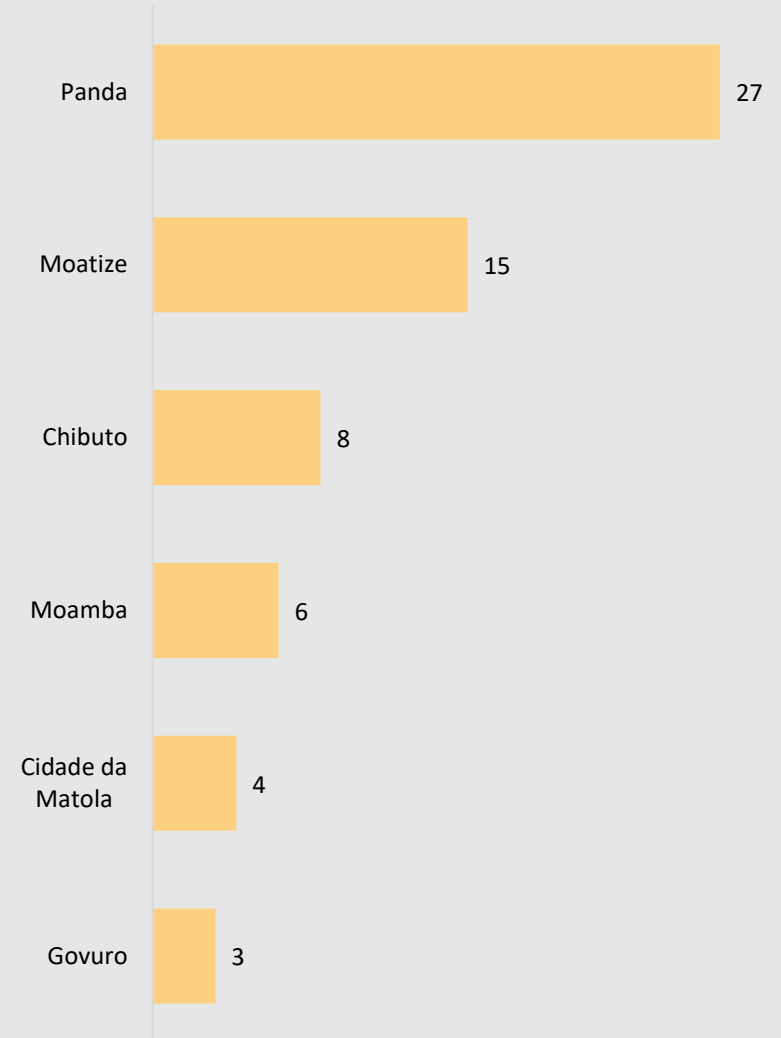
**Complaints – Access barriers**

**SOUTHERN REGION: DROUGHT RESPONSE  
CASES PER SECTORS  
1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**

**SOUTHERN REGION: DROUGHT RESPONSE  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 30<sup>TH</sup> SEPTEMBER 2021**



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



# SOUTHERN REGION (DROUGHT) RESPONSE 1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021

**August**  
Cases Registered:  
**112**  
Feedback Provided:  
**98%**

**September**  
Cases Registered:  
**81**  
Feedback Provided:  
**100%**

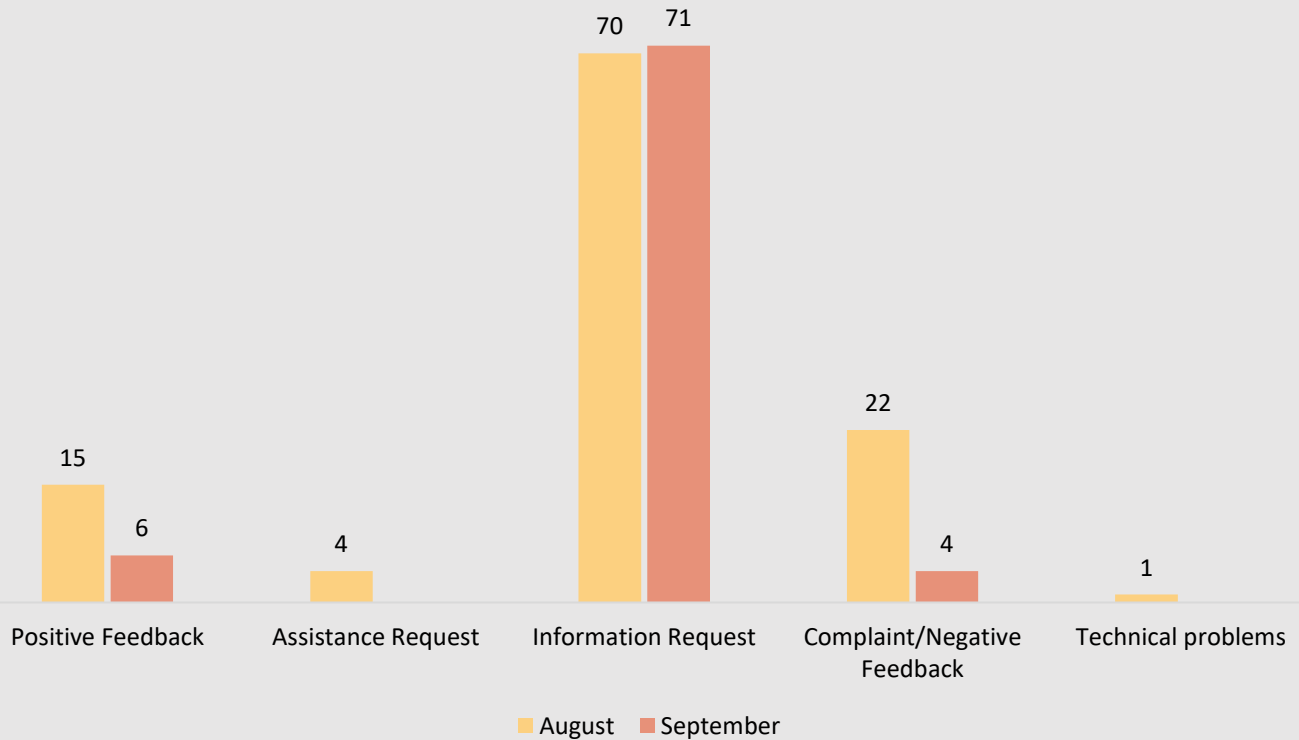
**August**  
Cases Registered:  
**4**  
Feedback Provided:  
**100%**

**September**  
Cases Registered:  
**0**  
Feedback Provided:  
**0%**

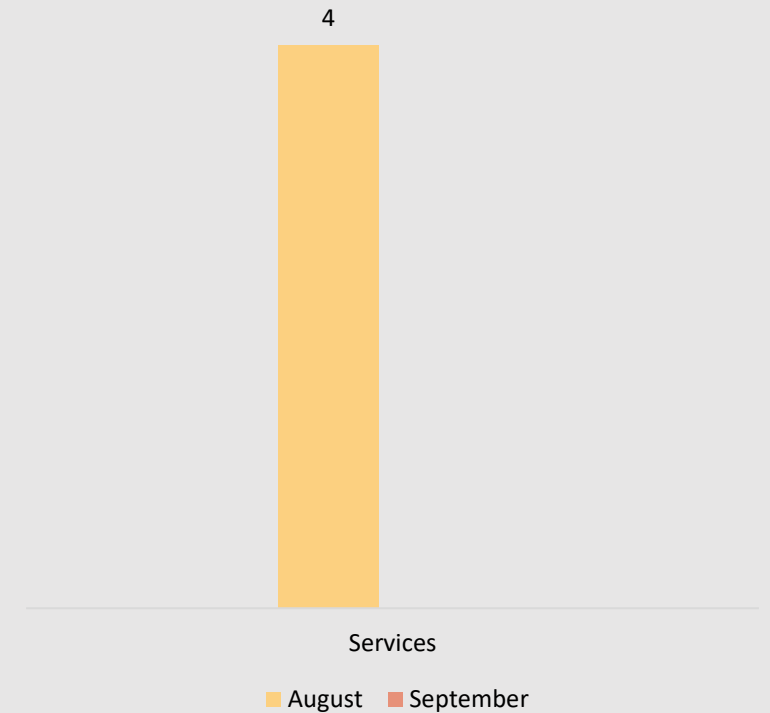


**NFI**

## CASES TYPES



## ASSISTANCE REQUEST



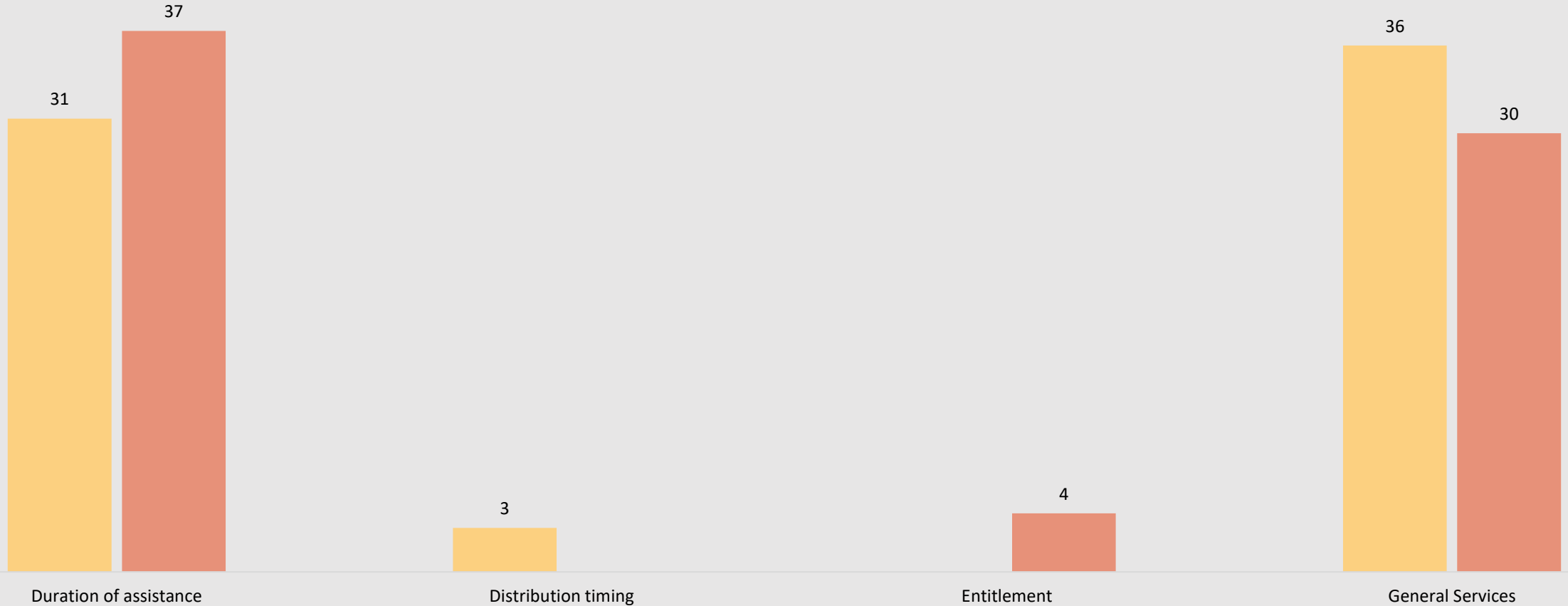


**SOUTHERN REGION (DROUGHT) RESPONSE  
INFORMATION REQUESTS  
1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**



**August**  
Cases Registered:  
**70**  
Feedback Provided:  
**100%**

**September**  
Cases Registered:  
**71**  
Feedback Provided:  
**100%**



August September

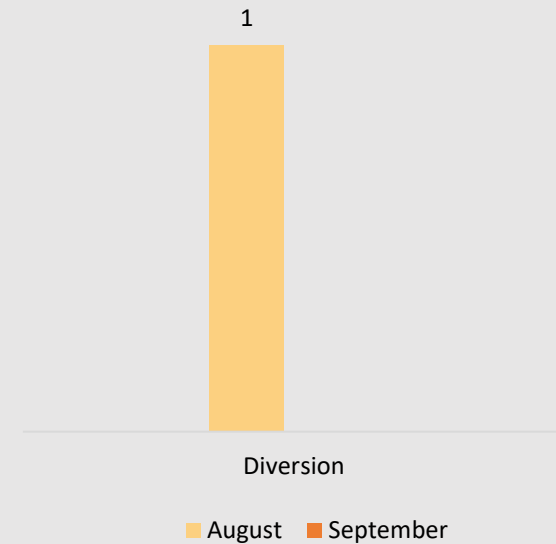
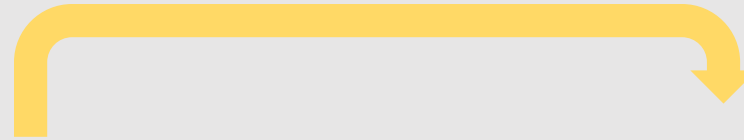
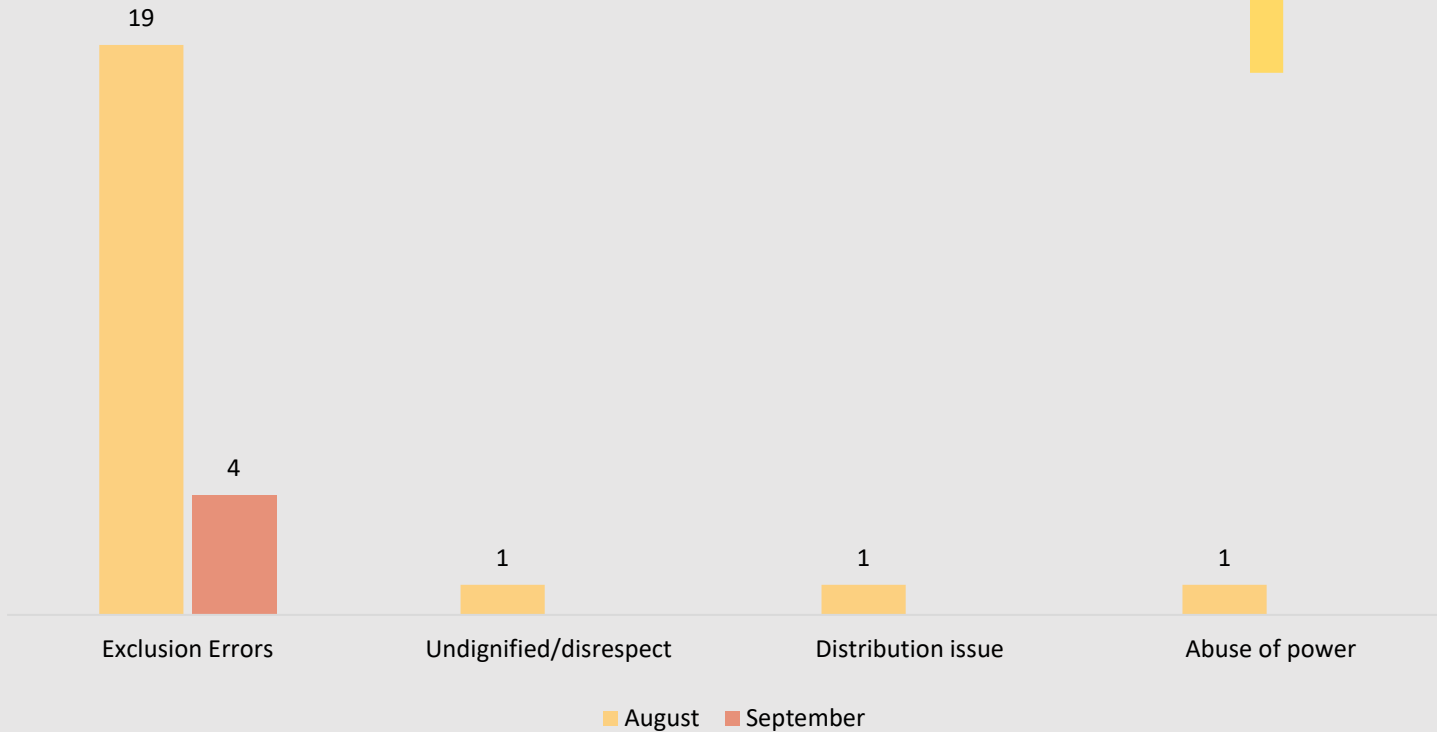
**SOUTHERN REGION (DROUGHT) RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**

**SOUTHERN REGION (DROUGHT) RESPONSE  
BREAKDOWN OF ABUSES OF POWER  
1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 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**

**POSITIVE FEEDBACK**  
**1<sup>ST</sup> – 30<sup>TH</sup> SEPTEMBER 2021**

**PROTECTION – FAMILY REUNIFICATION**

“I called to thank for being reunited with my mother who was missing during the escape in Muidumbe. My mother was found in July through the **ICRC** family reunification program. I have been displaced from Muidumbe to Montepuez since 2020, with a household of 7 members, all displaced. I am a beneficiary of food assistance programme from WFP where I receive a voucher of 3600MT. I received it on 09/19/2021.” **Male, Muidumbe, Cabo Delgado**



**FOOD SECURITY**

“I am displaced from Palma, currently living in Pemba City, in a borrowed house since July 2021 with 10 people. I call to thank WFP because I received a check for 3600MT on September 6th, in Muchira neighborhood. With the check I received I bought two bags of rice, five liters of oil and one kg of sugar. The last time I received the check was in July.” **Female, Cidade de Pemba, Cabo Delgado**

**FOOD SECURITY**

“I am displaced from Macomia district and currently I am in Meconta district in Nampula specifically in the Corrane resettlement center. I called to thank WFP and its partners for the work they have done for us. I received 40kg of rice, 4kg of cowpea and 4litres of cooking oil, these products were distributed by WFP agents on 09/19/2021 at the Corrane resettlement center. I feel very happy for this gesture of support.” **Masculino, Meconta, Nampula**

**SOCIAL PROTECTION/INAS**

“I call from the Province of Sofala in the district of Caia, and I want to thank you for the money distributed by the **WFP/ INAS** in which I received the amount of 15,000MT. Being a person with disability I ask you not to stop with the help.” **Female, Caia, Sofala**

**WASH**

“I called to thank for having received two buckets, two bars of soap and a toothpaste box. These items were distributed by the partner **ARCO-IRIS** on September 27th, 2021, in the camp of Naminaue. I feel very happy for this gesture of support, and I ask for continued help.” **Male, Metuge, Cabo Delgado**

**FOOD SECURITY**

“I am calling from Manica, Sussundenga district, Magalo neighborhood. I am a victim of floods and received food assistance in rice, beans and oil from the partner **CARITAS** in August 2021. I called Linha Verde 1458 to thank for the support.” **Female, Sussundenga, Manica**

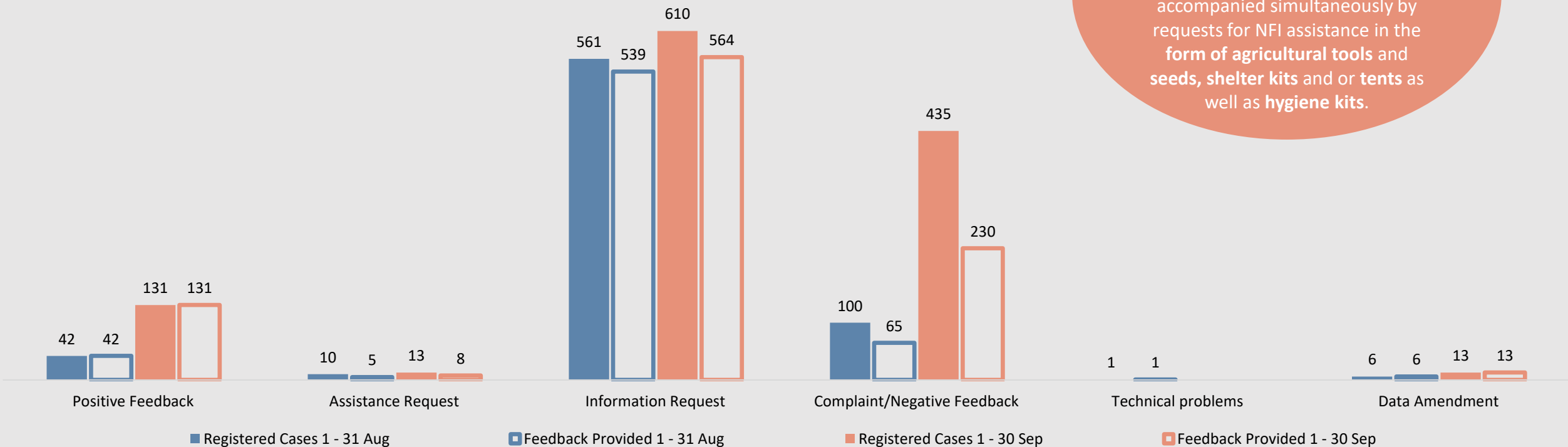
# FOOD SECURITY

Sofala	60
Zambezia	10
Manica	19
Nampula	57
Cabo Delgado	1014
Inhambane	28
Gaza	5
Niassa	1
Maputo Provincia	6



**1 Sep - 30 Sep 2021**  
 Cases Registered:  
**1202**  
 Feedback Provided:  
**946**

**1 Sep - 30 Sep 2021**  
 89% 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 Sep - 30 Sep 2021**

Cases Registered:

**1224**

Feedback Provided:

**1222**

# EDUCATION



**1 Sep - 30 Sep 2021**

Cases Registered:

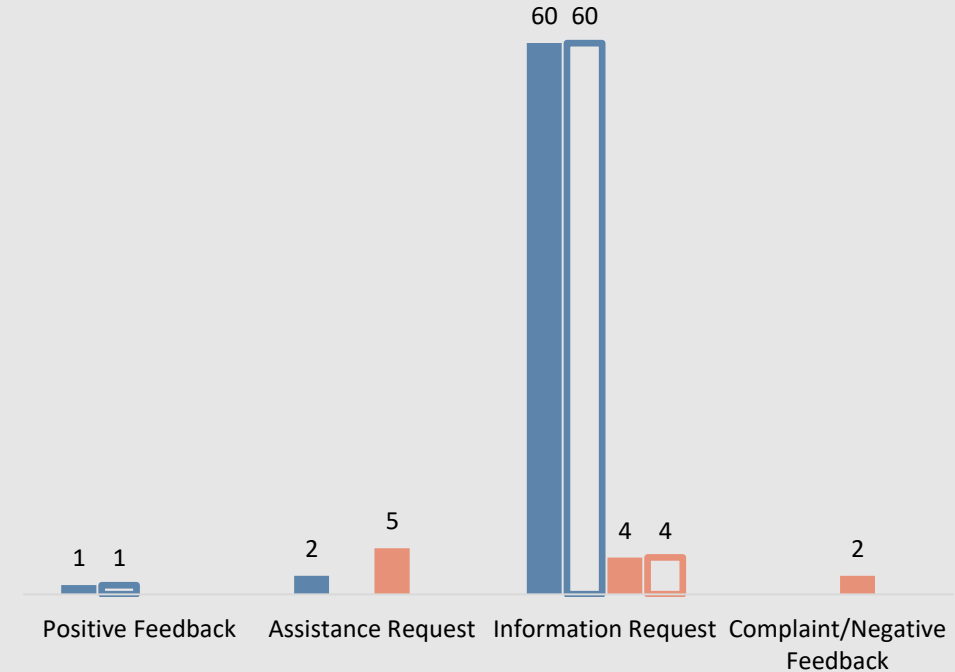
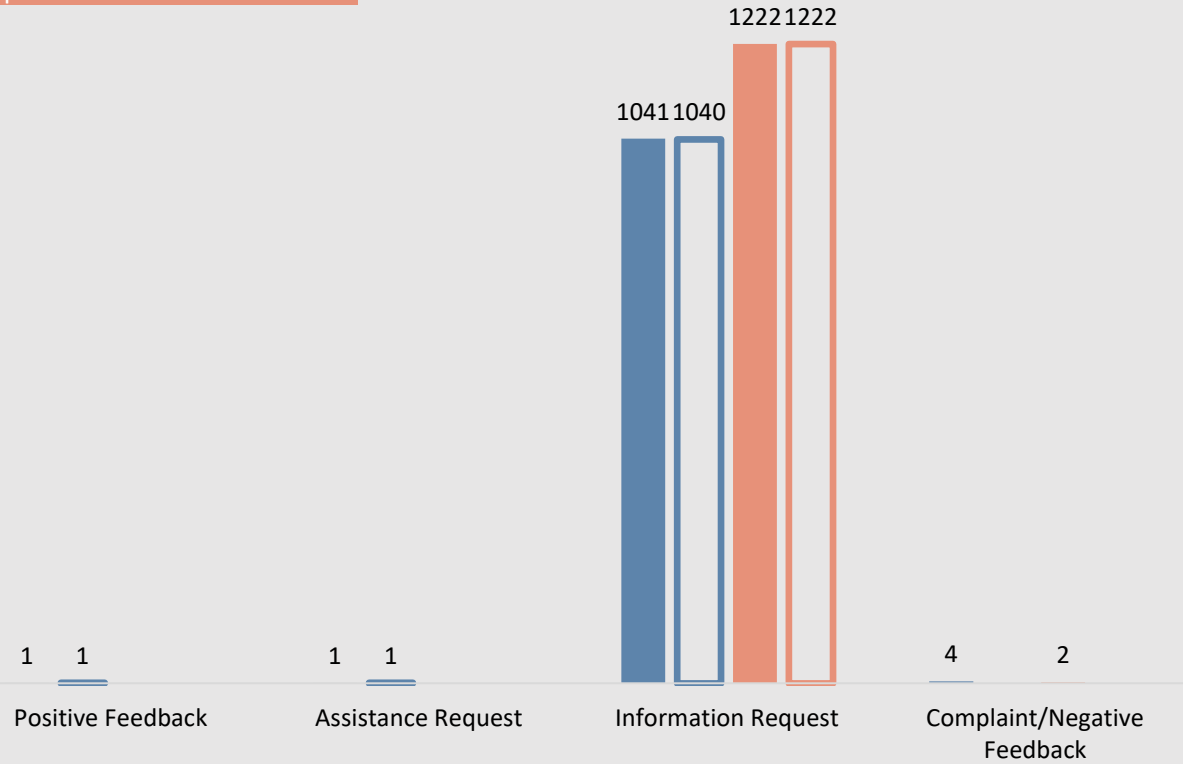
**11**

Feedback Provided:

**4**

Sofala	757
Zambezia	74
Manica	101
Tete	122
Nampula	36
Cabo Delgado	55
Inhambane	45
Gaza	19
Maputo Cidade	4
Niassa	4
Maputo Provincia	8

Sofala	2
Zambezia	1
Nampula	3
Cabo Delgado	5



Registered Cases 1 - 31 Aug

Feedback Provided 1 - 31 Aug

Registered Cases 1 - 30 Sep

Feedback Provided 1 - 30 Sep

Registered Cases 1 - 31 Aug

Feedback Provided 1 - 31 Aug

Registered Cases 1 - 30 Sep

Feedback Provided 1 - 30 Sep

# CCCM

# SHELTER AND NFI

Cabo Delgado 2

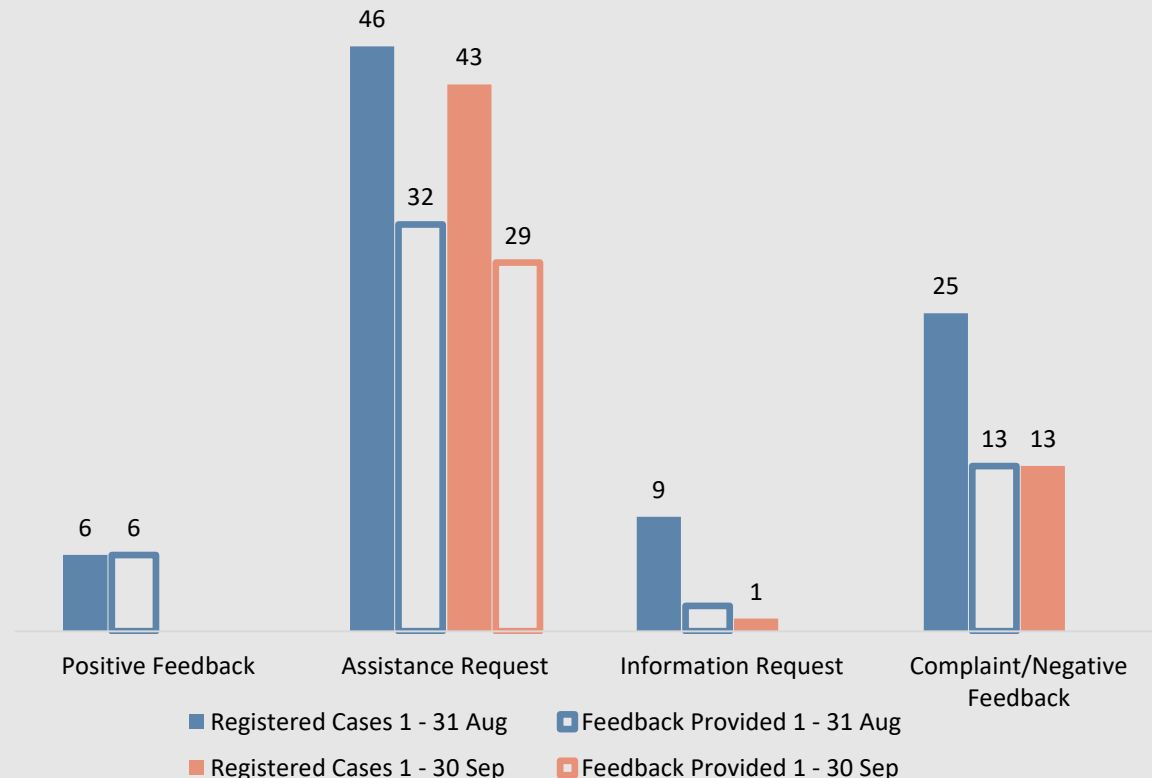
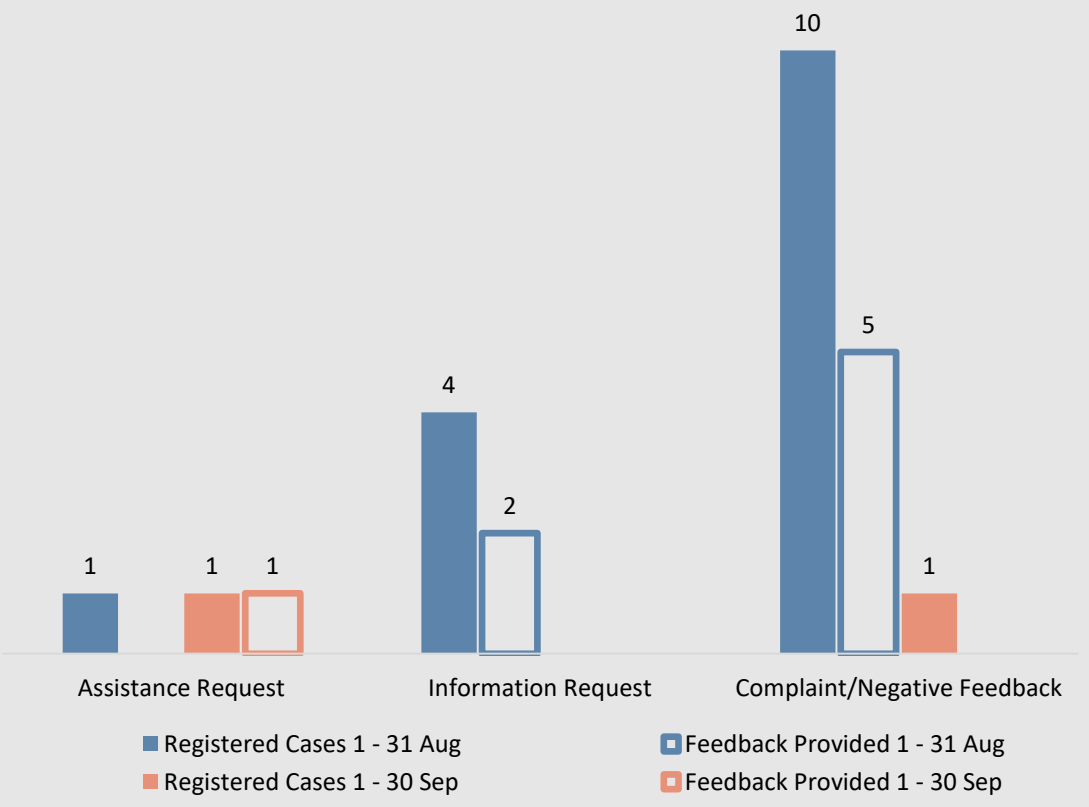


**1 Sep - 30 Sep 2021**  
 Cases Registered: 2  
 Feedback Provided: 1

**1 Sep - 30 Sep 2021**  
 Cases Registered: 57  
 Feedback Provided: 29



Sofala 5  
 Cabo Delgado 52



# WASH

# PROTECTION

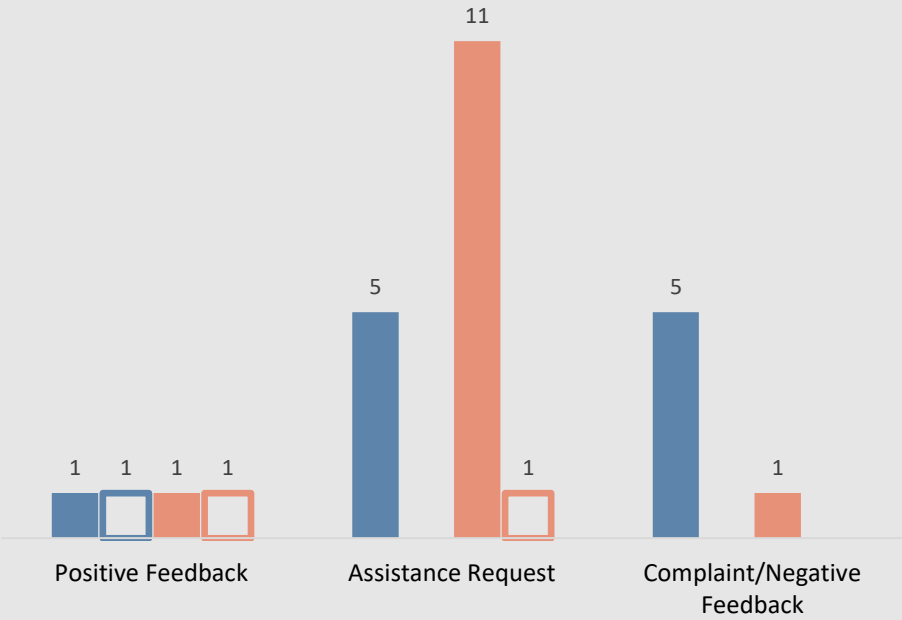
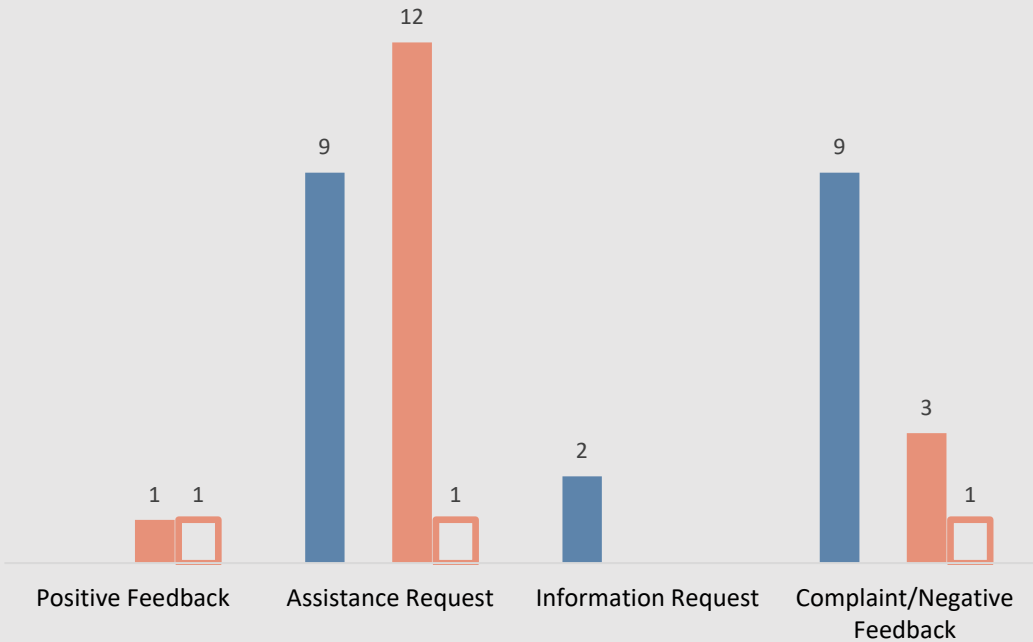
Sofala	5
Cabo Delgado	11



**1 Sep - 30 Sep 2021**  
 Cases Registered: **16**  
 Feedback Provided: **3**

**1 Sep - 30 Sep 2021**  
 Cases Registered: **13**  
 Feedback Provided: **2**

Cabo Delgado	13
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■ Registered Cases 1 - 31 Aug    □ Feedback Provided 1 - 31 Aug  
■ Registered Cases 1 - 30 Sep    □ Feedback Provided 1 - 30 Sep

■ Registered Cases 1 - 31 Aug    □ Feedback Provided 1 - 31 Aug  
■ Registered Cases 1 - 30 Sep    □ Feedback Provided 1 - 30 Sep

# CHILD PROTECTION



1 Sep - 30 Sep 2021

Cases Registered:

9

Feedback Provided:

9

# GBV

1 Sep - 30 Sep 2021

Cases Registered:

6

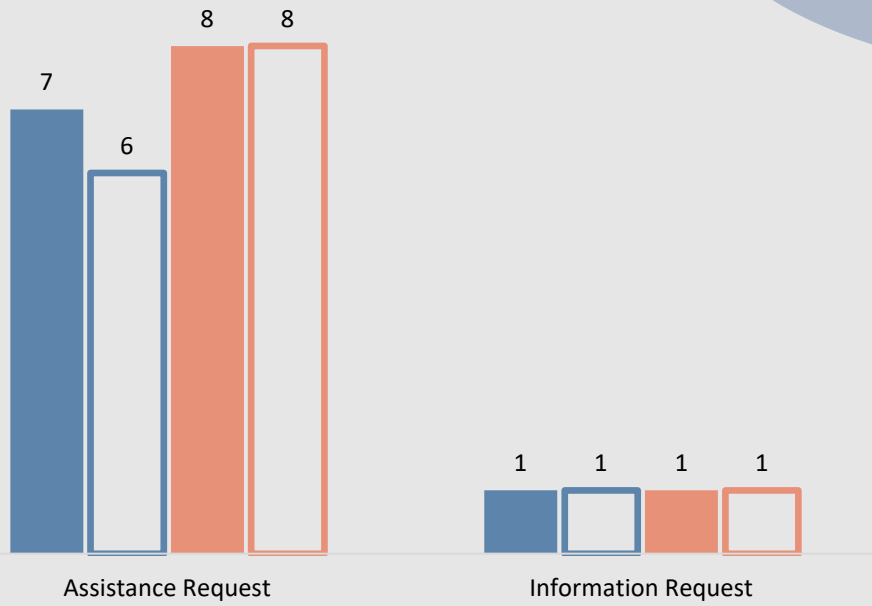
Feedback Provided:

6

Sofala	2
Zambezia	1
Niassa	1
Cabo Delgado	2

Sofala	4
Zambezia	1
Nampula	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



■ Registered Cases 1 - 31 Aug     Feedback Provided 1 - 31 Aug  
■ Registered Cases 1 - 30 Sep     Feedback Provided 1 - 30 Sep

■ Registered Cases 1 - 31 Aug     Feedback Provided 1 - 31 Aug  
■ Registered Cases 1 - 30 Sep     Feedback Provided 1 - 30 Sep



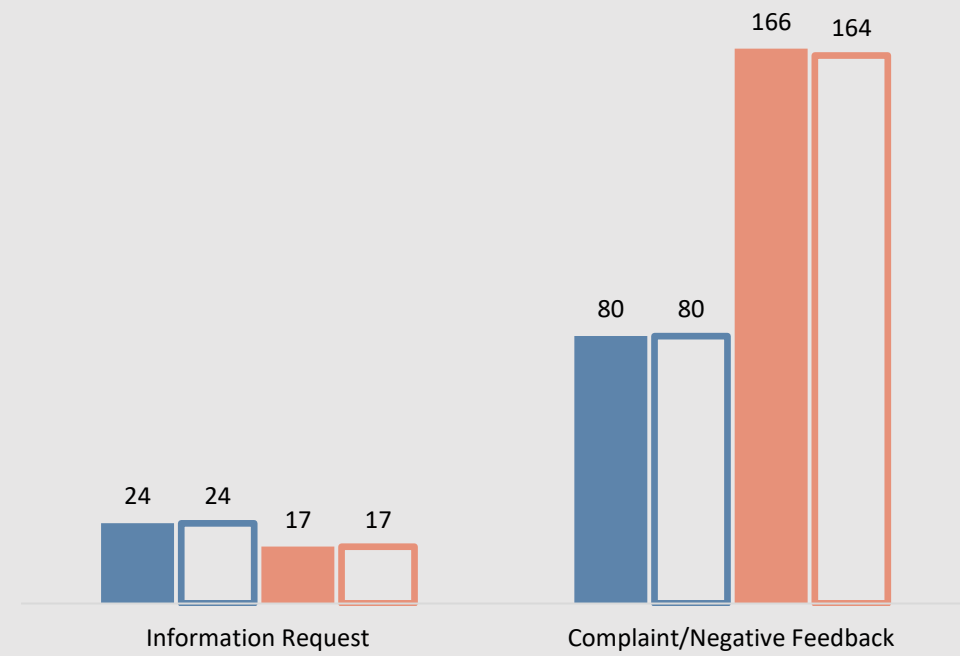
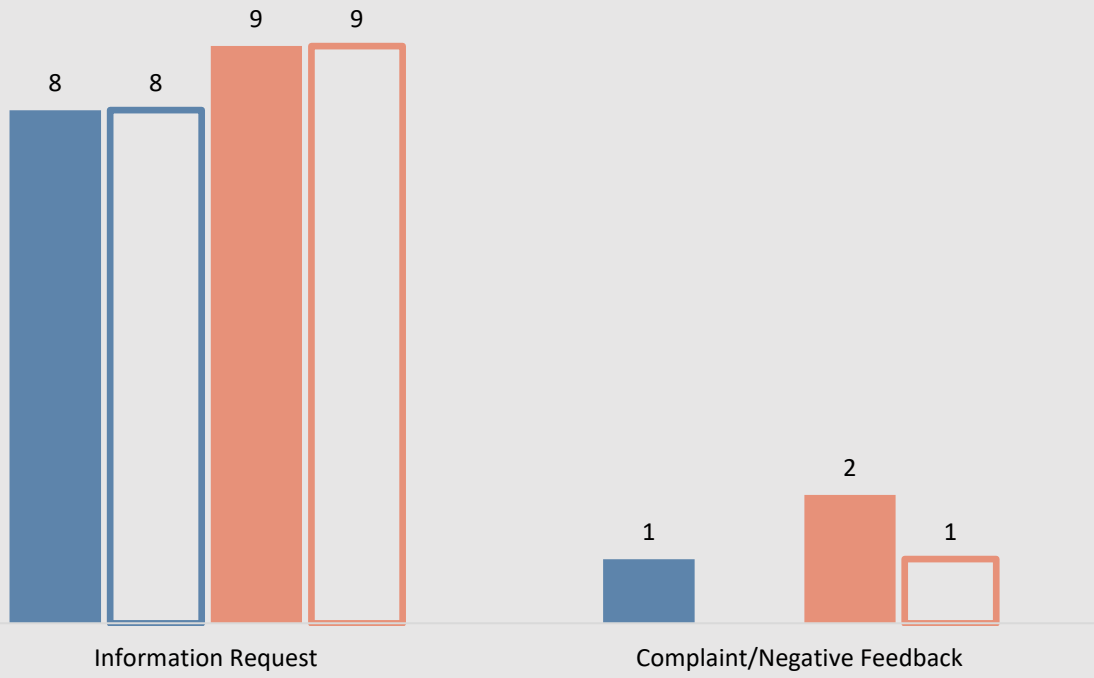
## INGD

## IDP REGISTRATION

Sofala	10
Nampula	1



Nampula	7
Cabo Delgado	176



■ Registered Cases 1 - 31 Aug     Feedback Provided 1 - 31 Aug  
■ Registered Cases 1 - 30 Sep     Feedback Provided 1 - 30 Sep

■ Registered Cases 1 - 31 Aug     Feedback Provided 1 - 31 Aug  
■ Registered Cases 1 - 30 Sep     Feedback Provided 1 - 30 Sep

## SOCIAL PROTECTION/INAS



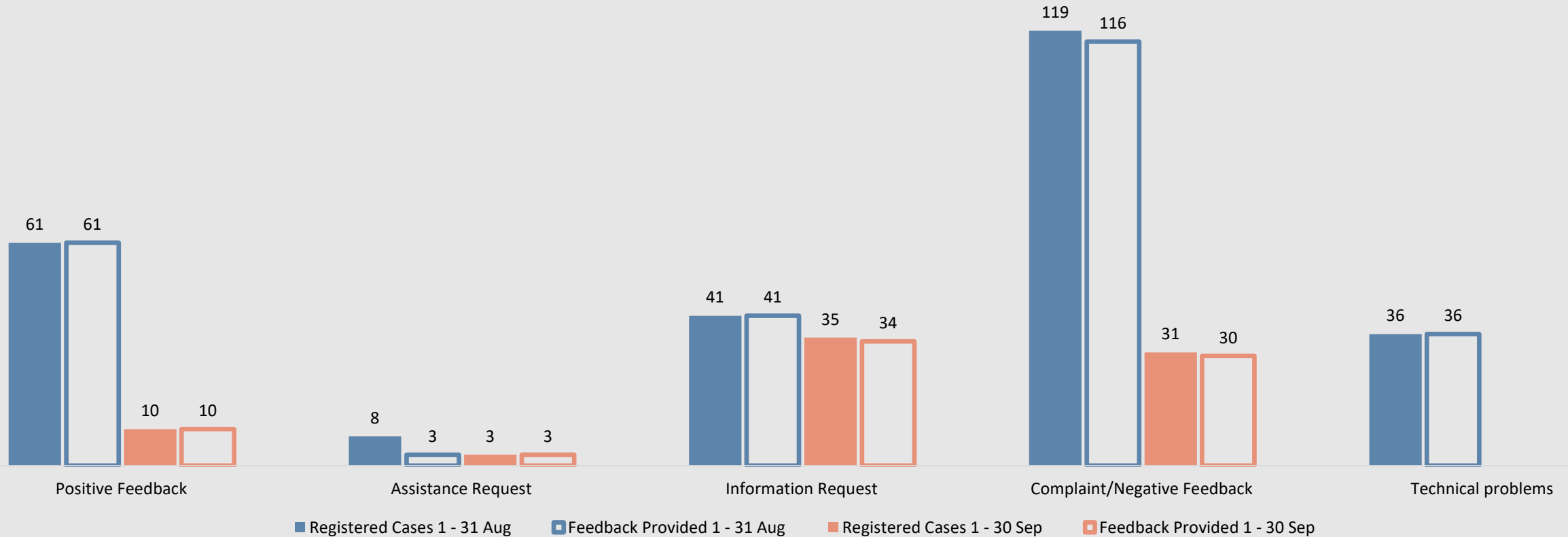
1 Sep - 30 Sep 2021

Cases Registered:  
79

Feedback Provided:  
77

Cases where implementation 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**

Sofala	48
Zambezia	2
Tete	11
Nampula	2
Cabo Delgado	15
Maputo Provincia	1



# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

## 1<sup>ST</sup> SEPTEMBER – 30<sup>TH</sup> SEPTEMBER 2021

### Overview

- ❖ 21,926 cases have been registered through Linha Verde da Resposta a Emergencia 1458 since January 2021 to 30<sup>th</sup> September 2021 with an overall feedback rate of **94%**.
- ❖ Between 1<sup>st</sup> and 30<sup>th</sup> of September 2021, **2,927** cases were registered through Linha Verde 1458 with a feedback rate of **89%** for this period specifically. Of the total concerns raised throughout the month with the highest percentage first:
  - **47%** of the total cases registered throughout the month of September 2021 are regarding the humanitarian response in the **northern region** of the country, mainly Cabo Delgado province.
  - **42%** of the cases registered concerned the **Covid-19** situation in the country Mozambique.
  - **8%** of the total number of cases registered are regarding the humanitarian interventions in the **central region** of the country
  - **3%** of cases registered in this period were concerns from the **southern region** of the country.

### Community Engagement – Awareness raising of Linha Verde da Resposta a Emergencia 1458

- ❖ Norwegian People's Aid and Muleide raised awareness on Linha Verde 1458 during needs assessment activities they carried out in Metuge and Mecufi in September 2021. Linha Verde 1458 is thankful for the support in awareness raising activities that are continuously carried out by humanitarian actors.



### Northern Region (IDP) Response: 1st – 30<sup>th</sup> September 2021

- ❖ **1,382** cases have been registered from the northern region of the country in September 2021. This indicates an overall increase of 41% in registered cases.
- ❖ Of the 1,382 cases registered, majority are complaints (**612**), followed by information requests (**562**), positive feedback (**112**) and finally assistance requests (**83**).
- ❖ **166 exclusion error cases** are related to **IDP Registration at local level**. These cases are from IDP's who claim to have registered themselves with local leaders at "house" level various times and yet do not appear on beneficiary lists to receive humanitarian assistance. This type of issue can affect the varied types of assistance as the barriers faced in registration at local level in the end affect all types of beneficiary registration lists.
  - Some of the callers claim to have registered themselves various time since April 2020.
  - Others claim they face challenges getting registered when they live in borrowed/rented housing or when living with host community members.
  - Hotspots for these issues are Pemba, Montepuez, Ancuabe, Chiure and Metuge.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1<sup>ST</sup> SEPTEMBER – 30<sup>TH</sup> SEPTEMBER 2021

## Food Assistance

### Complaints

❖ Of the 612 complaints registered regarding the food assistance, the highest number of complaints were exclusion errors (**481**) where people claiming to be or have been beneficiaries of WFP food assistance programs called to complain that they did not receive their rations. This is followed by abuses of power (**68**), distribution issues (**29**) and finally access barriers (**13**).

❖ **306 exclusion error cases** are related Food Assistance programmes run not only by WFP and partners but also other Food Security Cluster partners. These claims have been shared with WFP CFM focal points for verification and action alongside implementing partners. Majority of exclusion error claims come from Montepuez, Pemba, Chiure, Ancuabe and Metuge. Claims related to other partners were shared with the Food Security Cluster.

- Most claimed that their names were no longer in the beneficiary lists and they do not know why.
- Others claiming to be beneficiaries informed that unknown people received their rations in their place.
- A few people mentioned that they did not receive their rations either due to their own absence and others because they sent family members in their place to receive their rations.

❖ **63 reports of abuses of power** related to food assistance programs with callers claiming that they witnessed the children and wives of the local leaders as well as members of host population receive rations that are intended for IDP's. The different types of abuses are listed as follows:

- **27 fraud** claims from Metuge, Pemba, Mueda and Balama and other districts. 8 of the fraud claims were from Naminawe and Impiri resettlement site in Metuge,

- **23 diversion** claims from Montepuez, Pemba, Mueda, Chiure and Ancuabe. Part of the diversion claims are against local leaders. IDP's claiming to be beneficiaries have said that unknown people to them received rations meant for them, they also indicated that they suspect that the rations are being sold to members of the host population in other communities, they express that they think that this is done in connection with the local leaders. The other part of diversion claims is made against members of the partner organization as callers express that when a considerable number of IDP's do not receive their rations during the distributions, they suspect that humanitarian actors are linked to diverting the assistance for sale to host community members.

- **7 complaints of intimidation** from Pemba, Chiure, Ancuabe have been received from beneficiaries claiming that local leaders harass and threaten to kick them out of their homes and the community if they do not share their food with them.

- **5 corruption** claims from, Pemba, Chiure and Montepuez in which callers claim that local leaders charge money to not only host community members but also IDP's to be registered to receive food assistance. The IDPs complained that they do not have money to pay the leaders.

- Linha Verde 1458 operators actively inform the population that abuses of power are not permitted in the assistance and that all humanitarian assistance is free. While Linha Verde 1458 refers cases on to food assistance partners, the complicated nature of the cases means that people are often better off communicating directly with the team at the community level so they can understand the situation better first-hand and follow up on the ground.

- ❖ 7 callers from Pemba claim that they only received information from local leaders regarding the previous (September 2021) at the last minute, for some, in the early morning before the distribution.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1<sup>ST</sup> SEPTEMBER – 30<sup>TH</sup> SEPTEMBER 2021

## Information requests

- ❖ A total of 566 information requests were registered from the Northern region. **478** requests for information concerned distribution timing and schedules for food assistance programs.
  - Linha Verde 1458 uses distribution plans shared by WFP and Food Security Cluster to inform food assistance beneficiaries of when the distributions are planned for.
  - It is likely that this surge in information requests was caused by the gap in distribution in August by WFP.
- ❖ From 7 information requests regarding entitlement in August 2021, Linha Verde 1458 registered **36 in September 2021**
  - 13 cases were complaints regarding the change in modality from value voucher to in-kind rations.
  - 9 cases expressing frustration regarding a miscommunication of the number of vouchers to be distributed per beneficiary in September 2021.
  - 7 cases regarding the general discontent in reduction of the rations.
  - Other entitlement concerns were about whether WFP would consider including access to hygiene items in the food assistance voucher.

## INAS Social Protection Covid-19 Assistance - Cabo Delgado

### Information requests

- ❖ Information requests regarding the disbursement dates were registered via the hotline whereby some INAS beneficiaries had heard that other resettlement sites or community members received their transfer, but they hadn't yet.

## Complaints

- ❖ A small number of exclusion errors were received from INAS Social Protection Covid-19 assistance program beneficiaries in Cabo Delgado. These came mostly from Paquitequete in Pemba.
- ❖ A fraud claim was registered from Matuto in Montepuez where the caller claimed that the local leader registered every member of his family to receive the INAS social protection covid-19 assistance benefit.

## Shelter

- ❖ A total of **52 shelter** assistance related cases were registered from the northern region. Majority were assistance requests (43) and complaints (5).

## Assistance requests

- ❖ Callers from **Ancuabe, Metuge, Montepuez, Balama and Chiure** reached out to Linha Verde 1458 requesting for a range of NFI items from **blankets, tarps, machetes, mosquito nets, pots, plates and kitchen utensils** to ensure they are protected from the upcoming rainy season. As normal some requests were also received for agricultural seeds and tools along with the shelter items and others request for soap or other hygiene items.

## Complaints

- ❖ Very few complaints have been registered regarding shelter item distribution programs coming from Chiure, Metuge and Ancuabe.
  - The exclusion error claims were received from members of resettlement sites **Naminawe, Nankumi, Nangua and Meculane**. Callers claiming to be IDP's complain that they did not receive shelter items distributed although they had been registered.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1<sup>ST</sup> SEPTEMBER – 30<sup>TH</sup> SEPTEMBER 2021

- ❖ A fraud claim was registered from Marrupa where caller claimed the local leader received shelter items in place of about 10 IDP's and claims that IDP's registered to receive those materials did not receive them.
- ❖ A corruption claim was registered from Chovito resettlement site whereby the caller claims that all beneficiaries who have houses constructed by humanitarian actors are charged between 500-1000MT by the local leader to stay in the houses.
- ❖ All shelter assistance related cases have been shared in a joint sheet with the shelter cluster for awareness and action.

## **WASH – Water problems and Hygiene Kit Distributions**

### **Assistance requests**

- ❖ Most assistance requests were for additional water sources in the resettlement sites as well as a number of requests for “Capulanas, underwear and soap”.
  - In Metuge (Ngura, Naminawe, Ntocota). Callers claimed the water points are far away or that there are not sufficient, which is causing tensions.
  - In Montepuez, (Upajo, Mirate and Ujama resettlement sites) callers also asked for water, explaining that the water points were too few to serve everyone in the sites.

## **Central Region Response: 1st – 30th September 2021**

- ❖ A total of 238 cases have been registered from the central region (Sofala, Manica and Zambezia). The majority of the registered cases are information requests (154), followed by complaints (41), positive feedback (25) and assistance requests (18).

## **Food Assistance**

### **Information requests**

- ❖ The majority of the information requests are from previous beneficiaries of WFP food assistance programs in Sofala and Manica that recently ended in July 2021. They called to request that the food assistance program be extended until November 2021. Some have indicated that they do not have any income and relied solely on the food assistance provided.
- ❖ The other half of the information request are from new hotline users who have previously heard about Linha Verde 1458 on the radio and from people working in the community. They call in to see if the lines are open and to find out the general purpose of the hotline service and its role in the humanitarian assistance.

### **Complaints**

- ❖ Abuses of power are part of the diversified complaints received regarding a World Vision voucher assistance program via the distribution of vouchers worth 5090/5095 MT.
  - **Two corruption claims** were made by beneficiaries from Nhamatanda and Buzi indicating that when they receive the voucher, they must share it with the local leader.
  - **Two fraud claims** from beneficiaries in Buzi indicating that local leadership is favoring some groups over others and these tend to be their affiliates and family members.
- ❖ Other minor complaints are complaints of lack of access to stock in retail shops where beneficiaries usually redeem vouchers. They were told that some items were not available therefore this means they had to go later, and some expressed a lack of trust in the instructions received and wondered if they would indeed have access to the items that were not previously available.

### **Positive Feedback**

- ❖ A total of 25 positive feedback cases were registered from beneficiaries in Buzi and Caia.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1<sup>ST</sup> SEPTEMBER – 30<sup>TH</sup> SEPTEMBER 2021

## ***Weather related queries***

- ❖ People called to make information requests related to weather as some alerts had been issued of strong wind and rain, people called in to find out if there will be storms in the month of October 2021 as weather patterns have been unpredictable.

## ***INAS Social Protection Covid-19 Assistance Program***

### **Information requests**

- ❖ Beneficiaries of the INAS Social protection covid-19 assistance program called in to request for information regarding the next disbursement dates. Others called to find out if the program had ended and if they had received all their entitlements
  - Most of these information requests came from Marromeu, Caia, Dondo and Buzi.

### **Complaints**

- ❖ 20 out of 40 complaints received from beneficiaries of the INAS program are claims that they have not received the disbursement in the month of September 2021 and therefore believe they have been **excluded**.
  - The majority of the exclusion error complaints came from Beira, Marromeu and Caia. These cases are shared with INAS focal points through WFP CFM focal point in Sofala. They informed that the cases had been verified and some received their disbursements.

### **Assistance requests**

- ❖ Majority of assistance requests were from Buzi where callers claim to have lost their sim cards or phones and request for assistance in replacing them.

## ***Southern Region (Drought) Response: 1st – 30th September 2021***

- ❖ A total of 81 cases were registered coming from the southern Region of the country. Most were information requests (71) followed positive feedback (6) and complaints (4).

## **Information Requests**

- ❖ Majority of information requests regarding the duration of assistance are from previous WFP lean season assistance program beneficiaries in Panda and Govuro, Inhambane, Moamba in Maputo province and Chibuto in Gaza. They ask whether the program will start again this year and request to inform WFP and partners that they have not started cultivating due to the lack of rain, this means they find themselves in need of food now and in the next few months since it has not rained.
- ❖ The remaining assistance requests are from new users of the hotline service from Tete, Inhambane, Gaza, Maputo city and Province, who have recently learned of the existence of the hotline and call in to find out the general purpose of the service.

## ***INAS Social Protection Covid-19 Assistance Program***

### **Information Requests**

- ❖ A small number of information requests were received regarding the INAS the entitlement of the beneficiaries of the INAS Social protection covid-19 assistance program. These have come in from beneficiaries who seemed to have only received part of the disbursement and therefore call seeking information regarding how much they are entitled to receive in total and how much they should receive in the installments. These came from Moatize in Tete and Namaacha in Maputo.

### **Complaints**

- ❖ A small number of exclusion errors were registered from people claiming to be INAS Social protection covid-19 assistance program beneficiaries in Moatize, Tete. They claim to have not received their disbursement in the last month. Cases were shared with INAS focal points through WFP CFM focal points, and they indicated that they would take action and beneficiaries will receive their disbursements.

## LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

### 1<sup>ST</sup> SEPTEMBER – 30<sup>TH</sup> SEPTEMBER 2021

#### *Protection: 1st – 30th September 2021*

❖ 29 Protection concerns have been raised via Linha Verde 1458 in the month of September 2021 and are divided as follows:

- 8 **Child protection** cases from Sofala, Nampula and Cabo Delgado involving reports of abuse and child marriage. Cabo Delgado cases have been shared with CP Aor Coordinator, Nampula cases were shared with Nampula CP focal point and Sofala cases were shared with Linha Fala Criança focal point. Other child protection cases are information requests regarding child protection legislation in the country and available reporting mechanisms.
- 5 **GBV** reports shared with UNFPA focal points and other service providers. 1 information request regarding GBV reporting mechanisms.
- 1 **PSEA** claim shared with PSEA Network coordinator and named organization.
- 12 **protection** concerns as follows:
  - 4 requests for access to **civil documentation**. Callers claim to be IDP's who lack access to assistance and are harassed due to lack of identification. In this context, they claim to be overcharged when they try to get access to identification. Calls came from Cidade de Pemba, Ancuabe, Chiure and Metuge.
  - 3 requests for assistance with **family reunification services**, seeking family members they got separated from whilst fleeing their villages. Linha Verde 1458 operators shared the ICRC- International Committee of the Red Cross helpline for family reunification services **874580000**. Callers are encouraged to call the number to request for assistance. Linha Verde 1458 received a **positive feedback** call from an IDP who called to thank ICRC for the service as they were reunited with the family member they were in search of.
  - 3 **intimidation cases** in which IDP's from **Naminawe** and **Nicuapa** claim that they have received threats of expulsion because they call Linha Verde 1458 to raise concerns regarding their ill treatment by members of host population.



## Trends: Covid-19

# COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

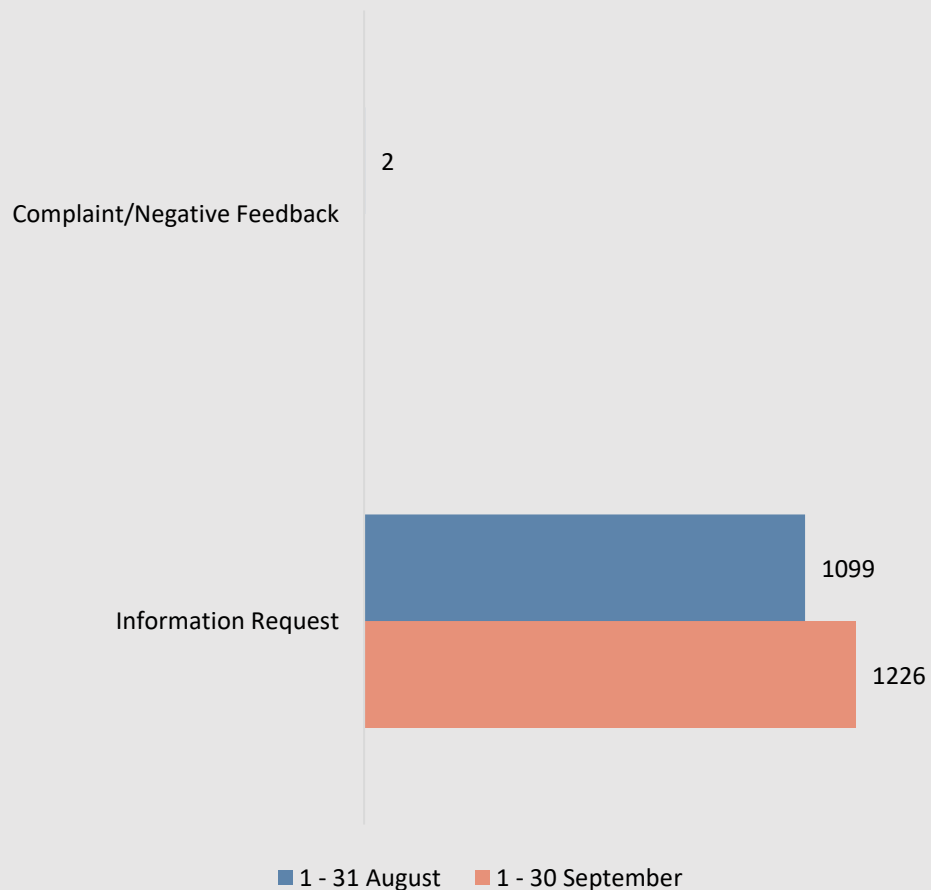
## 1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021

**1 - 30 Sep 2021**

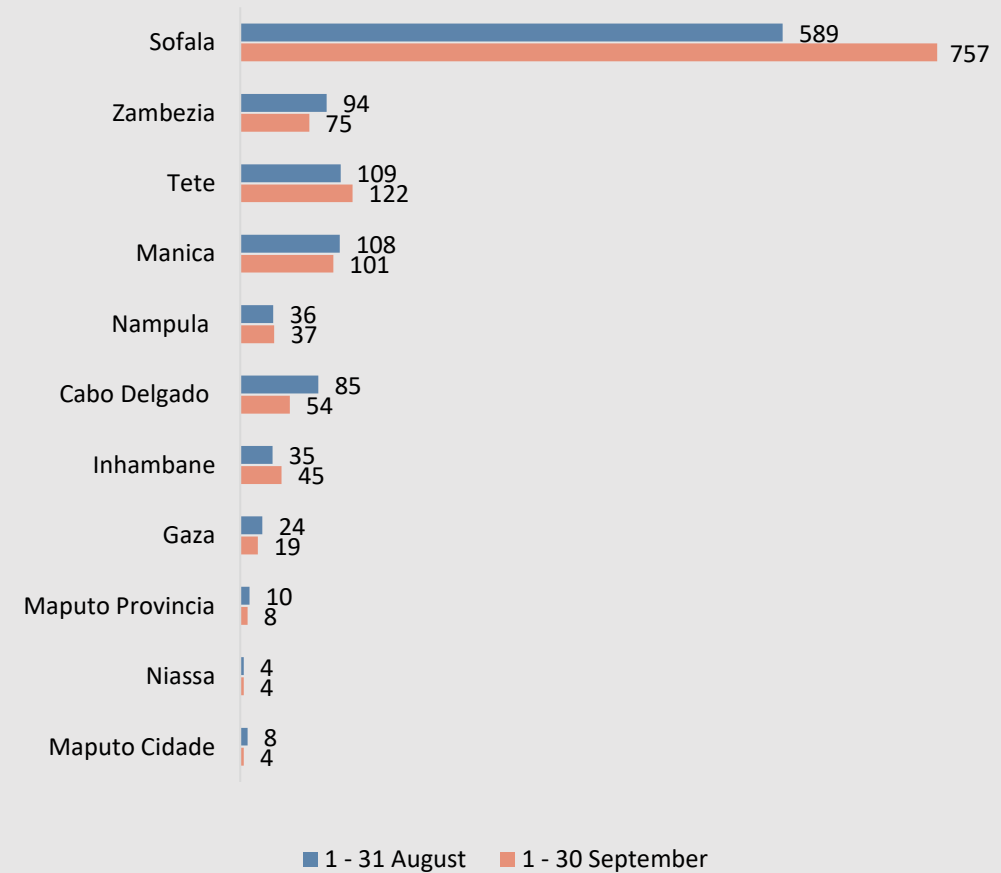
Nr. of cases about Covid-19:  
**1226**

**42%** of the cases registered through the Linha Verde 1458 between September 1<sup>st</sup> and September 30<sup>th</sup> were Covid-19 related.

### CASE TYPES



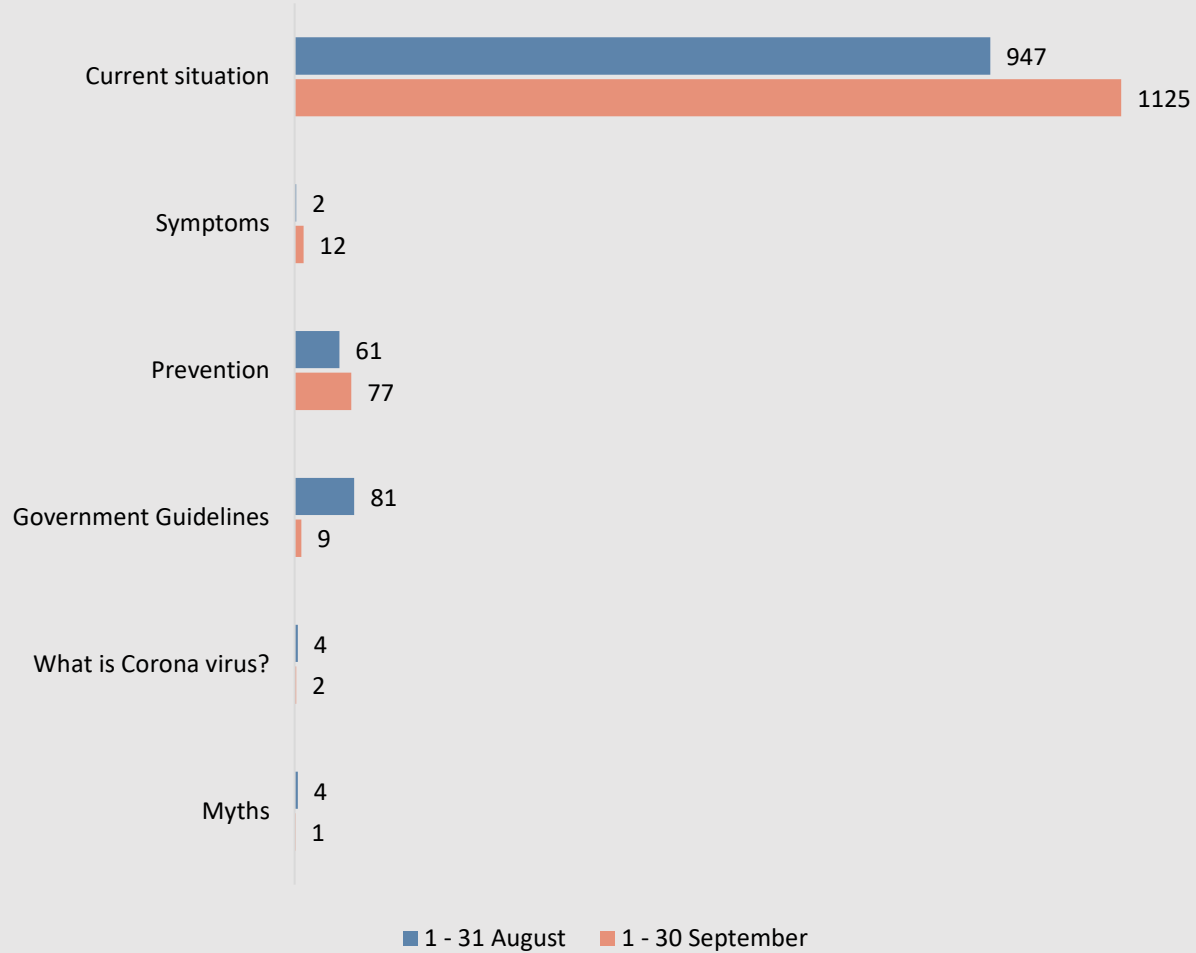
### CASES BY PROVINCE



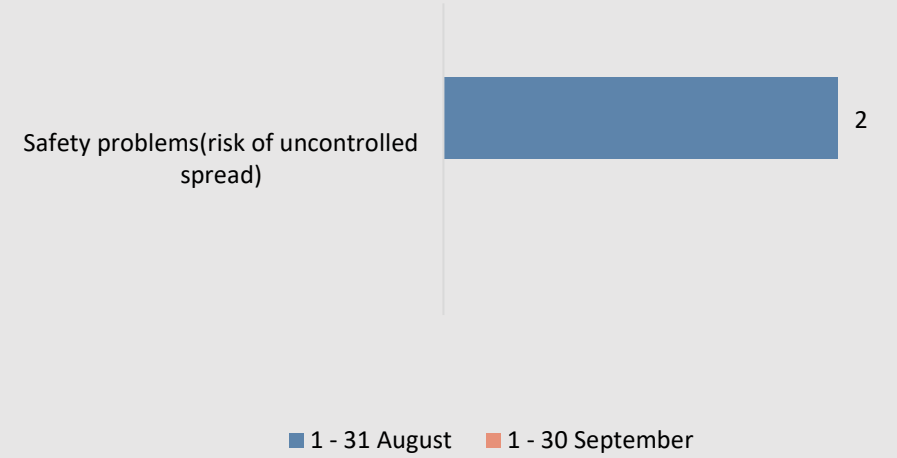
■ 1 - 31 August ■ 1 - 30 September

**COVID-19**  
**CASE TYPE BY CATEGORY**  
**1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**

**INFORMATION REQUEST**

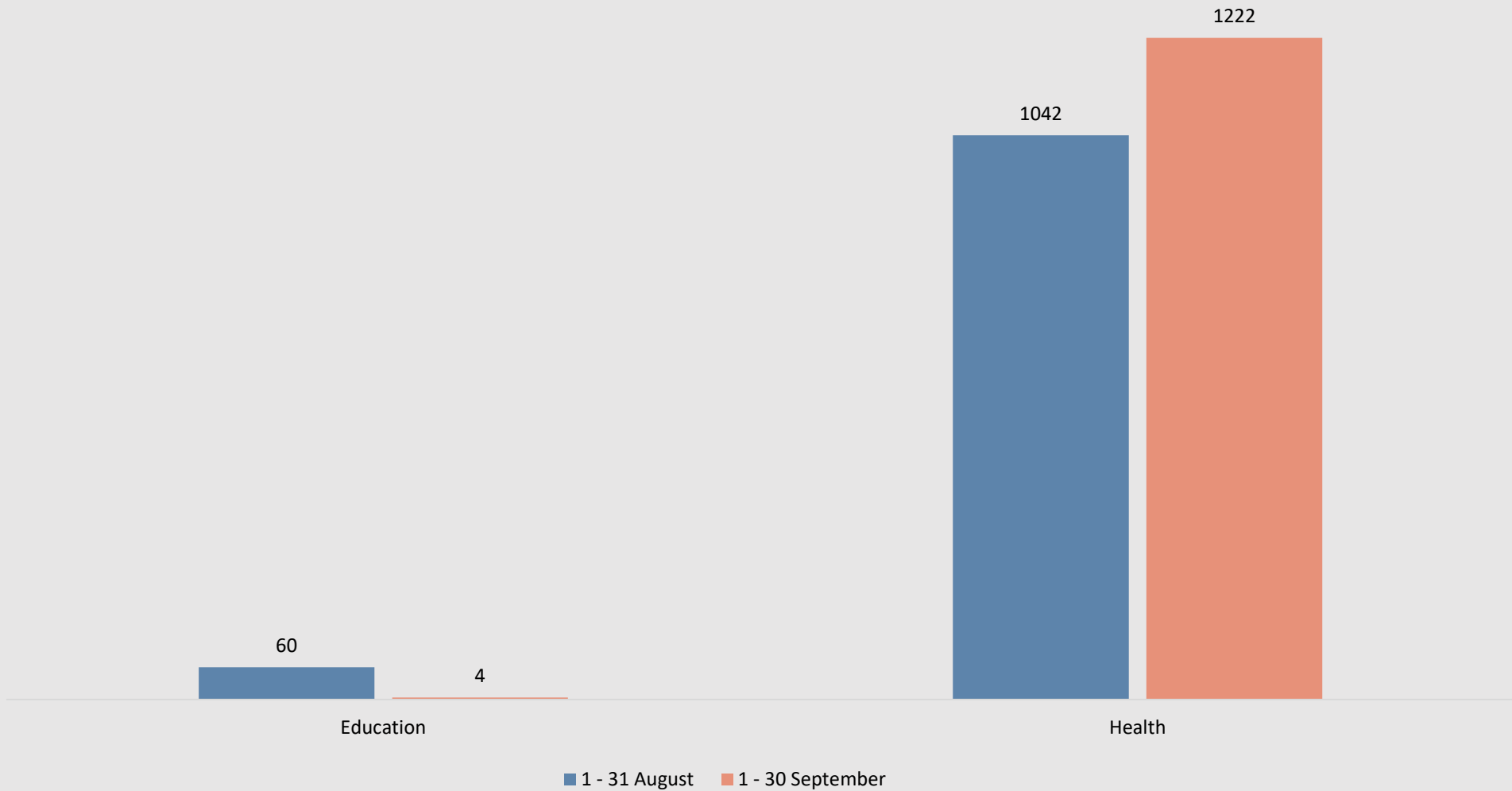


**COMPLAINTS**



**COVID-19: RELATED SECTORS**  
**1<sup>ST</sup> AUGUST – 30<sup>TH</sup> SEPTEMBER 2021**

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

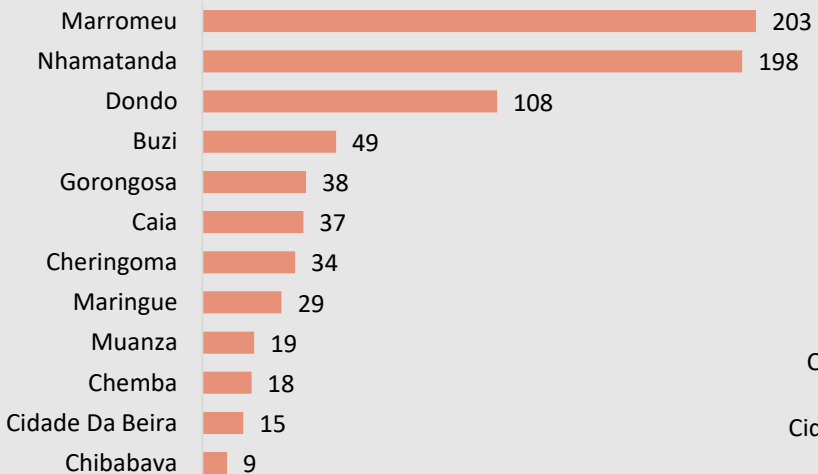




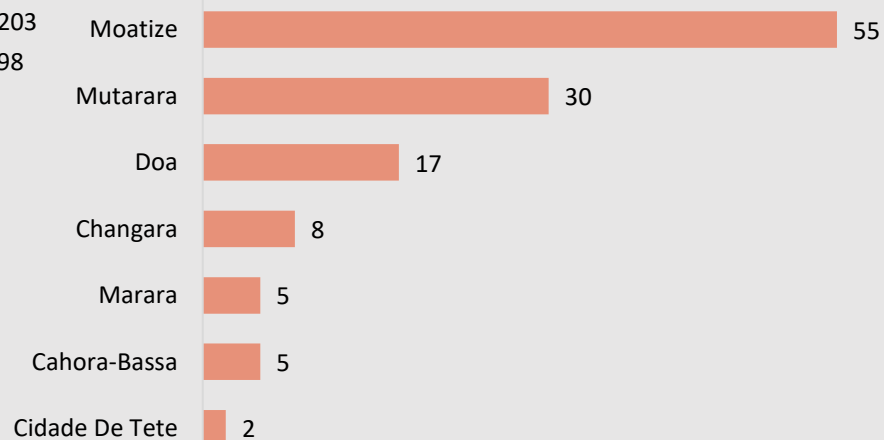
# COVID-19: LOCATIONS OF COVID-19 CALLS

1<sup>ST</sup> – 30<sup>TH</sup> SEPTEMBER 2021

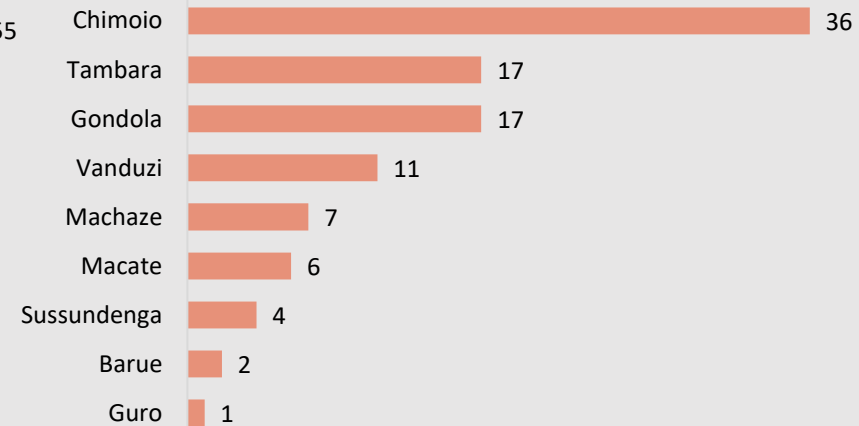
## Sofala - 757



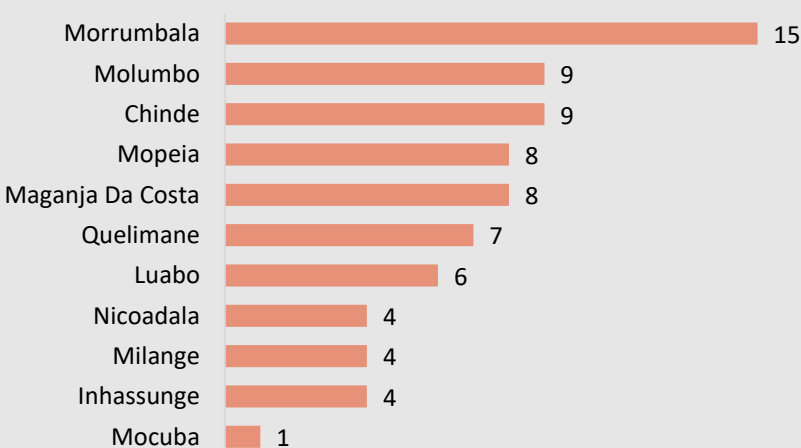
## Tete - 122



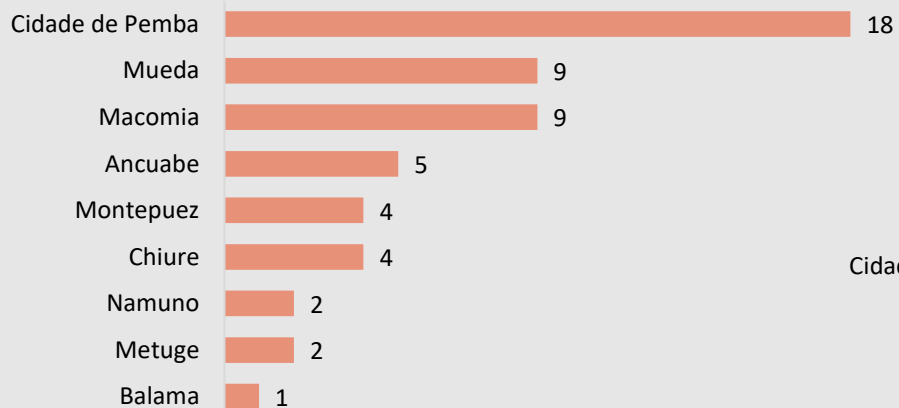
## Manica - 101



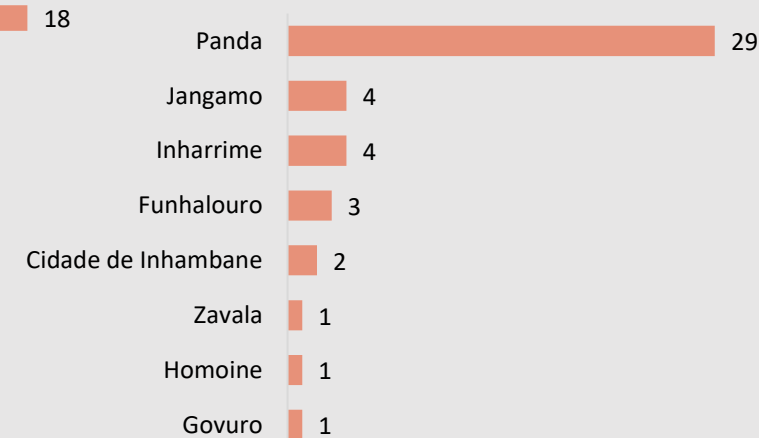
## Zambezia - 75



## Cabo Delgado - 54



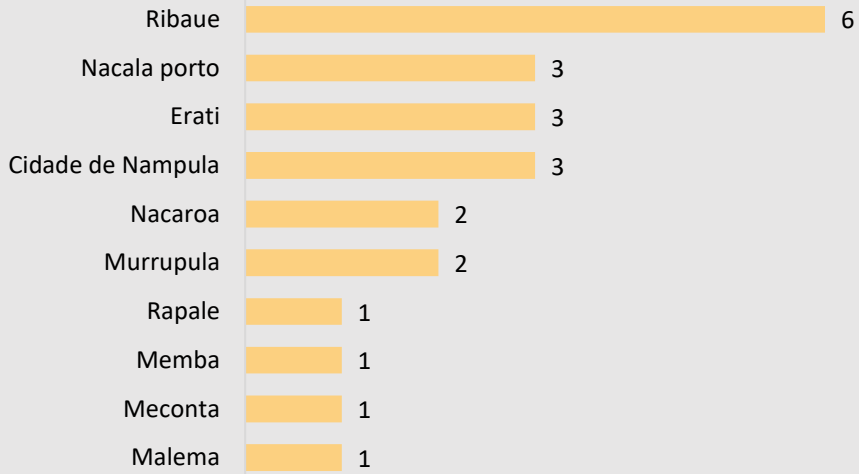
## Inhambane - 45



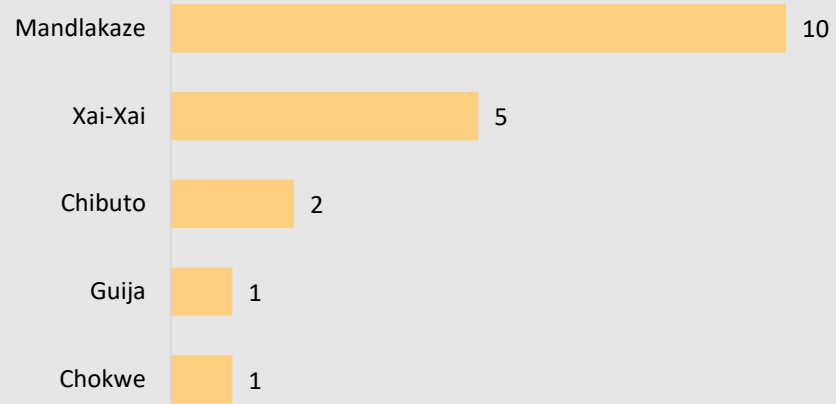
# COVID-19: LOCATIONS OF COVID-19 CALLS

## 1<sup>ST</sup> – 30<sup>TH</sup> SEPTEMBER 2021

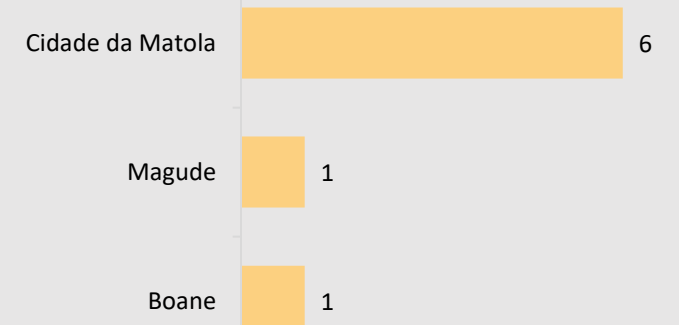
### Nampula - 37



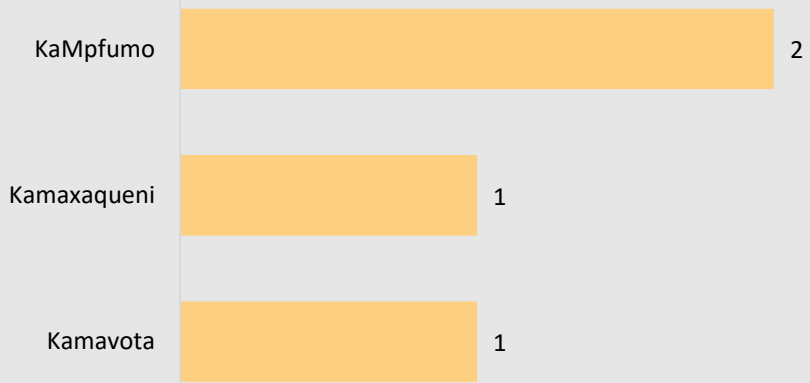
### Gaza - 19



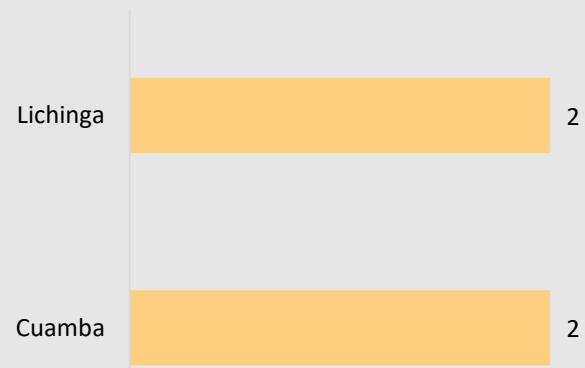
### Maputo Provincia - 8



### Maputo Cidade - 4



### Niassa - 4



## *Covid-19: 1st – 30th September 2021*

- ❖ **Linha Verde 1458 registered 1,226** cases regarding the Covid-19 situation in Mozambique.
  - A majority are queries regarding daily reported Covid-19 positive cases. Calls have come in mostly from Sofala, Manica, Tete, Zambezia and Nampula among others.
  - 77 information requests were received regarding preventive measures of the virus.
  - 15 cases were information requests regarding symptoms of Covid-19. As these tend to be different depending on the person. Linha Verde 1458 advises people to always adhere to Covid-19 preventive measures strictly to protect themselves, their family, friends, and colleagues. Linha Verde 1458 urges them to call Alo Vida to receive further guidance.
  - A small number of queries regarding the government guidelines as some government restrictions have been lifted and others have been adjusted.
  - A small number of young people called to find out if their schools had opened indicating that almost all levels are back in school. This indicated that at the time some students were probably not aware whether their local school were open. Linha Verde 1458 requested students to reach out to their schools as they normally would to submit homework to find out their class schedules.