



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 1st October - 30th November 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.

56,101 Total Cases Registered



96% Feedback Rate
since Jan 1st 2021

27,822 Total Cases Registered
since 1st January 2021

CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 30TH NOVEMBER 2021

CALLER PROFILE



86% male

13% female



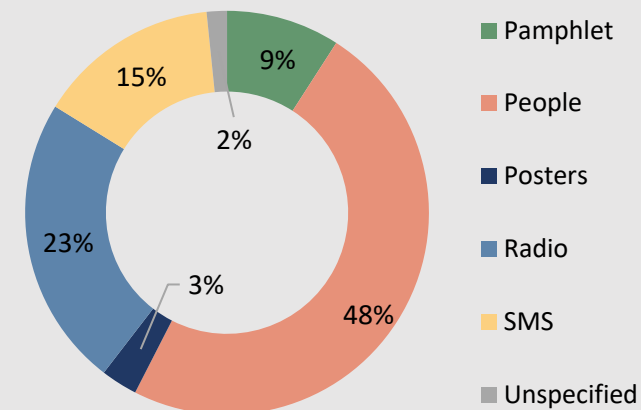
4% 17 and below

94% 18 to 59

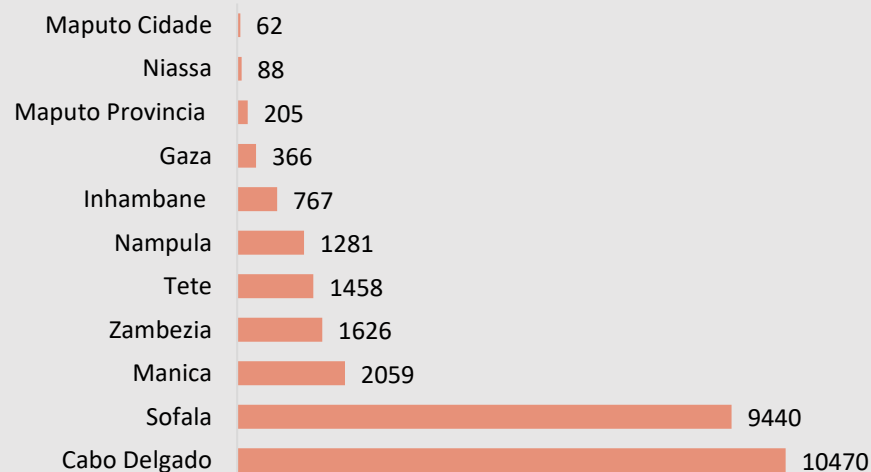
1% 60 and above

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

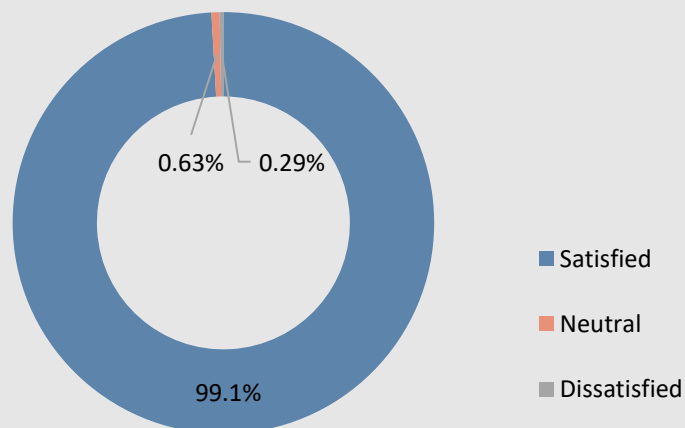
KNOWLEDGE ABOUT LINHA VERDE 1458



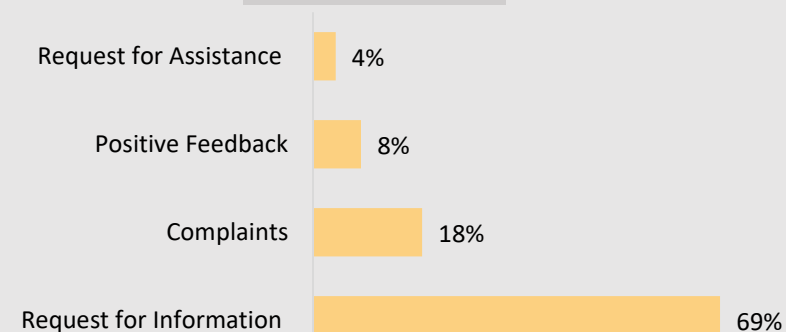
CASES BY PROVINCE



SATISFACTION



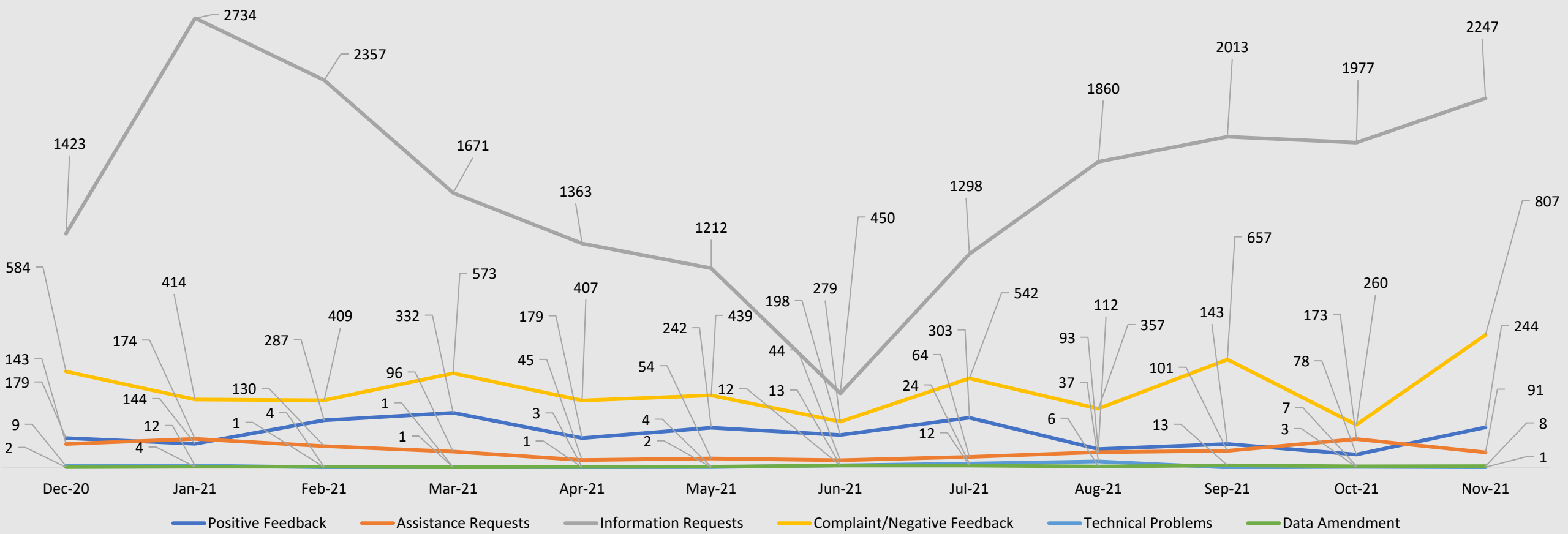
CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

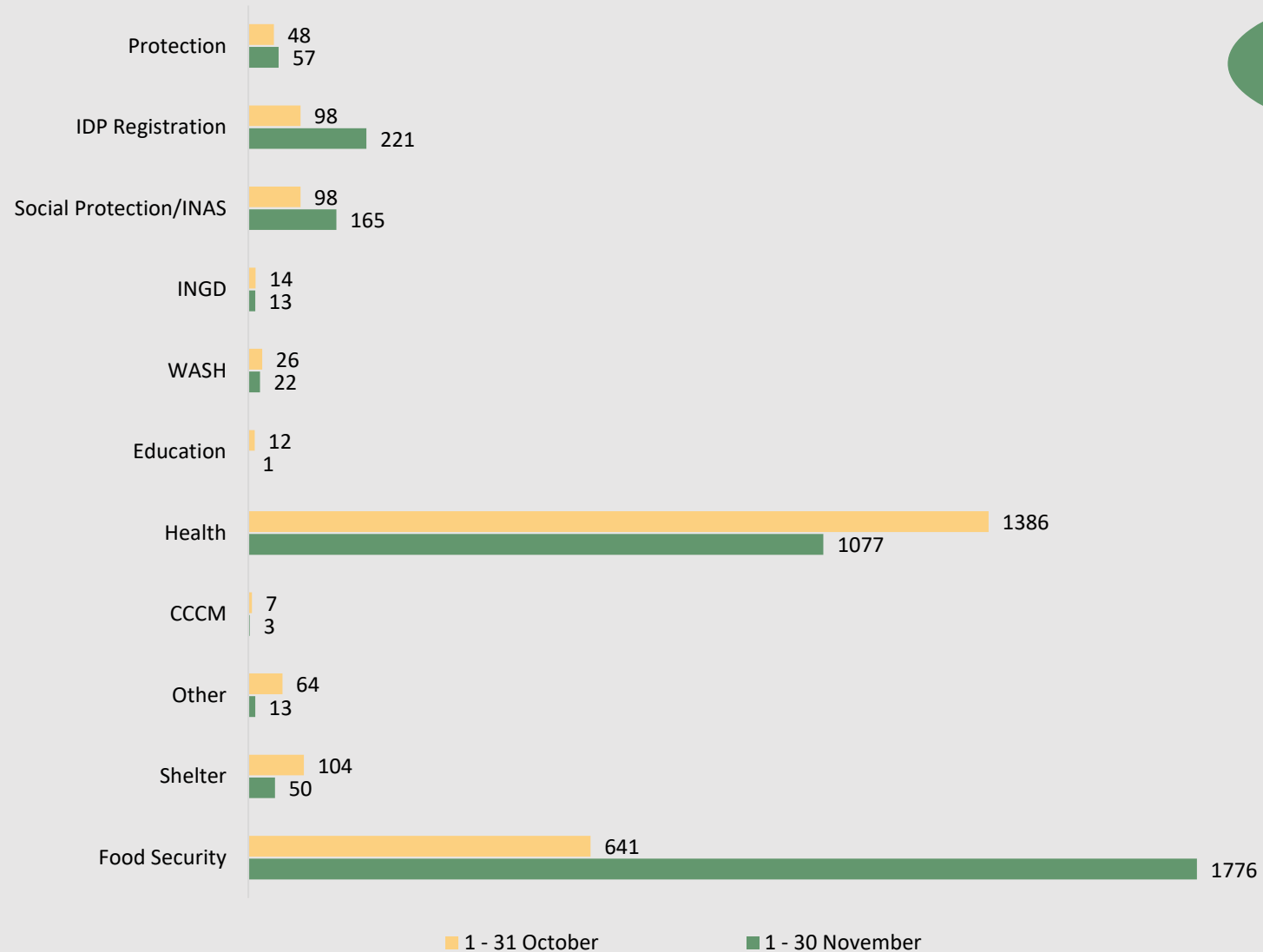
1ST DECEMBER 2020 – 30TH NOVEMBER 2021

1 – 30 November 2021
 Nr. Total Registered Cases:
3,398
 Nr. of calls about Covid-19:
1,077
32% of the cases registered through Linha Verde 1458 between November 1st – 30th were Covid-19 related.



CASES PER SECTOR

1ST OCTOBER – 30TH NOVEMBER 2021



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

CASES PER RESPONSE

1ST OCTOBER – 30TH NOVEMBER 2021

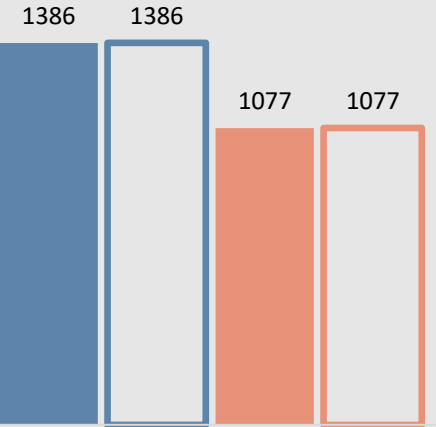
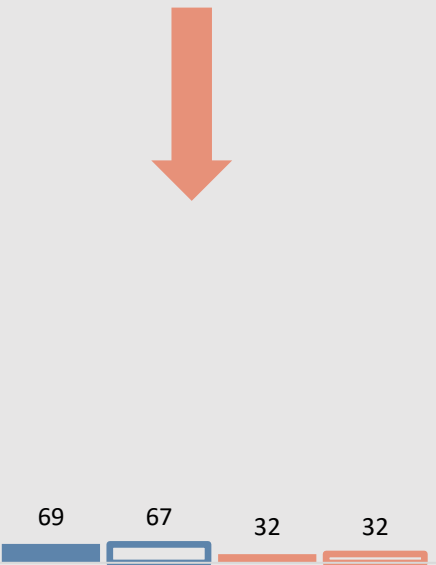
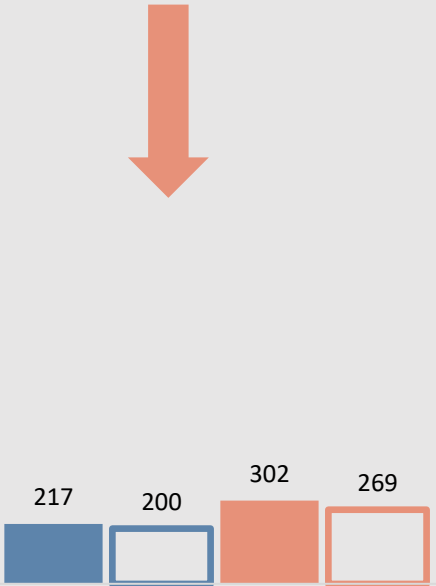
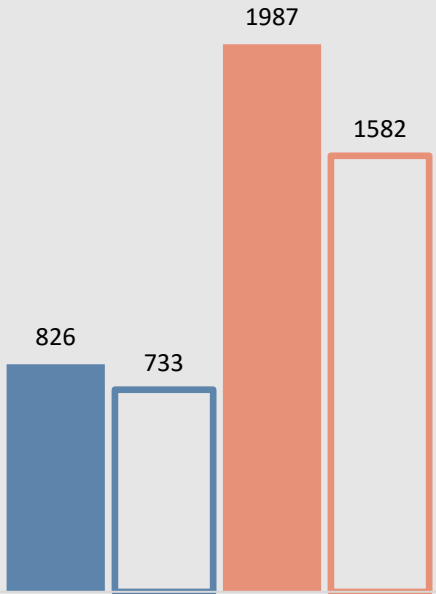


1st - 30th Nov 2021
Cases Registered:
 1987
Feedback provided:
 1582

1st - 30th Nov 2021
Cases Registered:
 302
Feedback provided:
 269

1st - 30th Nov 2021
Cases Registered:
 32
Feedback provided:
 32

1st - 30th Nov 2021
Cases Registered:
 1077
Feedback provided:
 1077



Northern Region response

Central Region response

Southern Region response

COVID-19

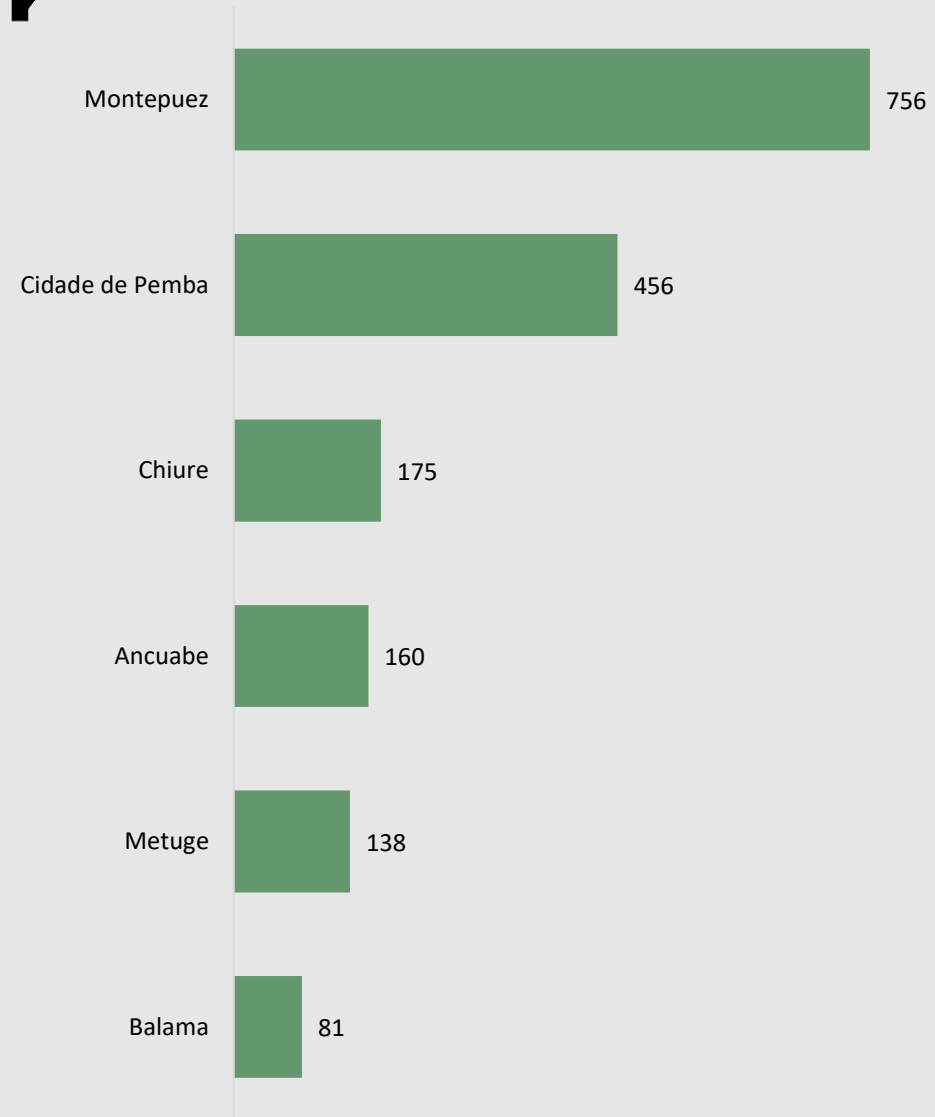
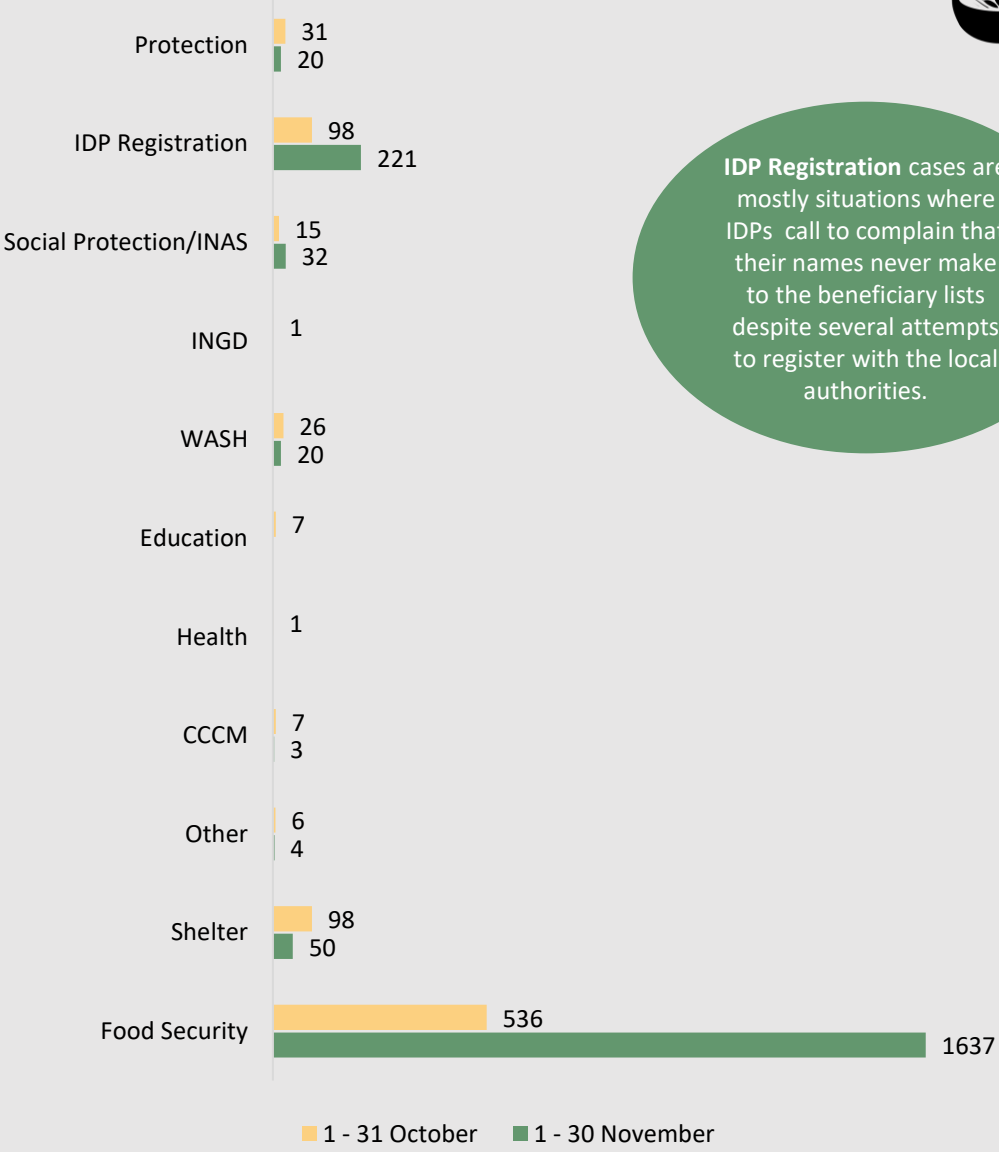
■ Registered Cases 1 - 31 Oct
 □ Feedback Provided 1 - 31 Oct
 ■ Registered Cases 1 - 30 Nov
 □ Feedback Provided 1 - 30 Nov

NORTHERN REGION RESPONSE CASES PER SECTORS 1ST OCTOBER – 30TH NOVEMBER 2021

NORTHERN REGION RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 30TH NOVEMBER 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.



1 - 31 October 1 - 30 November

NORTHERN REGION RESPONSE

1ST OCTOBER – 30TH NOVEMBER 2021

October
 Cases Registered:
826
 Feedback Provided:
89%

November
 Cases Registered:
1987
 Feedback Provided:
80%

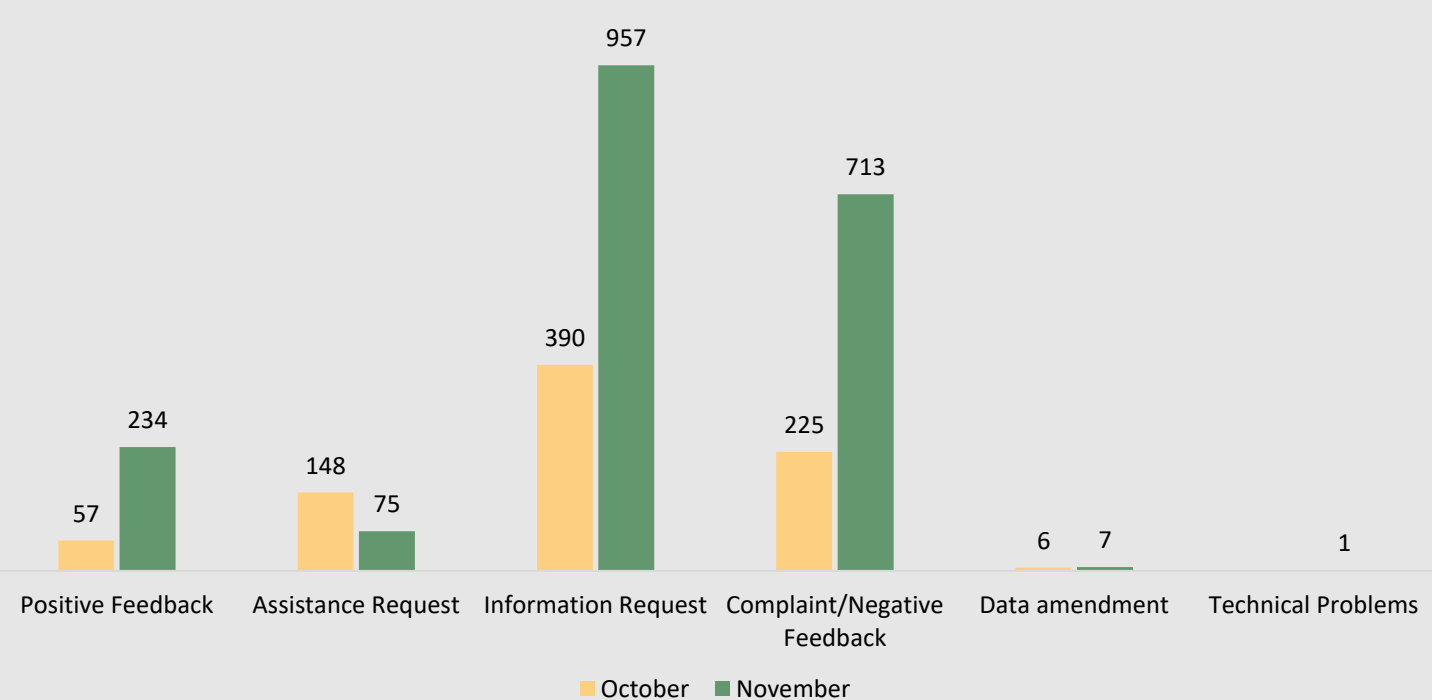
October
 Cases Registered:
147
 Feedback provided:
65%

November
 Cases Registered:
76
 Feedback provided:
64%

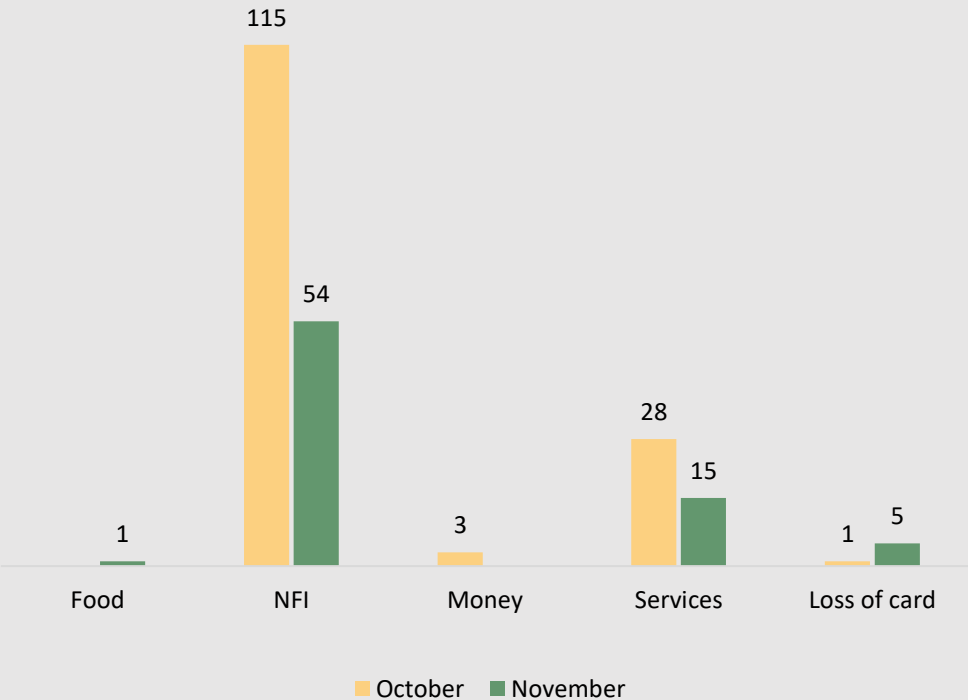


NFI

CASE TYPES



ASSISTANCE REQUEST



NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST OCTOBER – 30TH NOVEMBER 2021

October
Cases registered:
390
Feedback provided:
98%

November
Cases registered:
957
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.



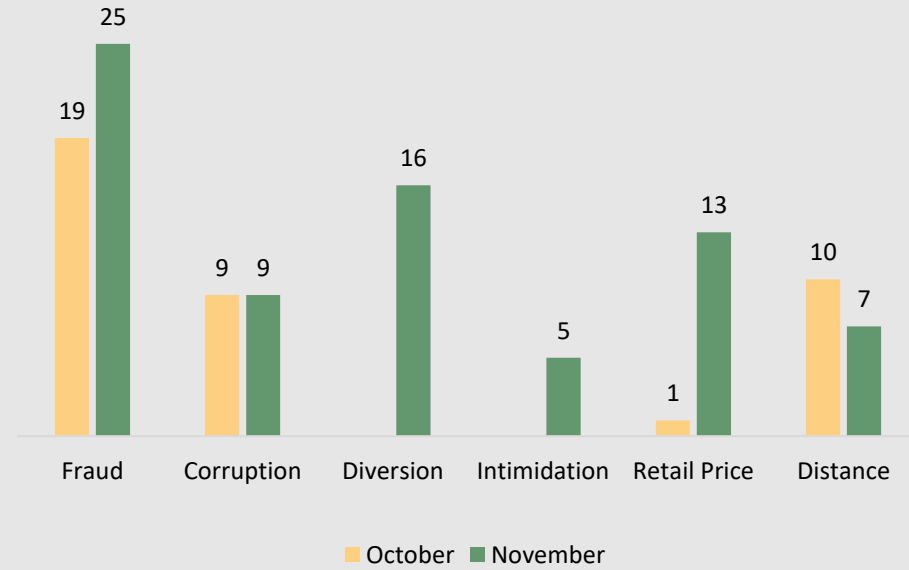
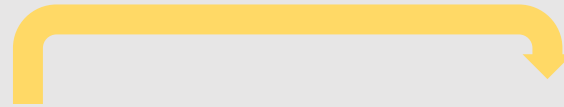
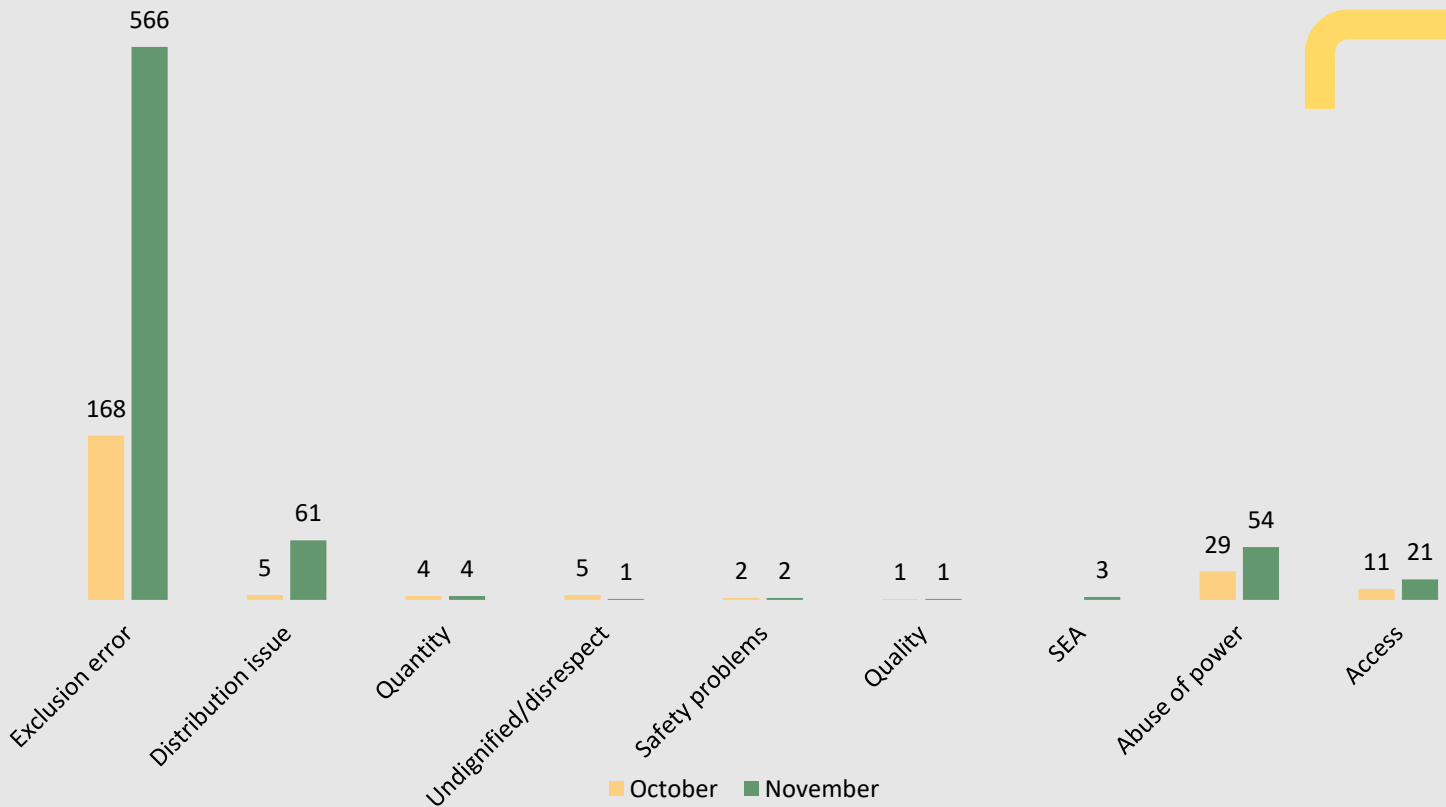
NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1ST OCTOBER – 30TH NOVEMBER 2021

NORTHERN REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST OCTOBER – 30TH NOVEMBER 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

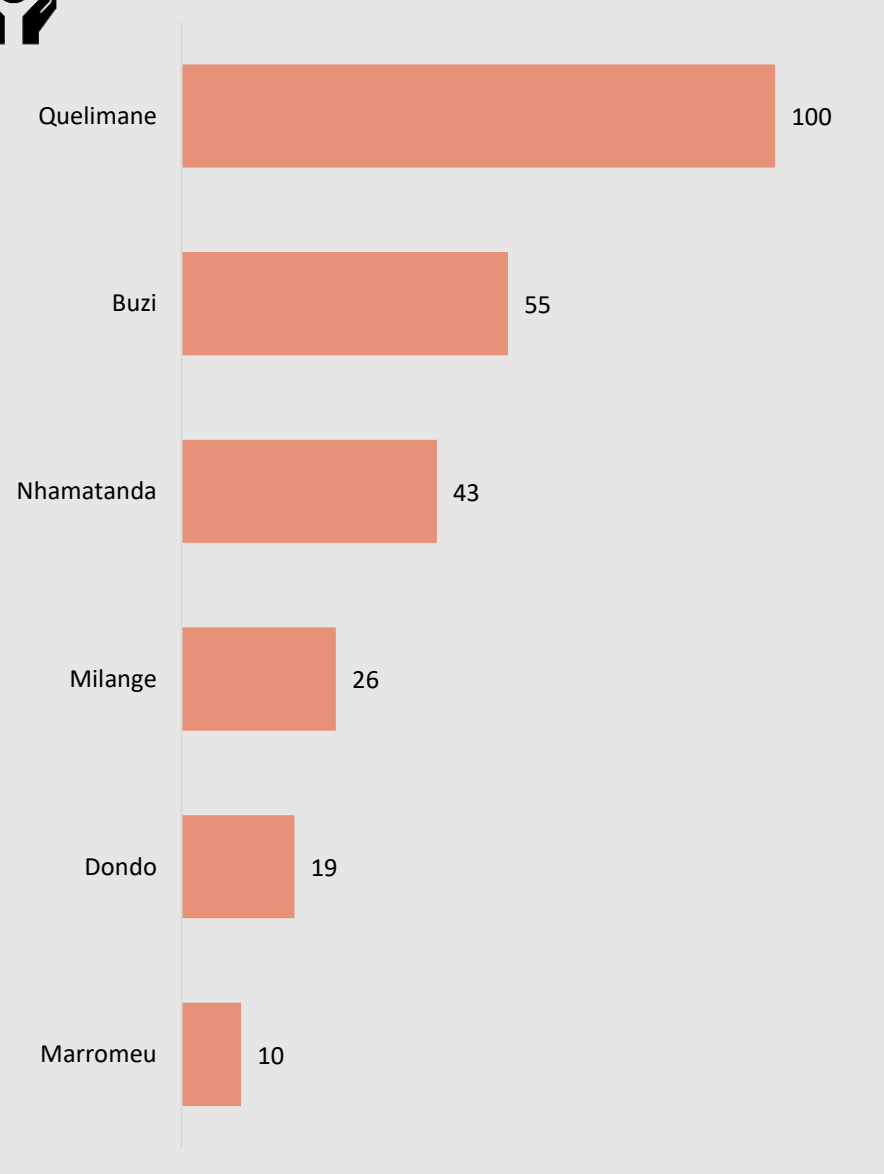
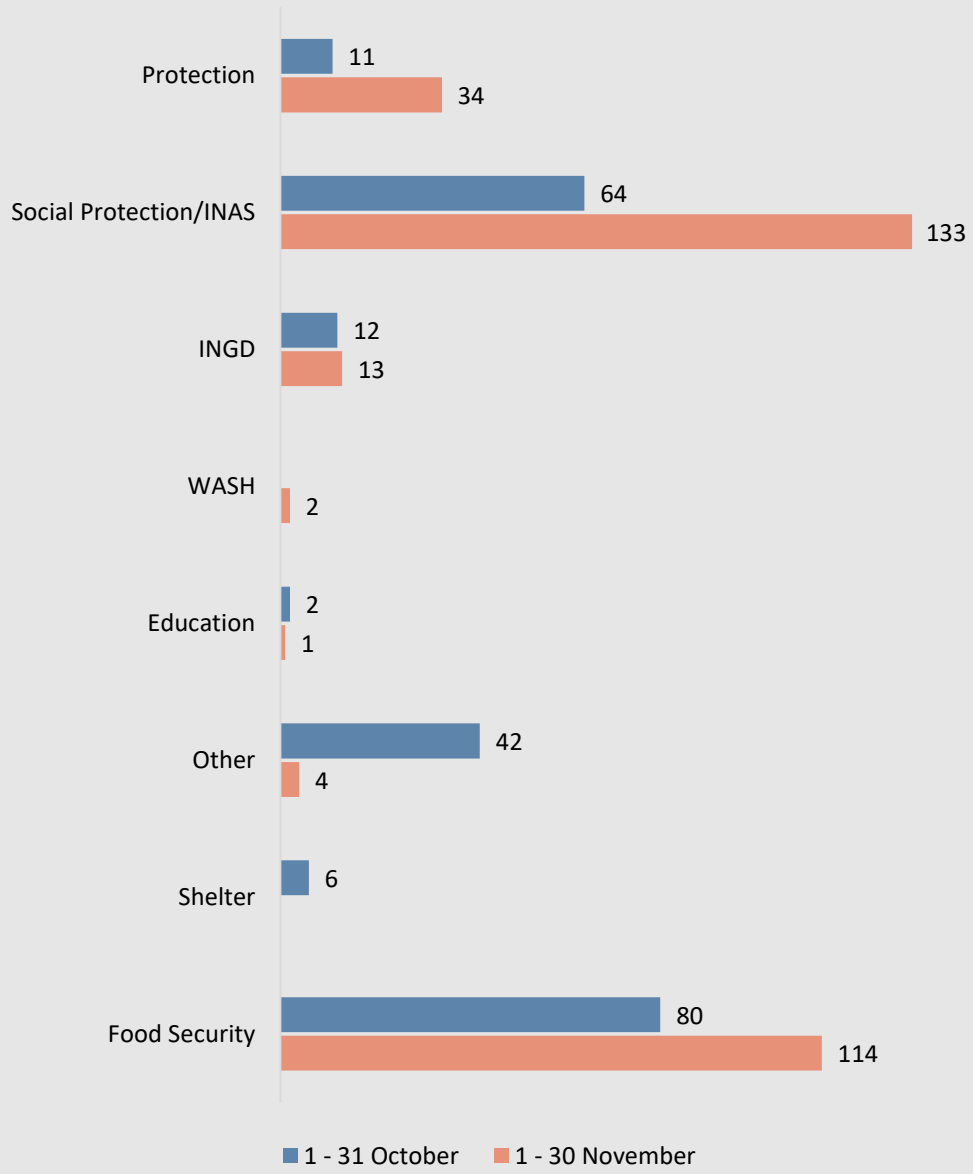


Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION RESPONSE
CASES PER SECTORS
1ST OCTOBER – 30TH NOVEMBER 2021**

**CENTRAL REGION RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 30TH NOVEMBER 2021**



CENTRAL REGION RESPONSE
1ST OCTOBER – 30TH NOVEMBER 2021

October
 Cases Registered:
217
 Feedback Provided:
100%

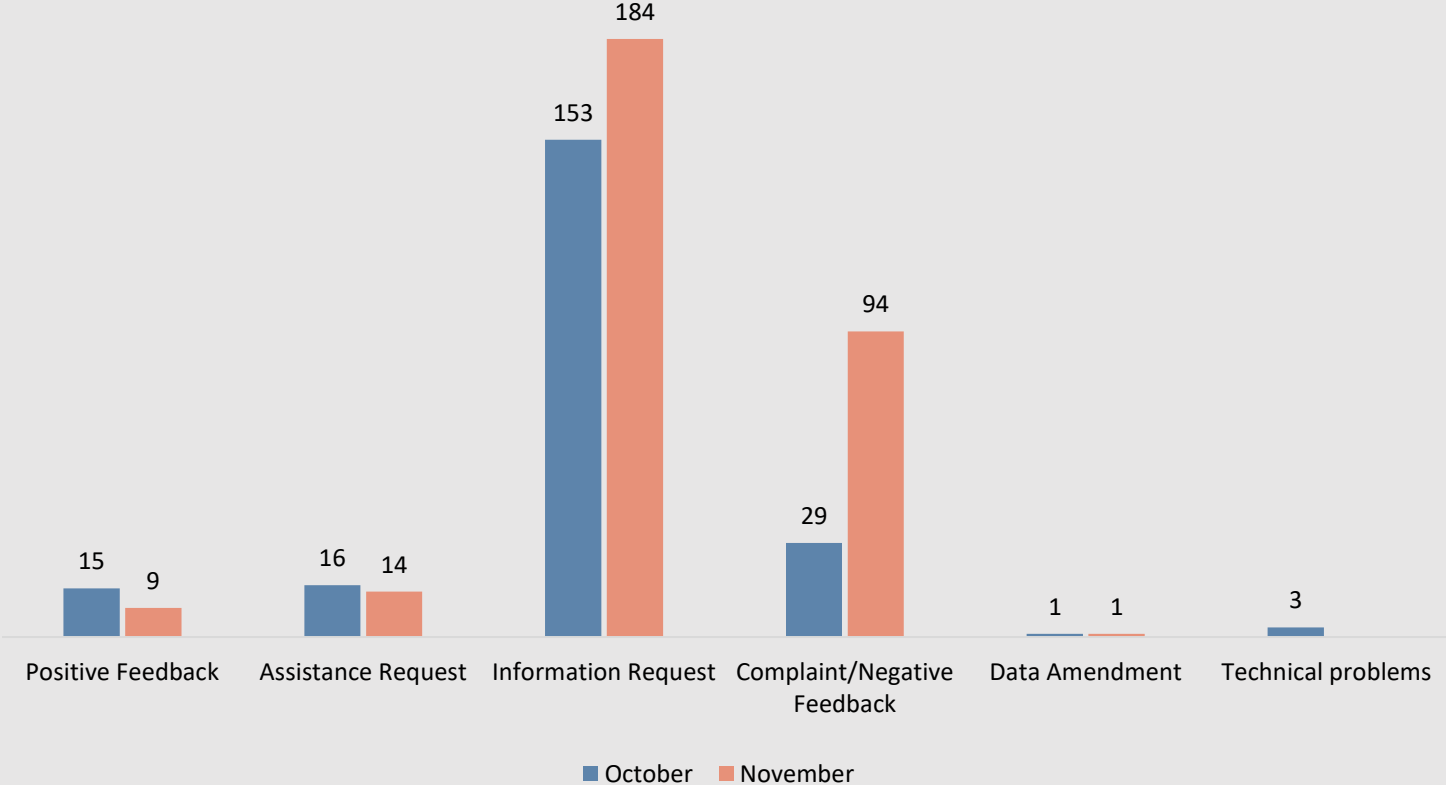
November
 Cases Registered:
302
 Feedback Provided:
89%

October
 Cases Registered:
16
 Feedback Provided:
50%

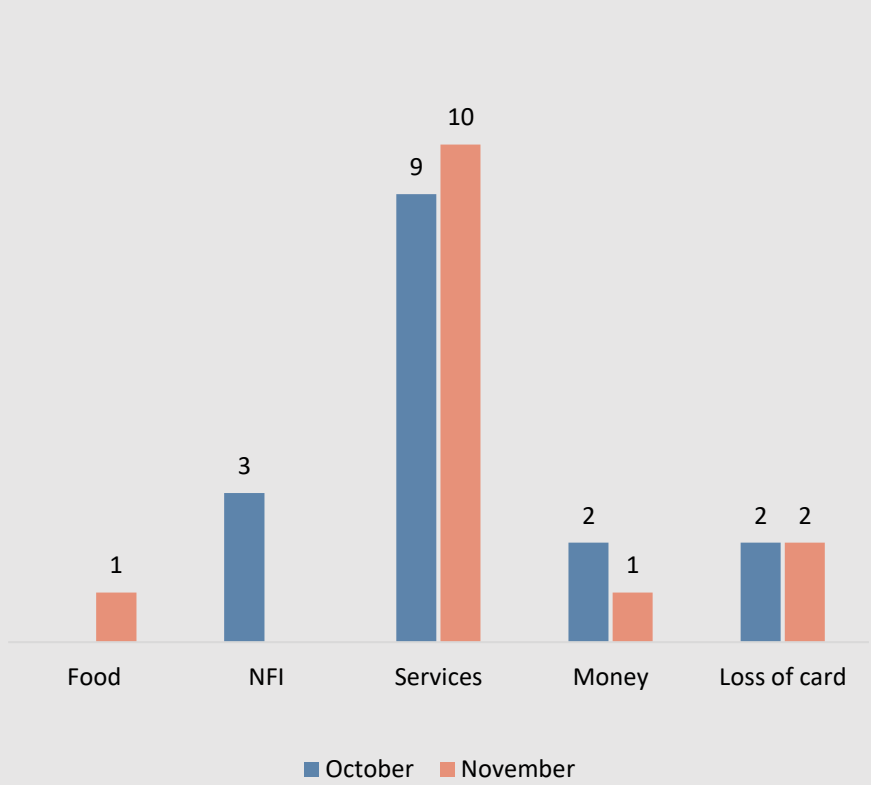
November
 Cases Registered:
14
 Feedback Provided:
57%



CASE TYPES



ASSISTANCE REQUEST



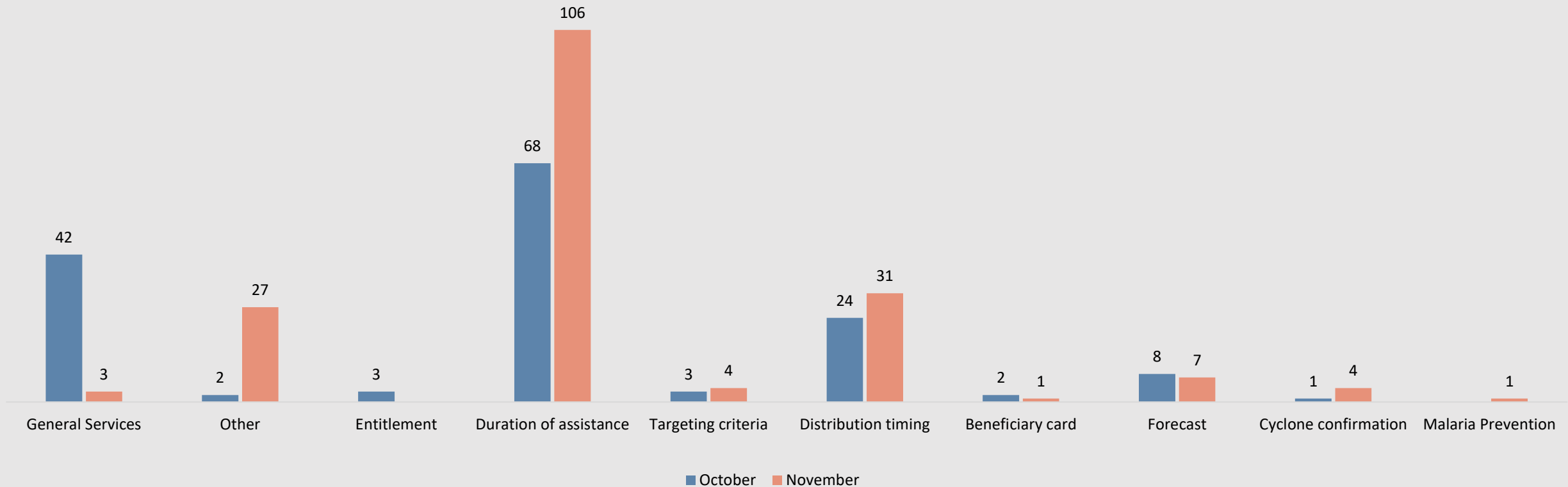
CENTRAL REGION RESPONSE INFORMATION REQUESTS 1ST OCTOBER – 30TH NOVEMBER 2021



October
Cases Registered:
153
Feedback Provided:
100%

November
Cases Registered:
184
Feedback Provided:
98%

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.



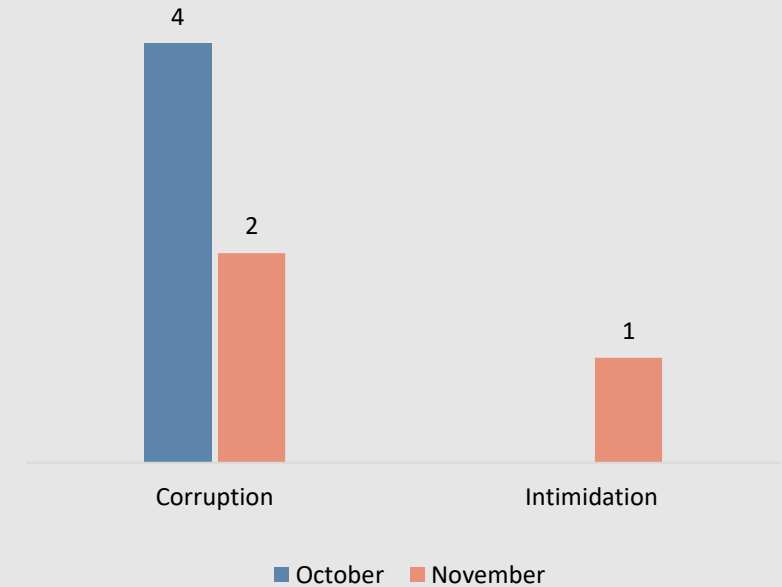
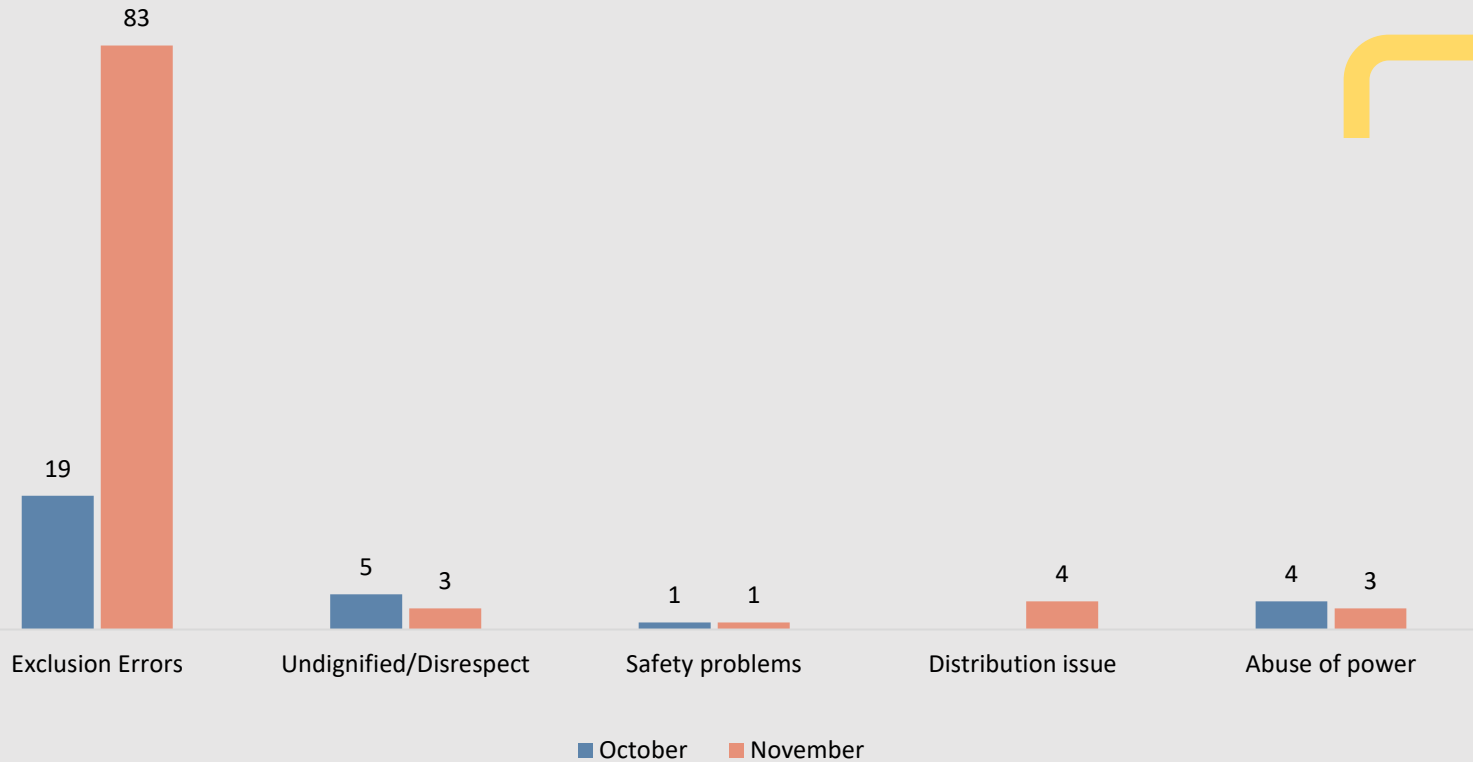
**CENTRAL REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST OCTOBER – 30TH NOVEMBER 2021**

**CENTRAL REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST OCTOBER – 30TH NOVEMBER 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

POSITIVE FEEDBACK
1ST – 30TH NOVEMBER 2021



SOCIAL PROTECTION/INAS

“I am a resident of Bairro 12 de Outubro in Vila de Milange, Zambézia. On Monday (22/11/2021) I received 4500MZN from INAS in response to the COVID-19 pandemic. I called to say thanks and to say that I am very happy to have received this support, as it was a great help in meeting some needs.” **Male, Milange, Zambezia**

SHELTER

“I have been displaced from Mocímboa da Praia since September 2020, currently residing in Mueda at RC-Eduardo Mondlane. I am a beneficiary of the aid promoted Doctors Without Borders and received in my community on 08.09.2021 the following: 1 tarpaulin, 1 bucket, 1 blanket, 5 spoons, 1 toothpaste, and 5 brushes.” **Male, Mueda, Cabo Delgado**

SOCIAL PROTECTION/INAS

“I called to thank INAS and its partners for the help they have given us. I received a telephone on the 26th of November of the current year in Santacua-Quelimane, to start receiving money in my M-Pesa from the Social Protection program called PASD-PE COVID-19. I feel very happy for this supportive gesture.” **Female, Quelimane, Zambezia**

FOOD SECURITY/WASH

“I fled Macomia due to the armed attacks and I am Ancuabe since 25/11/2020, I live in RC of Cujupane with no family. In November I received 50Kg of rice, 10Kg of beans and 5L of oil. Today, 20/11/2021, I received from AMA a latrine lid that will help a lot. One more problem solved in addition to food this month, all through humanitarian aid. I don't know how to thank you for the help provided by WFP.” **Male, Ancuabe, Cabo Delgado**

FOOD SECURITY

“I fled Mocímboa Da Praia to Nampula in 2020, due to armed attacks, and live in a borrowed house. I called to thank for food assistance provided by SEPPA this November, where I received 50kg of rice, 10kg of peas and 4l of Oil.” **Female, Monapo, Nampula**

FOOD SECURITY

“I am displaced from Mocímboa da Praia and I have been in the district of Montepuez since June 2020. I live with my family, there are a total of 10 displaced people where 6 are children and 4 are adults. I called to thank WFP and Linha Verde 1458 for having received the 3600MZN voucher from WFP on November 17th 2021 at RC of Nacaca. After receiving the voucher I went to buy food products for consumption. I am very pleased that my name was on the list of beneficiaries.” **Female, Montepuez, Cabo Delgado**

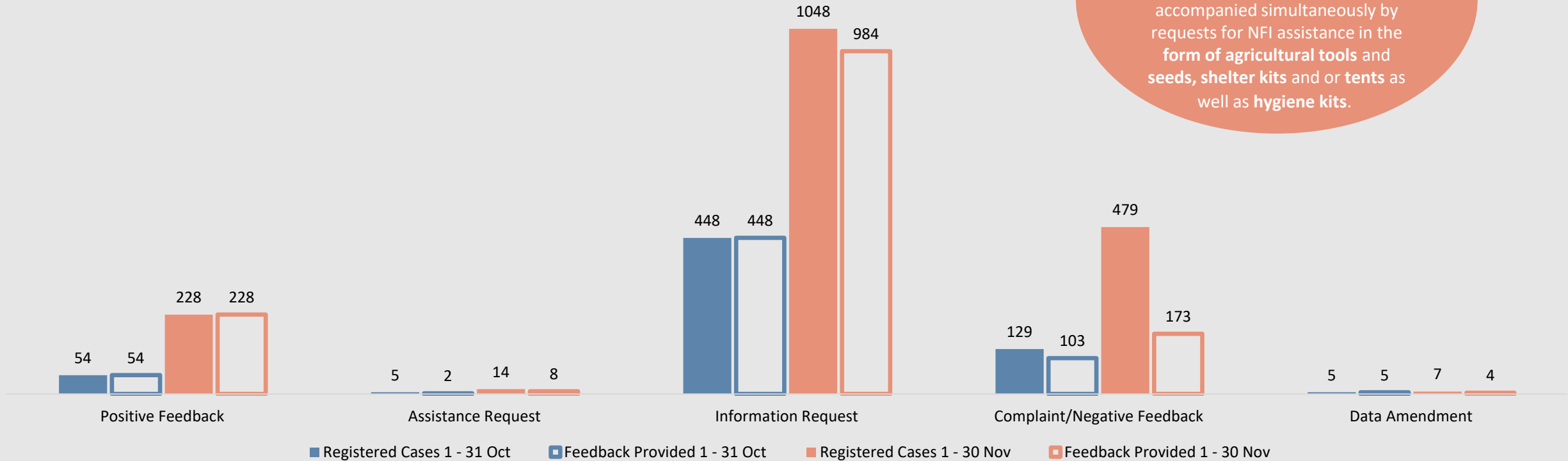
FOOD SECURITY



Sofala	103
Zambezia	3
Manica	9
Tete	4
Nampula	83
Cabo Delgado	1554
Inhambane	17
Gaza	1
Maputo Provincia	2

1st - 30th Nov 2021
 Cases Registered:
1776
 Feedback Provided:
1458

1st - 30th Nov 2021
 92% 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



1st - 30th Nov 2021

Cases Registered:
1077

Feedback Provided:
1077

EDUCATION



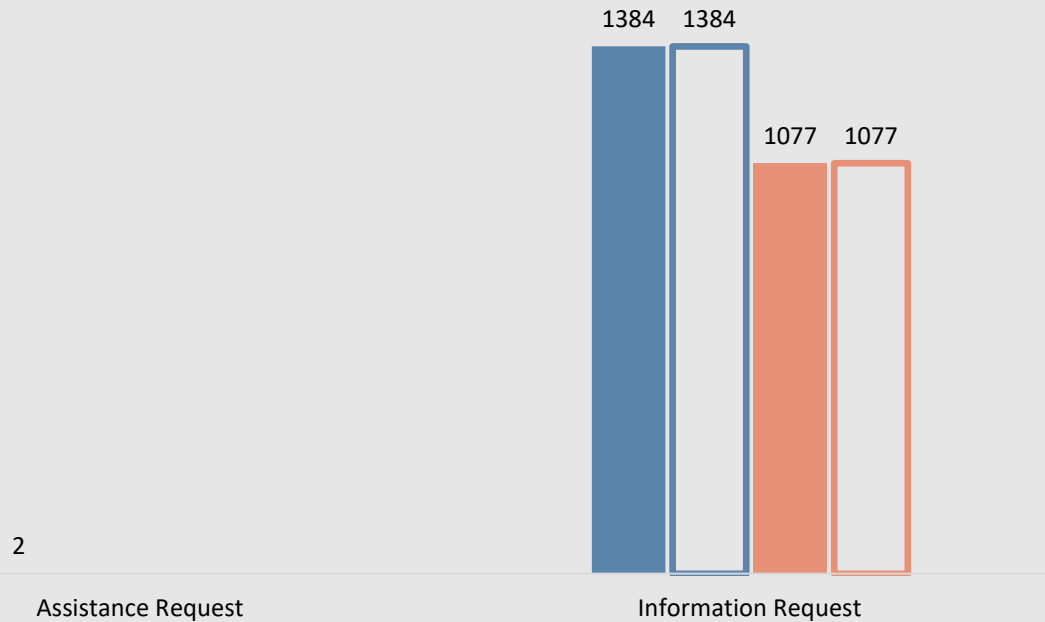
1st - 30th Nov 2021

Cases Registered:
1

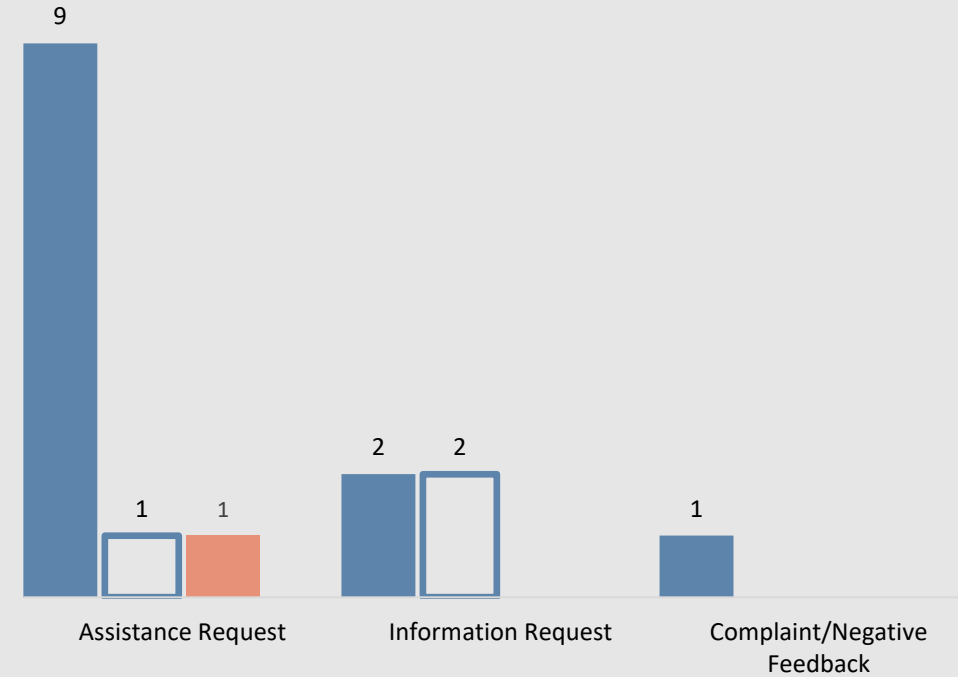
Feedback Provided:
0

Sofala 1

Sofala	606
Zambezia	100
Manica	101
Tete	87
Nampula	53
Cabo Delgado	58
Inhambane	26
Gaza	14
Maputo Cidade	10
Niassa	3
Maputo Provincia	19



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



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

CCCM

SHELTER AND NFI

Cabo Delgado 3

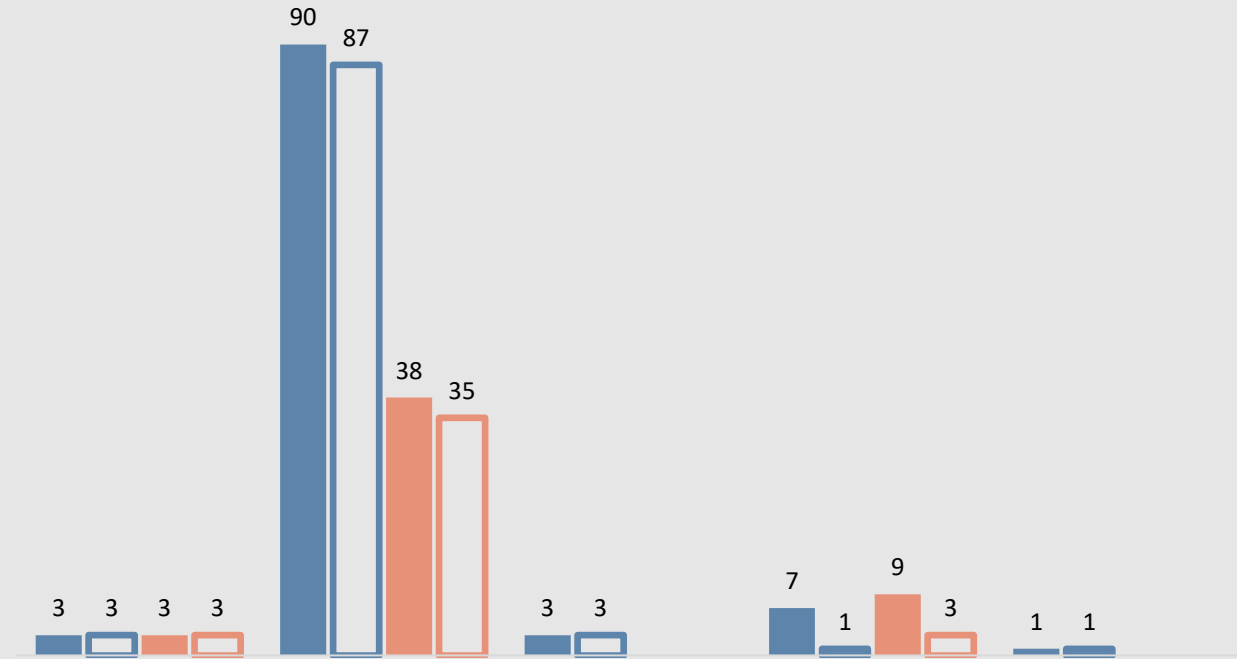
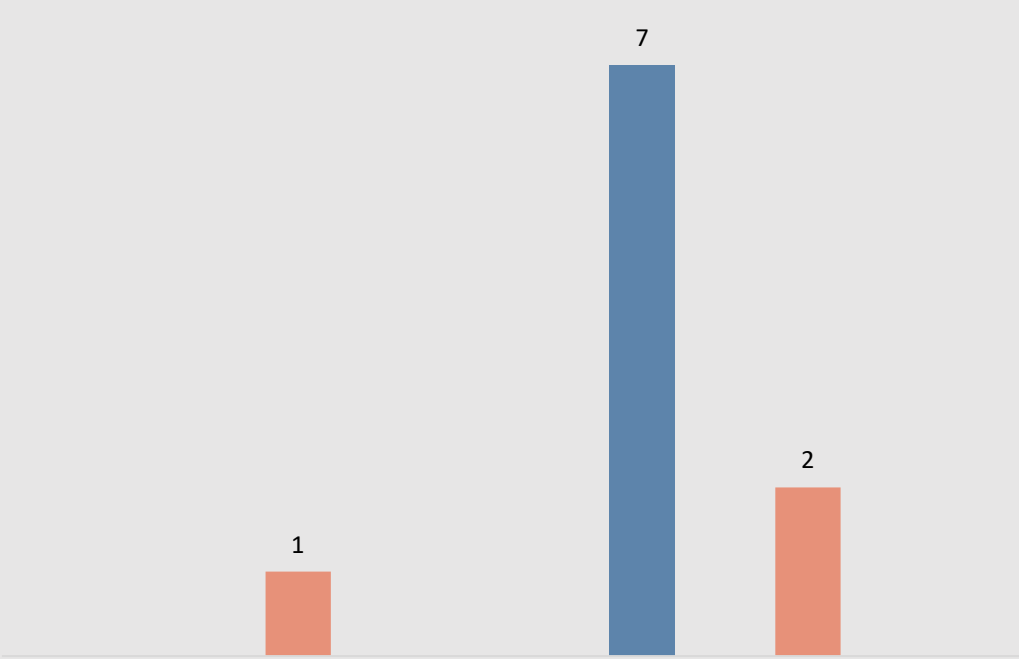


1st - 30th Nov 2021
 Cases Registered: 3
 Feedback Provided: 0

1st - 30th Nov 2021
 Cases Registered: 50
 Feedback Provided: 41



Nampula 1
 Cabo Delgado 49



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

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

WASH

PROTECTION

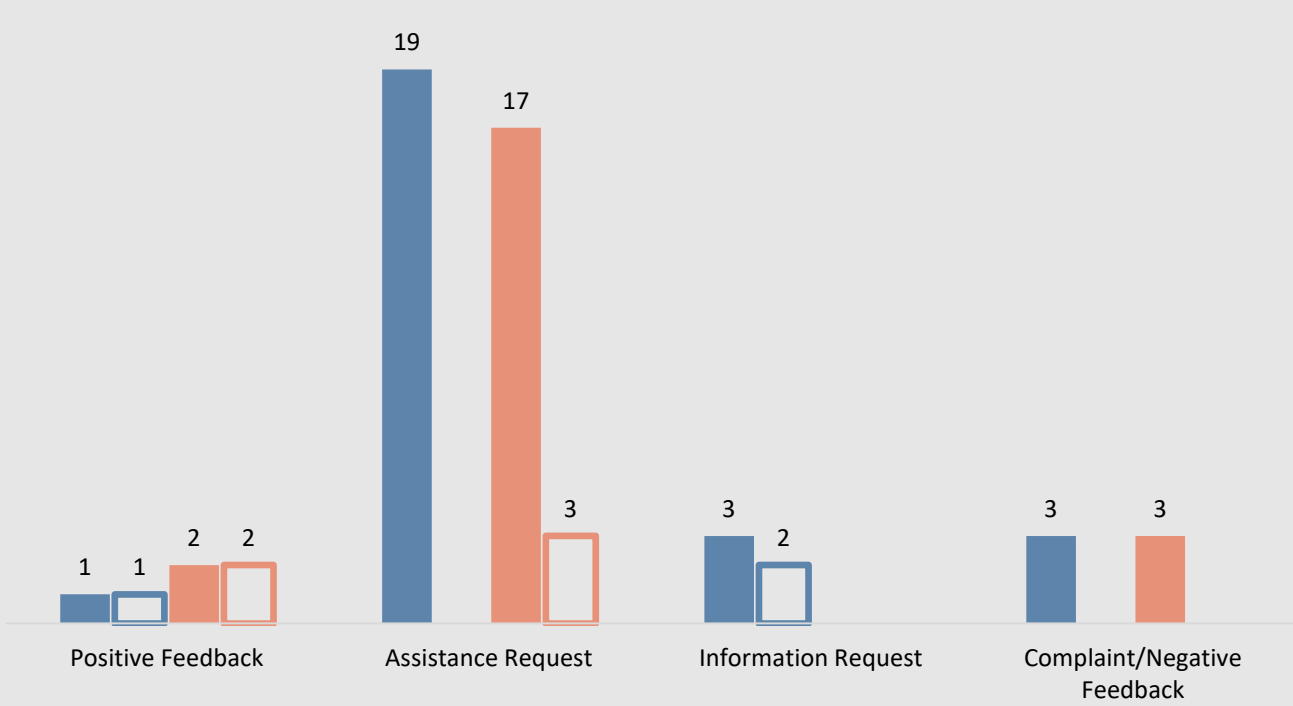
Sofala	2
Cabo Delgado	20



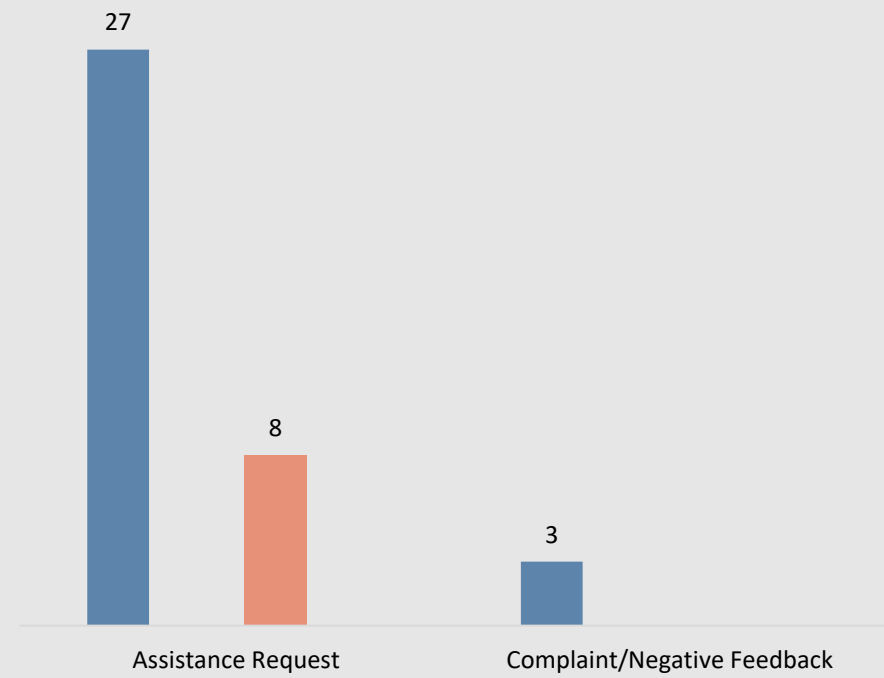
1st - 30th Nov 2021
 Cases Registered:
22
 Feedback Provided:
5

1st - 30th Nov 2021
 Cases Registered:
8
 Feedback Provided:
0

Sofala	2
Zambezia	1
Cabo Delgado	5



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



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

CHILD PROTECTION



1st - 30th Nov 2021

Cases Registered: 5
Feedback Provided: 5

1st - 30th Nov 2021

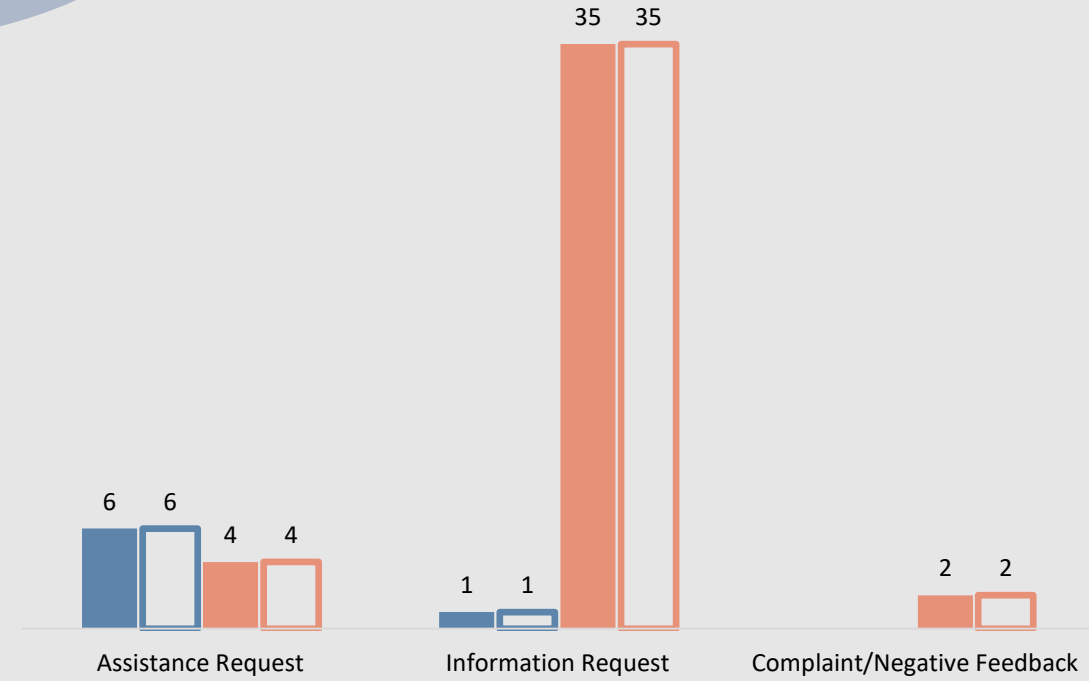
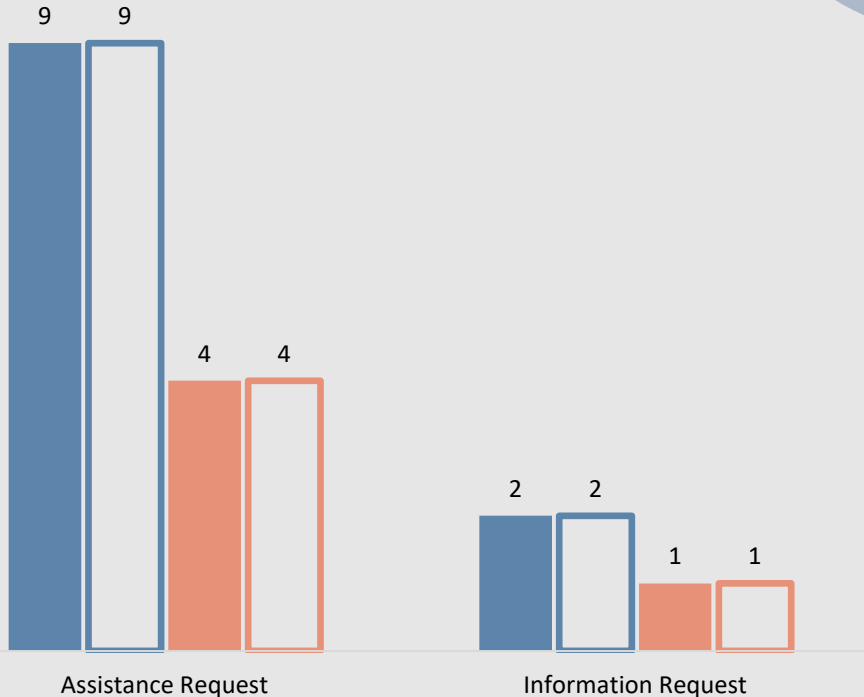
Cases Registered: 41
Feedback Provided: 41

GBV

Sofala	26
Zambezia	1
Manica	2
Nampula	2
Cabo Delgado	7
Gaza	1
Maputo Cidade	1
Maputo Provincia	1

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

Sofala	1
Zambezia	1
Cabo Delgado	3



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

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

INGD

IDP REGISTRATION

Sofala 13

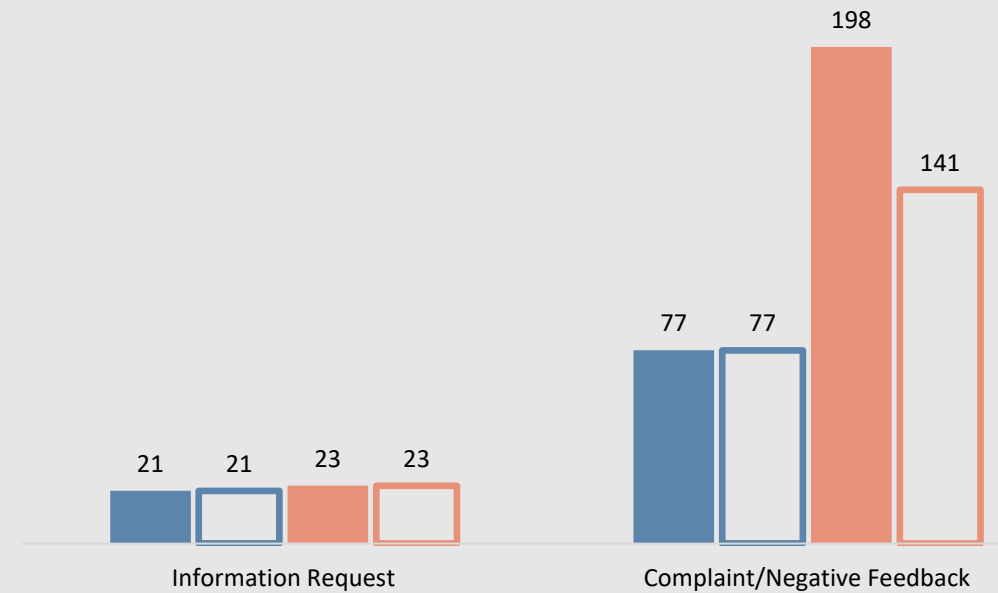
1st - 30th Nov 2021

Cases Registered:
13
Feedback Provided:
13

1st - 30th Nov 2021

Cases Registered:
221
Feedback Provided:
164

Nampula 2
Cabo Delgado 219



■ Registered Cases 1 - 31 Oct ▣ Feedback Provided 1 - 31 Oct
■ Registered Cases 1 - 30 Nov ▣ Feedback Provided 1 - 30 Nov

■ Registered Cases 1 - 31 Oct ▣ Feedback Provided 1 - 31 Oct
■ Registered Cases 1 - 30 Nov ▣ Feedback Provided 1 - 30 Nov

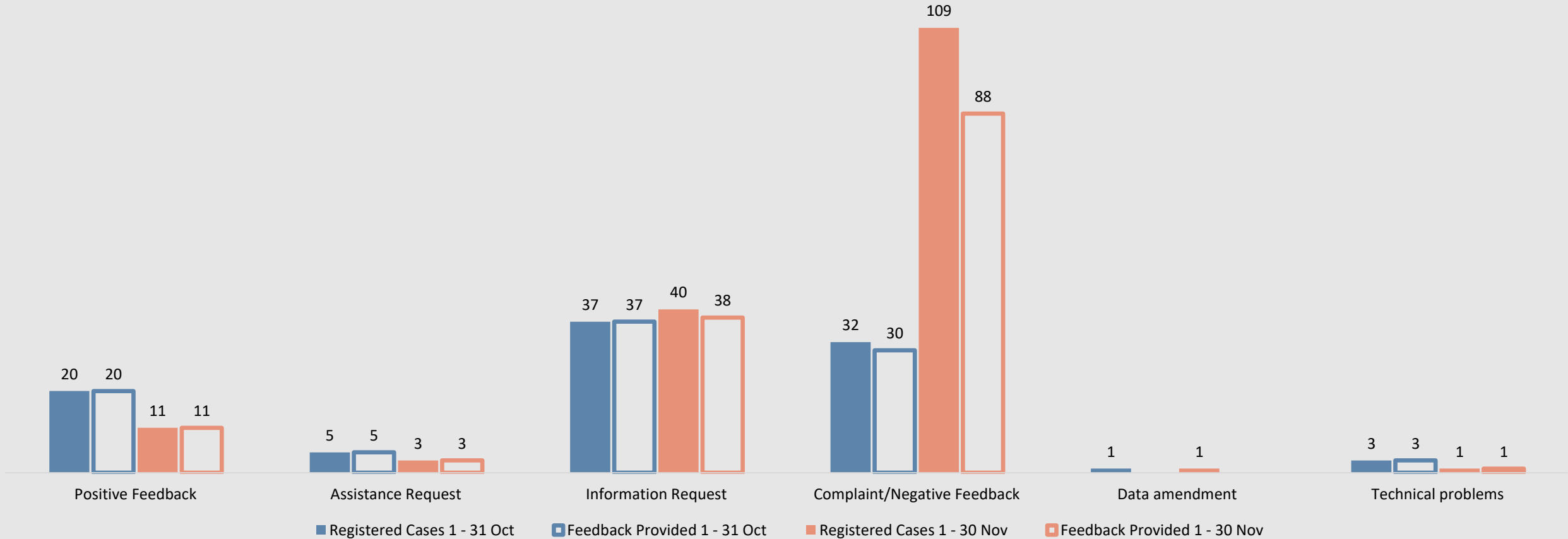
SOCIAL PROTECTION/INAS

Sofala	7
Zambezia	126
Cabo Delgado	32



1st - 30th Nov 2021
 Cases Registered:
165
 Feedback Provided:
141

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



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST NOVEMBER – 30TH NOVEMBER 2021

Overview

- ❖ Since January 2021, 27,822 cases have been registered through the Interagency Hotline Service. The cumulative feedback for this period is 96%.
- ❖ In the month of November 2021, **3,398** cases have been received with a feedback rate of 85%. A notable increase since the previous month. The overview is as follows:
 - 58% of cases registered have come from the Northern region of the country covering the response to the affected population.
 - 32% of the case are regarding the Covid-19 situation in the country. Daily updates are provided to callers upon request taking the opportunity to continue sharing preventive messaging.
 - 9% from the central region and 1% from the southern region

Inter-Agency Collaboration

Integration of Cluster Focal Points in Linha Verde 1458 Online Case Management System 14th-19th November 2021

- ❖ With the help of the focal points from the different clusters involved in the humanitarian response in Cabo Delgado, Linha Verde 1458 carried out an integration and orientation sessions for Protection Cluster focal points for cases regarding civil documentation, housing, land and property and child protection. Additionally, the sessions also engaged the WASH cluster focal point and partner focal points, WFP protection unit focal points and partner focal points, Food Security Cluster focal points and CCCM focal points.
- ❖ The exercise was carried out online and in person and will continue in the new year for Nampula Protection and WFP food assistance program focal points and partners.

SMS services on behalf of humanitarian partners

- ❖ In contribution to awareness raising for the 16 days of Activism for prevention of Gender Based Violence, Linha Verde 1458 sent out an SMS on the 30th of November 2021 to all 63,163 users, WFP and UNWOMEN, it read, **“Não há nenhuma situação em que o casamento prematuro seja consensual. Quando uma rapariga se casa, o seu futuro compromete-se. Nestes 16 Dias de Activismo tome uma posição contra casamentos prematuros.”**
 - **35** people called Linha Verde 1458 after receiving the **SMS** to understand better the reason for the sms. Linha Verde 1458 operators informed callers of the various ongoing campaigns against GBV during the 16 days and mentioned that Linha Verde 1458 was contributing to this by sending out GBV prevention messages to all its users throughout the country, encouraging them to speak up against GBV as well.

Northern Region (IDP) Response: 1st – 30th November 2021

- ❖ A total of **1,987** cases were registered from the northern region, more than twice the number of cases received in October 2021.
- ❖ **957** of these are information requests, **713** are complaints, **234** are positive feedback and **75** assistance requests.

Food Assistance

Information Requests

- ❖ Out of 957 information requests, **901** are from beneficiaries of WFP food assistance interventions by other organizations. Most are from Montepuez, Pemba, Metuge and Chiure.
- ❖ Callers requested information on the following:
 - Scheduling for the next distribution as some beneficiaries report their rations from previous distribution had already finished. In most cases Linha Verde 1458 has the distribution plans provided by WFP and partners as well as other Food Security Cluster partner organizations.
 - 23 information requests concerning access to assistance from IDP's who complain that they have not been registered with local authorities to receive assistance. The callers receive clarifications on the steps to follow at the community level.
 - Correct quantities in the food basket, they are entitled to receive.
 - Targeting criteria.

Complaints

- ❖ **539** of the 566 exclusion error claims received were from callers claiming to be beneficiaries of WFP food assistance in Pemba, Montepuez, Metuge, Chiure, Ancuabe and Balama who last received food during the distributions in September 2021. The people mention that:
 - They did not receive assistance during the November distributions and that they were only told “their name does not appear on the list”. A lot of them complain that the lists have changed a lot since the last distribution in September.
 - They also complained that the pause of one month between distributions leave local leaders with ample time and opportunity to alter the lists as they see fit.
- ❖ **61** of the complaints are distribution issues - where callers complain that the distribution teams end distributions without reaching all the beneficiaries.
- ❖ **54** cases of abuse of power were reported and are divided as follows:

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST NOVEMBER – 30TH NOVEMBER 2021

- **Fraud:** 21 claims in total - 7 from Montepuez, 7 from Chiure and the rest from Cidade de Pemba, Metuge, Ancuabe and Balama. All callers claim that people on the lists do not meet the targeting criteria.
- **Diversion of food:** 15 claims against local leaders stating that they have seen local leaders, who are not entitled to assistance, take vouchers and stay with more than one food basket for themselves, while some IDP's have been removed from lists and did not receive their ration in November 2021. This is mostly from Pemba and Montepuez.
- **Corruption:** A total of 18 complaints were received with 9 claims coming from Nankumi and Nanjua in Ancuabe and the rest coming from Pemba, Metuge, Ibo and Chiure. The callers claim that local leaders are charging IDP's between 500mt -2000mt to be on lists and some charge between the same range for the rice. Callers from Metuge who report fraud have also indicated that non-IDPs have been included in beneficiary lists.
- ❖ The remaining complaints under food assistance programs are access issues classified as follows:
 - 13 callers complained about the high prices at the retail store where they redeem their vouchers for food products, most of them have complained about the exceedingly high prices for rice, cooking oil, sugar, beans, maize meal and other key food items.
 - 7 callers have complained that the distribution point is far from their homes and they would like the organizations providing food assistance to reconsider the food distribution points. The complaints came from Ancuabe, Chiure, Macomia and Muidumbe.

WASH

Assistance requests

- ❖ 15 assistance requests were received:
 - Callers from Piloto, Massasse and Ujama sites in Montepuez and Naminawe in Metuge requested for assistance in water supply. They indicated that what was available was not enough and was causing tension between the IDP's and host community population.
 - Provision of NFI hygiene items like toothbrushes, toothpaste, soap, and clothes.

Complaints

- ❖ 2 callers from Saul site in Metuge reported occurrences of violence in which an IDP had been stoned by members of host community due to the tensions caused by insufficient water supply.

Shelter

Assistance requests

- ❖ 38 assistance request cases were received from mostly Metuge, Montepuez and Ancuabe. Callers ask for a variety of shelter items that include, tarpaulins, grass mats and clothing.

Complaints

- ❖ Claims of fraud, diversion and exclusion were received from Upajo site in Metuge. Callers claimed that:
 - Local leaders had taken more than they were supposed to take citing more than 4 kits being received by one leader, and that they had registered members of their families with whom they share the same residence.
 - Callers had been registered to receive the shelter kits from MSF (Médecins Sans Frontières) but that they had not benefitted from the assistance, the distributions for which took place on the 9th of November 2021. Kits being distributed consisted of tarpaulins, buckets, and farming tools and claim the local leaders took home.
- ❖ Claims of exclusion errors were also received from callers in Metuge, Montepuez, and Mecufi claiming that only people in resettlement sites and native communities benefit from shelter kits over IDPs.

Central Region Response: 1st – 30th November 2021

- ❖ **302 cases** were registered from the central region of the country, consisting of 184 information requests, 94 complaints, 14 assistance requests and 9 positive feedback.

Food Assistance

Information requests

- ❖ The majority are information requests (106) categorized under “duration of assistance” coming from previous beneficiaries of WFP food assistance programs who express that they are still in need of food assistance and ask that humanitarian organizations help them recover.

INAS Covid-19 assistance program

Assistance requests

- ❖ Requests for assistance were from people who were asking to be part of the INAS Covid-19 assistance program.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST NOVEMBER – 30TH NOVEMBER 2021

Complaints

- ❖ 83 complaints are claims of exclusion errors:
 - Callers refer to distributions of mobile phones in **Quelimane** and **Milange** in **Zambezia** in the months of October and November 2021 and that they had been registered in October 2021 to receive the assistance. However, they did not receive the mobile phones when they were being distributed despite meeting the beneficiary criteria.
 - The callers had complained to the distribution team and did not received a satisfactory answer.
 - Less than a handful of people claimed that the local leaders were charging monetary values to elderly and disabled people to include them in beneficiary lists to receive the assistance.
 - The complaints were channeled to INAS focal point through WFP CFM focal point and cases are being followed up on.

Information requests

- ❖ Beneficiaries of the INAS Covid-19 assistance programme who had just received their mobile phones in Quelimane and Milange in Zambezia, asked when they would receive their first disbursement. They knew of some who had already received their first disbursement. For communities where distribution plans were shared Linha Verde 1458 informed the disbursement dates and for those whose plans were not available Linha Verde directed callers to INAS district focal points and local authorities for information.
- ❖ Targeting criteria for selection of beneficiaries.

Weather related queries

- ❖ People from Nhamatanda in Sofala called to receive clarification about the weather as they had heard rumours of heavy storms approaching.

WASH

Assistance requests

- ❖ In Marromeu in Sofala people complained of increased tendencies of diarrhea locally as people are forced to consume the water from the Zambeze for lack of other options.
- ❖ In Guara-guara resettlement location in Buzi callers requested latrines and better water supply as they run risk of getting diseases due to poor sanitation conditions.

Protection: 1st – 30th November 2021

- ❖ 19 Protection cases were registered covering GBV, Child Protection and PSEA.
 - **04 child protection** cases - shared with Linha Fala Criança.
 - **04 GBV cases** received from Maputo, Sofala and Zambezia were assistance requests from GBV survivors. Linha Verde 1458 encouraged callers to report such incidents to their nearest “Gabinete de Atendimento a Mulher e Criança” or the closest CAI” (Centro de Atendimento Integrado), this is the helpdesk for victims of domestic violence.
 - **03 PSEA** claims received and referred to the concerned organization, PSEA Coordinator and sub network co-chairs for action.
 - **04** cases regarding **housing land and property issues** from Ntele relocation site in Montepuez, Maconive site in Zambezia and Massasse relocation site and **requests for assistance** in land for agriculture referred to the protection cluster focal point.
 - **02** requests for assistance in **civil documentation services (ID documents)** received from Katapua and Nherile. Cases have been referred to the protection focal point for civil documentation issues.
 - **02** assistance requests **for locomotive resources** and **food assistance from people with disabilities** from Dondo and Nhamatanda in Sofala.

Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

1ST OCTOBER – 30TH NOVEMBER 2021

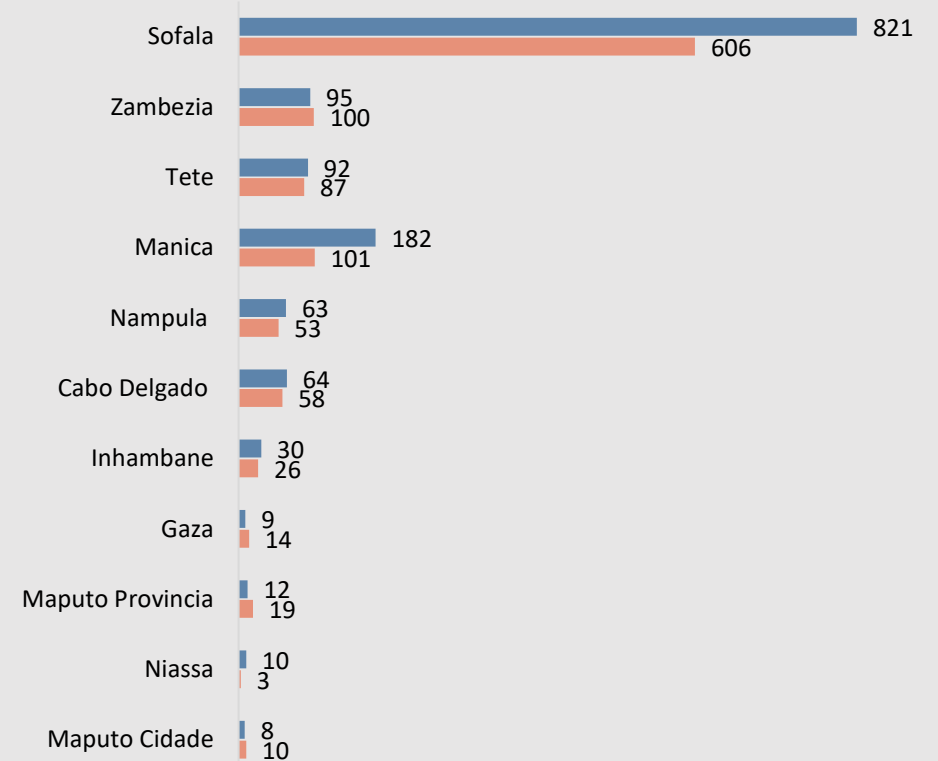
1 – 30 November 2021

Nr. of cases about Covid-19:

1,077

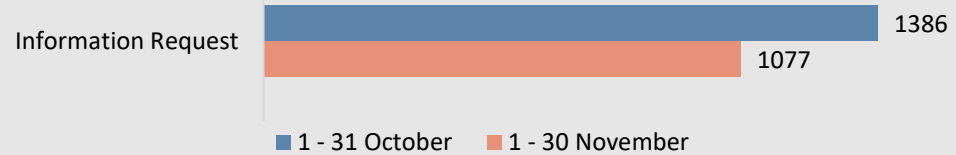
32% of the cases registered through the Linha Verde 1458 between November 1st and November 30th were Covid-19 related.

CASES BY PROVINCE



■ 1 - 31 October ■ 1 - 30 November

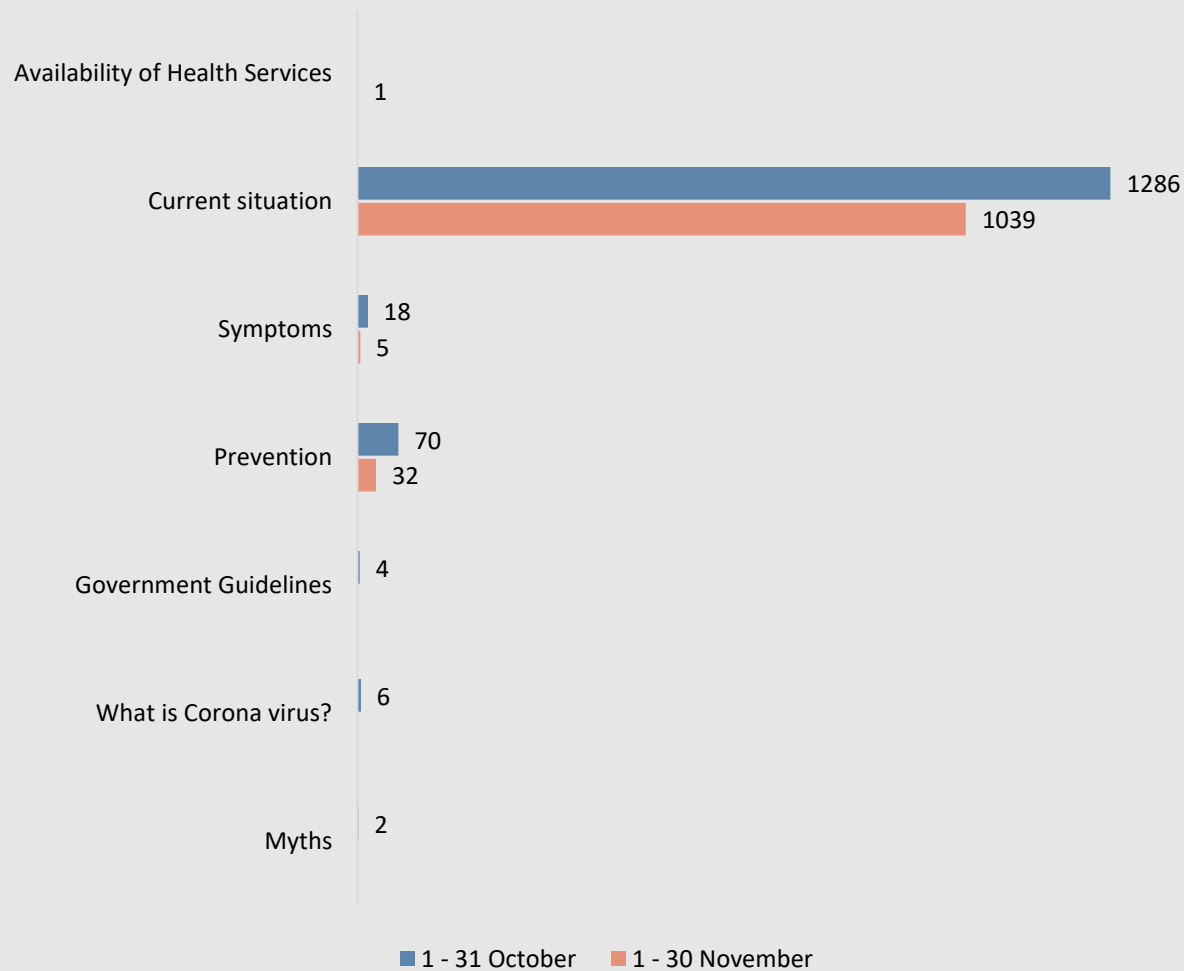
CASE TYPES



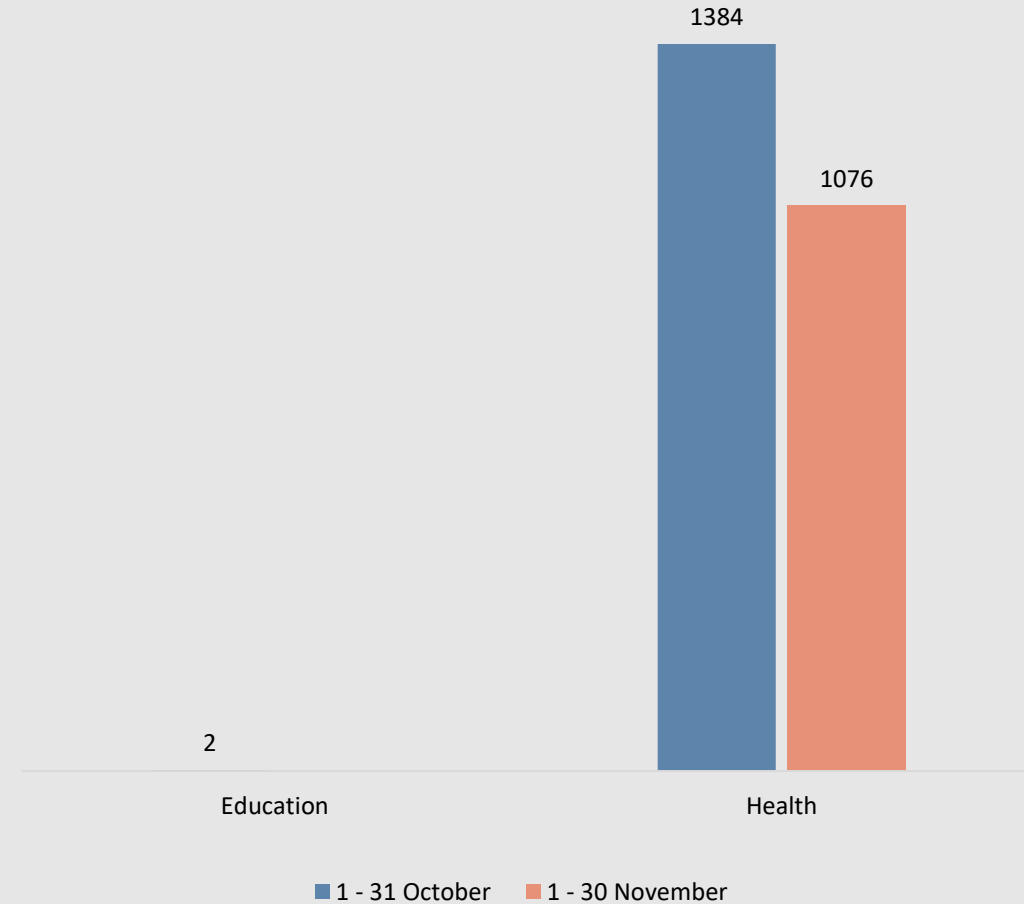
■ 1 - 31 October ■ 1 - 30 November

**COVID-19
CASE TYPE BY CATEGORY
SECTORS RELATED
1ST OCTOBER – 30TH NOVEMBER 2021**

INFORMATION REQUEST



SECTORS

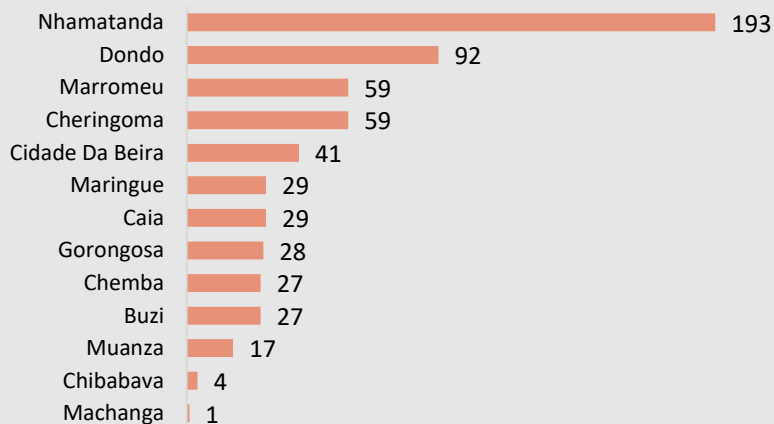




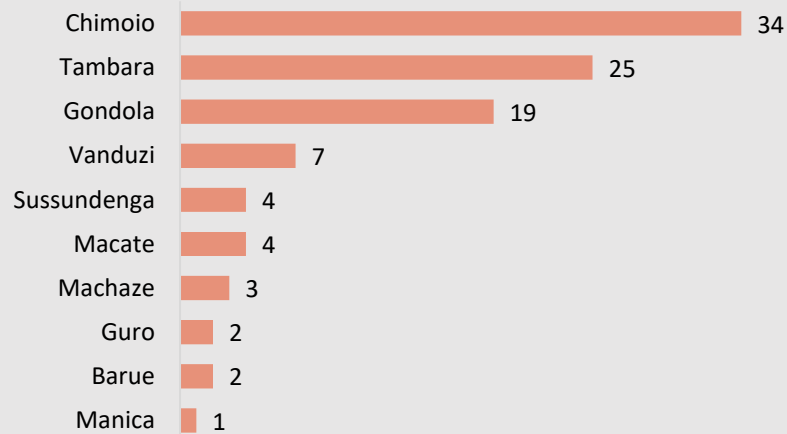
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST – 30TH NOVEMBER 2021

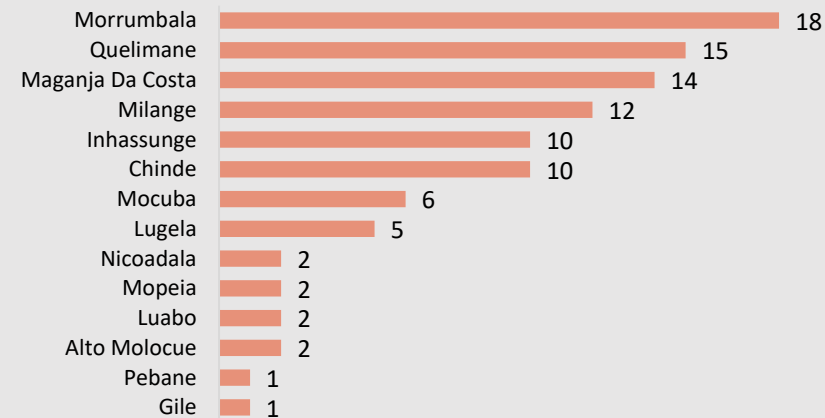
Sofala - 606



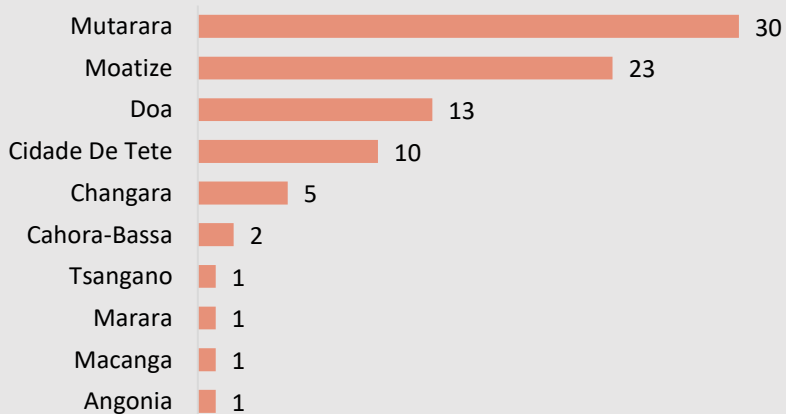
Manica - 101



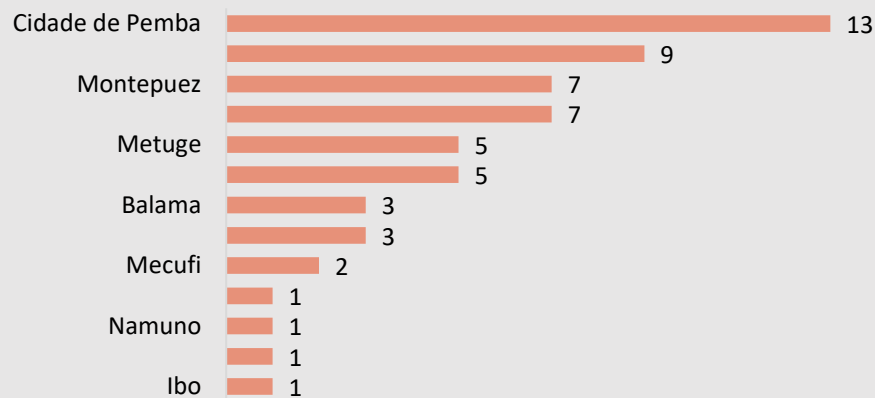
Zambezia - 100



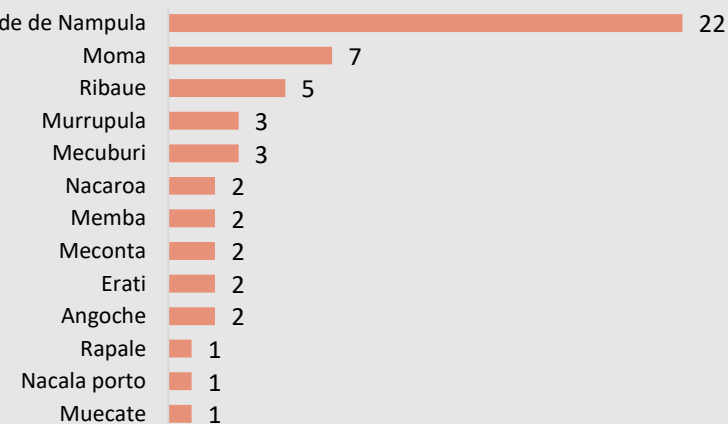
Tete - 87



Cabo Delgado - 58

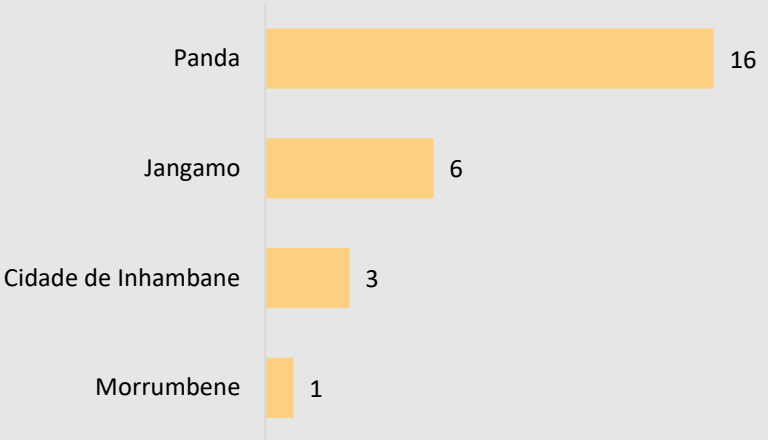


Nampula - 53

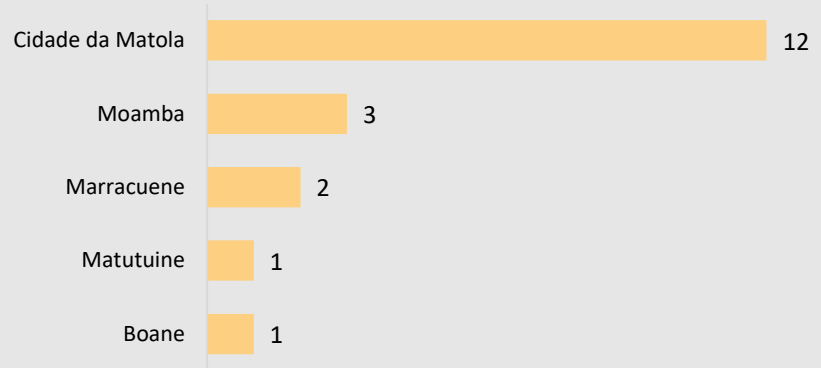


COVID-19: LOCATIONS OF COVID-19 CALLS
1ST – 30TH NOVEMBER 2021

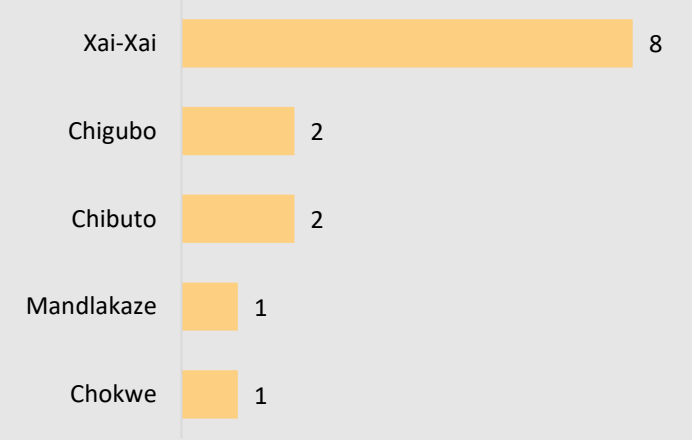
Inhambane - 26



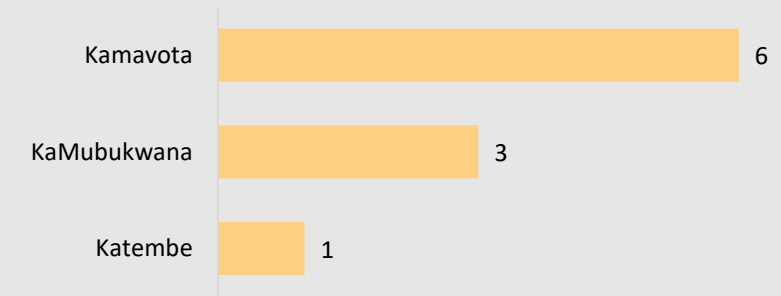
Maputo Provincia - 19



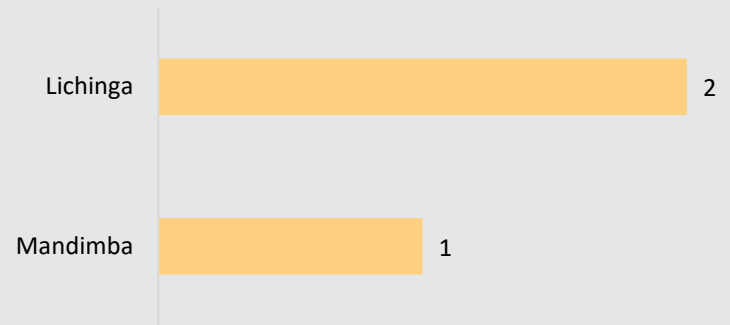
Gaza - 14



Maputo Cidade - 10



Niassa - 3



NARRATIVE: COVID-19
1ST NOVEMBER – 30TH NOVEMBER 2021

Covid-19: 1st – 30th November 2021

- ❖ **1,077** cases were registered regarding the Covid-19 situation in the country. The level of concern regarding Covid-19 has reduced as the overall infection and death rate had also reduced in this period.
 - 96% of the cases are requests for information, people calling daily to monitor the Covid-19 daily positive case detection rate.
 - The remaining 3% of cases continue to be information requests regarding Covid-19 preventive measures.