



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 1st September - 31st October 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.

52,703 Total Cases Registered



95% Feedback Rate since Jan 1st 2021

24,424 Total Cases Registered since Jan 1st 2021

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

CALLER PROFILE



86% male

13% female



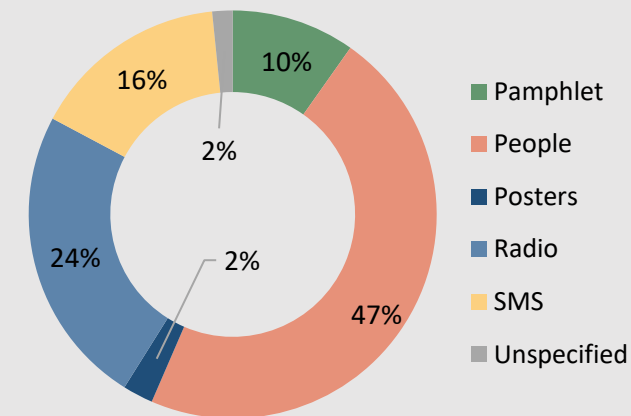
4% 17 and below

94% 18 to 59

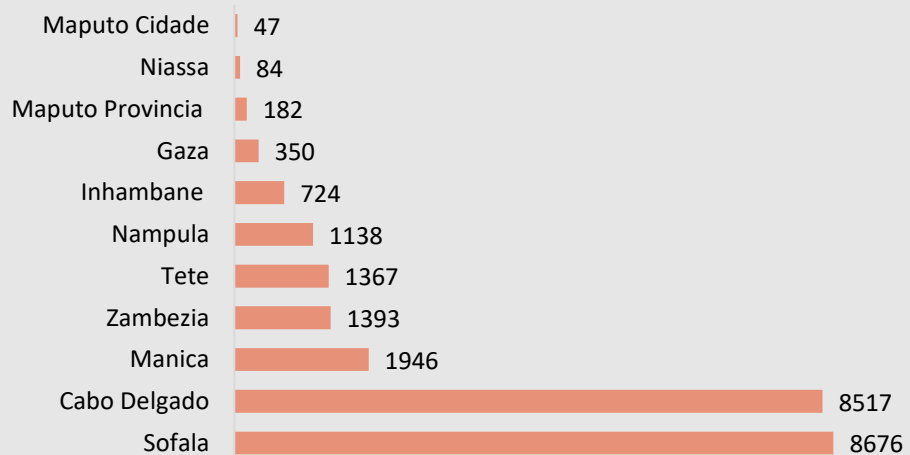
1% 60 and above

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

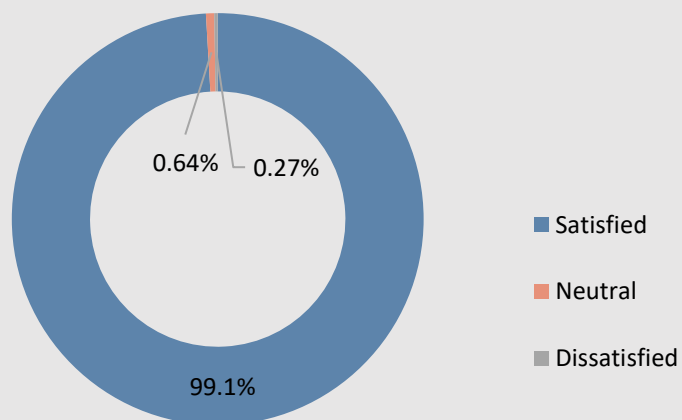
KNOWLEDGE ABOUT LINHA VERDE 1458



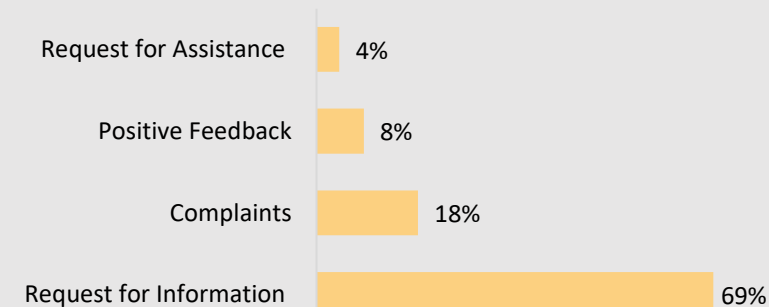
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST NOVEMBER 2020 – 31ST OCTOBER 2021

1 – 31 October 2021

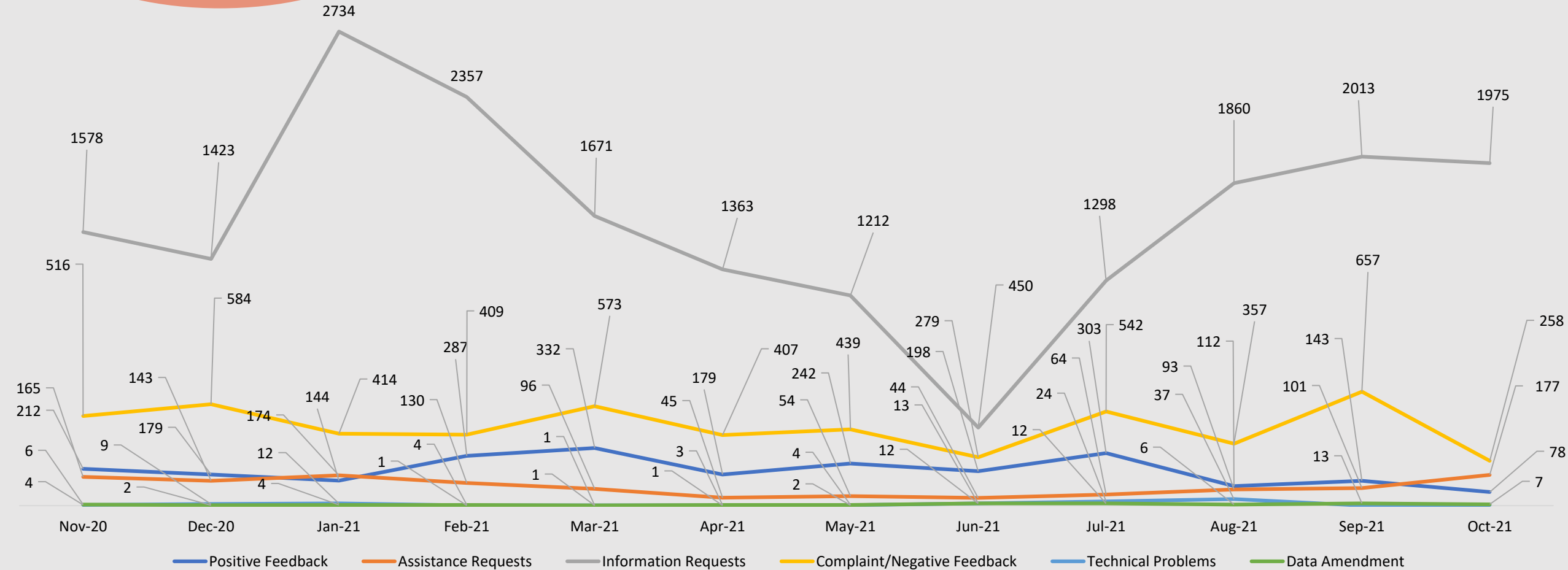
Nr. Total Registered Cases:

2, 498

Nr. of calls about Covid-19:

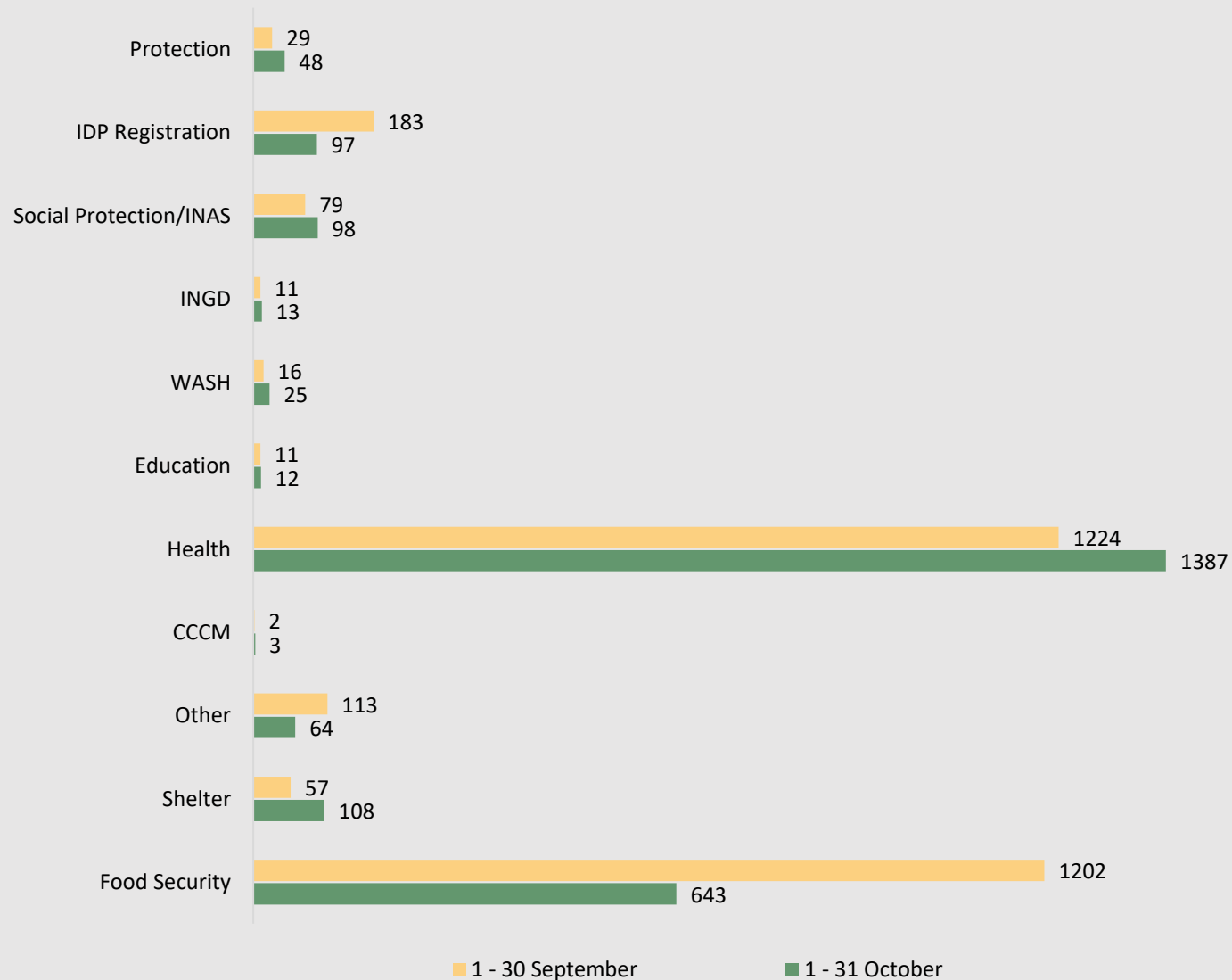
1, 386

55% of the cases registered through Linha Verde 1458 between October 1st – 31st were Covid-19 related.



CASES PER SECTOR

1ST SEPTEMBER – 31ST OCTOBER 2021



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

CASES PER RESPONSE

1ST SEPTEMBER – 31ST OCTOBER 2021

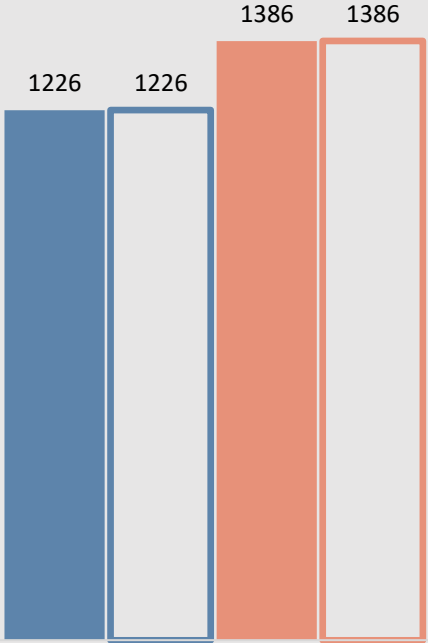
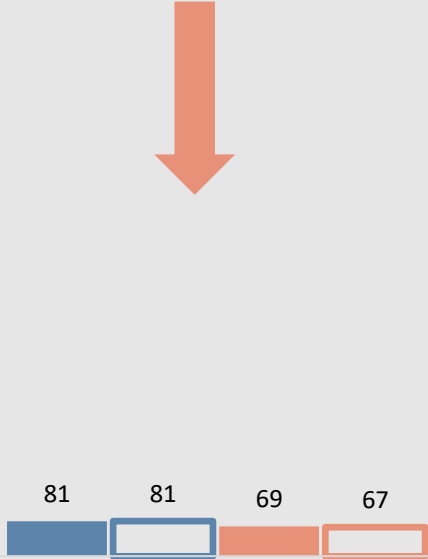
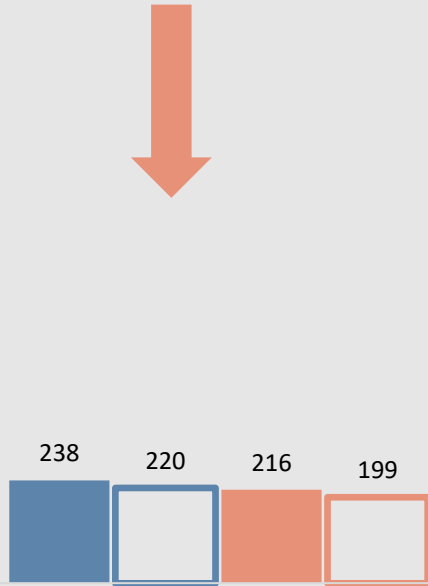
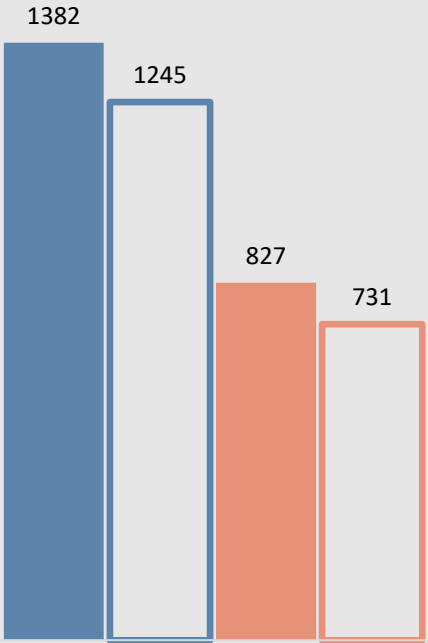


1st - 31st Oct 2021
Cases Registered:
 827
Feedback provided:
 731

1st - 31st Oct 2021
Cases Registered:
 216
Feedback provided:
 199

1st - 31st Oct 2021
Cases Registered:
 69
Feedback provided:
 67

1st - 31st Oct 2021
Cases Registered:
 1386
Feedback provided:
 1386



Northern Region response

Central Region response

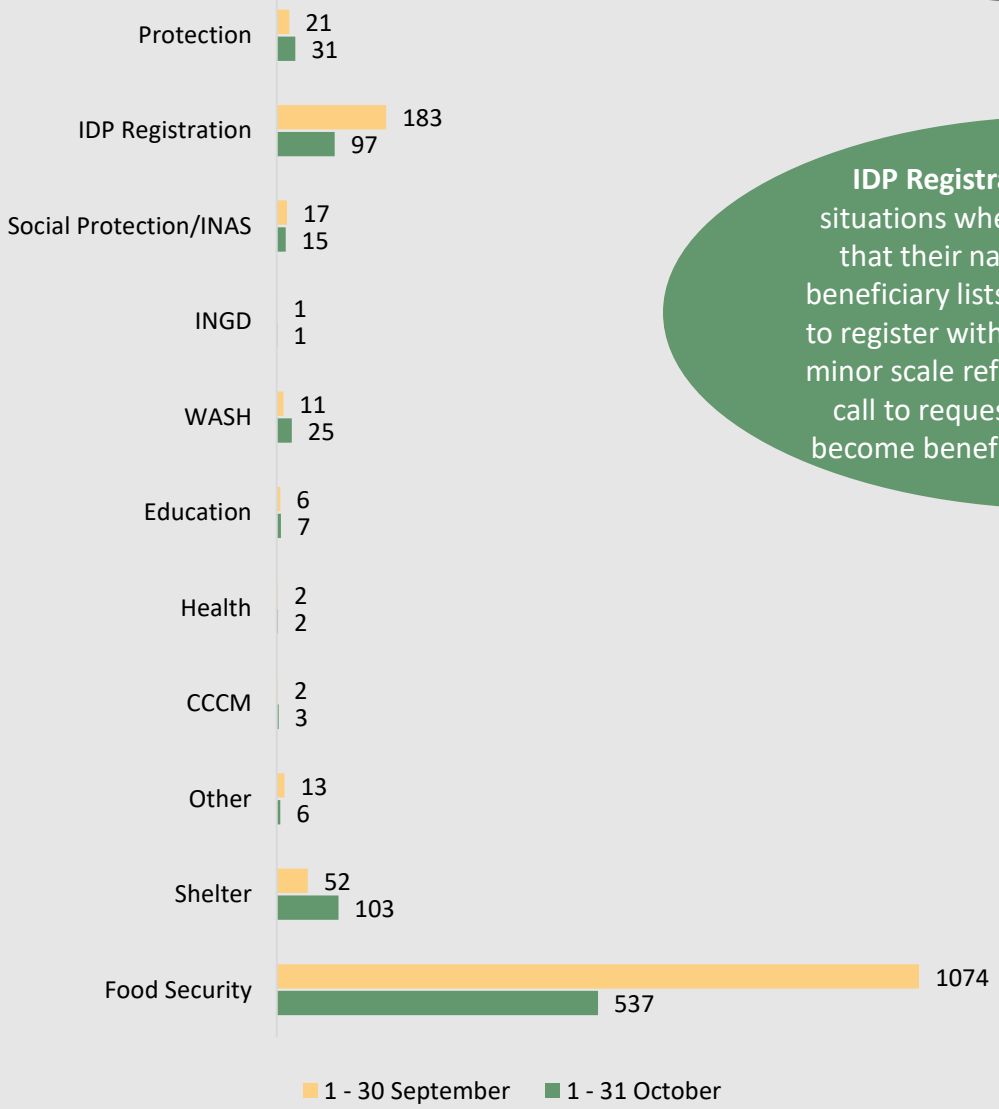
Southern Region response

COVID-19

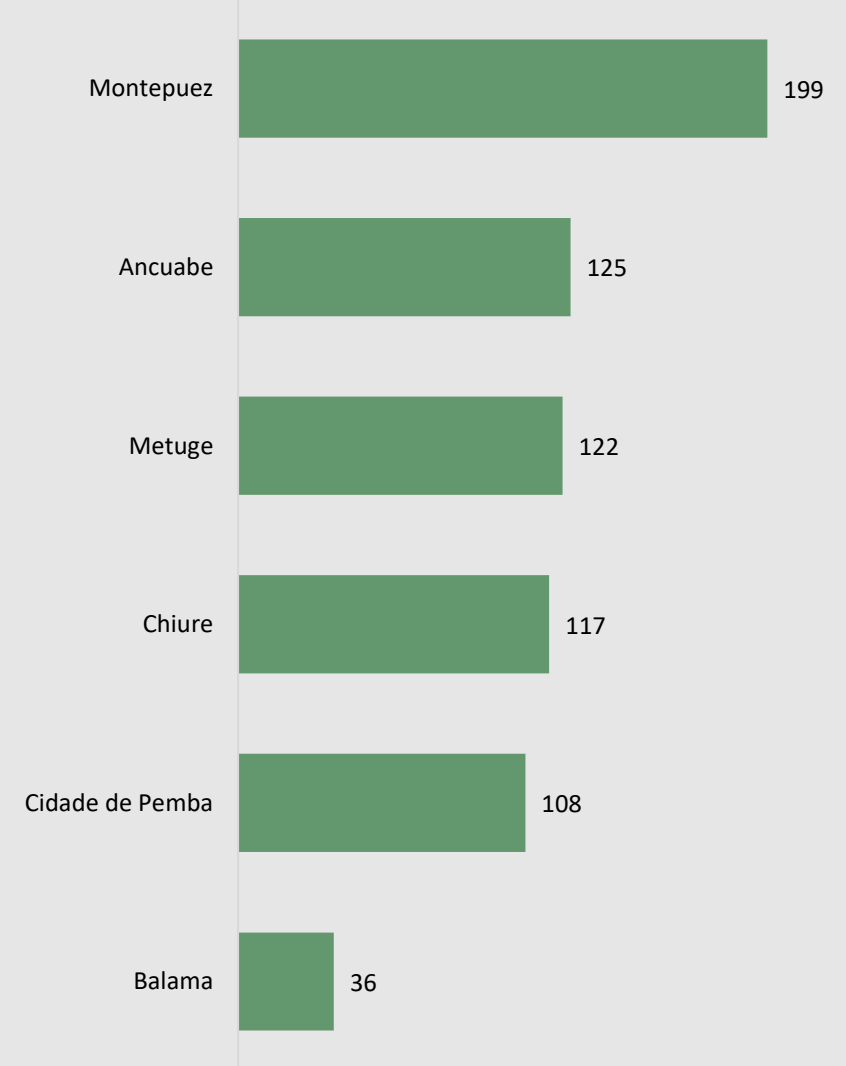
■ Registered Cases 1 - 30 Sep
 □ Feedback Provided 1 - 30 Sep
 ■ Registered Cases 1 - 31 Oct
 □ Feedback Provided 1 - 31 Oct

NORTHERN REGION RESPONSE CASES PER SECTORS 1ST SEPTEMBER – 31ST OCTOBER 2021

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

1ST SEPTEMBER – 31ST OCTOBER 2021

September
Cases Registered:
1382
Feedback Provided:
87%

October
Cases Registered:
827
Feedback Provided:
88%

September
Cases Registered:
83
Feedback provided:
51%

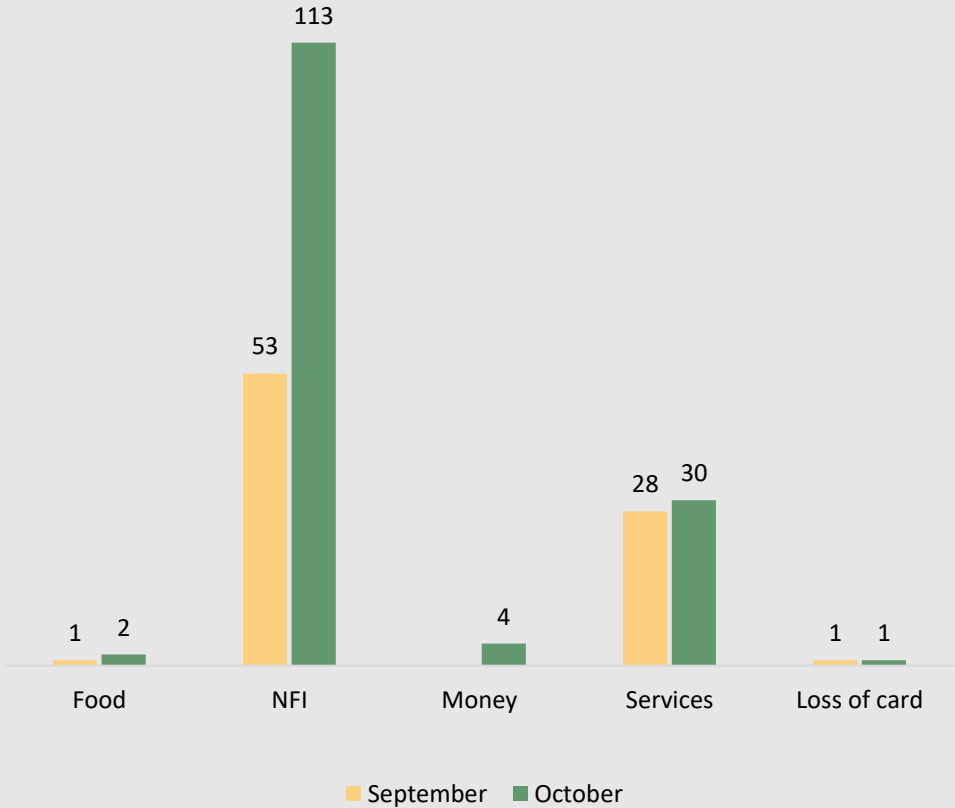
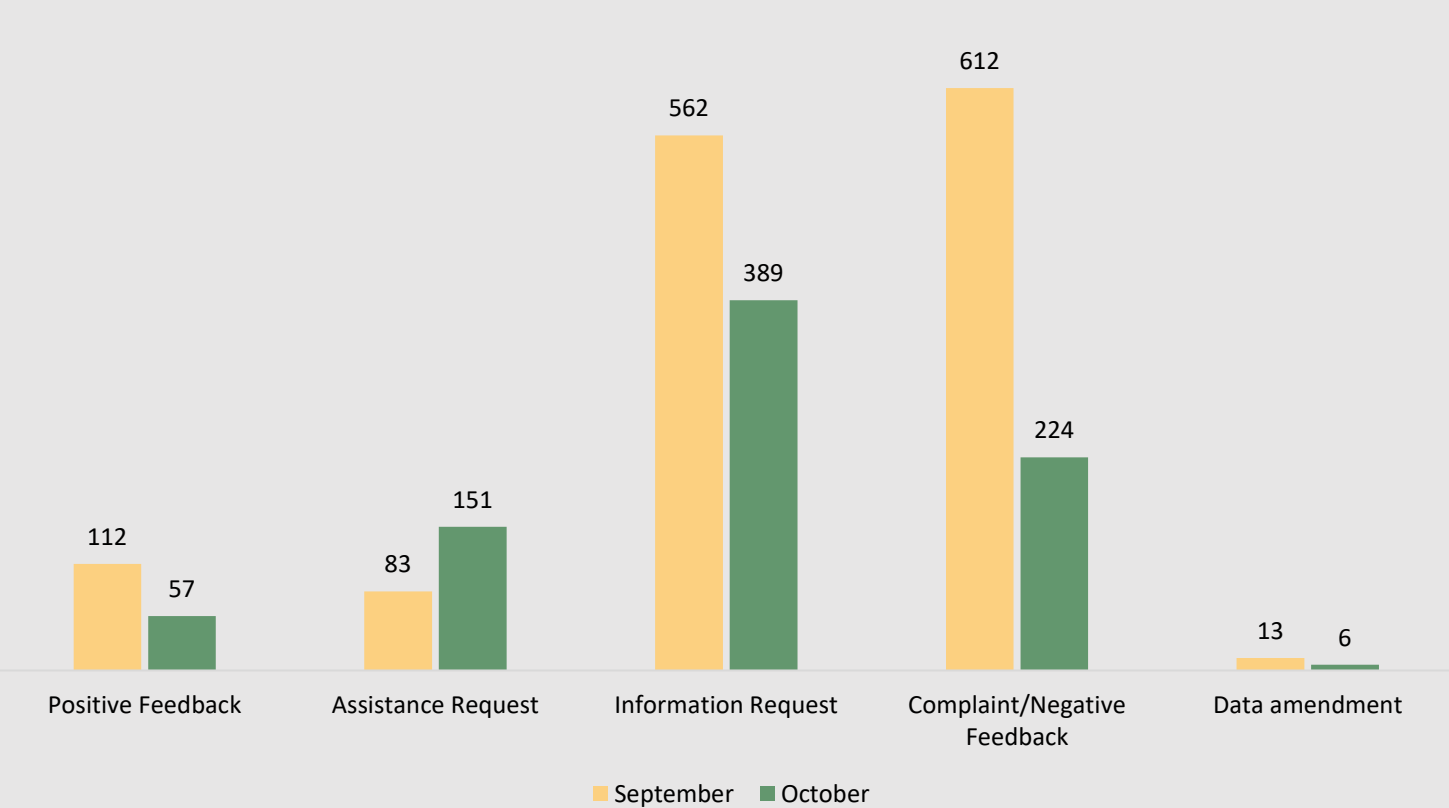
October
Cases Registered:
150
Feedback provided:
65%



NFI

CASE TYPES

ASSISTANCE REQUEST



NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST SEPTEMBER – 31ST OCTOBER 2021

September
Cases registered:
562
Feedback provided:
91%

October
Cases registered:
389
Feedback provided:
100%



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.



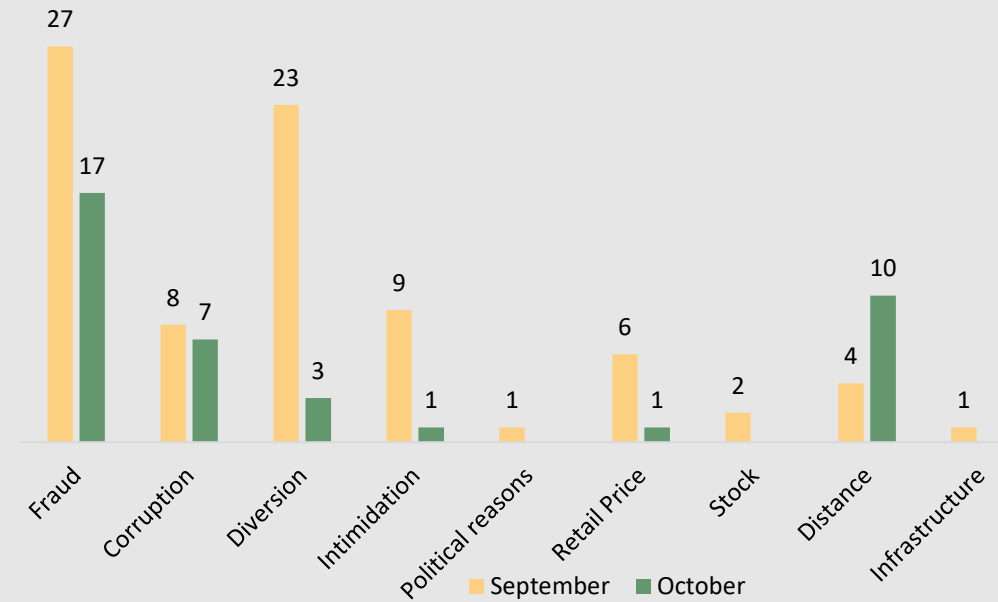
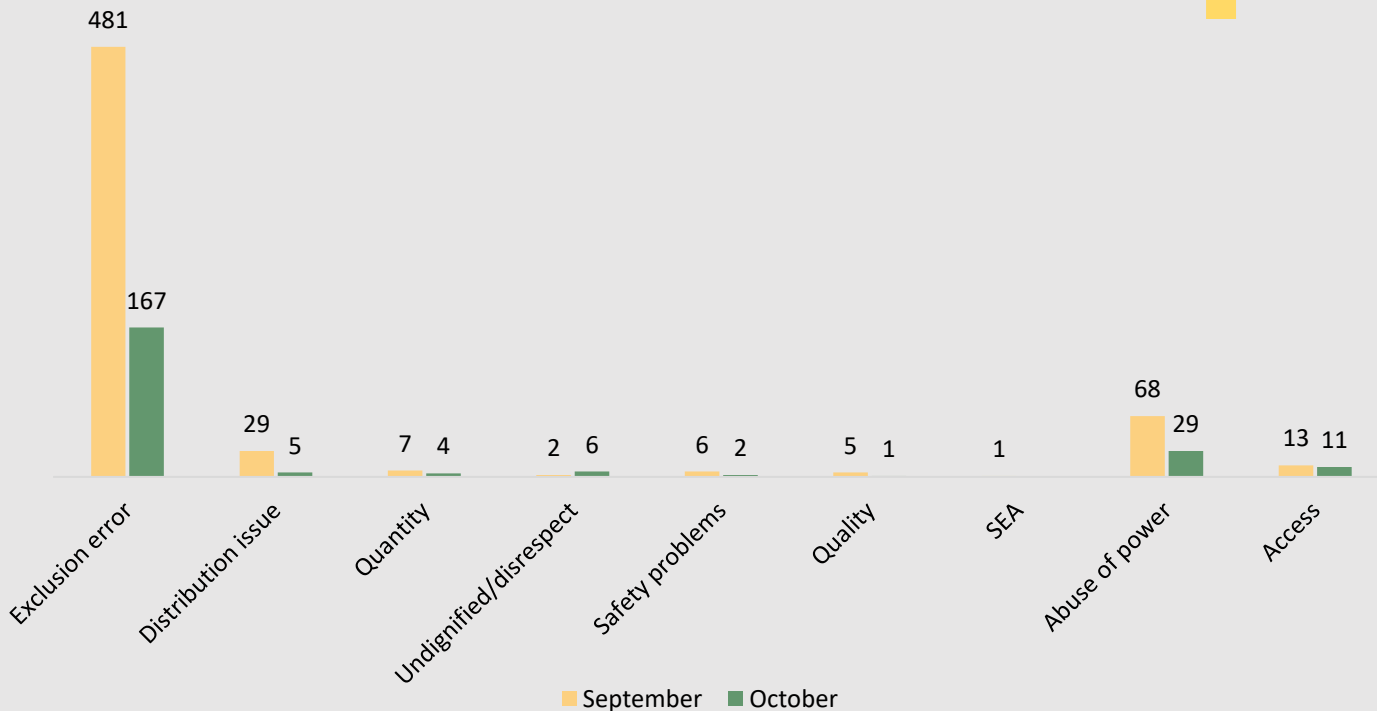
**NORTHERN REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST SEPTEMBER – 31ST OCTOBER 2021**



**NORTHERN REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST SEPTEMBER – 31ST OCTOBER 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

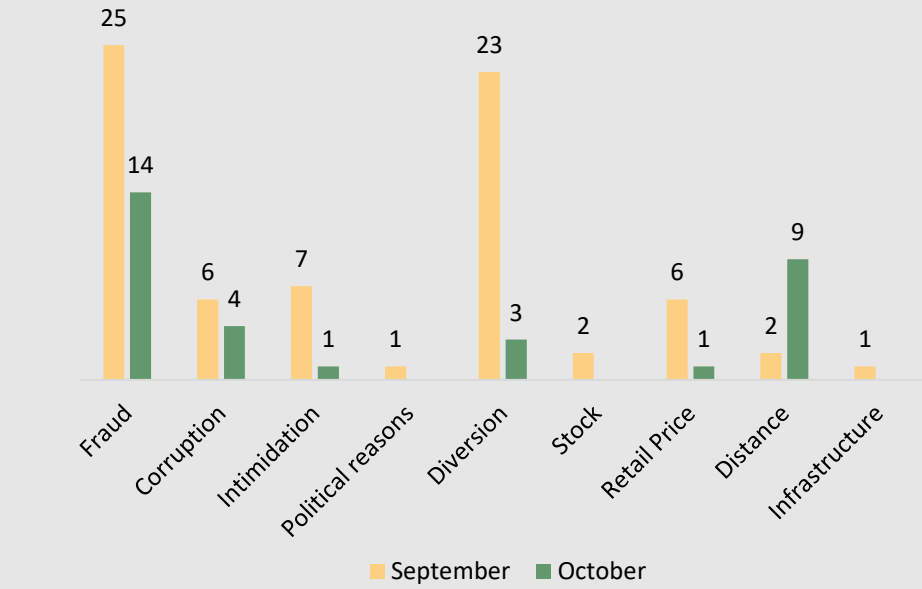
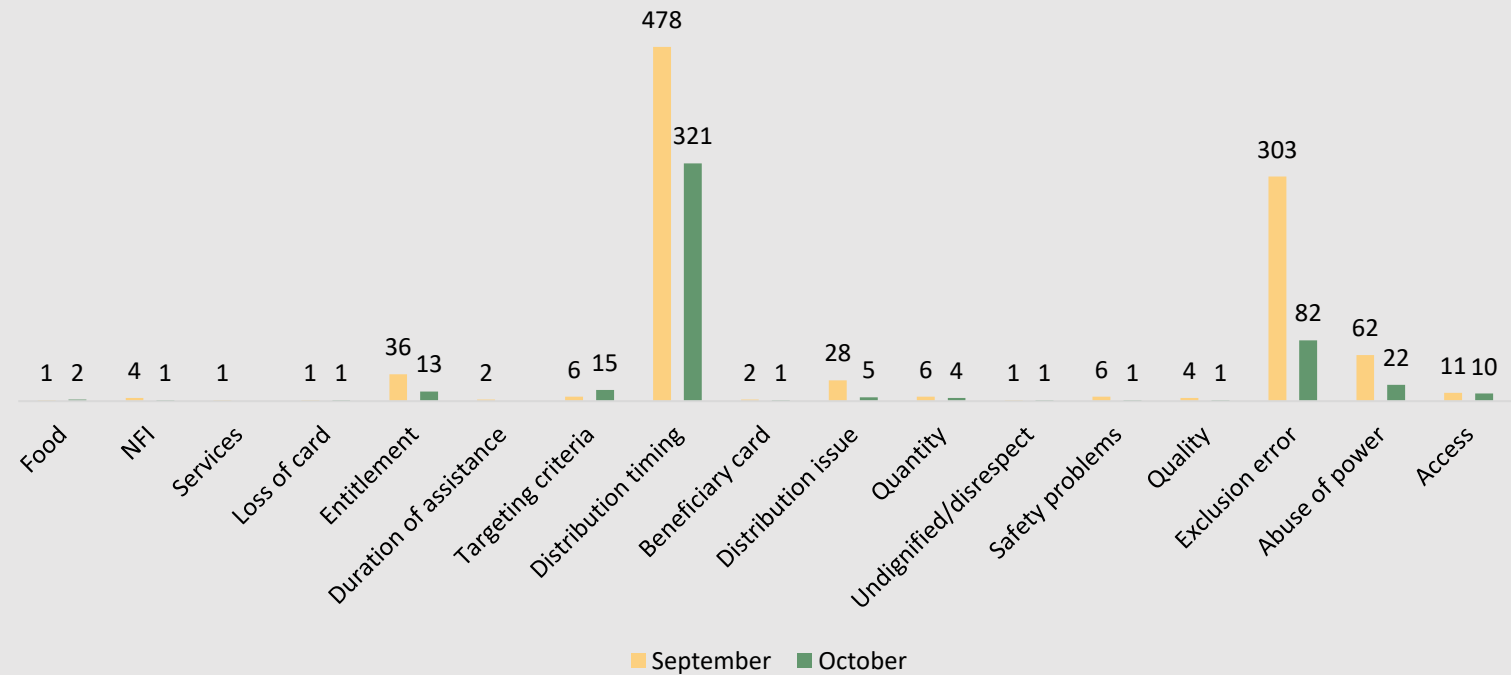
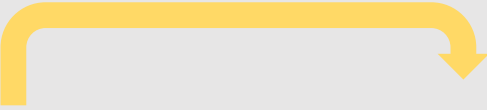
**NORTHERN REGION RESPONSE
FOOD SECURITY
1ST SEPTEMBER – 31ST OCTOBER 2021**



**NORTHERN REGION RESPONSE
FOOD SECURITY
BREAKDOWN OF ABUSES OF POWER AND OTHER
ACCESS BARRIERS
1ST SEPTEMBER – 31ST OCTOBER 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.

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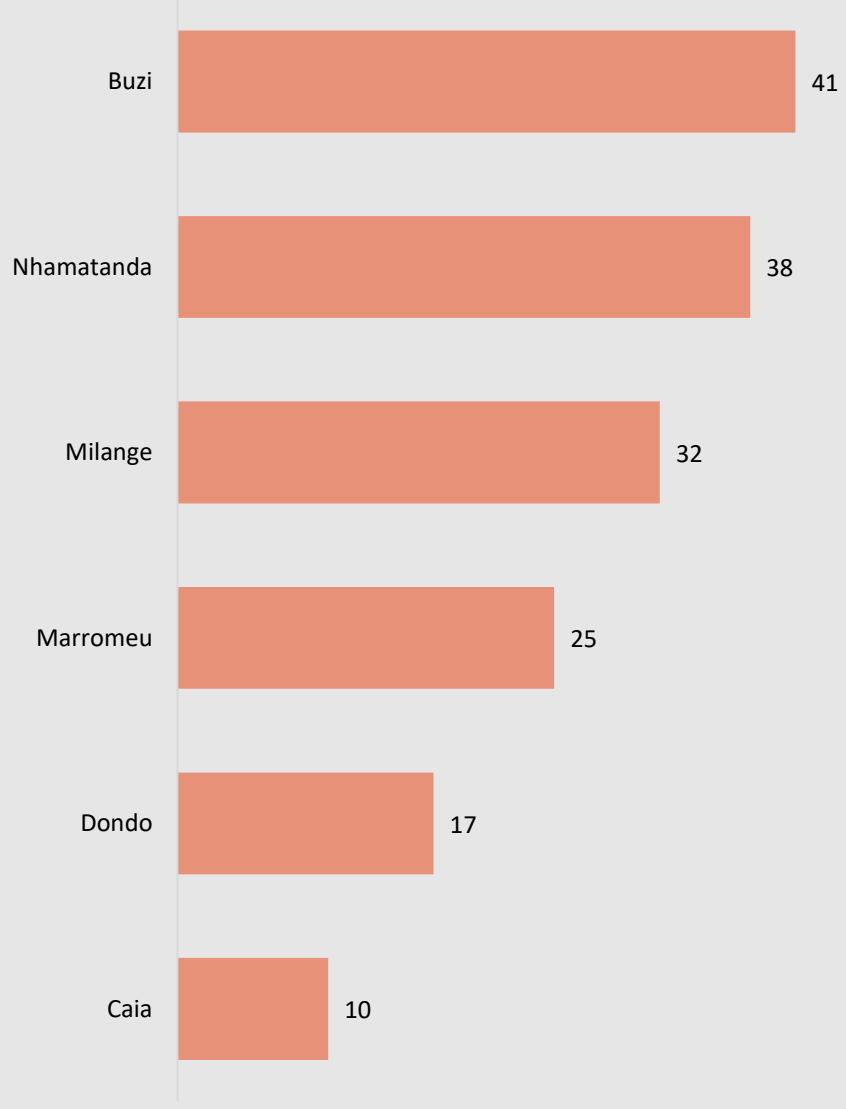
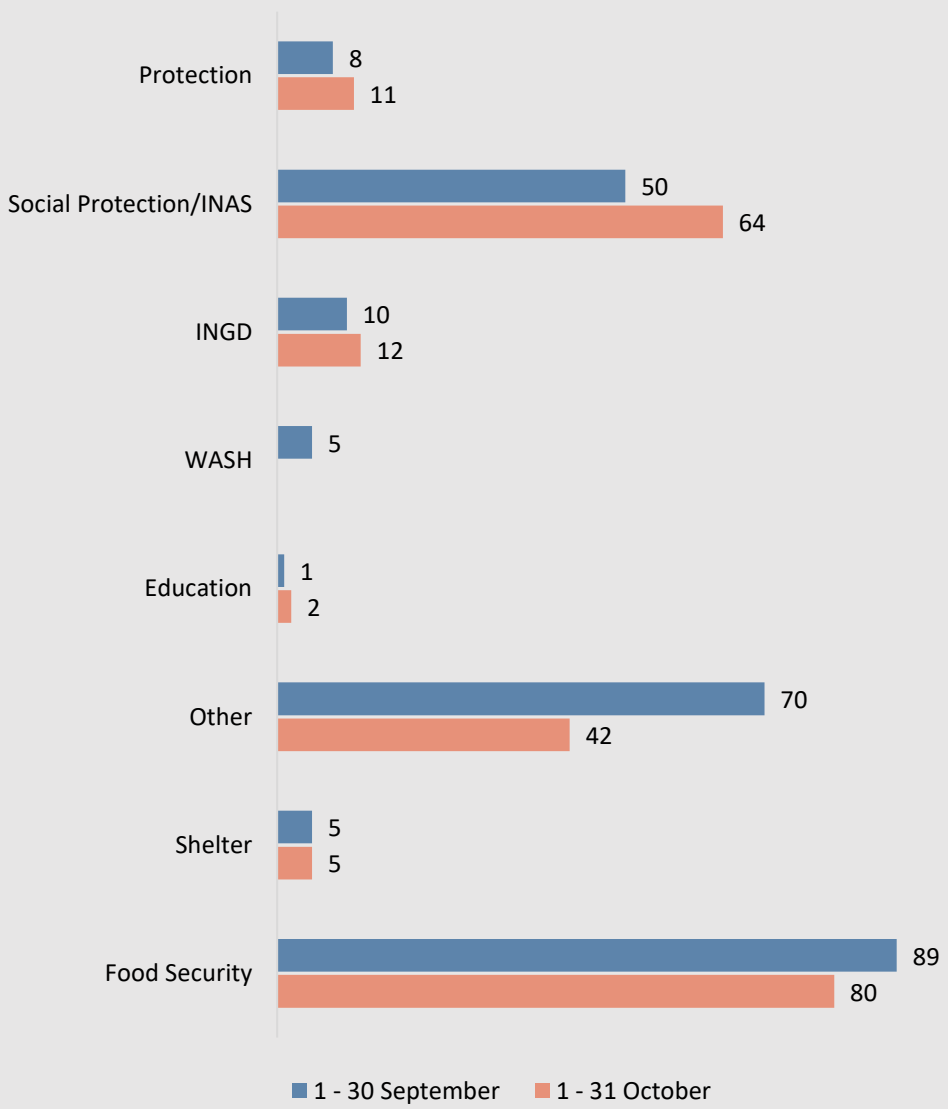


Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION RESPONSE
CASES PER SECTORS
1ST SEPTEMBER – 31ST OCTOBER 2021**

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



CENTRAL REGION RESPONSE
1ST SEPTEMBER – 31ST OCTOBER 2021

September
 Cases Registered:
238
 Feedback Provided:
92%

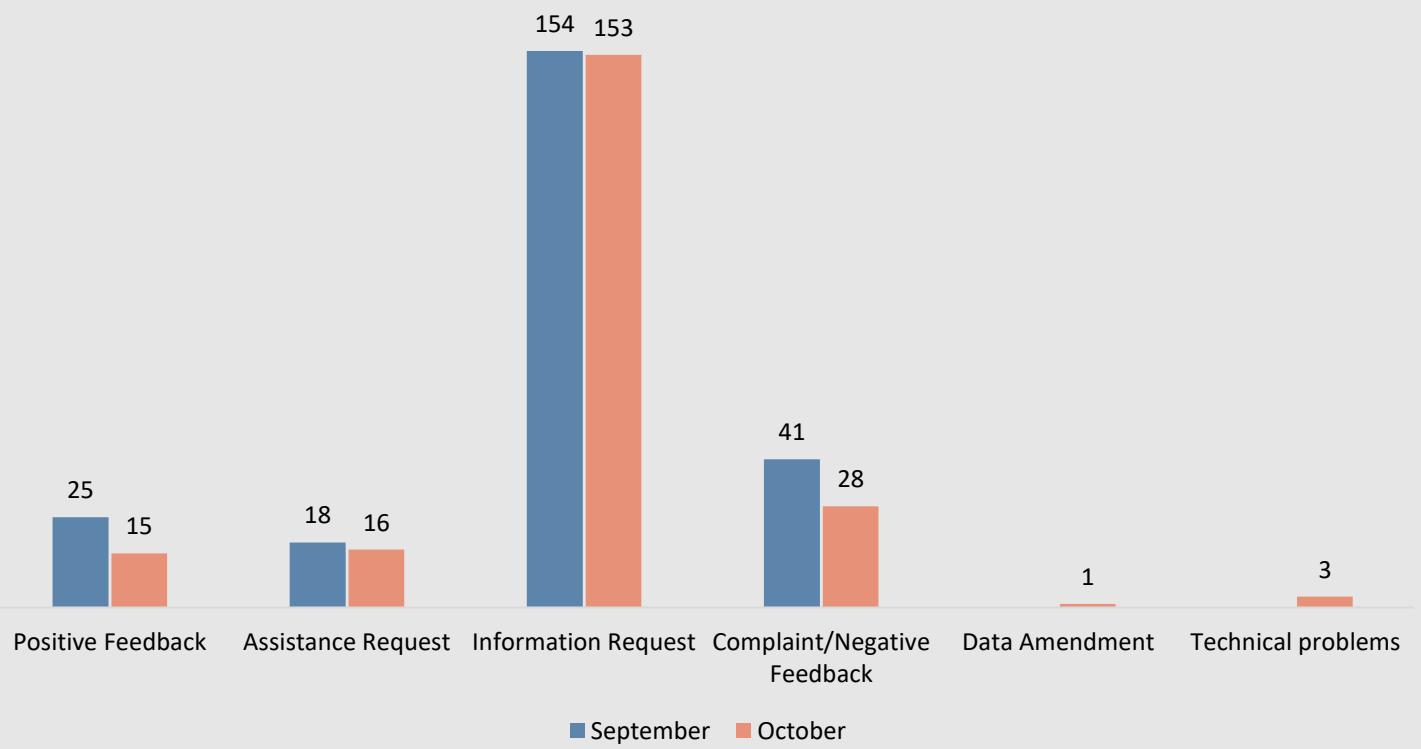
October
 Cases Registered:
216
 Feedback Provided:
92%

September
 Cases Registered:
18
 Feedback Provided:
83%

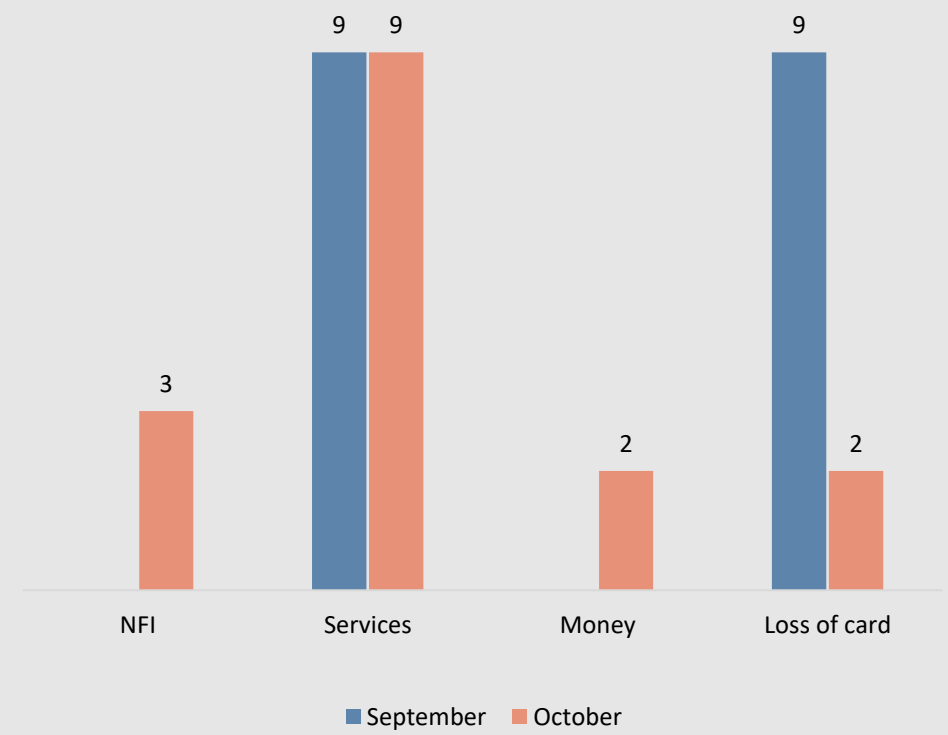
October
 Cases Registered:
16
 Feedback Provided:
50%



CASE TYPES



ASSISTANCE REQUEST



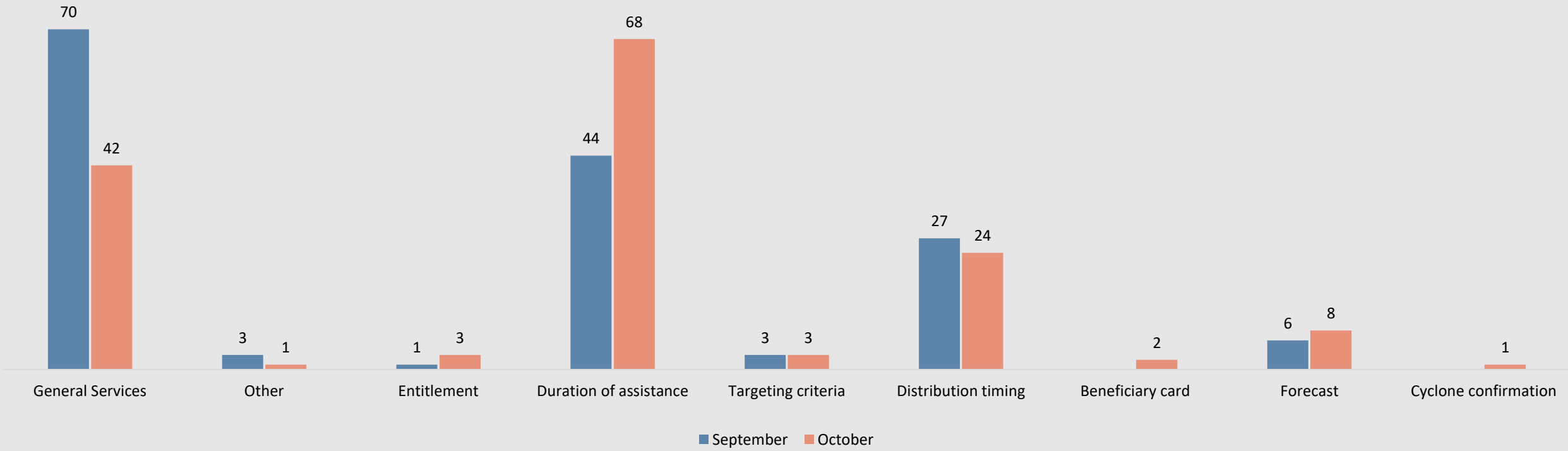
CENTRAL REGION RESPONSE INFORMATION REQUESTS 1ST SEPTEMBER – 31ST OCTOBER 2021

September
Cases Registered:
154
Feedback Provided:
96%

October
Cases Registered:
152
Feedback Provided:
100%



General Services refer to cases which people call to ask what Linha Verde 1458 is 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.



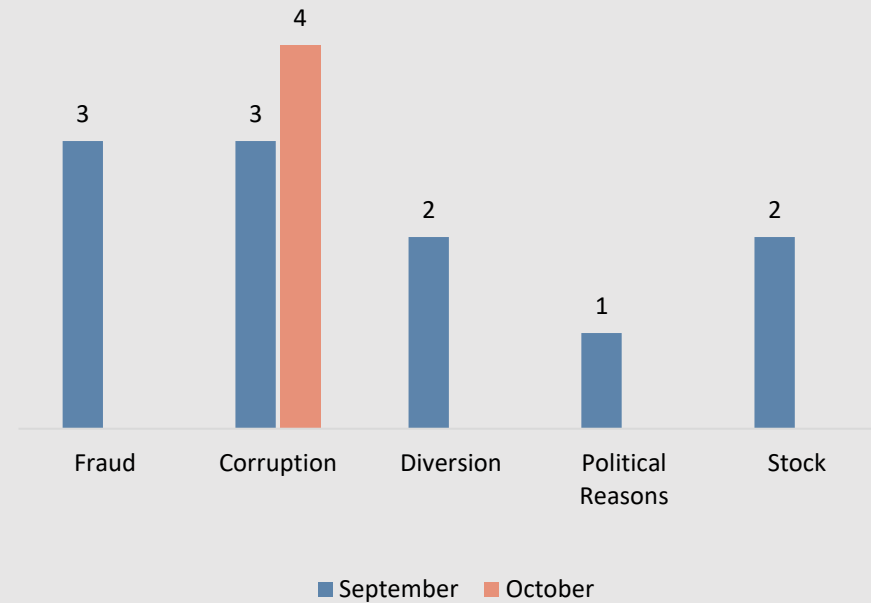
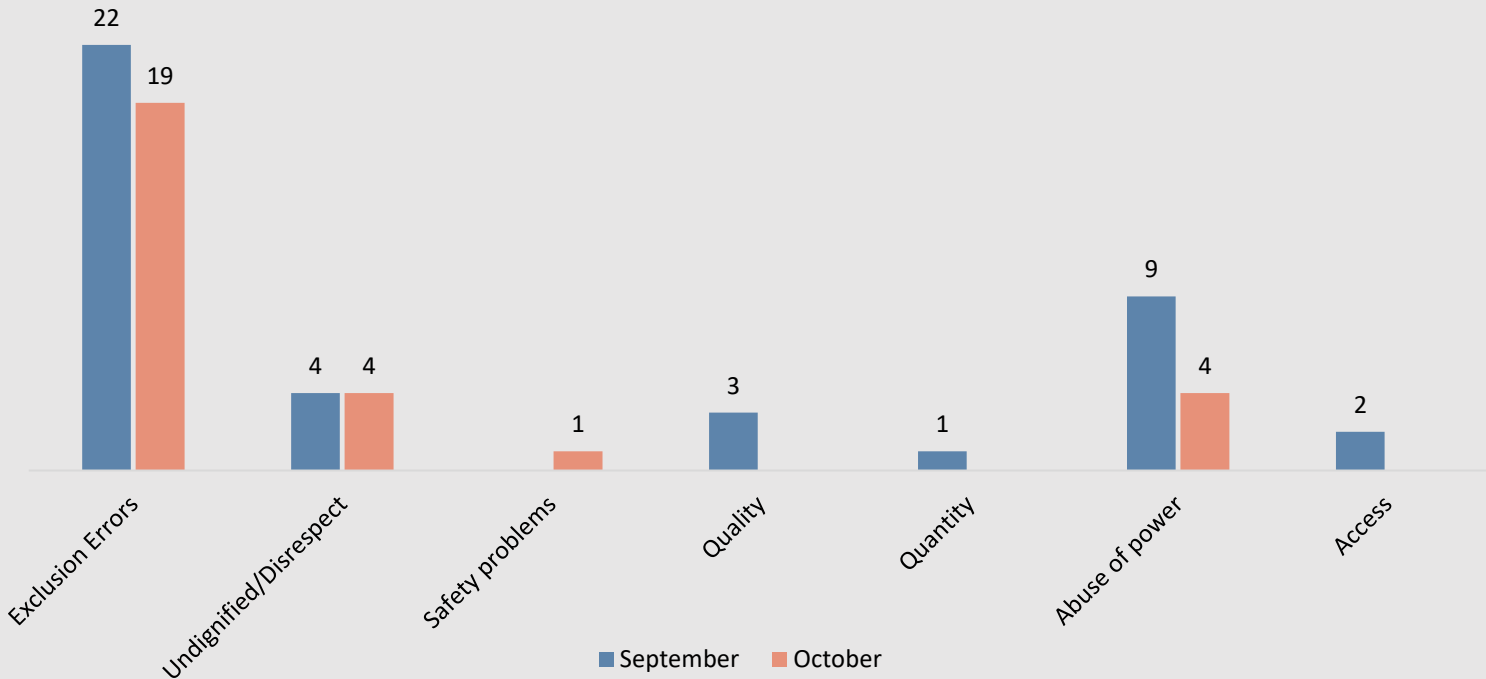
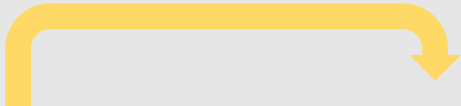
**CENTRAL REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST SEPTEMBER – 31ST OCTOBER 2021**

**CENTRAL REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST SEPTEMBER – 31ST OCTOBER 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

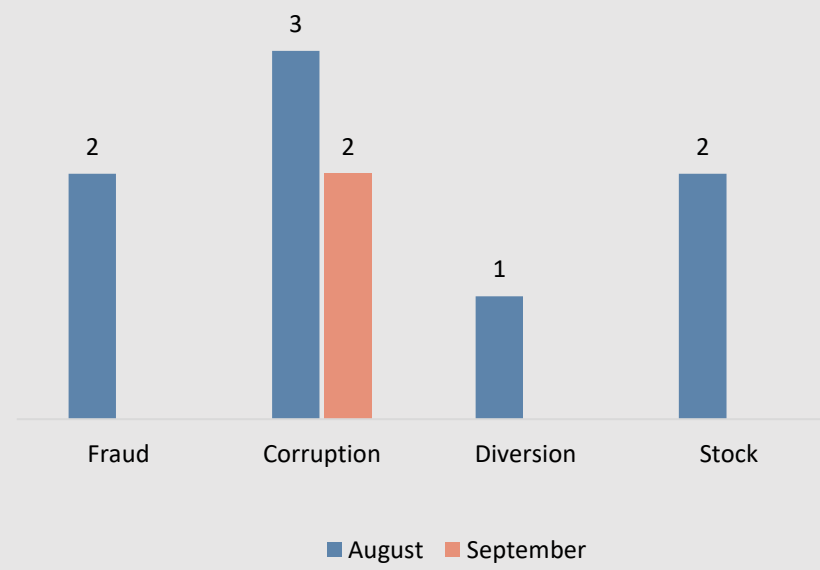
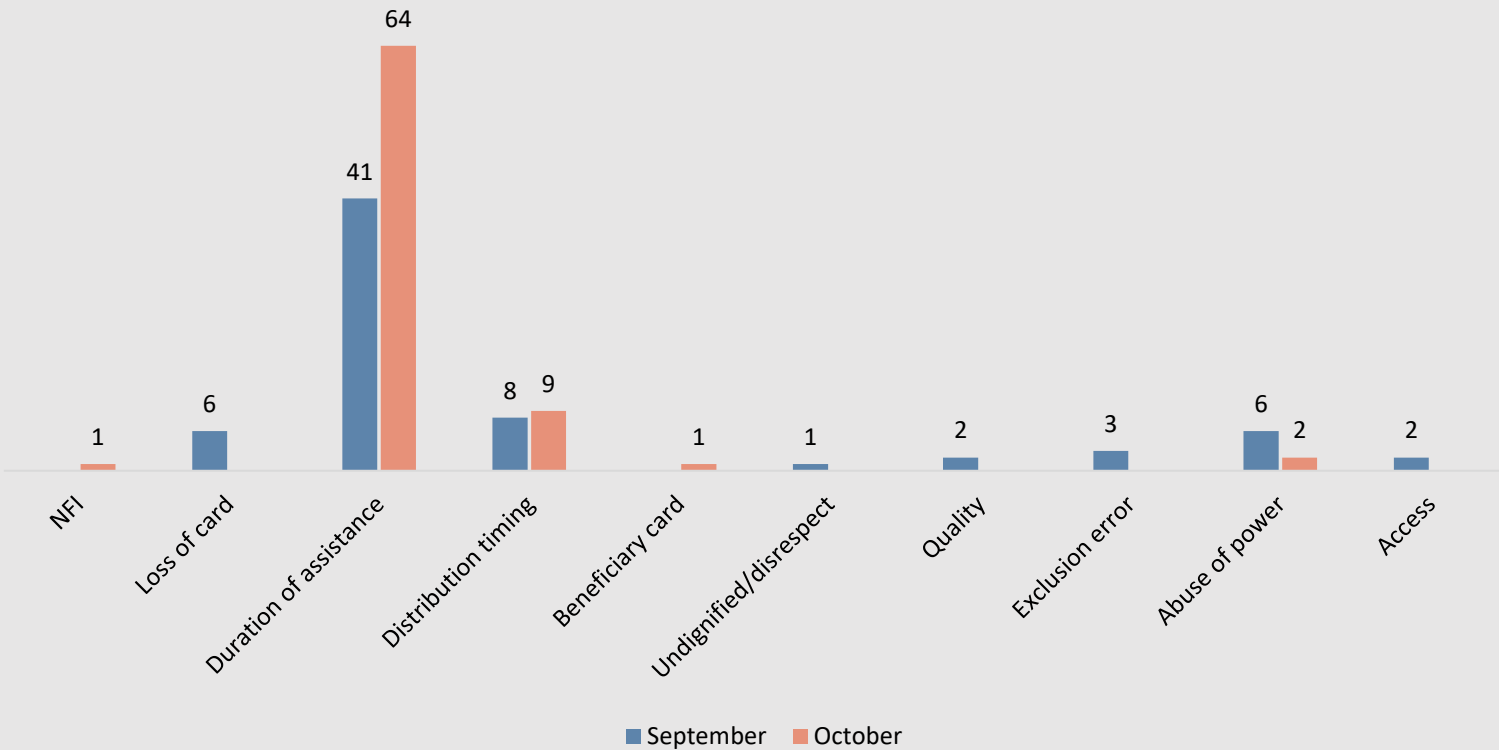
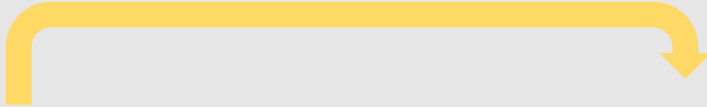
**CENTRAL REGION RESPONSE
FOOD SECURITY
1ST SEPTEMBER – 31ST OCTOBER 2021**



**CENTRAL REGION RESPONSE
FOOD SECURITY
BREAKDOWN OF ABUSES OF POWER AND OTHER
ACCESS BARRIERS
1ST SEPTEMBER – 31ST OCTOBER 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

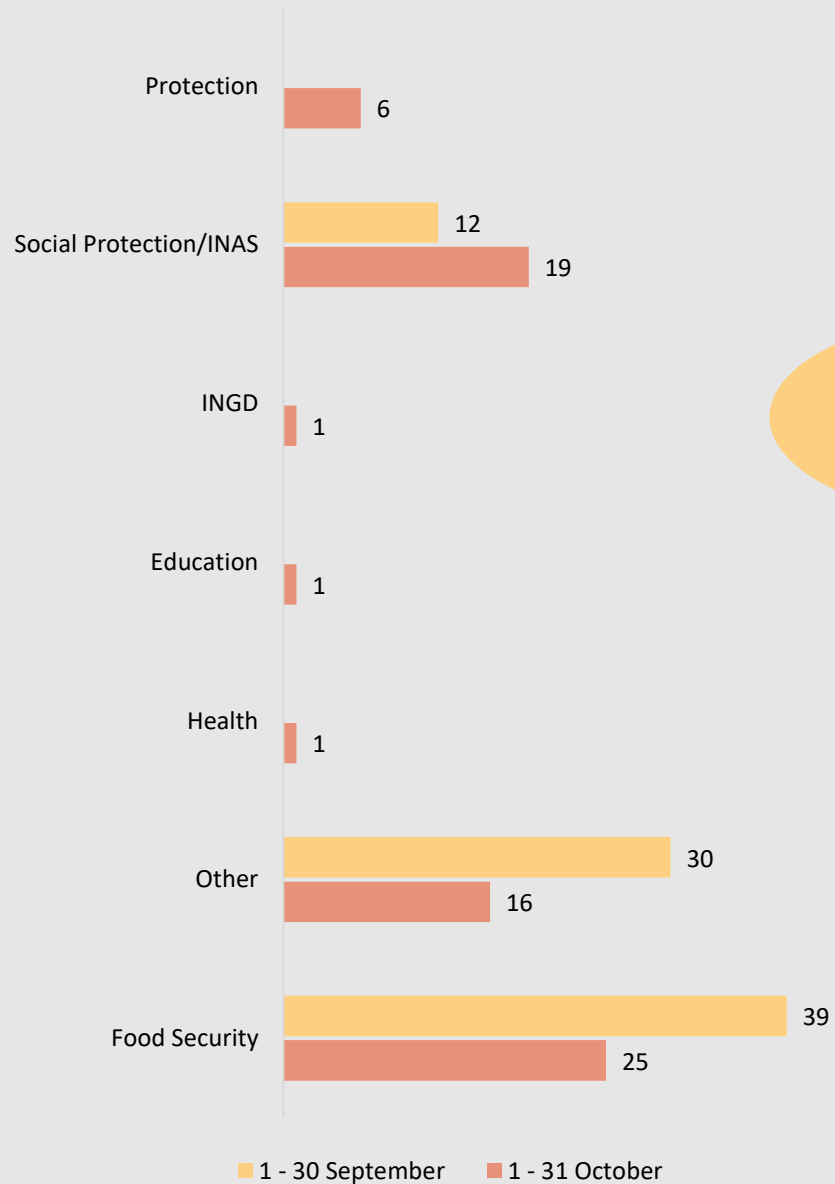


Complaints – Abuses of power

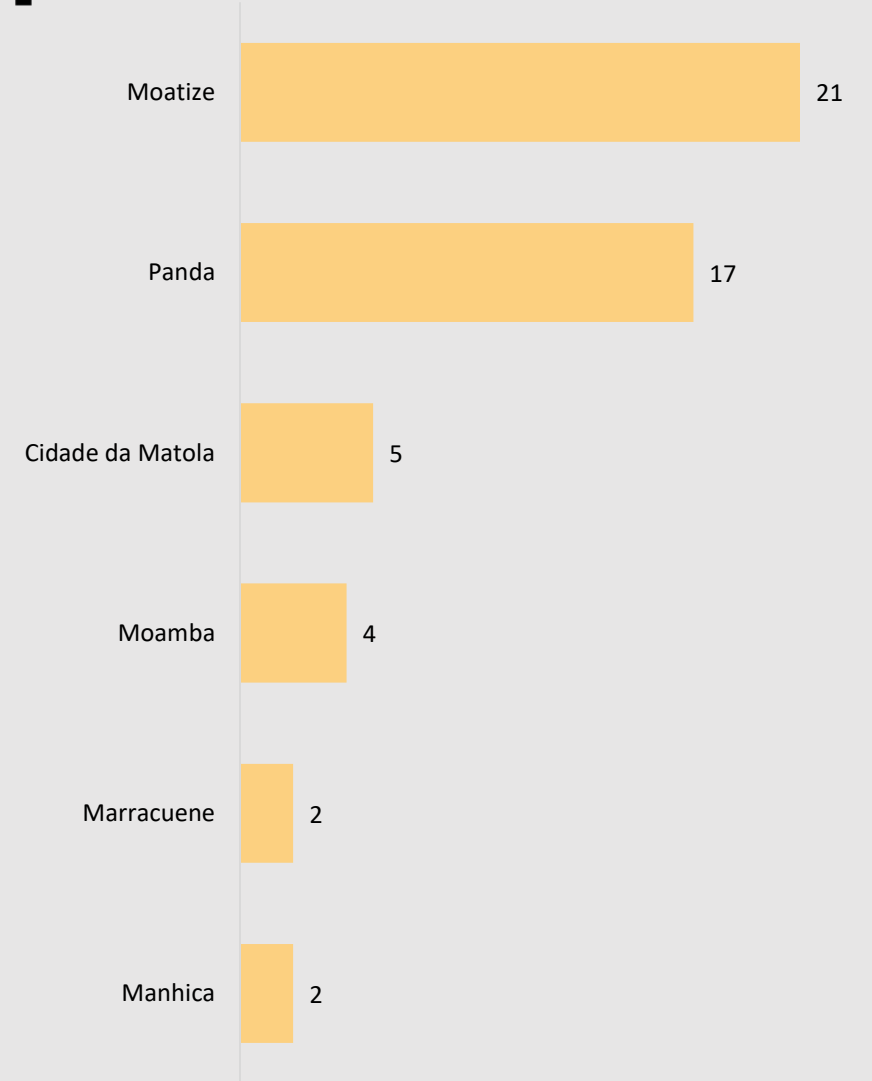
Complaints – Access barriers

**SOUTHERN REGION: DROUGHT RESPONSE
CASES PER SECTORS
1ST SEPTEMBER – 31ST OCTOBER 2021**

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



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



SOUTHERN REGION (DROUGHT) RESPONSE 1ST SEPTEMBER – 31ST OCTOBER 2021

September

Cases Registered:
81
Feedback Provided:
100%

October

Cases Registered:
69
Feedback Provided:
97%

September

Cases Registered:
0
Feedback Provided:
0%

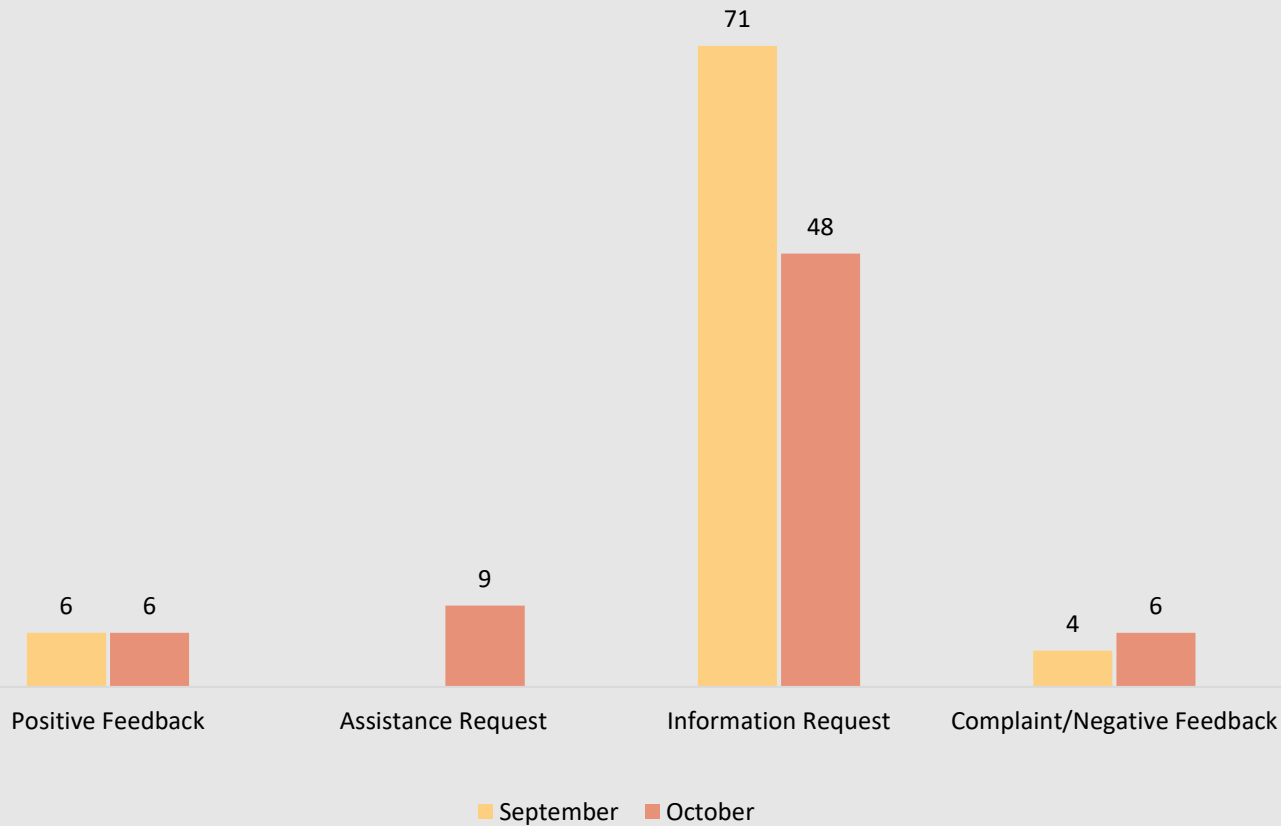
October

Cases Registered:
9
Feedback Provided:
78%

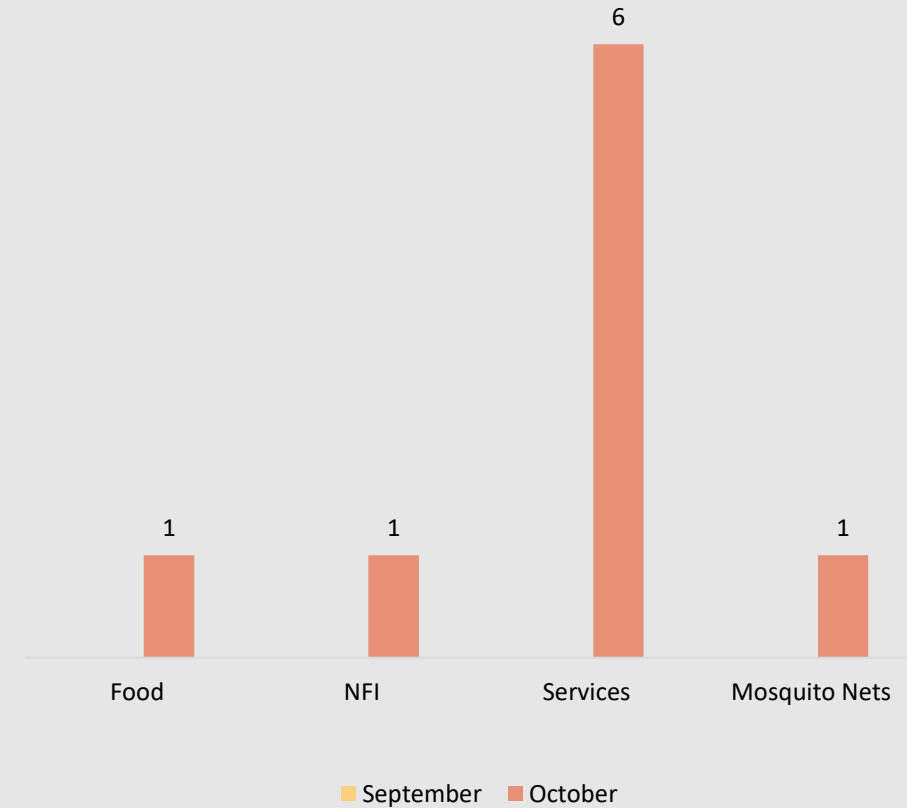


NFI

CASES TYPES



ASSISTANCE REQUEST



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

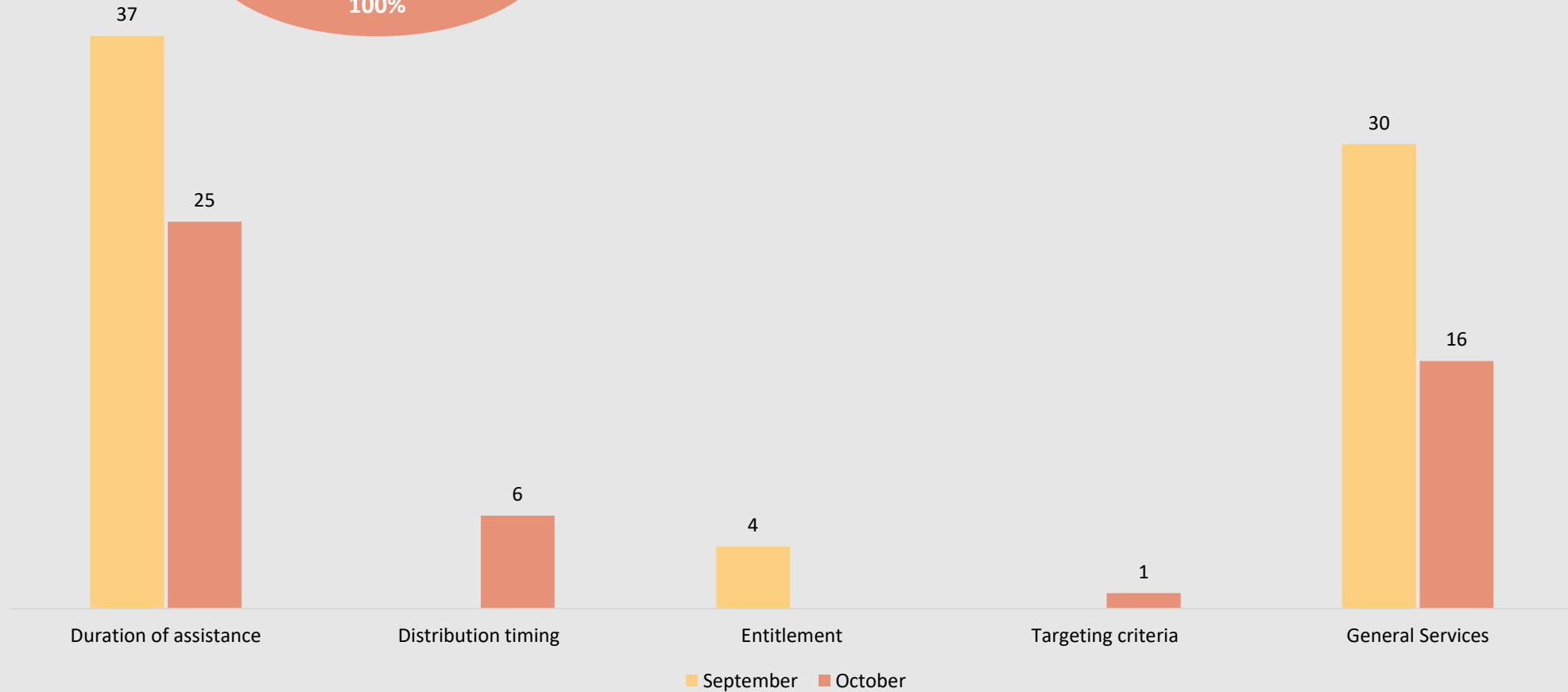


September

Cases Registered:
71
Feedback Provided:
100%

October

Cases Registered:
48
Feedback Provided:
100%



POSITIVE FEEDBACK
1ST – 31ST OCTOBER 2021

FOOD SECURITY

“I have been displaced from Macomia since July 2020, I currently reside in Pemba in my uncle's house, there are 5 family members. I am a beneficiary of assistance from WFP and partners. I received a voucher of 3600MZN on 10.09.2021, in my community where I bought 50kg rice, 5L of oil, and 3kg of sugar. I called to thank you for the support.” **Female, Cidade de Pemba, Cabo Delgado**



WASH

“I was affected by Cyclone Idai. I am currently living in the Metuchira Resettlement Center with 5 people. I call to thank the UNICEF, because in September I received four (4) Capulanas and a lantern. Support was provided by UNICEF.” **Male, Metuchira, Sofala**



WASH

“I am displaced from Mocímboa da Praia since 2020, I currently live in Mecufi, specifically in the RC of 3 de Fevereiro. I am grateful for the support I received on 07/10/21 from the partner CARITAS, in 2 buckets of 20 liters, 5 bars of soap, 3 toothpaste, 5 brushes, 2 cups, 2kg of powder detergent, and pads.” **Female, Mecufi, Cabo Delgado**

SOCIAL PROTECTION/INAS

“I called to thank the WFP and INAS. I received a telephone on 08/10/2021, to start receiving the value of the response program to COVID-19, Post-Emergency Direct Social Support Program (PASD-PE). I received it at Escola Primaria Completa 1º de Maio, I feel very happy for this gesture of support.” **Male, Milange, Zambezia**

FOOD SECURITY

“I am displaced from Quissanga and now living in Chiure Sede, Cupe since February 2020. I live with 8 people in a borrowed house. I called to thank the support provided by WFP, in which I receive 50kg of rice, 10kg of peas, 4 liters of oil. The last time I received was in September.” **Female, Chiure, Cabo Delgado**

SOCIAL PROTECTION/INAS

“I am a resident of Bairro 7 in Chueza, Marromeu, in Sofala. My grandmother is a beneficiary of the assistance provided by the WFP and partners. On 23/10/2021 she received the amount of 15,000 MZN from INAS support program for the elderly. I called to thank you for your support.” **Male, Marromeu, Sofala**

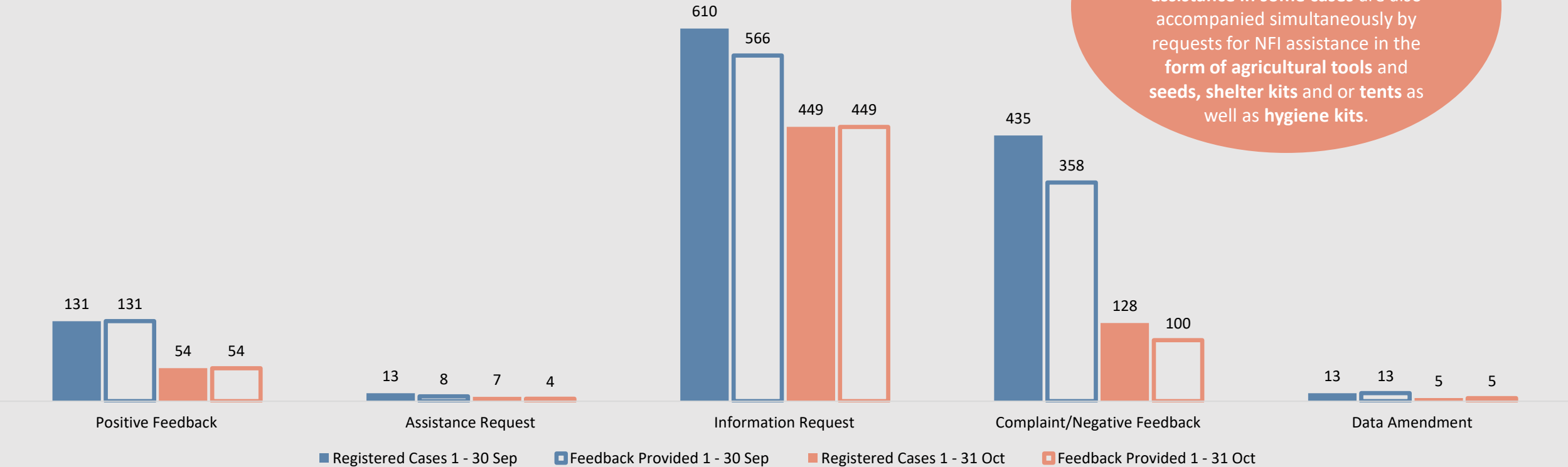
FOOD SECURITY



Sofala	70
Zambezia	1
Manica	10
Nampula	50
Cabo Delgado	487
Inhambane	17
Gaza	2
Maputo Provincia	6

1 Oct - 31 Oct 2021
 Cases Registered:
643
 Feedback Provided:
612

1 Oct - 31 Oct 2021
83% 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 Oct - 31 Oct 2021

Cases Registered:
1387
Feedback Provided:
1384

EDUCATION

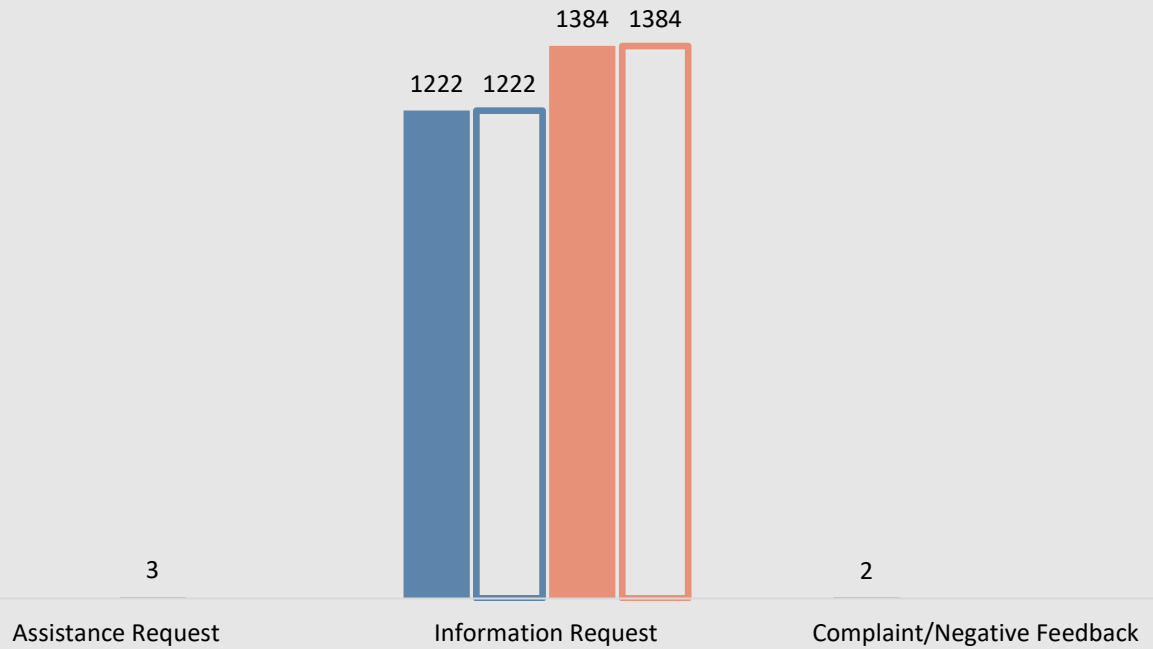


1 Oct - 31 Oct 2021

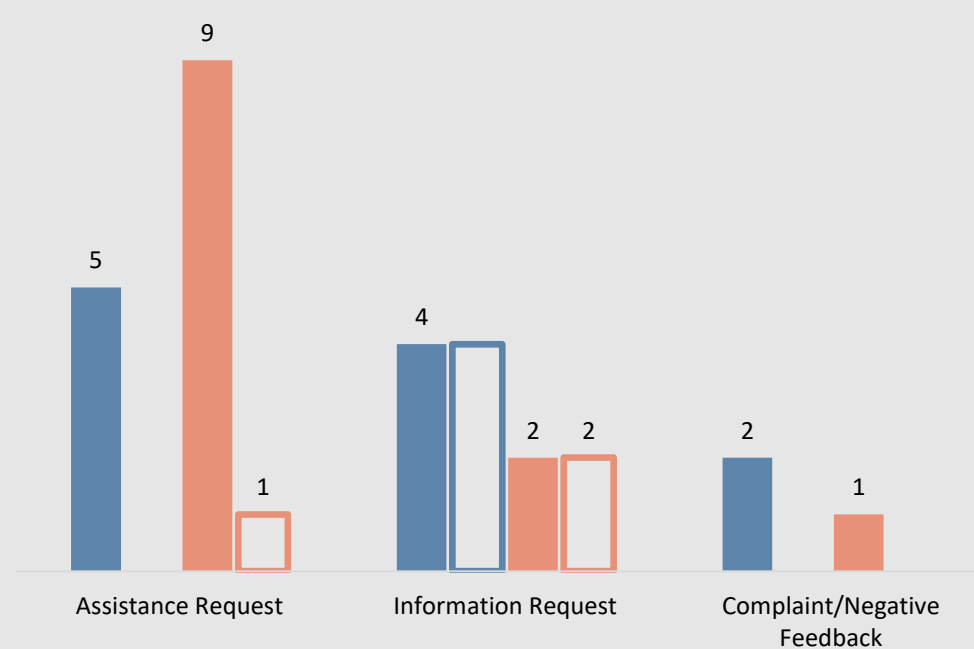
Cases Registered:
12
Feedback Provided:
3

Sofala	821
Zambezia	95
Manica	181
Tete	92
Nampula	63
Cabo Delgado	65
Inhambane	31
Gaza	9
Maputo Cidade	8
Niassa	10
Maputo Provincia	12

Sofala	2
Manica	1
Maputo Provincia	1
Cabo Delgado	8



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



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

CCCM

SHELTER AND NFI

Cabo Delgado 3

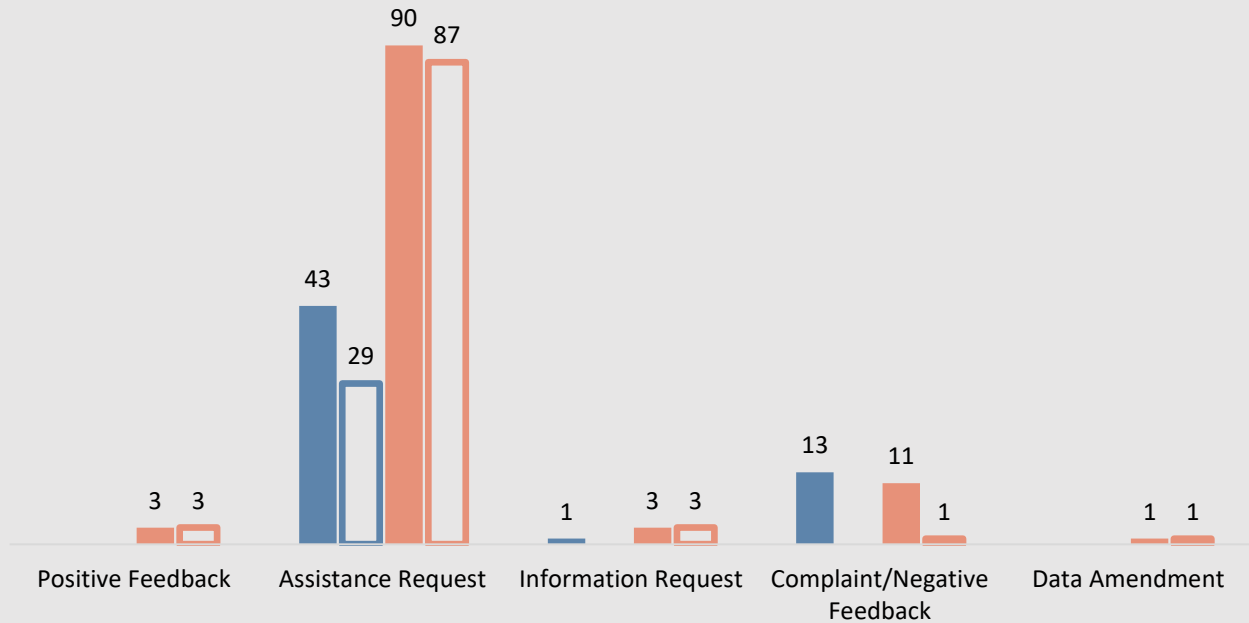
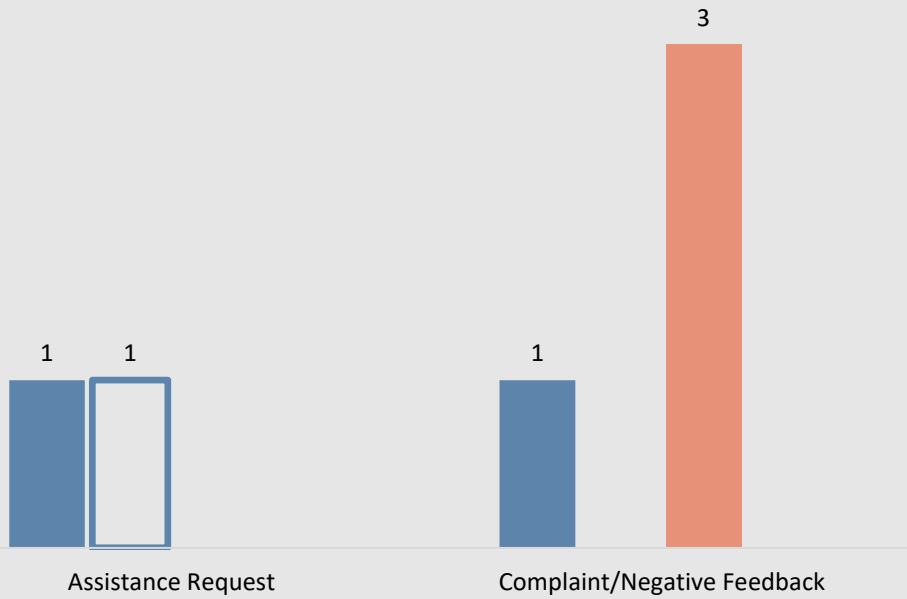


1 Oct - 31 Oct 2021
 Cases Registered: **3**
 Feedback Provided: **0**

1 Oct - 31 Oct 2021
 Cases Registered: **108**
 Feedback Provided: **95**



Sofala	5
Nampula	1
Cabo Delgado	102



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

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

WASH

PROTECTION

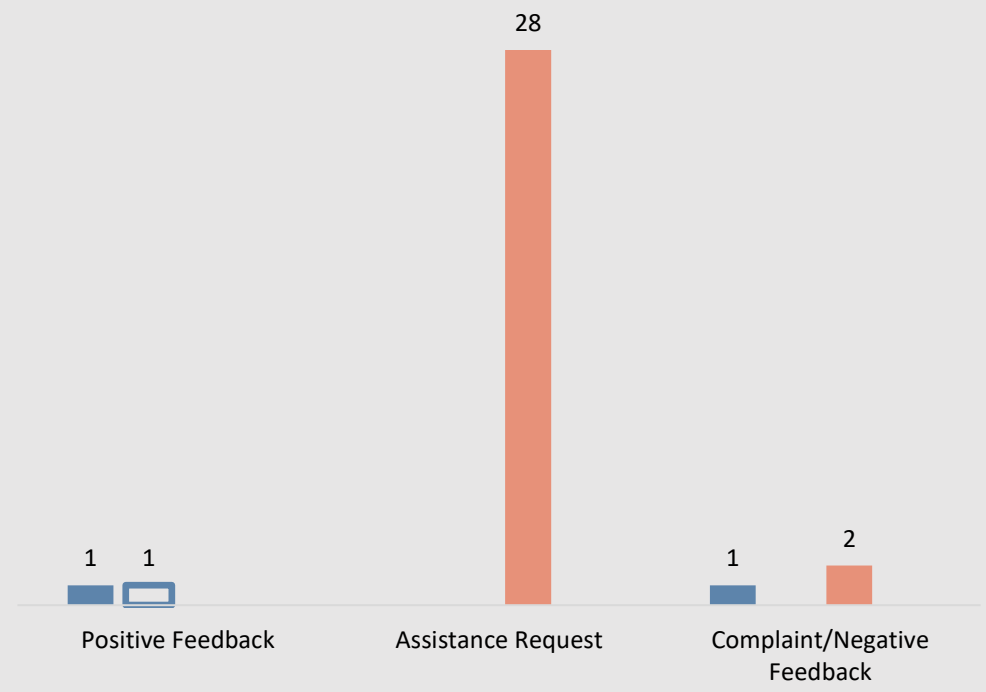
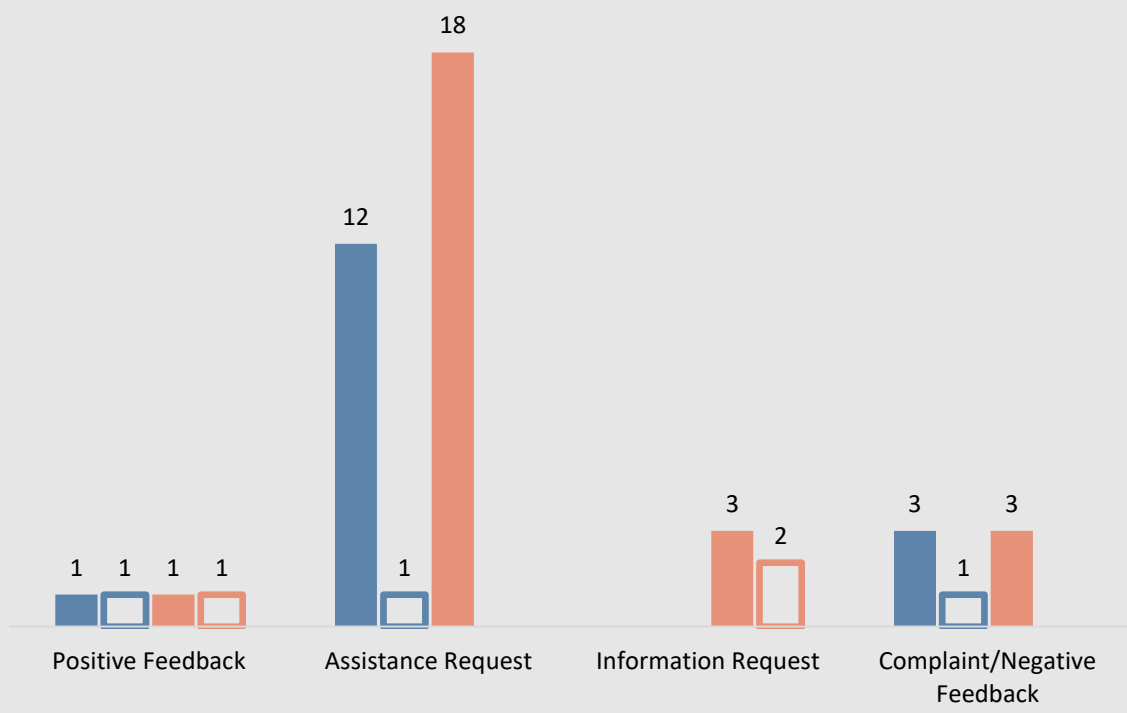
Nampula	1
Cabo Delgado	24



1 Oct - 31 Oct 2021
 Cases Registered:
25
 Feedback Provided:
3

1 Oct - 31 Oct 2021
 Cases Registered:
30
 Feedback Provided:
0

Sofala	5
Zambezia	1
Nampula	1
Cabo Delgado	23



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

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

CHILD PROTECTION



1 Oct - 31 Oct 2021

Cases Registered:
11
Feedback Provided:
11

GBV

1 Oct - 31 Oct 2021

Cases Registered:
7
Feedback Provided:
7

Tete	1
Maputo Provincia	3
Cabo Delgado	3

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 several months for resolution by **Linha Fala Criança** and **GBV** cluster

Sofala	4
Manica	1
Nampula	2
Cabo Delgado	2
Gaza	1
Maputo Provincia	1



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

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

INGD

IDP REGISTRATION

Sofala	11
Inhambane	1
Nampula	1

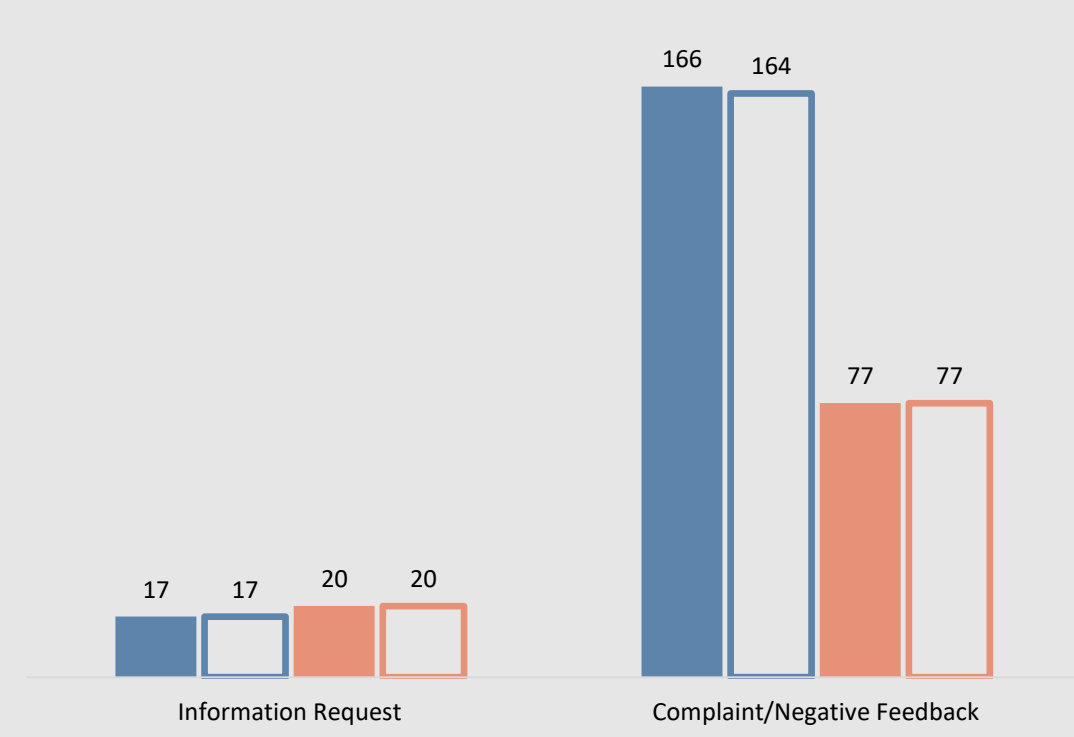
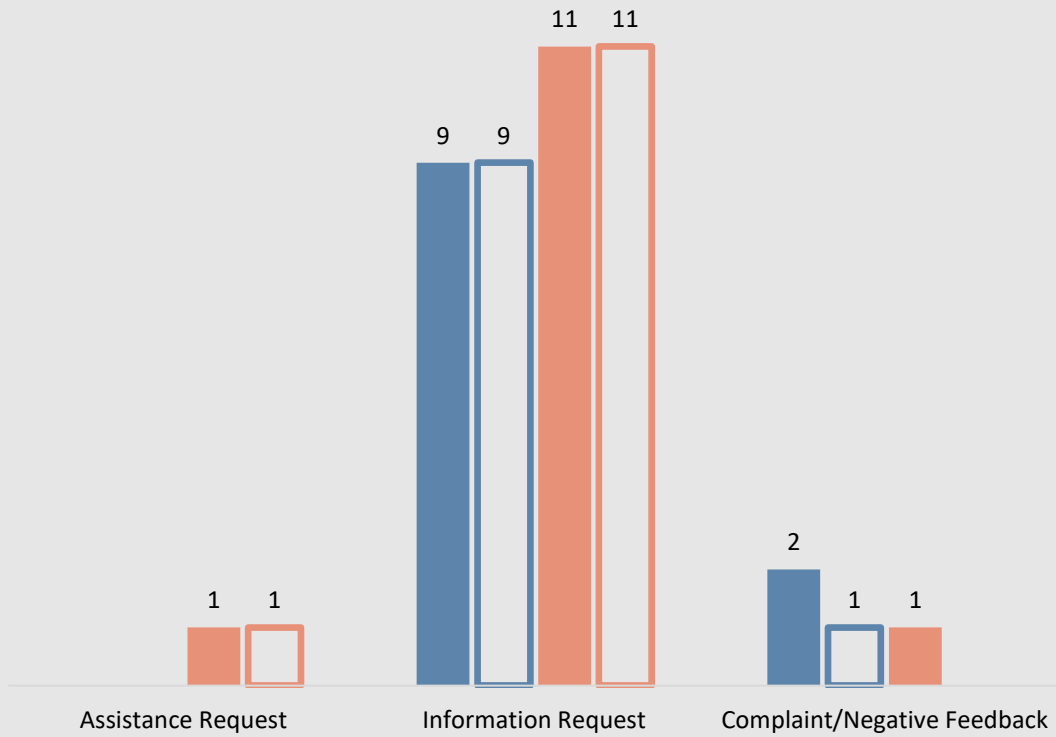
1 Oct - 31 Oct 2021

Cases Registered:
13
Feedback Provided:
12

1 Oct - 31 Oct 2021

Cases Registered:
97
Feedback Provided:
97

Nampula	1
Cabo Delgado	96



Registered Cases 1 - 30 Sep Feedback Provided 1 - 30 Sep
Registered Cases 1 - 31 Oct Feedback Provided 1 - 31 Oct

Registered Cases 1 - 30 Sep Feedback Provided 1 - 30 Sep
Registered Cases 1 - 31 Oct Feedback Provided 1 - 31 Oct

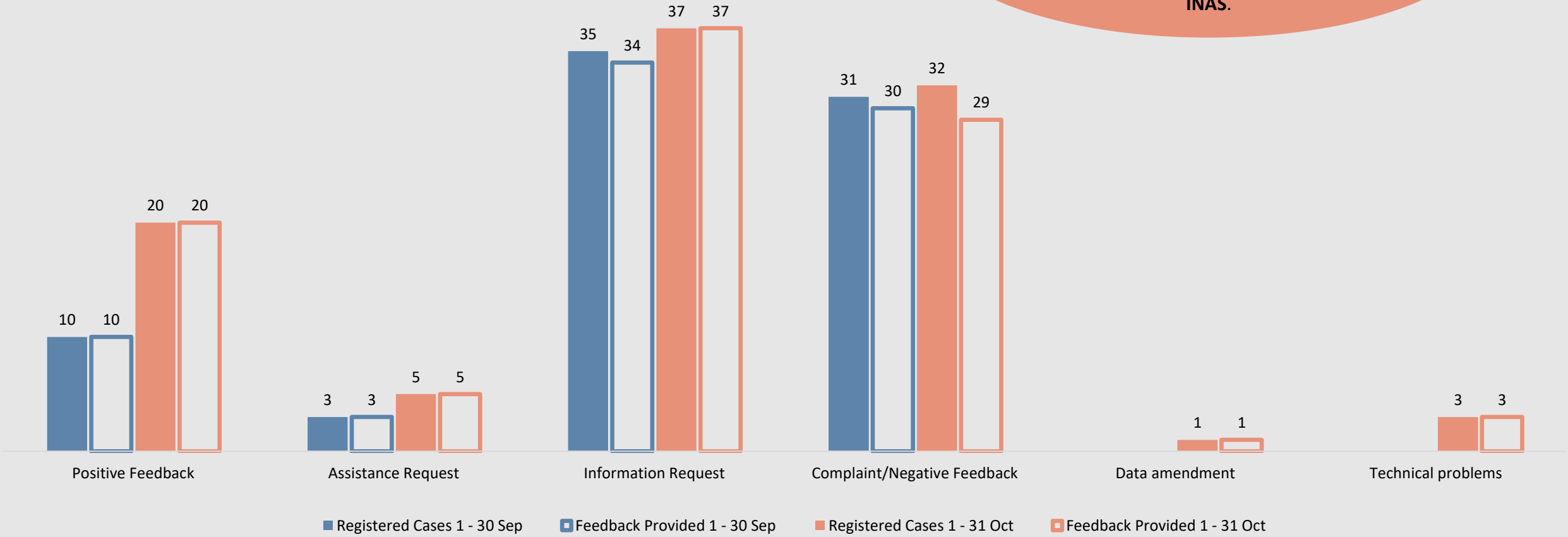
SOCIAL PROTECTION/INAS



Sofala	34
Zambezia	30
Tete	18
Cabo Delgado	15
Maputo Provincia	1

1 Oct - 31 Oct 2021
 Cases Registered:
98
 Feedback Provided:
95

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



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST OCTOBER – 31ST OCTOBER 2021

Overview

- ❖ **24,424** cases have been registered through Interagency hotline CFM from January 2021 to 31st October 2021. The overall feedback rate is 95% having increased by 1 percentual point since last month.
- ❖ **2,498** cases have been registered in the month of October 2021 with **feedback rate of 88%**, the remainder of the cases are closed as Linha Verde 1458 receives responses from different actors. Registering a decrease from the previous month. The cases are divided and analyzed according to location and response as follows.
 - 55% of cases registered are regarding the Covid-19 situation in the country. Linha Verde 1458 continues to be a source of daily updates for affected population who have no other source of information regarding the daily number of cases.
 - 33% of cases registered are regarding the humanitarian response in the northern region as the affected population battles to adjust to new life in new communities, facing various challenges.
 - 9% of cases were from the central region of the country in locations where INGD is still providing livelihoods assistance and in other locations where INAS running social protection interventions.
 - 3% come from the southern region of the country, showing a reducing trend in engagement from the population affected by cyclical drought as there are currently no active humanitarian assistance programs.

Trauma sensitive approach training for Linha Verde 1458 operators by UNICEF - 21st and 28th October 2021

- ❖ The operators of the emergency response hotline (Linha Verde da Resposta a Emergencia 1458) received a training on the use of trauma sensitive approach in the hotline service, to equip the team to interact with members of the affected population who have been and continue to be survivors of various traumas related to violence and displacement. The objective of the training was to ensure that the methods of communication via the hotline with beneficiaries and the broader affected population are trauma sensitive and do not cause more harm. The training sessions took place at UNICEF offices in Maputo.
- ❖ Linha Verde 458 will proceed to review its protocols in information provision to ensure that the service is sensitive to people who have suffered traumatic experiences.

- ❖ Joint ownership of Linha Verde 1458, with direct linkages to the different agencies and clusters enables active capacity building opportunities to operators on different subjects pertaining to humanitarian action in Mozambique, ongoing programs and how they respond to different needs. This allows the service to better attend to the needs of the affected population.

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

- ❖ A total of 827 cases were registered on Linha Verde 1458 over the past month which indicates a notable reduction of 40% since last month.
- ❖ Of the 827 cases registered over the last month 389 were information requests, 225 complaints, 150 assistance requests and 57 positive feedback.

IDP Registration Issues

Complaints

- ❖ **77** of exclusion error claims are from callers claiming to be IDP's who have never received any type of humanitarian assistance as they do not eventually make it on to lists at all. Linha Verde 1458 has been engaging with the Registration Working Group and WFP Protection Unit to determine how these people may be registered and assisted.

Information Requests

- ❖ IDPs in various districts in Cabo Delgado continue to request information on how to be registered for inclusion in humanitarian assistance. Linha Verde 1458 guides callers to reach out to their local leaders in order to be registered in the community and gain access to assistance in line with the current management of beneficiary lists. Linha Verde 1458 is aware of WFPs vulnerability-based targeting and will adjust communications when this targeting approach will be completed.

Food Assistance

Information Requests

- ❖ A majority of information requests concern distribution timings, mainly coming from beneficiaries of food assistance programs.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST OCTOBER – 31ST OCTOBER 2021

- Linha Verde 1458 shares planned distribution dates as shared by WFP allowing first case resolution.
- The service would benefit from receiving distribution plans from other organizations providing food assistance in the communities in Cabo Delgado.
- ❖ Callers have enquired about targeting criteria used to select beneficiaries of food assistance programs. Linha Verde 1458 has provided information regarding the current targeting criteria (status-based) applied by food assistance providers and has begun to explain to callers how the non-conditional criteria for assistance will change soon to refer more specifically to vulnerability.
- ❖ A small number of callers requests clarifications on the objective of Linha Verde 1458.

Complaints

- ❖ A notable decrease in the complaints especially exclusion errors, the total exclusion errors reduced from 481 to 168 in October 2021.
 - **84** of the 168 **exclusion error claims** are from people claiming to have been receiving food assistance but did not in the last distribution for one reason or the other. WFP has been working with cooperating partners to ensure that lists are crossed checked with the complaints made in consultation with local leadership. This helps the local leadership to update the lists according to the criteria being observed.
- ❖ Allegations of abuses of power also reduced from 68 to 29. A total of 22 cases reported of abuses of power relate to food assistance programs allegedly perpetrated by local leaders.
 - Out of these **16 are claims of fraud** where callers have cited that local leadership include non-eligible members of the host communities to receive food assistance.
 - The claims of corruption were from people claiming that local leaders in charge of lists **were charging values between 1,000 – 2,000 MT** to include people in lists. These cases have been shared with food assistance partners for investigation and action.

- ❖ Beneficiaries of WFP food assistance from Meculane resettlement site complained about being made to travel to Meculane village for a registration activity between the 13-14 of October 2021. They were concerned about the distance and would have preferred if the activity took place at the distribution point in the resettlement site.

- ❖ Complaints were also received regarding the quantities of food being distributed per family
 - Some callers claimed that their families were too large, and the rations were small. Linha Verde has informed beneficiaries that rations are provided according to family size. And if their family size goes above the established number to receive one ration then they should receive two.
- ❖ Callers also complained that some cooperating partners did not complete the distribution the same day and that some people did not receive assistance. Linha Verde 1458 informs callers that organizations tend to leave with food when the beneficiaries do not show up. They are also informed that just because a beneficiary does not show up to the distribution point, this does not mean, their food will be given to someone else. Therefore, the partners will go back the following or at a later date to distribute to those who were not there.

WASH, Shelter & CCCM

Assistance requests

- ❖ A total of **150** assistance requests were received, the majority being requests for NFIs (113), of these **90** are for **shelter items**, **20** cases are divided into requests for **hygiene items and WASH services**.
- ❖ Linha Verde 1458 has registered 90 assistance requests for shelter items (**blankets, tarpaulins, kitchen utensils, grass mats and iron sheets**). These assistance requests have been received mostly from Ancuabe, Metuge, Montepuez, Balama, Chiure, Mueda and Ibo. Linha Verde 1458 has referred all assistance requests to Shelter Cluster.
- ❖ Assistance requests from Montepuez were for hygiene items (**soap, toothpaste and toothbrushes, water purifying agent, masks**).
- ❖ People have called from Montepuez (Upajo), Metuge and Ancuabe requesting assistance in increasing the supply of water and addition of water points as people are forced to wait in long queues or water supplies have finished. This means that people have to travel, in some cases long distances, to other communities to get water where they are usually charged more and risk clashes with the host community. Linha Verde 1458 channeled all the requests to WASH Cluster focal point for awareness and action.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST OCTOBER – 31ST OCTOBER 2021

Complaints

- ❖ Callers from Montepuez (Upajo) and Ancuabe (Metoro) resettlement sites expressed frustration that they had been engaged by humanitarian actors to take part in activities like **clearing the land in the resettlement sites** and building houses but had not received the promised payment for this work.
- ❖ Members of Eduardo Mondlane resettlement site in Mueda have claimed that local leaders have been forcing them to share the payment they get from a partner for carpentry work at the site.
- ❖ From both Ancuabe and Metuge callers have complained **about exclusion from distribution of shelter items**.

Education

- ❖ Parents and children in resettlement sites in Chiure, Ancuabe, Metuge and Pemba have called Linha Verde 1458 requesting **school uniforms, backpacks, shoes, and stationary items** to enable school attendance.

Central Region Response: 1st – 31st October 2021

- ❖ A total of **216** cases have been registered from the central region. The majority are information requests (153), followed by complaints (28), assistance requests (16) and positive feedback (15) and a small number of cases regarding technical problems and updating of personal details.

Food Assistance

Information requests

- ❖ Most the information requests concern the duration of the WFP food assistance programmes that ended in July 2021. The previous beneficiaries call to ask if there is planned assistance for this lean season with many claiming that they still do not have good sources of food.

General Services

- ❖ 42 Information requests received regarding the objective of Linha Verde 1458 from people who have recently come to know of the existence of the hotline service. These are from Sofala, Zambezia and Manica.

Complaints

- ❖ A few complaints were received from beneficiaries of IDE (International Development Enterprises) livelihoods assistance program in which distributions of agricultural inputs (seeds and tools) were carried out at the start of the program. Beneficiaries mention that they were each charged 300 meticaís by the workers of the organization during the second round of distributions of the same materials, receiving receipts for the payment. The callers complained that they do not have this money available and did not understand why they had to pay the second time around when they didn't pay their first time.

Weather related queries

- ❖ The remaining information requests concern weather forecasts as the country has experienced rain and strong winds throughout the month. People call to find out if there have been any serious early warning messages issued by the National Institute of Meteorology (INAM).

INAS Covid-19 assistance Program

Information requests

- ❖ Information requests received regarding INAS Social Protection program are mostly from beneficiaries asking when the next disbursement will take place.
- ❖ Some ask what the targeting criteria is for social protection program and others call to find out how much they are entitled to receive.

Complaints

- ❖ Majority of the complaints registered were exclusion error claims from beneficiaries of INAS Covid-19 assistance program. Callers claiming to be beneficiaries who have been registered indicated that they did not receive the latest disbursement. Most of the cases are from Milange in Zambezia and Marromeu in Sofala.
- ❖ 2 reports of **abuses of power** received from Nhamatanda and Marromeu separately where people claimed to have been charged by INAS focal points and partners in charge of registration between **100 - 200 MT** to be registered as beneficiaries of the INAS Covid-19 assistance program.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST OCTOBER – 31ST OCTOBER 2021

Assistance requests

- ❖ A few assistance requests were received from beneficiaries of the INAS Covid-19 assistance programme who needed assistance in reporting the loss of their mobile phones, the mobile phones they received to after being registered as beneficiaries of the assistance. Callers were informed that mobile phones are not replaced however they need to get new sim cards and new phones and they should continue to receive the assistance as normal.

Technical problems and data amendment

- ❖ A few complaints were made regarding technical problems experienced by beneficiaries of INAS Covid- 19 assistance program. They were advised to visit INAS offices or focal points in the community to report these cases.

Shelter

- ❖ 4 were received regarding two different construction programs (construction of houses in resettlement sites in Buzi and construction of what was referred to as “casa de reportacao” in Ncura and Mandruzi resettlement sites in Nhamatanda). Callers were people who claimed to have been engaged by organizations to assist in the activities stating that they had not been paid for their work as promised.

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

- ❖ Cases received from the southern region of the country have reduced over the last month. A total of 69 cases have been registered, most were information requests (48), followed by assistance requests (9) and an equal number of complaints and positive feedback.

Information Requests

- ❖ A majority of the information requests are from previous beneficiaries of WFP lean season assistance who continue to ask for food assistance to be provided to them as they are facing food insecurity due to the lack of rain. Most come from Panda in Inhambane, and others are from Moamba in Maputo.
- ❖ Other information requests are related to queries about the objective of the hotline service by people who have recently heard about it or seen the number somewhere.

INAS Social Protection Covid-19 Assistance Program

Information Requests

- ❖ A small number of information requests regarding the disbursement dates from INAS beneficiaries in Moatize in Tete.

Assistance requests

- ❖ A majority of the assistance requests are for GBV and Child Protection services, these will be discussed in the protection section below.

Complaints

- ❖ 6 exclusion error claims from beneficiaries of INAS Social protection program. Callers claim that they are registered as beneficiaries of the program, have received phones and have not received assistance. All cases have been shared with INAS focal points through the WFP CFM focal point in Tete.

Protection: 1st – 31st October 2021

- ❖ Linha Verde 1458 has registered a total of 42 protection cases divided as follows:
 - **11 child protection cases** received from the southern, central and northern region of the country: the cases are sexual abuse, physical violence and early marriage reports. Linha Verde 1458 uses the referral pathways established by protection cluster for Cabo Delgado and Nampula and Linha Fala Criança for other parts of the country. Others are information requests regarding how people can report child protection concerns via Linha Verde da Resposta a Emergencia 1458.
 - **07 GBV** case reports were registered via Linha Verde da Resposta a Emergencia 1458 from Maputo, Tete and Cabo Delgado. Linha Verde 1458 has relied on UNFPA focal points and referral pathways established for Cabo Delgado for referrals in Northern region and Southern region.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST OCTOBER – 31ST OCTOBER 2021

- **30 general protection concerns divided as follows:**

- 11 of general protection cases are requests for assistance in obtaining **civil documentation**, specifically the Mozambican ID. The callers complain that they suffer harassment by local authorities when they try to circulate and lack access to humanitarian assistance. Callers also claim that they do not have the money they are asked to pay for the ID document hence they ask for support from the humanitarian actors in obtaining these. Linha Verde 1458 has referred the cases to the protection cluster to facilitate access to this project. These cases are from **Ancuabe, Chiure and Montepuez**.
- **10** were **assistance requests for relocation to a permanent site** of which 6 of these were from people in Massasse Transit Centre. The people claimed that they were waiting to be relocated as they had been told that it would have already happened at the time of the last call before the end of the month 28th Oct. 2021. Other cases were from Chiure.
- **5** were requests for assistance in land allocation for domestic food production (Machambas) from Metuchira, Nhamatanda in Sofala, the Central region and from Balama and Ancuabe in the Northern region.
- The remaining few were assistance requests from people with disabilities from Dondo and Nhamatanda in Sofala.
- Cases are shared with protection cluster focal points for awareness and informed decision making.

Trends: Covid-19

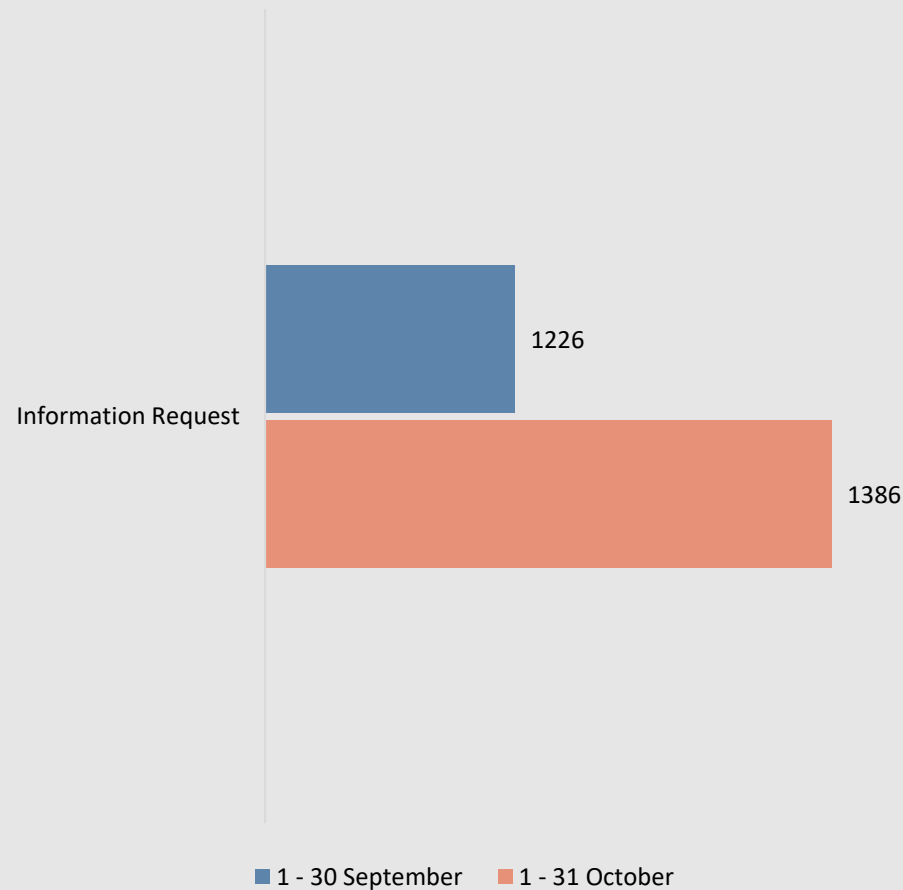
**COVID-19: CASE CATEGORIES AND
CASES BY PROVINCES**
1ST SEPTEMBER – 31ST OCTOBER 2021

1 - 31 Oct 2021

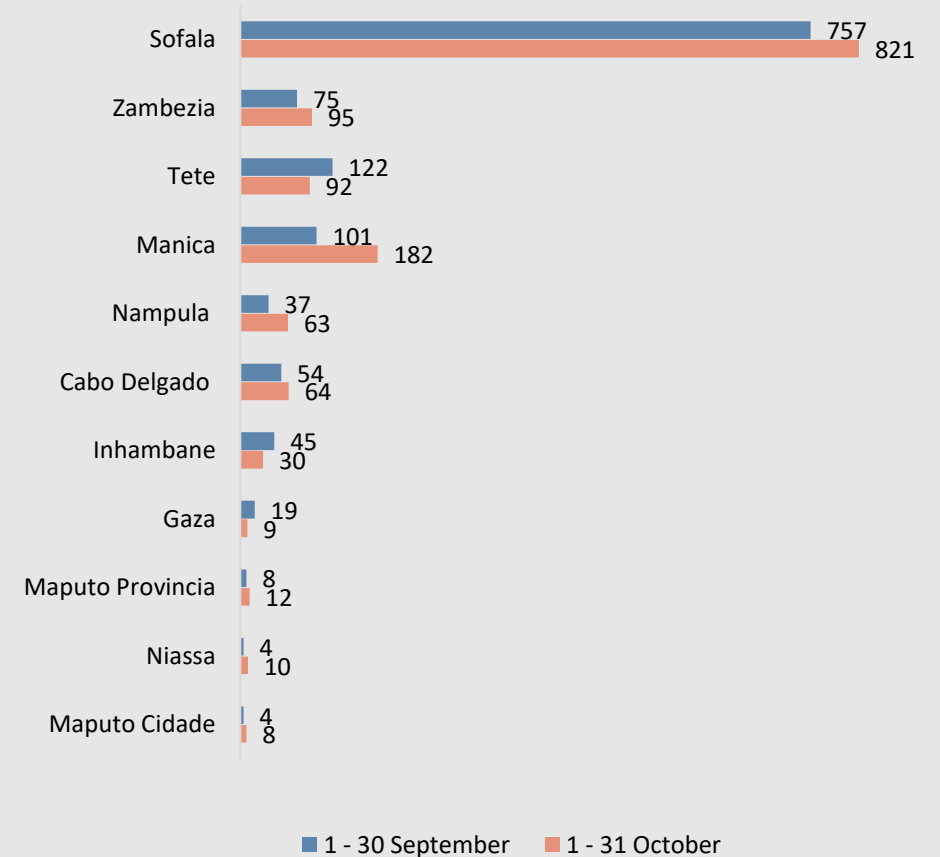
Nr. of cases about Covid-19:
1386

55% of the cases registered through
the Linha Verde 1458 between October
1st and October 31st were Covid-19
related.

CASE TYPES

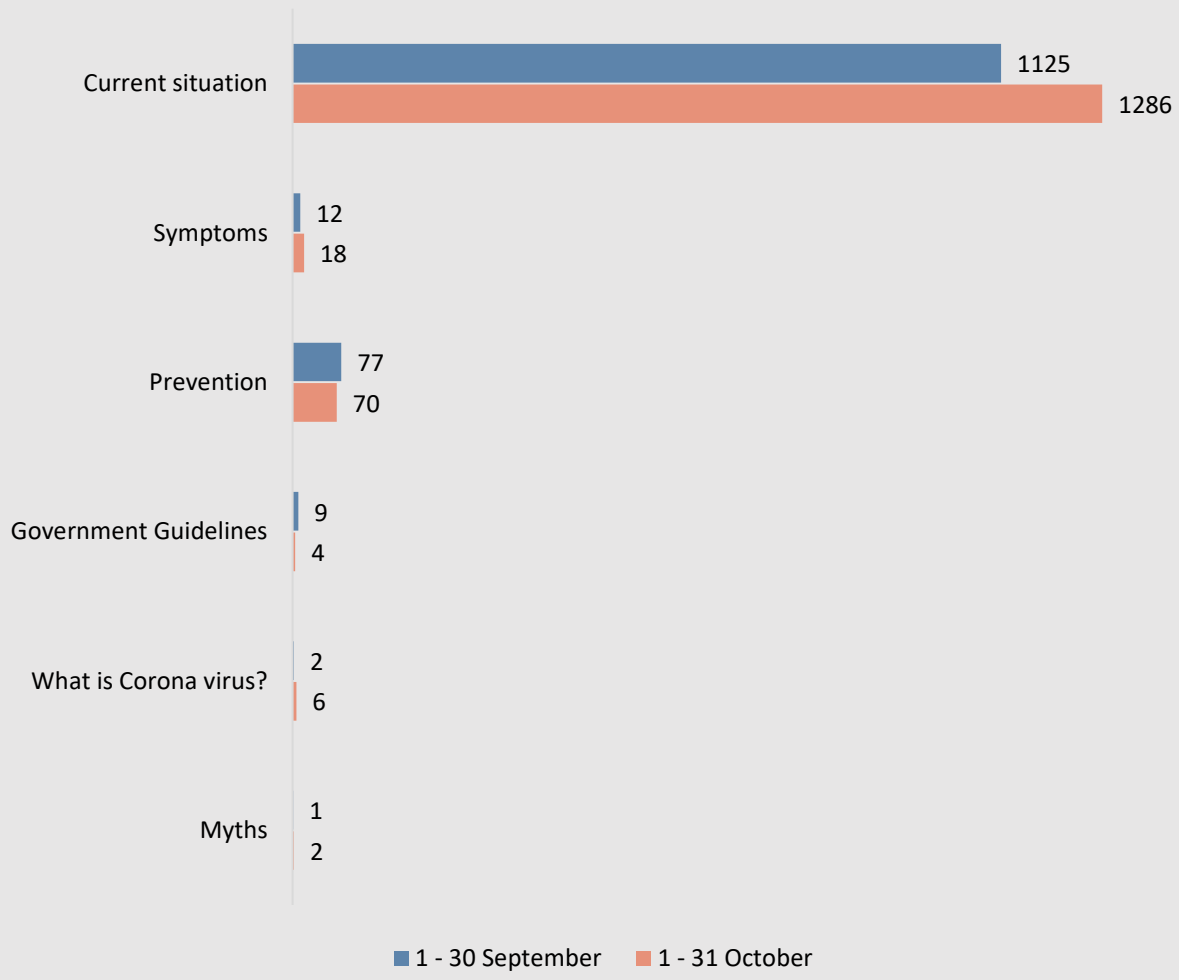


CASES BY PROVINCE

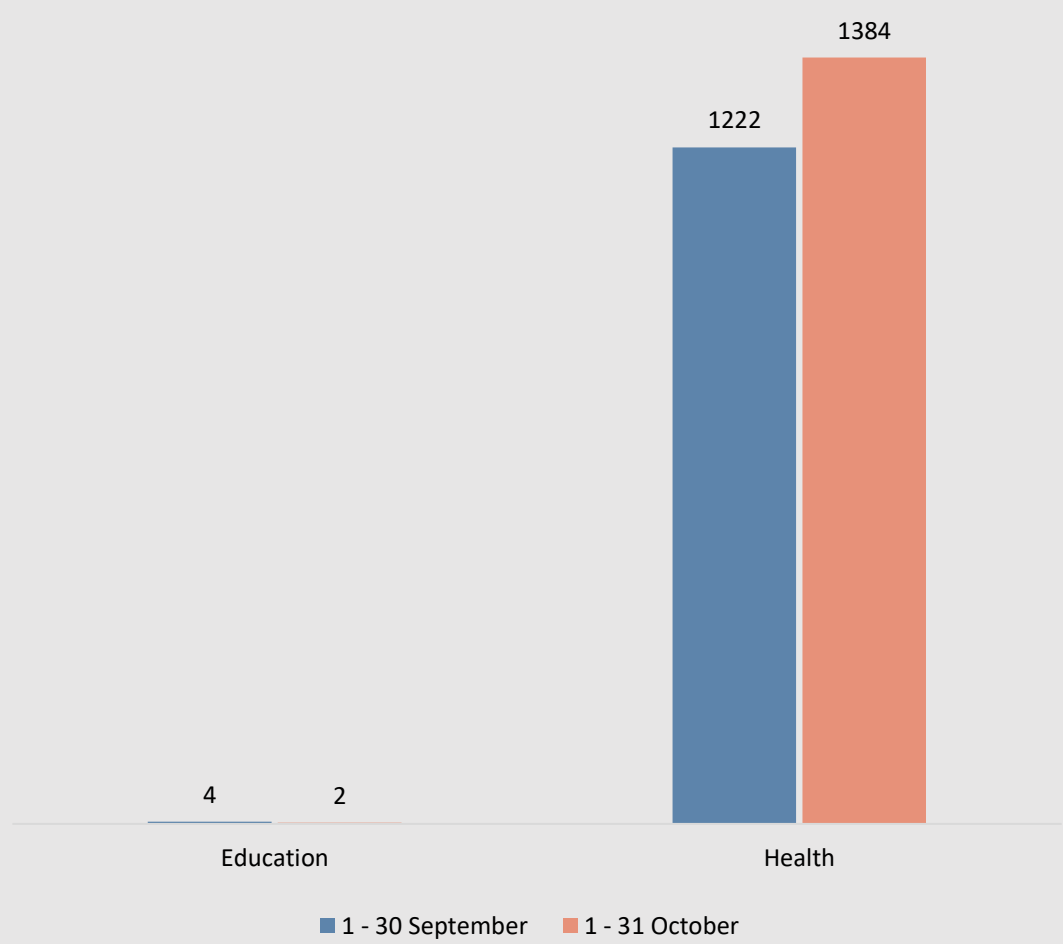


**COVID-19
CASE TYPE BY CATEGORY
SECTORS RELATED
1ST SEPTEMBER – 31ST OCTOBER 2021**

INFORMATION REQUEST



SECTORS

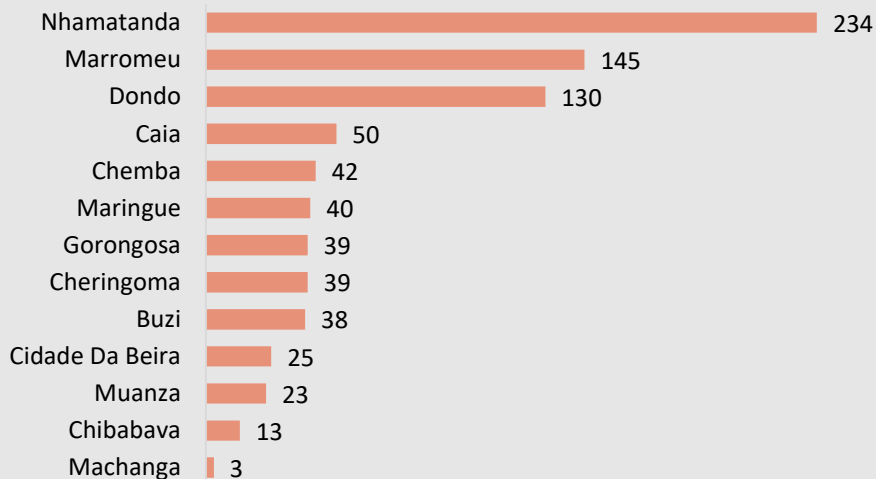




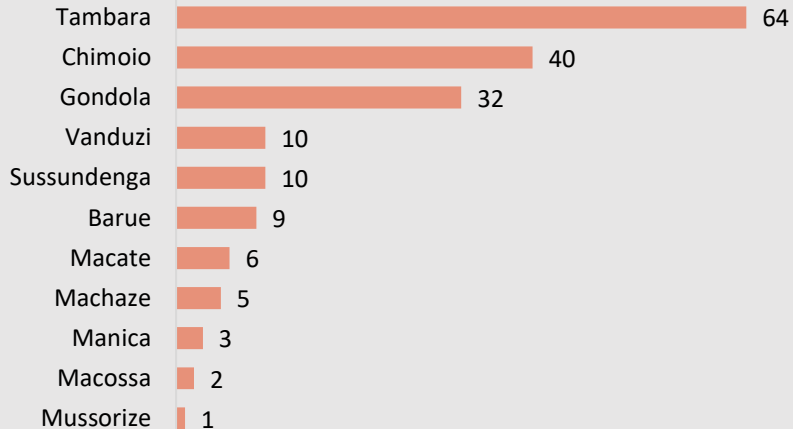
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST – 31ST OCTOBER 2021

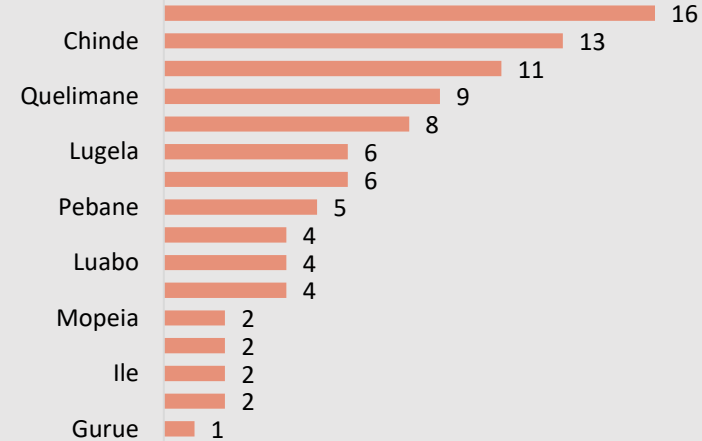
Sofala - 821



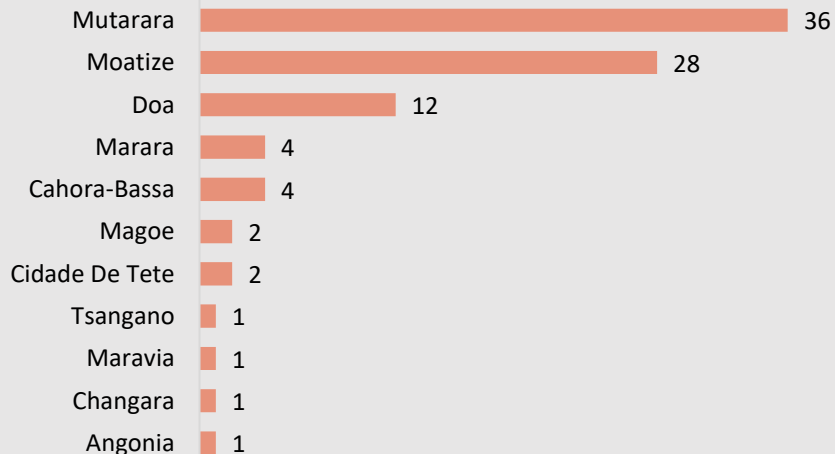
Manica - 182



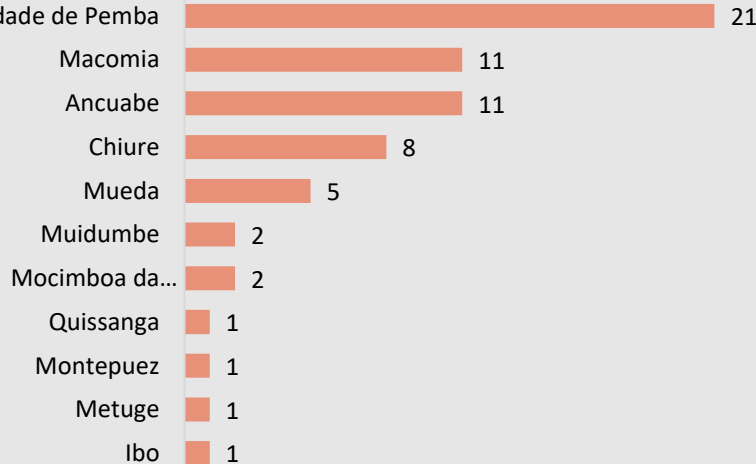
Zambezia - 95



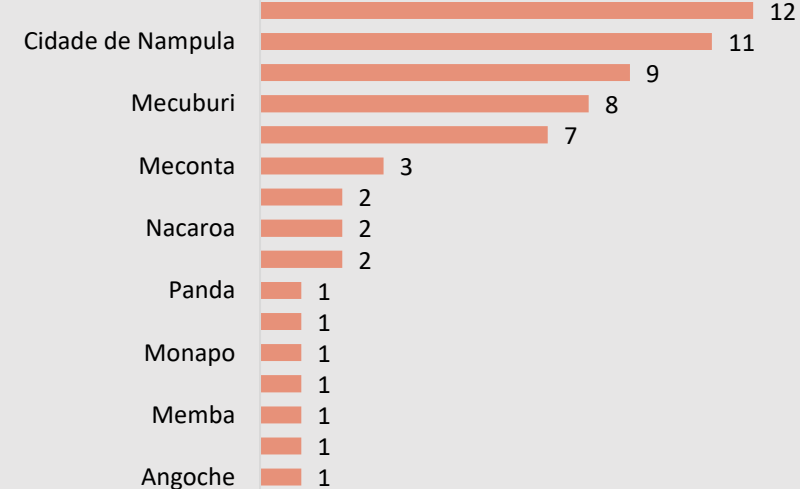
Tete - 92



Cabo Delgado - 64



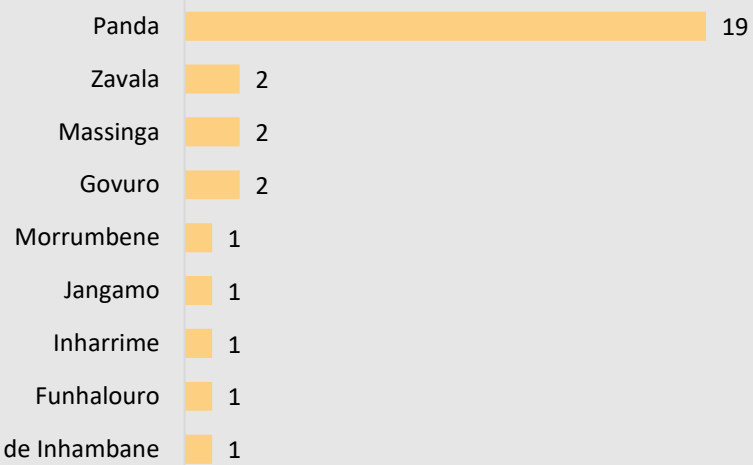
Nampula - 63



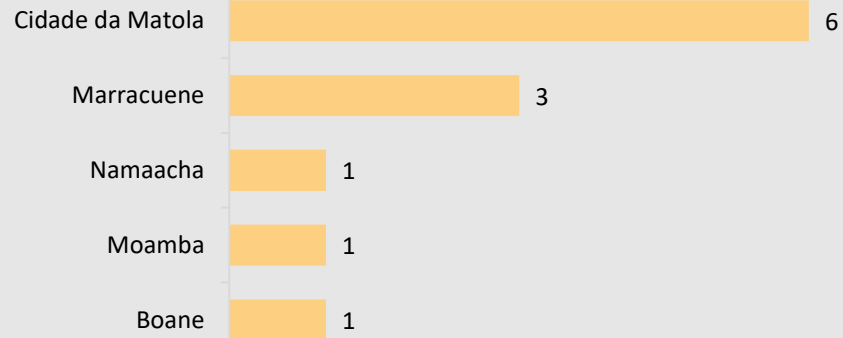
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST – 31ST OCTOBER 2021

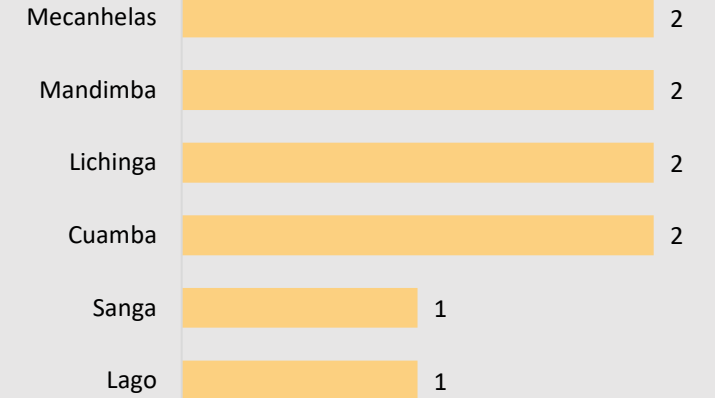
Inhambane - 30



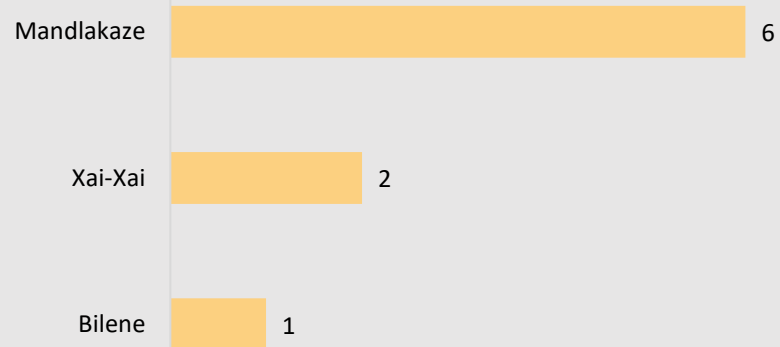
Maputo Provincia - 12



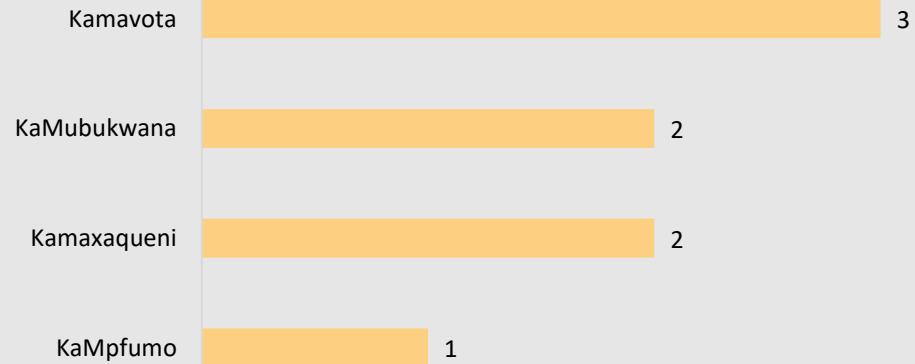
Niassa - 10



Gaza - 9



Maputo Cidade - 8



Covid-19: 1st – 31st October 2021

❖ **1,386** cases were registered concerning the Covid-19 situation in the country:

- 93% of the cases are from people calling looking for the daily number of Covid-19 positive cases even though majority of the population seems to be happy that some of the restrictions have been lifted. Others hope that the situation will not take a drastic turn.
- 5% are cases coming from people still unclear about the measures of prevention. This can be confusing as with some of the restrictions being lifted, a lot of people no longer follow preventive measures accordingly.
- 1% of callers still ask about symptoms as they vary from person to person, we have come to know that the spectrum of symptoms has increased depending on the region and associated health conditions of people.
- People called trying to get clarification on rumors regarding travel and the vaccine certificate. They claim to have been told that they cannot travel to other parts of the country or out of the country without a vaccine certificate. The callers complained saying that not everyone had been vaccinated. Linha Verde 1458 clarified that this was not true but that it is advisable for people to get vaccinated. If they must travel, they are advised that they should get tested and continue to observe preventive measures always as Covid-19 is still a threat.