



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period: 1st November - 31st December 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.

58,883 Total Cases Registered



95% Feedback Rate
since Jan 1st 2021

30,604 Total Cases Registered
since 1st January 2021

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

CALLER PROFILE



86% male

13% female



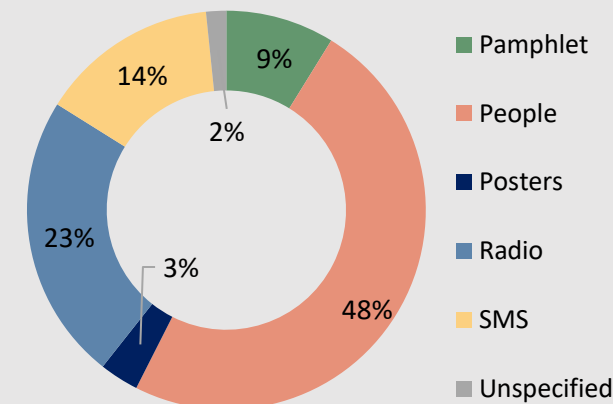
4% 17 and below

94% 18 to 59

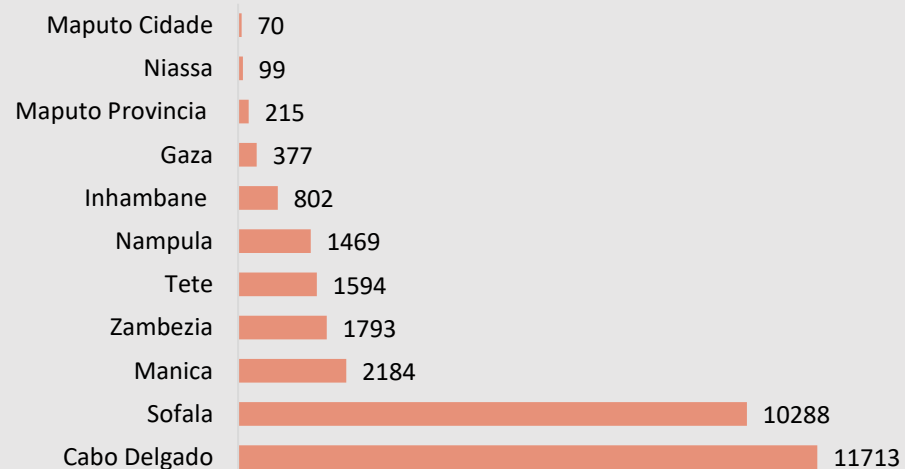
1% 60 and above

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

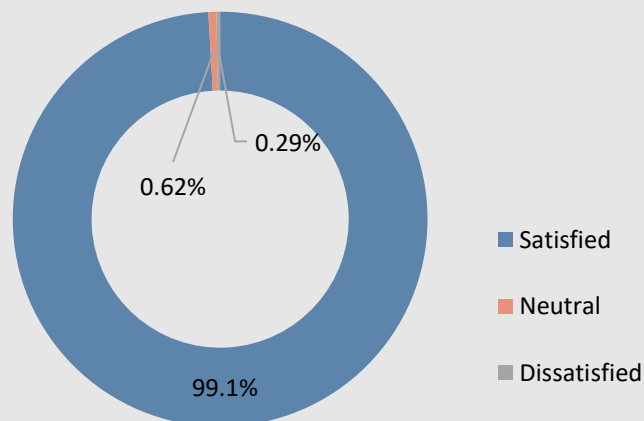
KNOWLEDGE ABOUT LINHA VERDE 1458



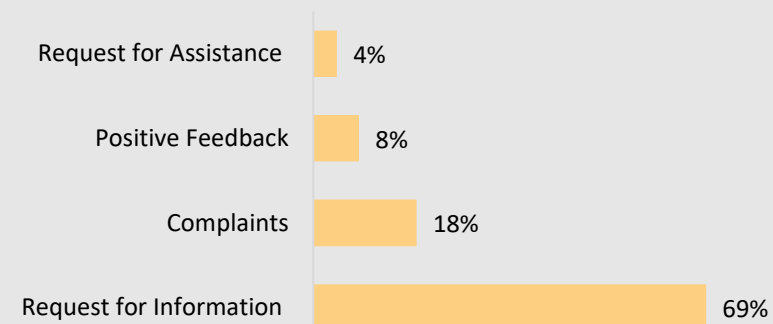
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST JANUARY 2021 – 31ST DECEMBER 2021

1 – 31 December 2021

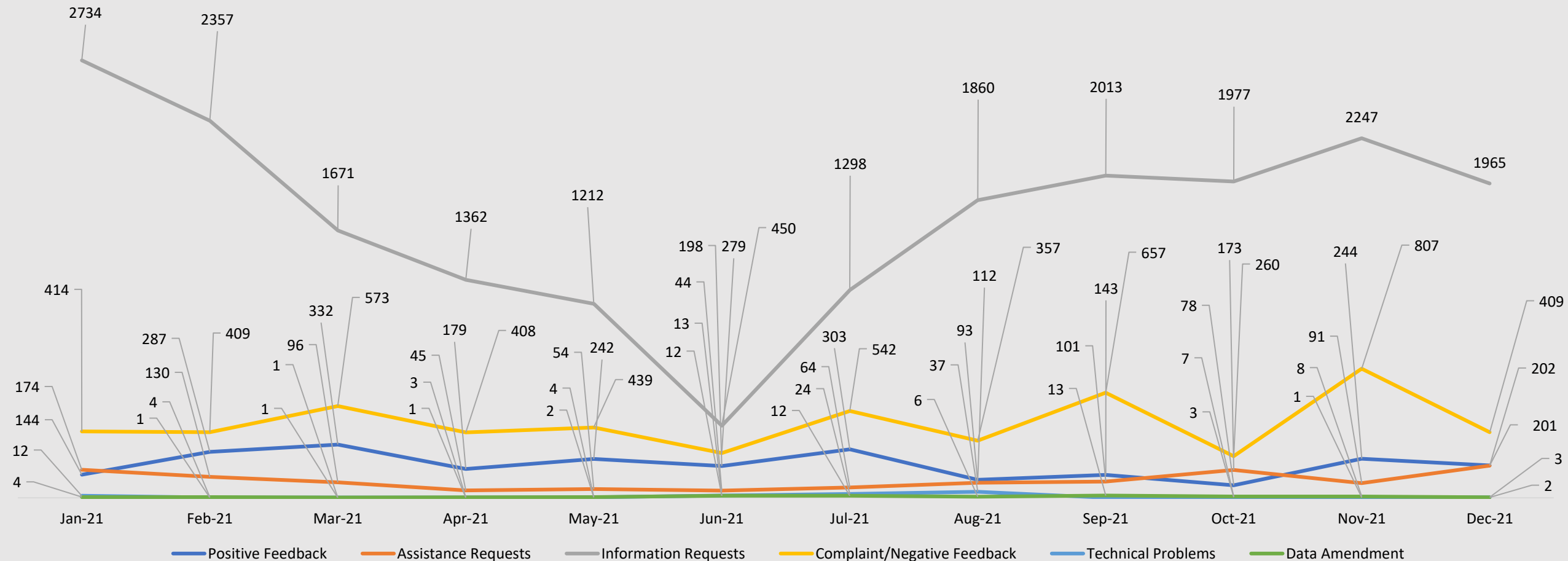
Nr. Total Registered Cases:

2,782

Nr. of calls about Covid-19:

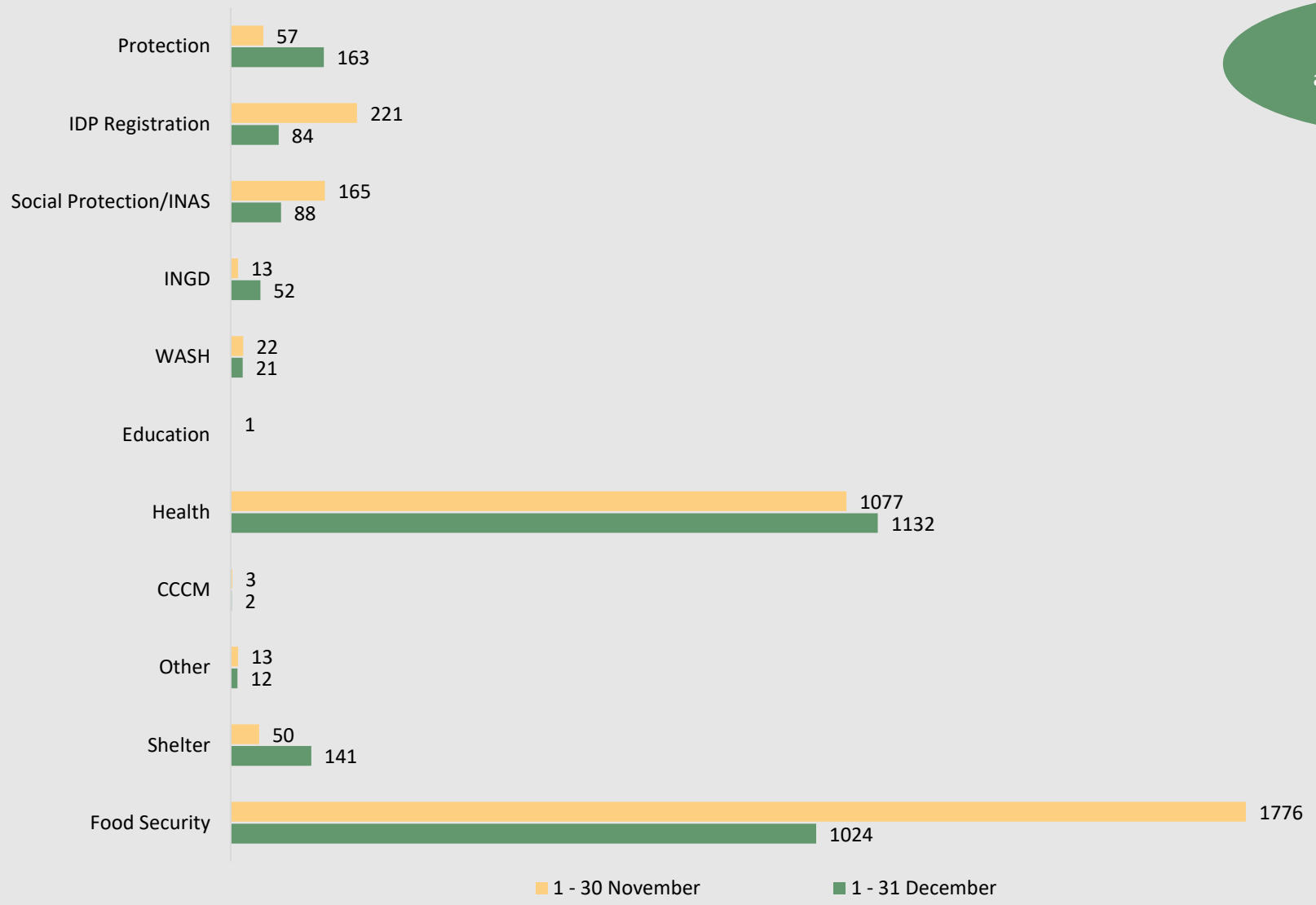
1,125

40% of the cases registered through Linha Verde 1458 between December 1st – 31st were Covid-19 related.



CASES PER SECTOR

1ST NOVEMBER – 31ST DECEMBER 2021



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

CASES PER RESPONSE

1ST NOVEMBER – 31ST DECEMBER 2021

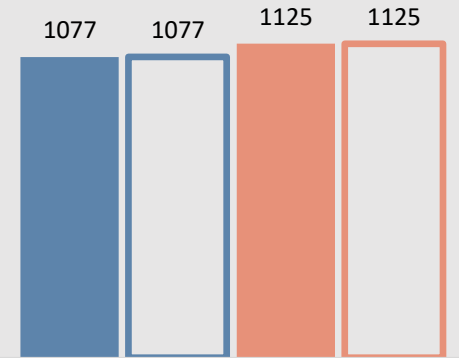
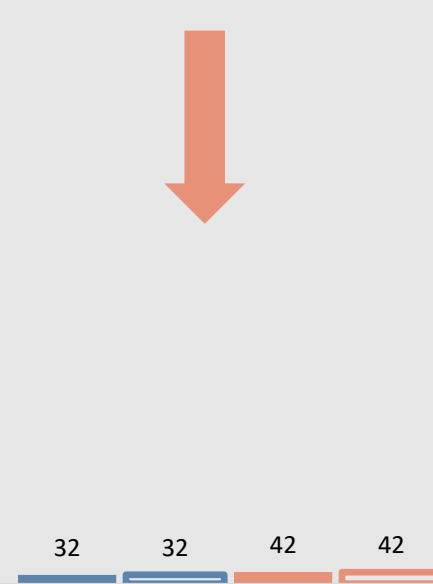
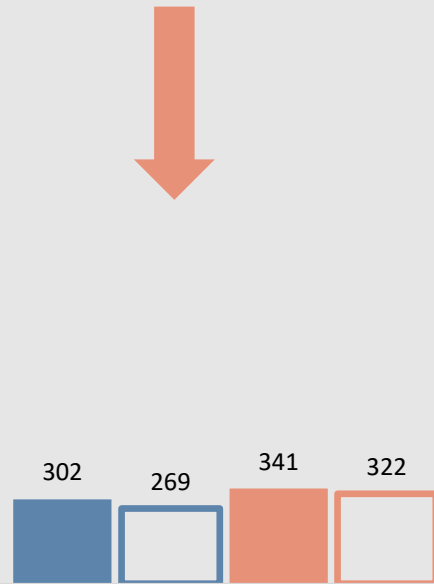
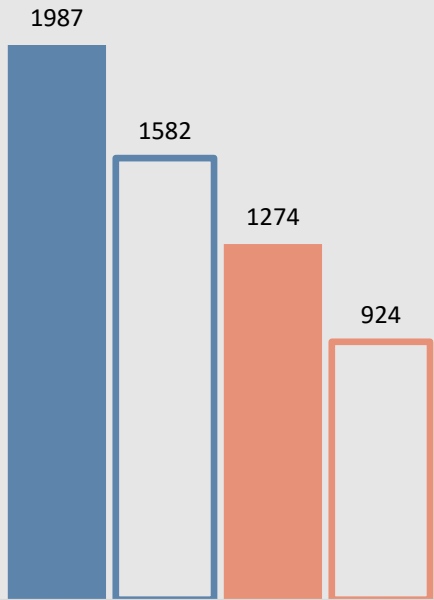


1st - 31st Dec 2021
 Cases Registered:
 1274
 Feedback provided:
 924

1st - 31st Dec 2021
 Cases Registered:
 341
 Feedback provided:
 322

1st - 31st Dec 2021
 Cases Registered:
 42
 Feedback provided:
 42

1st - 31st Dec 2021
 Cases Registered:
 1125
 Feedback provided:
 1125



Northern Region response

Central Region response

Southern Region response

COVID-19

■ Registered Cases 1 - 30 Nov

■ Feedback Provided 1 - 30 Nov

■ Registered Cases 1 - 31 Dec

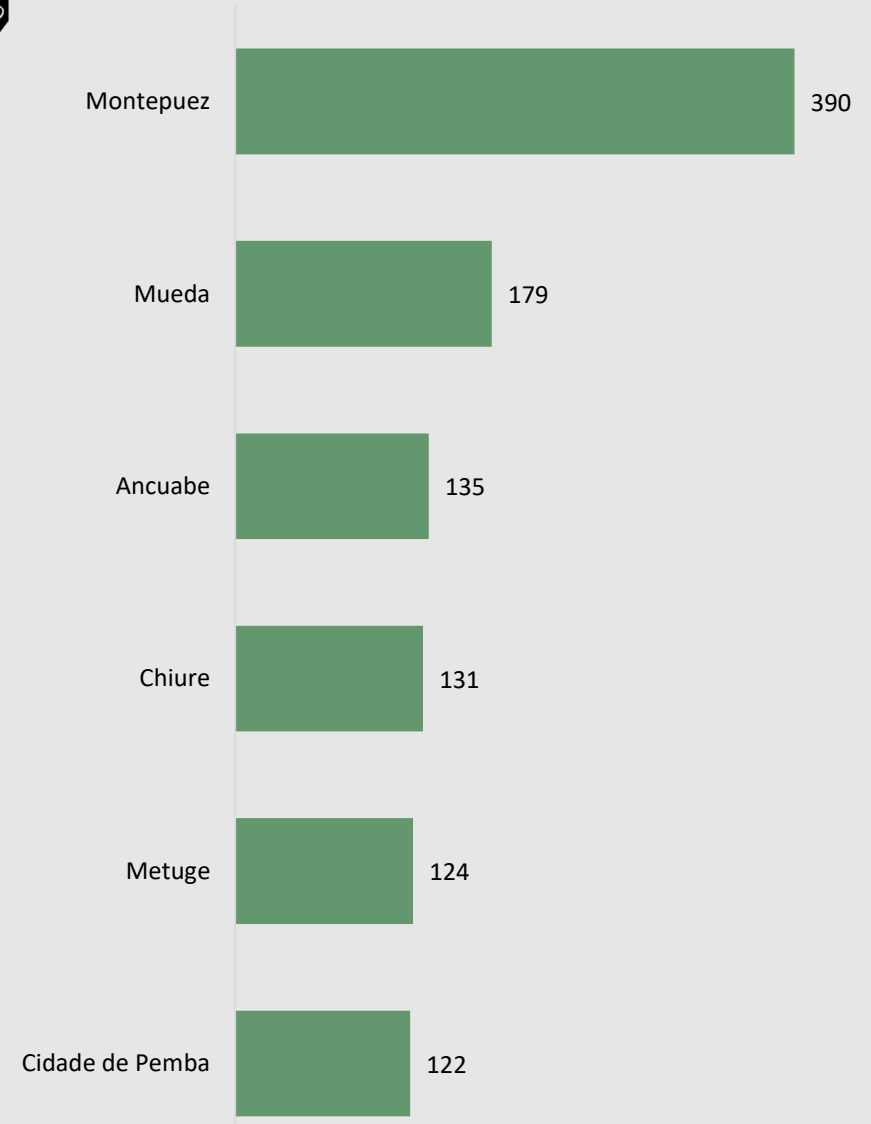
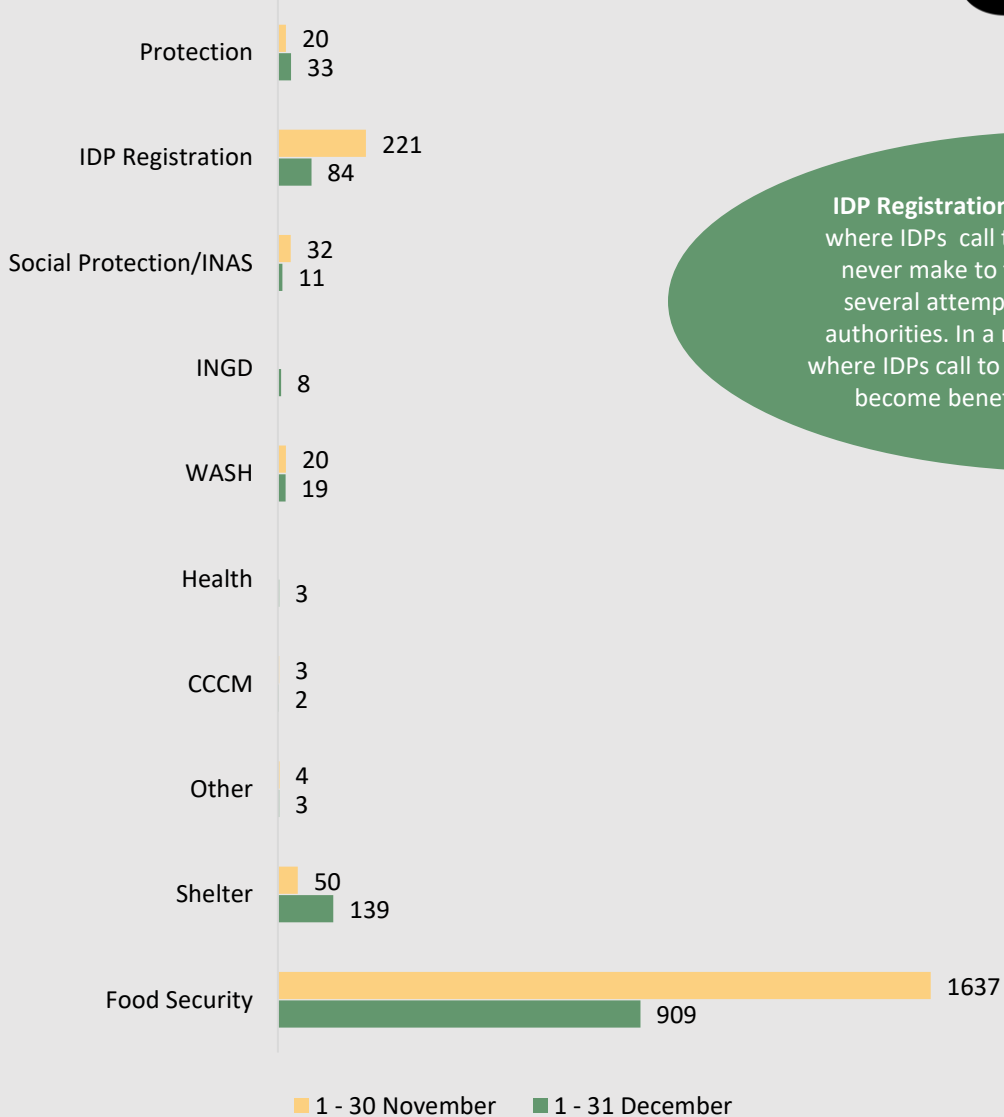
■ Feedback Provided 1 - 31 Dec

NORTHERN REGION RESPONSE CASES PER SECTORS 1ST NOVEMBER – 31ST DECEMBER 2021

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

November
Cases Registered:
1987
Feedback Provided:
80%

December
Cases Registered:
1274
Feedback Provided:
73%

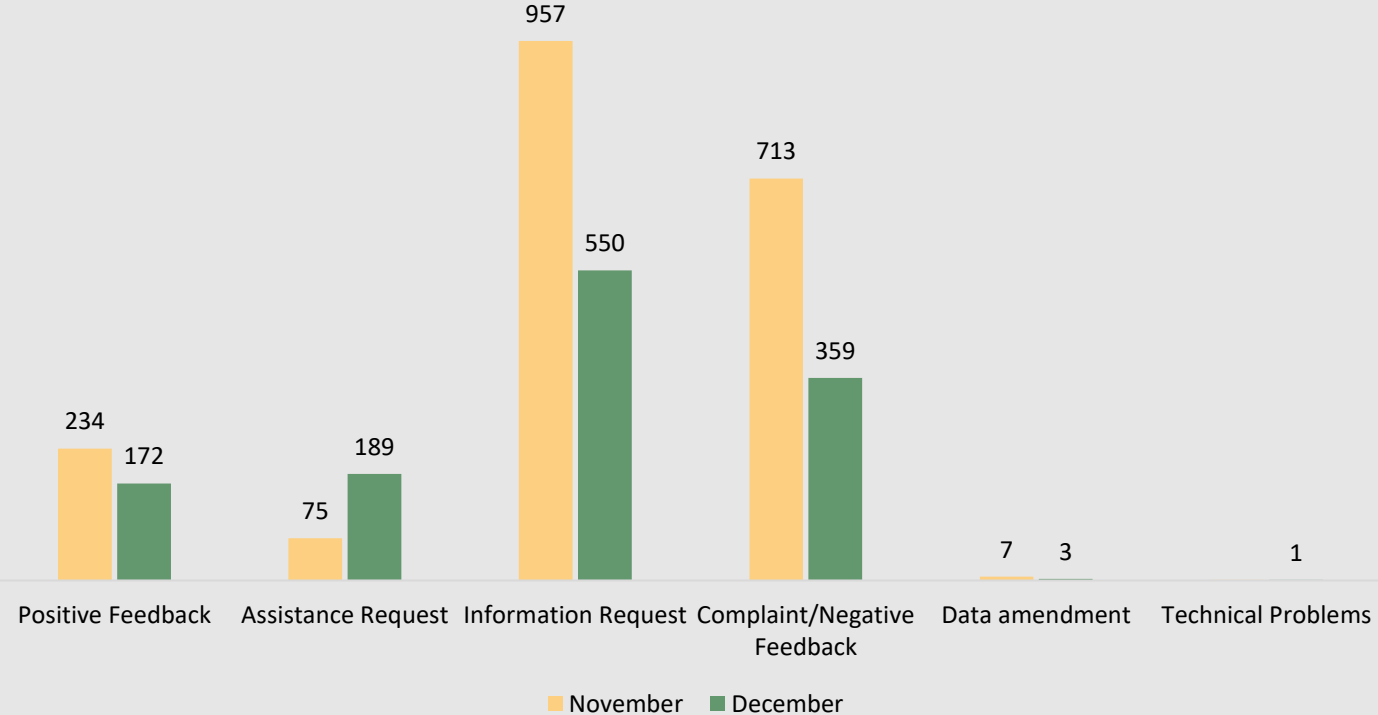
November
Cases Registered:
75
Feedback provided:
64%

December
Cases Registered:
189
Feedback provided:
74%

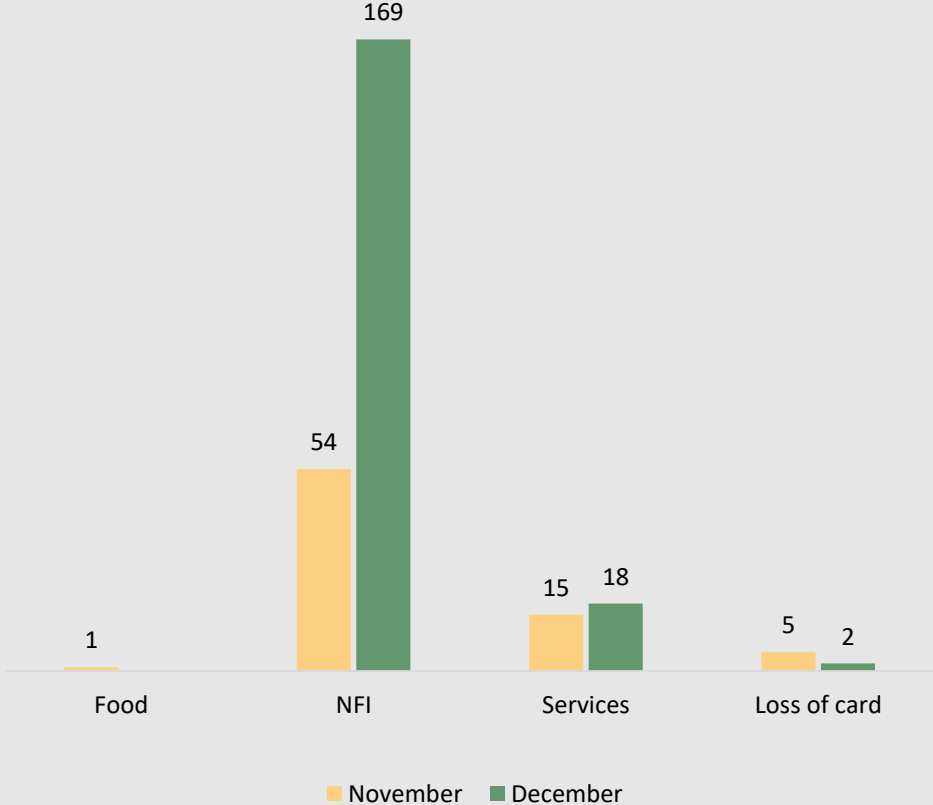


NFI

CASE TYPES



ASSISTANCE REQUEST



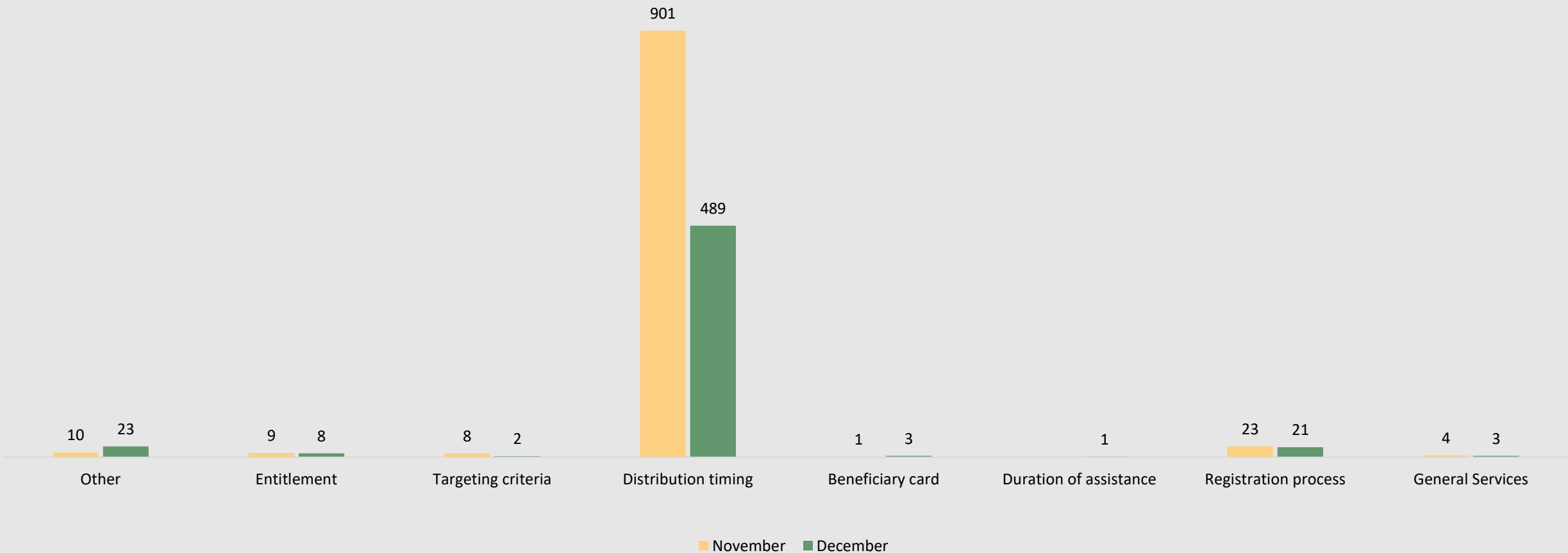
NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST NOVEMBER – 31ST DECEMBER 2021

November
Cases registered:
956
Feedback provided:
99%

December
Cases registered:
550
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.



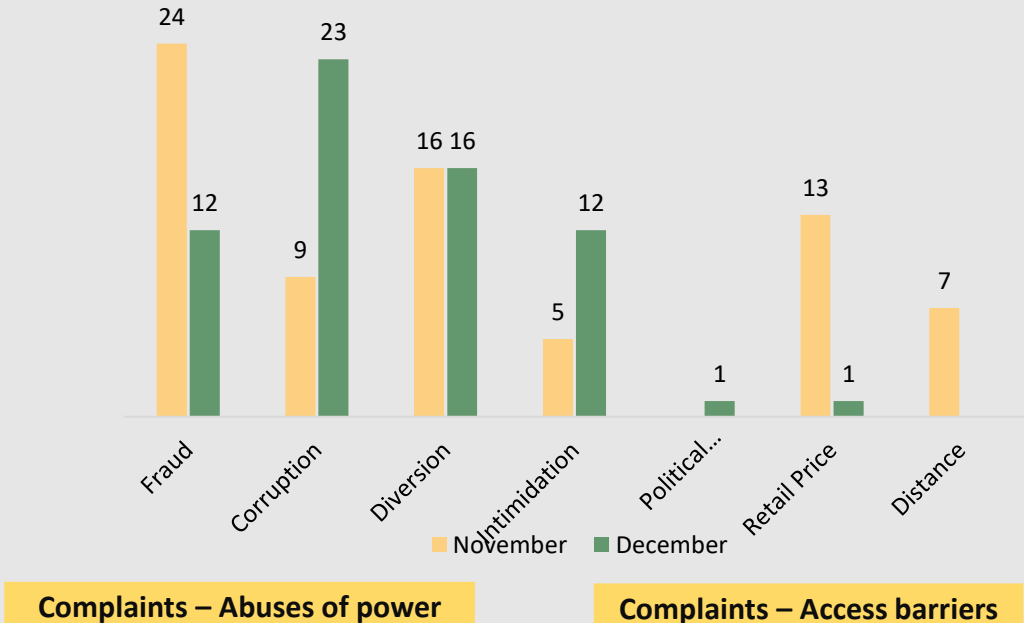
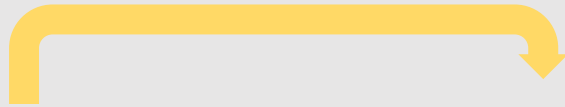
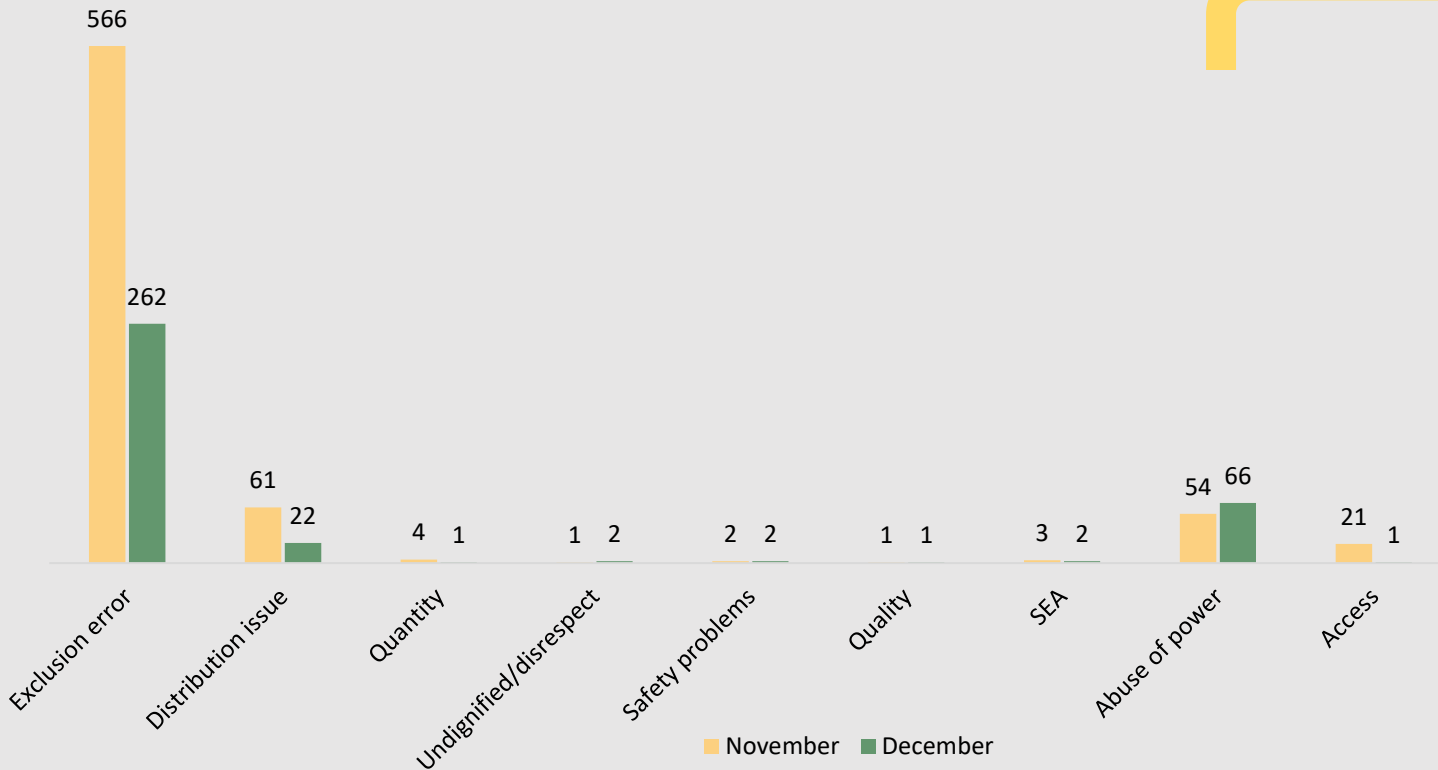
NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1ST NOVEMBER – 31ST DECEMBER 2021

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

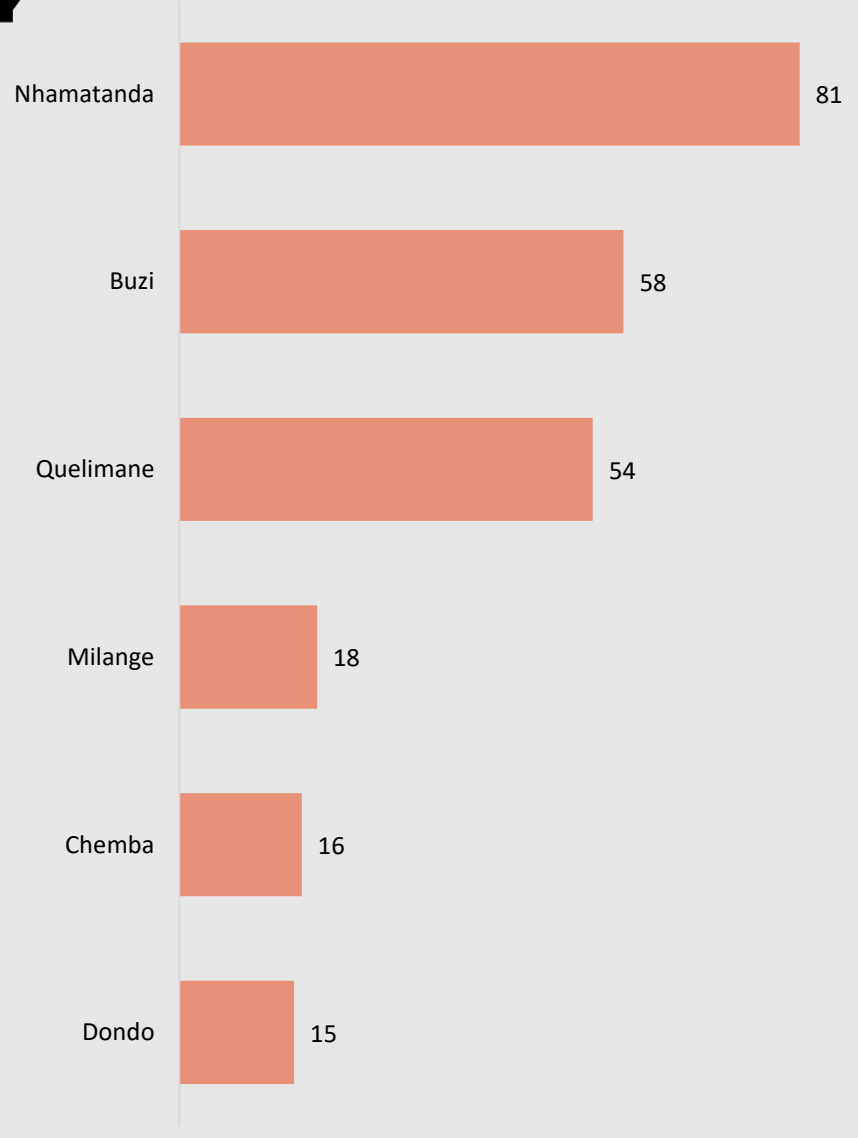
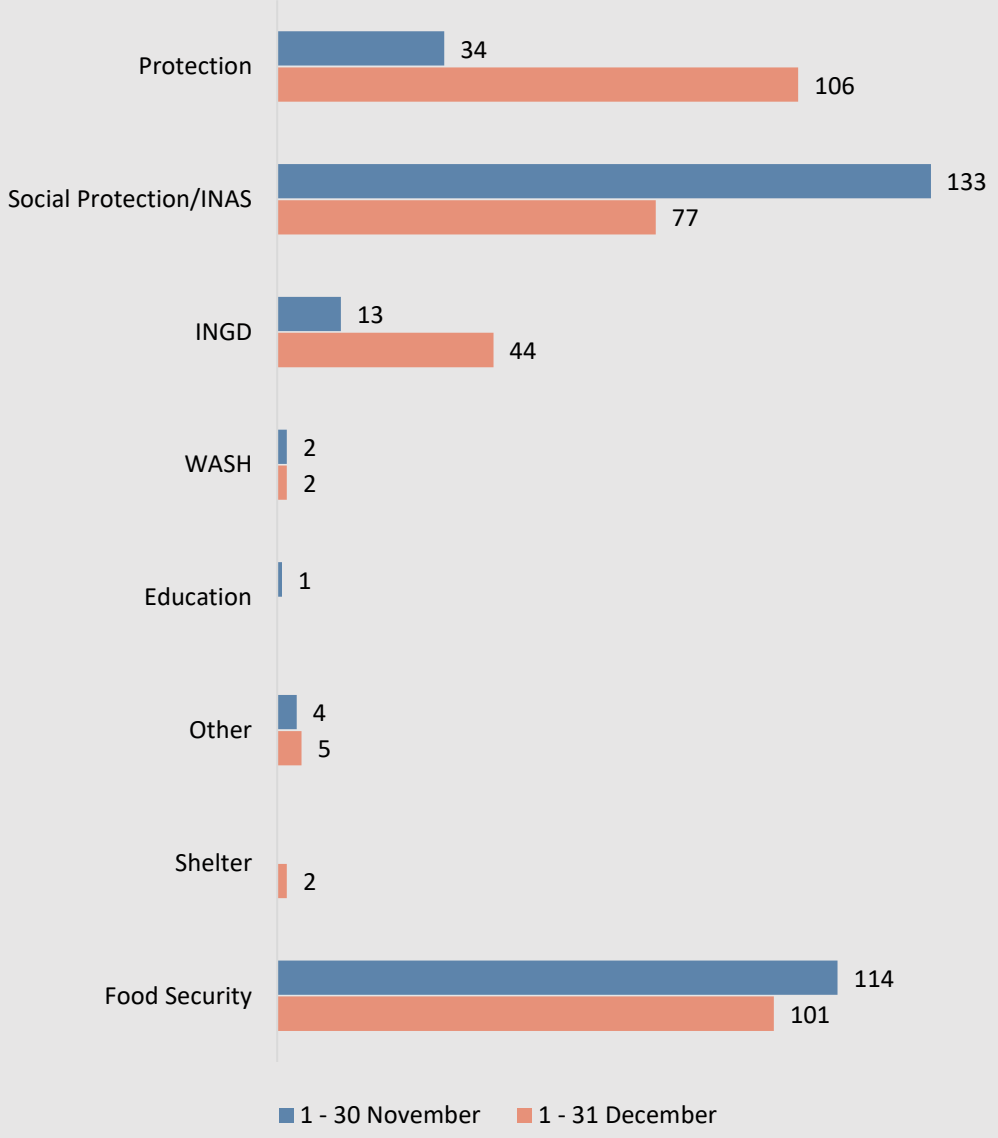


Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION RESPONSE
CASES PER SECTORS
1ST NOVEMBER – 31ST DECEMBER 2021**

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



CENTRAL REGION RESPONSE
1ST NOVEMBER – 31ST DECEMBER 2021

November
 Cases Registered:
302
 Feedback Provided:
89%

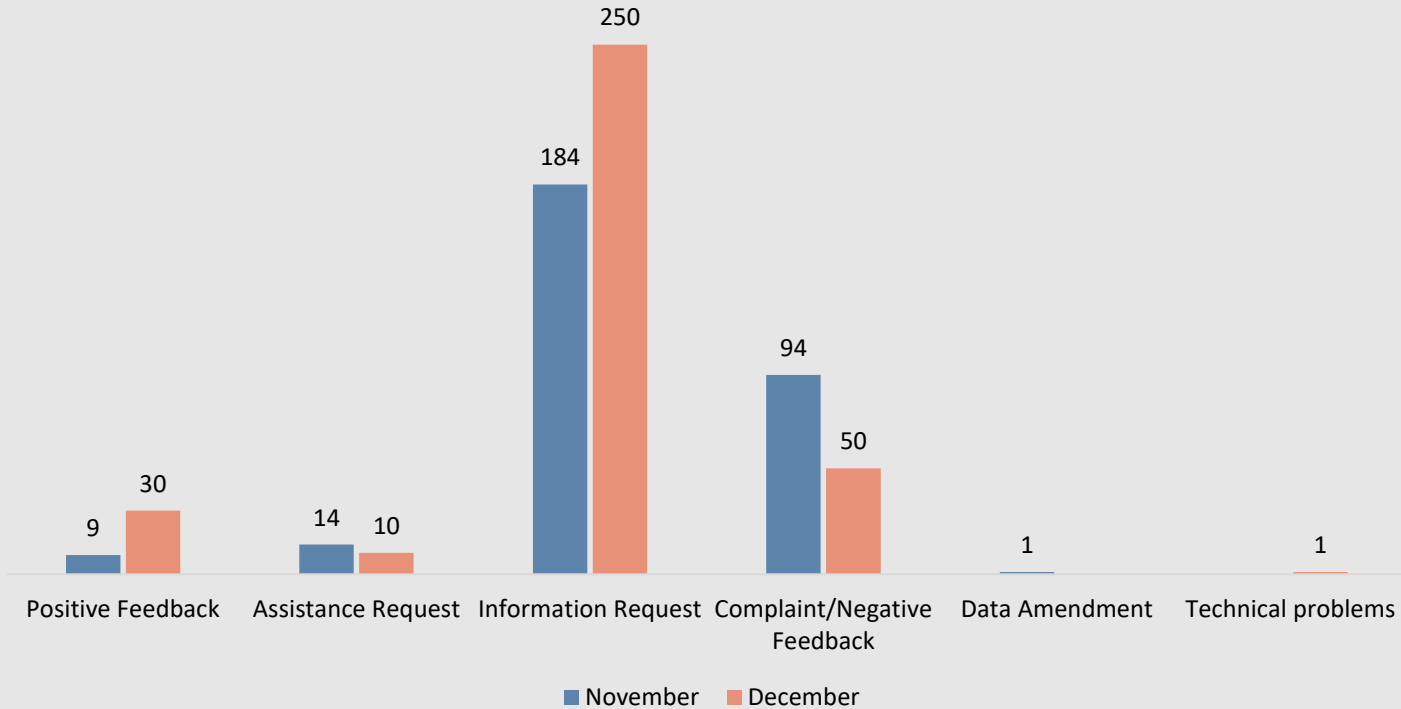
December
 Cases Registered:
341
 Feedback Provided:
94%

November
 Cases Registered:
14
 Feedback Provided:
57%

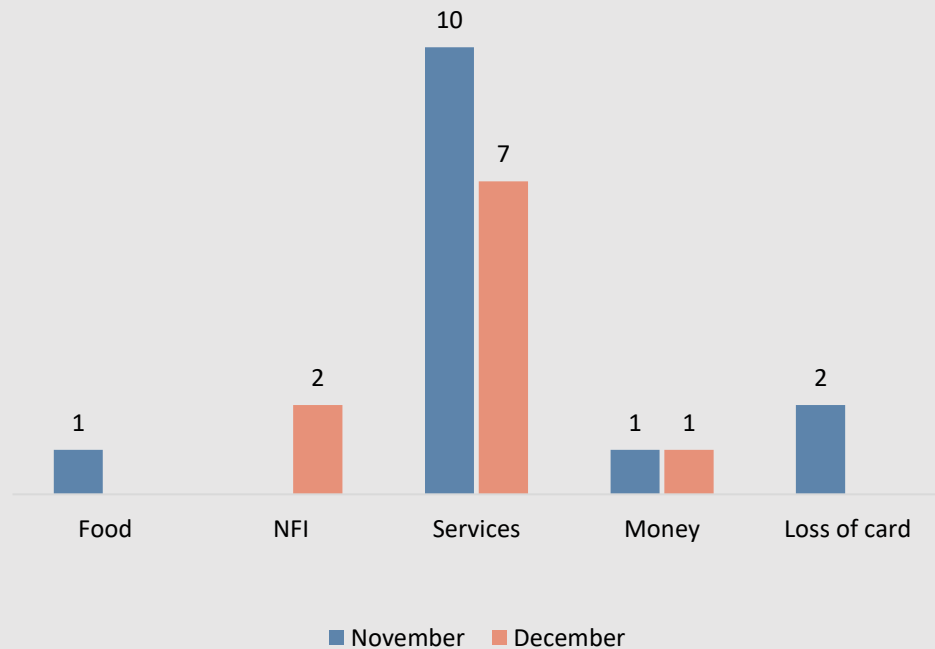
December
 Cases Registered:
10
 Feedback Provided:
80%



CASE TYPES



ASSISTANCE REQUEST



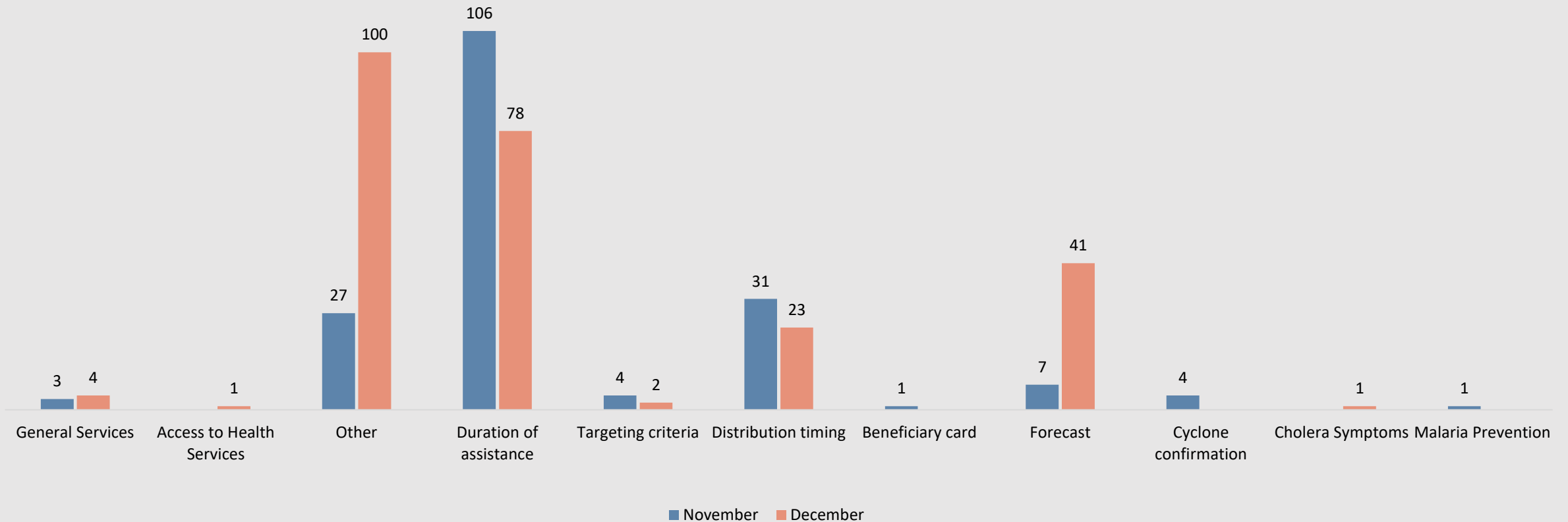
CENTRAL REGION RESPONSE INFORMATION REQUESTS 1ST NOVEMBER – 31ST DECEMBER 2021



November
Cases Registered:
184
Feedback Provided:
98%

December
Cases Registered:
250
Feedback Provided:
100%

The high number of “**Other**” cases are the result of callbacks for request of clarification regarding SMS’s sent out by Linha Verde 1458. Kindly refer to slide 19 for details.



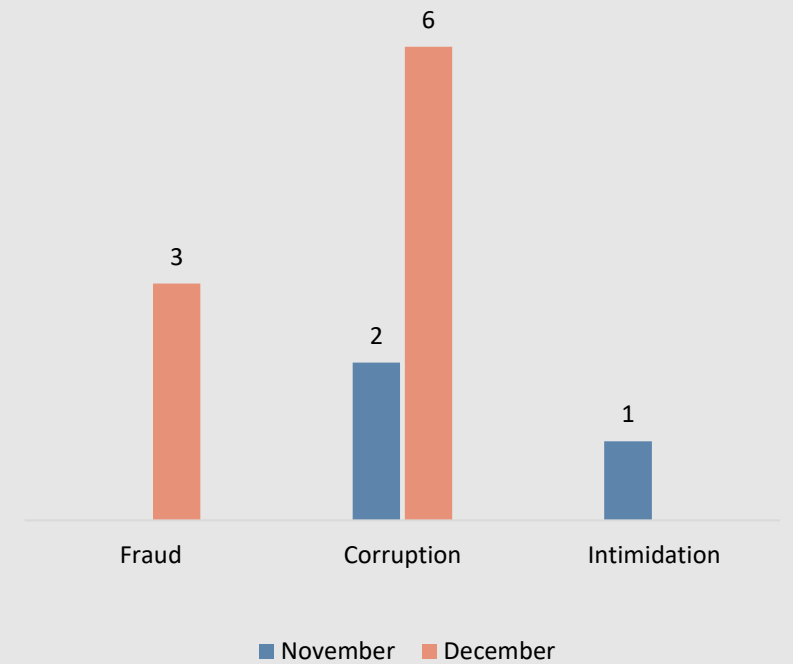
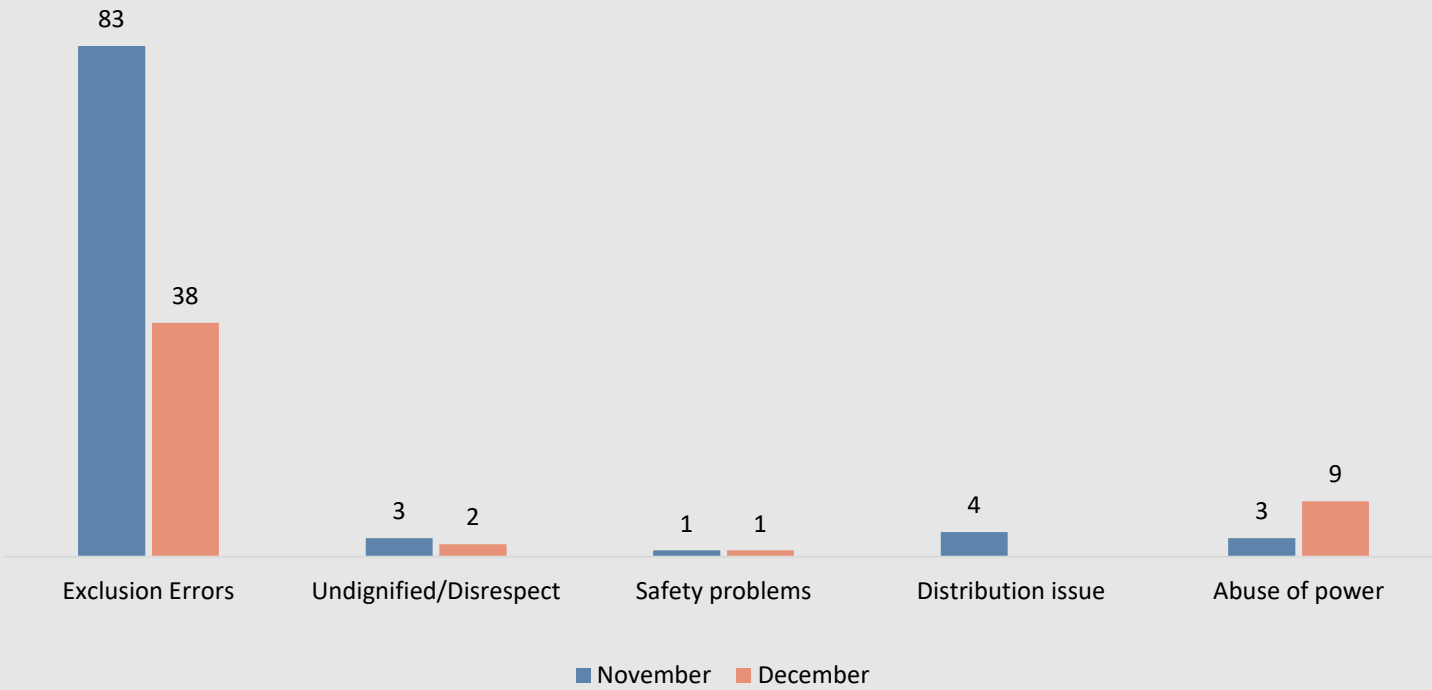
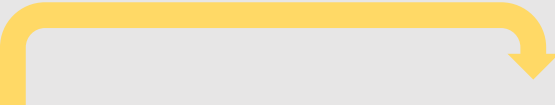
**CENTRAL REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST NOVEMBER – 31ST DECEMBER 2021**



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

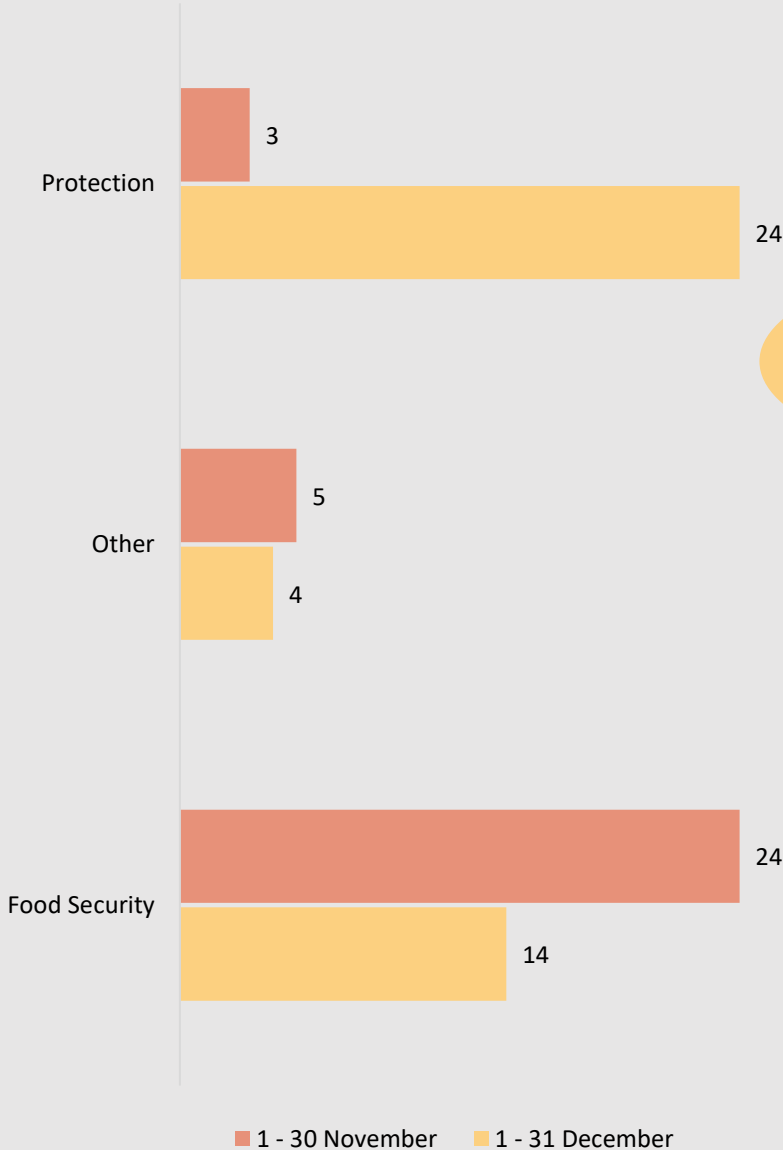
Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



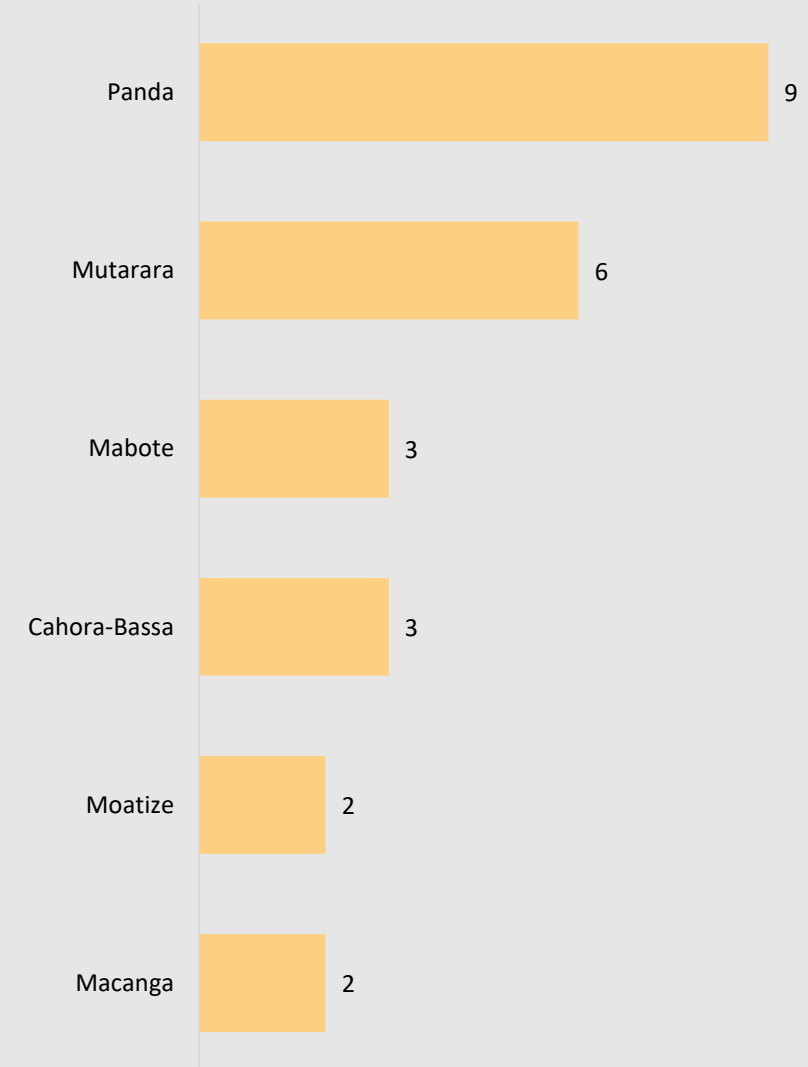
*SEA cases are removed from the complaints as they are reported separately through the PSEA Taskforce

**SOUTHERN REGION: DROUGHT RESPONSE
CASES PER SECTORS
1ST NOVEMBER – 31ST DECEMBER 2021**

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



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



POSITIVE FEEDBACK
1ST – 31ST DECEMBER 2021

SOCIAL PROTECTION/INAS

“I call from Zambezia to say thank you for having received a cellphone from INAS today, as part of the program that aims to mitigate the socio-economic impact of COVID-19. I thank you for the help that the partners along with Linha Verde 1458 have provided.” **Female, Quelimane, Zambezia**



SHELTER

“I am displaced from Mocimboa da Praia and I have been in the district of Montepuez since 2020, I called to thank the CARITAS project for having received yesterday 12/17/2021 tarpaulins, pans, crockery, buckets at the R.C. of Marcune. I live with my family which is a total of 6 people where 4 are children and 2 adults.” **Male, Montepuez, Cabo Delgado**



MULTI-PURPOSE CASH ASSISTANCE

“I fled Palma to Mueda and I have been at the Eduardo Mondlane Center since September 2021. I am a beneficiary of food products from WFP and partners, I live with 8 people, and I called to thank you for receiving the amount of 6000MT from the Norwegian Refugee Council, which took place on the 20th December of the current year.” **Female, Mueda, Cabo Delgado**

INGD-FOOD ASSISTANCE

“I am calling to thank you for the support I received today. I received from INGD in the R.C. of Marocane 12.5 kg of rice, 1 kg of sugar, 1 bar of soap and 1 liter of oil. I have been displaced from Mocimboa da Praia to Ancuabe since 2018, I have a household composed of 3 members, all displaced. I built a shelter in the R.C. Marocane CR and I am a beneficiary of WFP food assistance, and I received the following for the last time in November: 50 kg of rice, 10 kg of peas and 4 liters of oil.” **Male, Ancuabe, Cabo Delgado**

WASH

“I have been displaced from Macomia district to Metuge district since 2020. I live with 5 people in the Nacuta R.C., where I am a beneficiary of food assistance provided by WFP and partners, last time I received food was in November. I called thank you for the water that we were provided today, which is 12/16/2021.” **Male, Metuge, Cabo Delgado**

FOOD SECURITY

“I have been displaced from Macomia to Marrupa since 2020 due to the armed attacks. I live in the administrative post of Marrupa, Marangira, Chonga neighborhood. I have 6 members in my family, and I live in my own house that I built with the help of the partner CARITAS. I am a beneficiary of the food assistance provided by PMA and partner the last time I received support was in November 2021 where I received 50kg of 10kg of beans 4L of oil. I called the hotline to thank you for the food I received from WFP.” **Female, Marrupa, Niassa**

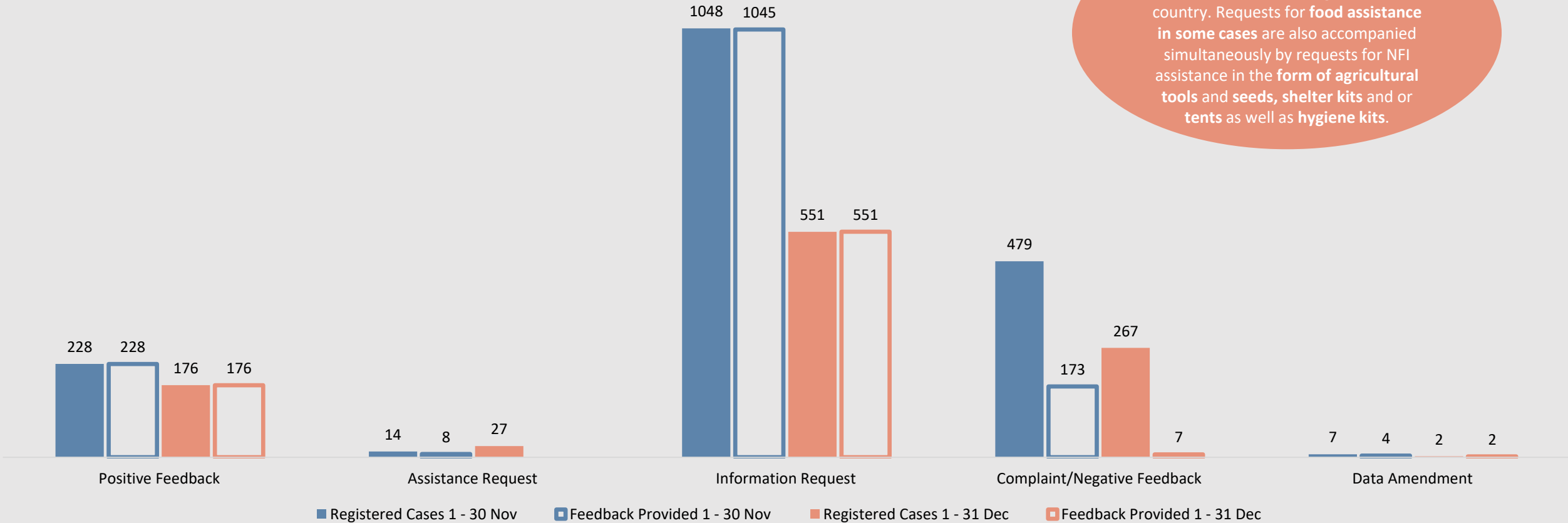
FOOD SECURITY



Sofala	81
Zambezia	5
Manica	15
Tete	1
Nampula	81
Cabo Delgado	825
Inhambane	11
Gaza	2
Niassa	3

1st - 31st Dec 2021
 Cases Registered:
1024
 Feedback Provided:
737

1st - 31st Dec 2021
 88% 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**.

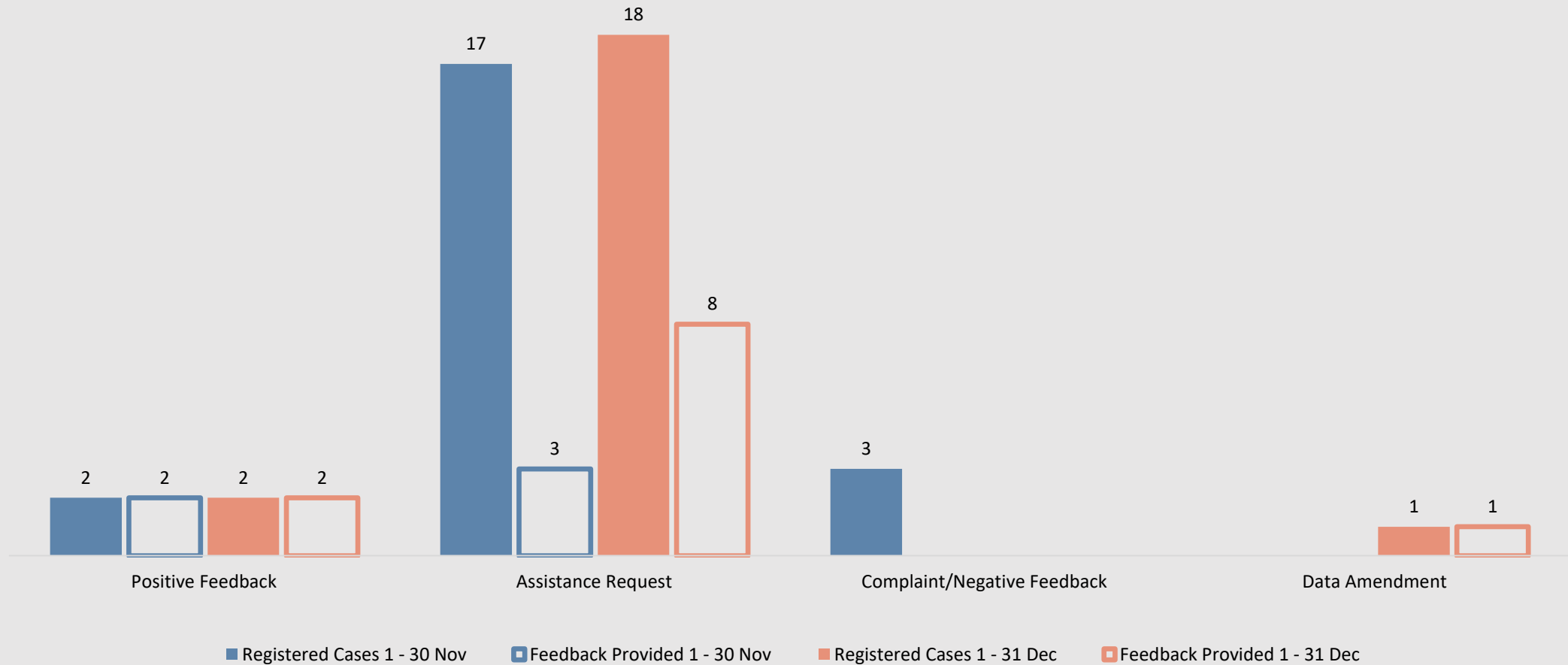


WASH



Sofala	2
Nampula	1
Cabo Delgado	18

1st - 31st Dec 2021
Cases Registered:
21
Feedback Provided:
11



CCCM



1st - 31st Dec 2021

Cases Registered:

2

Feedback Provided:

1

Cabo Delgado 2

SHELTER AND NFI



1st - 31st Dec 2021

Cases Registered:

141

Feedback Provided:

122

Sofala	2
Nampula	1
Cabo Delgado	138

1



Assistance Request

2



Complaint/Negative Feedback

2



1



1



Registered Cases 1 - 30 Nov

Registered Cases 1 - 31 Dec

Feedback Provided 1 - 30 Nov

Feedback Provided 1 - 31 Dec

129



38



35



119



3



Positive Feedback

3



2



2



Registered Cases 1 - 30 Nov

Registered Cases 1 - 31 Dec

Feedback Provided 1 - 30 Nov

Feedback Provided 1 - 31 Dec

1



Information Request

1



9



Complaint/Negative Feedback

3



9



HEALTH



1st - 31st Dec 2021

Cases Registered:

1132

Feedback Provided:

1129

PROTECTION



1st - 31st Dec 2021

Cases Registered:

7

Feedback Provided:

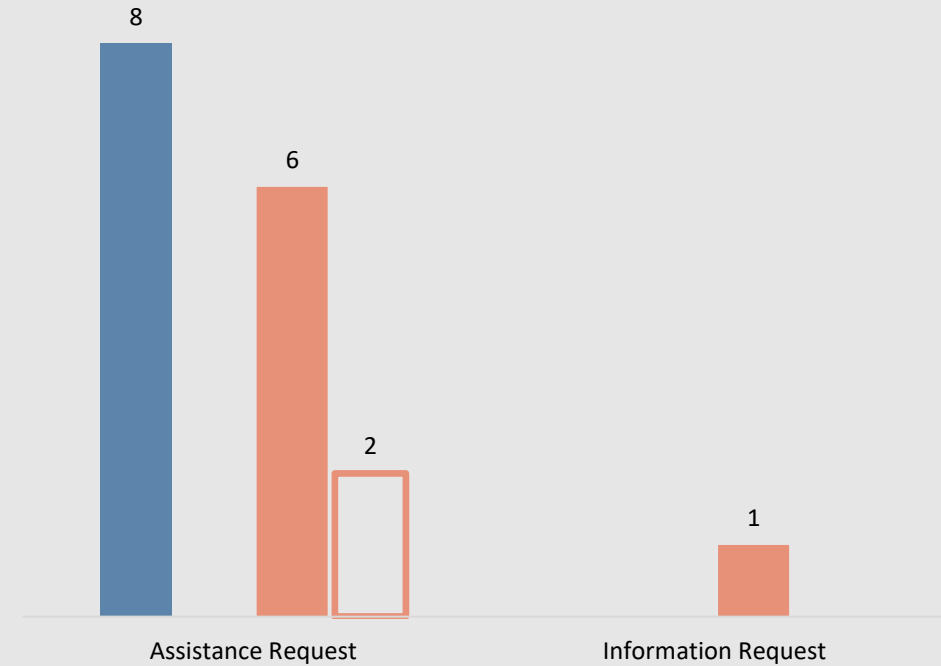
2

Cabo Delgado 7

Sofala	630
Zambezia	76
Manica	97
Tete	116
Nampula	87
Cabo Delgado	76
Inhambane	21
Gaza	8
Maputo Cidade	6
Niassa	8
Maputo Provincia	7



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



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

CHILD PROTECTION



1st - 31st Dec 2021
 Cases Registered: **14**
 Feedback Provided: **14**

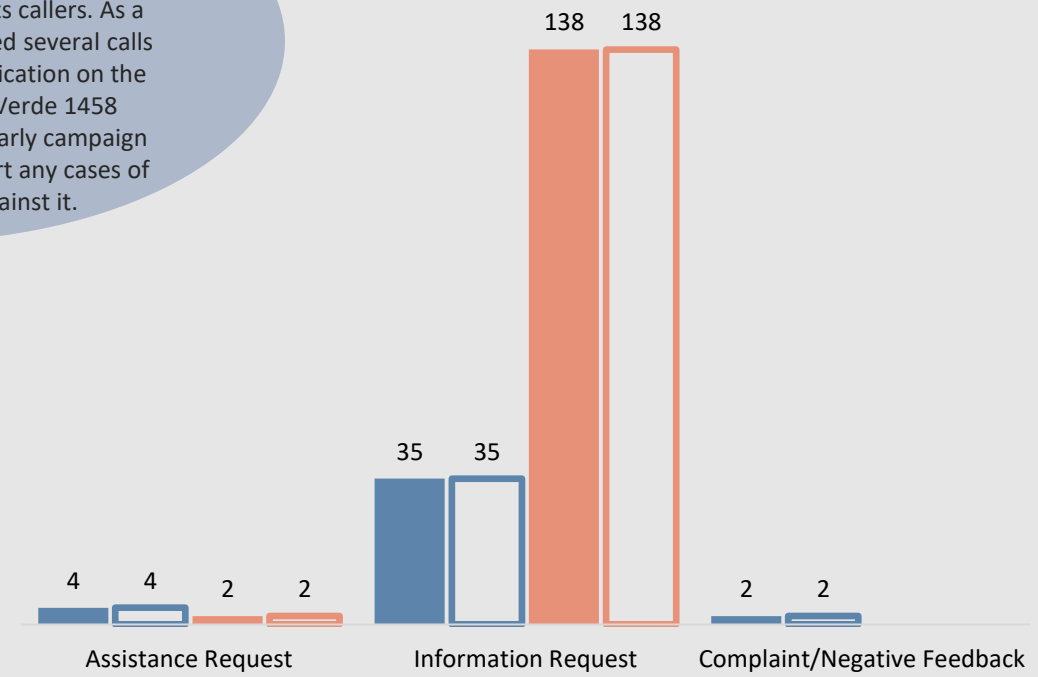
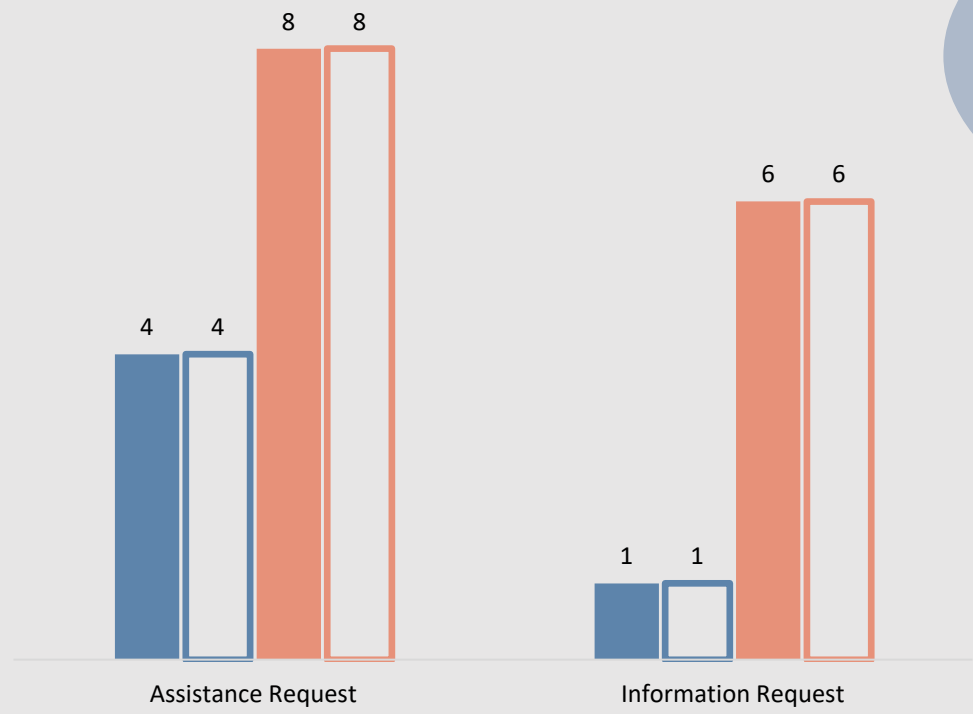
1st - 31st Dec 2021
 Cases Registered: **140**
 Feedback Provided: **140**

GBV

In the scope of the 16 Days of Activism against GBV Linha Verde 1458 sent out **two GBV prevention SMS's on November 30th and December 5th 2021** to all its callers. As a result, Linha Verde 1458 received several calls from recipients asking for clarification on the content of the SMS's, Linha Verde 1458 provided clarification on the yearly campaign and encouraged callers to report any cases of GBV and join the fight against it.

Sofala	7
Zambezia	2
Tete	1
Nampula	2
Cabo Delgado	1
Gaza	1

Sofala	72
Zambezia	15
Manica	10
Tete	15
Nampula	11
Cabo Delgado	10
Inhambane	3
Maputo Cidade	1
Maputo Provincia	1



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

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

INGD

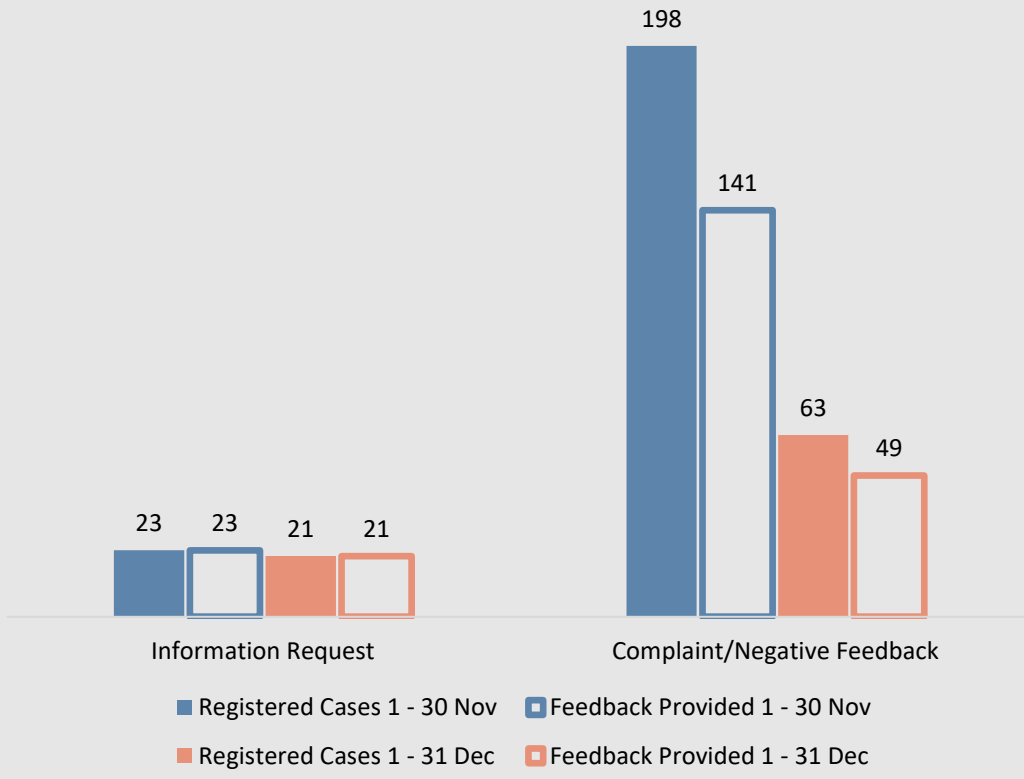
IDP REGISTRATION

Sofala	42
Zambezia	2
Cabo Delgado	8

1st - 31st Dec 2021
 Cases Registered: **52**
 Feedback Provided: **50**

1st - 31st Dec 2021
 Cases Registered: **84**
 Feedback Provided: **70**

Nampula	2
Cabo Delgado	82



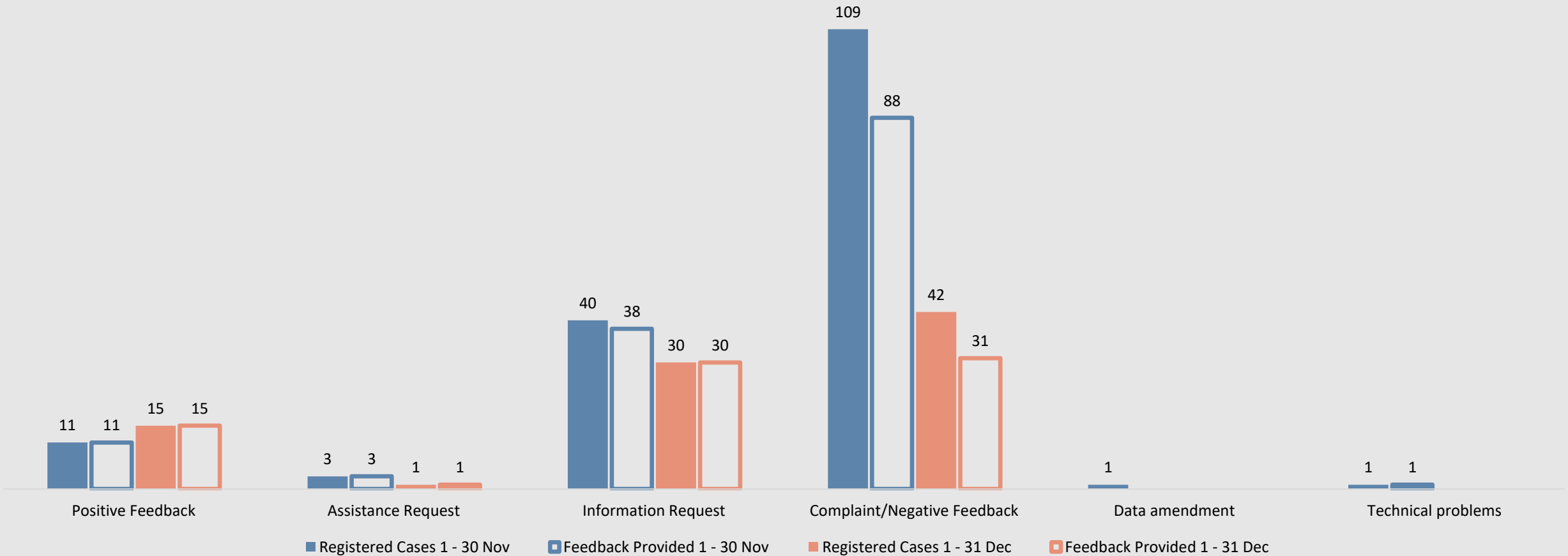
SOCIAL PROTECTION/INAS



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

1st - 31st Dec 2021
 Cases Registered:
88
 Feedback Provided:
77

Sofala	10
Zambezia	67
Nampula	1
Cabo Delgado	10



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 31ST DECEMBER 2021

Overview

- ❖ **30,604** cases have been registered through Linha Verde da Resposta a Emergencia 1458 since January 2021 with a cumulative feedback rate of 95%
- ❖ **2,782** cases were registered in the month of December 2021 with a feedback rate of 87.5% within the same month.
 - 46% of the total registered cases are related to the Covid-19 situation in the country. People call Linha Verde 1458 to know what the total number of Covid- 19 cases are in given province or the country in general.
 - 40% of the cases registered were received from the northern region on the country regarding the various interventions taking place.
 - 12% of cases received were from the central region of the country.

Inter-Agency Collaboration

Linha Verde 1458 online case management system for case sharing.

- ❖ From the 1st of December Linha Verde 1458 initiated the full transition to the online platform for case sharing. A majority of the inter-agency focal points already have access to the online platform and have been receiving cases there throughout the month of December. Linha Verde 1458 would like to thank all the focal points for the collaborative effort.

GBV prevention SMSs sent during the 16 days of Activism against GBV on the behalf of humanitarian partners

- ❖ In total 2 SMSs were sent in Portuguese for the 16 days of activism against GBV to all **79,116** of Linha Verde 1458 contacts country wide as well as staff contacts for **WFP** and **UNWOMEN**:
 - **SMS 1 sent on the 30th November 2021, read:** “Rejeite as ideias de que da masculinidade veem a violencia e o dominio. Nos 16 dias de Activismo livre-se dos papeis tradicionais do genero que perpetuam a violencia contra mulheres e raparigas.”
 - **SMS 2 sent on the 5th of December 2021, read:** “Nao ha nenhuma situacao em que o casamento prematuro seja consensual. Quando uma rapariga se casa o seu futuro compromete-se. Nestes 16 dias de activismo tome uma posicao contra casamentos prematuros.”

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

- ❖ **1,274** cases were registered from the northern region of the country, Cabo Delgado, Nampula and Niassa regarding humanitarian assistance. 550 are information requests, 359 are complaints, 189 are assistance requests and 172 are positive feedback.

Food Assistance

Information Requests

- ❖ **910** cases were registered regarding food assistance, of these 478 were information requests.
 - 445 information requests concerned distribution timing. Some food assistance beneficiaries depend on Linha Verde 1458 to confirm information regarding scheduled distribution dates. Linha Verde 1458 shares the distribution dates with beneficiaries. This helps beneficiaries manage their rations at the same time providing a realistic expectation of when the next distribution will be.
 - 21 information requests were made regarding access to assistance by IDP’s indicating that they had not been registered locally. Linha Verde 1458 provides clarification on how IDP’s can go about being registered with local authorities.
 - Remaining information requests concerned the food basket entitled to each household and beneficiary selection criteria.
 - 3 callers from Meculane, Chiure reached out to Linha Verde 1458 to enquire why they were being requested to return **FAO beneficiary cards** after they had already used them to access fertilizers. They also mentioned that they were being forced to return them and that some of the beneficiaries did not comply as they did not receive clear communication as to why they were being asked to return them.

Complaints

- ❖ **262** complaints have been registered regarding food assistance.
- ❖ A drop in the number of exclusion error cases registered related to food assistance programs between November and December 2021 is noted. A total of 177 exclusion error claims were registered related to food assistance in December 2021.
 - The majority of exclusion error claims are from beneficiaries in resettlement sites in Montepuez, the rest are from Ancuabe, Cidade de Pemba, Metuge, Mueda, Chiure, Meluco and Balama. Callers claim that their names have been removed from lists without explanation, some mention that they did not receive their rations in September 2021 and others mention that they did not receive their rations in November 2021 distribution.
- ❖ The remaining complaints regarding food assistance were **distribution issues** mostly from Montepuez and Ancuabe where callers claimed that distribution teams did not distribute to all beneficiaries and left some out. They claimed that the partners had promised to return on the 6th and had still not returned to complete the distributions at the time of their calls to Linha Verde 1458 on the 8th of December 2021.
- ❖ Linha Verde 1458 has channeled all WFP food assistance related issues to WFP CFM focal points for verification and action.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 31ST DECEMBER 2021

- ❖ **63** cases of **abuses of power** were reported and are divided as follows:
 - 22 claims of **corruption** stating that local leaders charge money to IDP's and members of host population to add their names to beneficiary lists to receive food assistance.
 - 17 callers state that local leaders have included in the beneficiary lists members of the host population and their known acquaintances.
 - 16 claims of **diversion** where callers claim that local leaders who put non-beneficiaries in lists also end up taking the food from them after distributions and sell it back to them.
 - 10 callers have complained of **intimidation**. The 5 from Meluco have said that when they go to local administration to ask when the next distribution will be, they are threatened and sent away. The rest of the callers claim that IDP's are always being harassed and threatened in the host communities. The local leaders threaten to remove them from lists or even evict them from the sites.
 - **Hotspots:** 20 Abuse of power cases are from Mueda, 15 from Montepuez, 7 from Chiure, 5 Ancuabe, 5 Metuge and 5 Meluco.

Assistance Requests: Seeds and tools

- ❖ Linha Verde 1458 received 27 calls from IDP's requesting for assistance in agricultural seeds and tools. Most of the requests came from Montepuez and Ancuabe.

Multi-purpose cash assistance – Norwegian Refugee Council

- ❖ 63 cases were registered by the hotline related to the multi-purpose cash assistance program implemented by the Norwegian Refugee Council in Mueda using M-pesa.

Information requests

- ❖ 36 callers engaged the hotline to enquire when they were going to receive their cash disbursement as they claim to have been registered. Some mention that they received a mobile phone to enable the disbursement, however they still had not received the first disbursement.
 - Linha Verde 1458 engaged the NRC team who clarified delays had resulted from Covid-19 prevention measures restricting office presence. NRC later confirmed that they disbursed the cash to the remaining 200 households toward the end of December 2021. Linha Verde 1458 was able to inform the callers of the delay and NRC has also mentioned that they will follow up on the cases shared.

Complaints

- ❖ 20 callers have reached out complaining that they had not received the second cash disbursement in December as promised. Callers communicated that they had been registered to receive the assistance, receiving mobile phones and the first cash disbursement in October. The cases have been shared with NRC for verification and action.

WASH

Assistance requests

- ❖ 19 assistance requests were received:
 - People from Meculane in **Chiure** called requesting for assistance in the **repairs of the water sources**. They mentioned that they have been damaged and have since had problems with accessing enough clean water.
 - Callers from **Balama** (Impire and Tauane), **Metuge** and **Mueda** requested for a wide range of personal and general hygiene items like buckets, laundry soap, bath soap, toothpaste. Those from Balama also asked for money to go to the hospitals.
 - People from **Montepuez** called requesting for access to water as well as personal and general hygiene items like buckets, laundry soap and toothpaste.

Shelter

- ❖ A total of 139 cases related to shelter assistance were registered via Linha Verde 1458 throughout the month of December 2021.

Assistance requests

- ❖ Of the 139 cases registered related to shelter, **129 are requests for assistance in shelter items** like tarpaulins. Callers mentioned that the ones they had been given are already damaged and will not protect them and their families from the rain.
- ❖ Other shelter items requested are kitchen items such as pots, utensils, and plates. They also ask for blankets and mosquito nets.

Complaints

- ❖ A small number of complaints were received regarding shelter assistance provided in Montepuez (Marcune temporary site). A local leader is reported to have charged 1000MT for inclusion on beneficiary lists for tarpaulins.
 - Other callers (IDPs) complained they were simply excluded from the lists, complaining further that the local leader has tried to intimidate them and discourage them from reporting to Linha Verde 1458.
- ❖ IDP's from Ancuabe (Cujupane site) have indicated that the organization distributing shelter items did not distribute them uniformly to all beneficiaries, observing that not all households received the same items. Callers also mentioned that the clothing they received was not in good condition, stating that the assistance was provided by the Red Cross of Mozambique.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 31ST DECEMBER 2021

- ❖ Callers from Ancuabe and Mueda also complained that they were excluded from shelter assistance and did not in-fact receive any items.

Central Region Response: 1st – 31st December 2021

- ❖ 341 cases were registered in the central region of the country, of which 250 were information requests, 50 were complaints, 30 were positive feedback and 10 were assistance requests.

Food Assistance

- ❖ 102 cases were registered regarding food assistance in the central region of the country.

Information requests

- ❖ The majority are information requests (81) categorized under “duration of assistance” coming from former beneficiaries of WFP food assistance programmes who express that they are still in need of food assistance and ask that humanitarian organizations help them recover.

Complaints

- ❖ A small number of complaints were received from different people in Massane and Macurungo in Buzi, Linha Verde 1458 registered two corruption claims where callers indicated that local leaders were charging between 500MT and 1000MT to include their names in beneficiary lists for a food assistance program.
- ❖ A separate corruption claim was received from Nhampirepire 1, Dondo in which caller claimed that beneficiaries of a food assistance program by another organization were being charged 1000MT to be included in the lists.

INAS Covid-19 assistance program

Complaints

- ❖ Out of 77 cases registered relating to the INAS Covid-19 assistance program in Quelimane and Milange in Zambesia, 40 are complaints, mostly exclusion error claims:
 - Callers claiming to have been registered as beneficiaries mentioned that they have not received the assistance. Some even say they received mobile phones but are very confused and frustrated to have not received the assistance yet.
- ❖ A small number of fraud and corruption claims were received, stating that local leaders charged money to include people in lists or that they added non-beneficiaries to the lists to receive assistance.

Information requests

- ❖ Beneficiaries from Quelimane and Milange called Linha Verde 1458 to ask when the next disbursement would take place.

- Some claiming to have never received a disbursement called to find out when the next one would be.
- Others mentioned that they had received the first and second and would like to know when the next one would be.

Positive Feedback

- ❖ Beneficiaries of INAS covid-19 assistance program called in to thank the institution for the assistance they received.

Weather related queries

- ❖ 44 people from Nhamatanda, Buzi, Dondo and Marromeu in Sofala called to verify whether they would experience strong winds and storms as had been predicted in December 2021. Linha Verde 1458 will only confirm weather alerts provided by INAM (Instituto Nacional de Meteorologia) and is on stand-by to collaborate with CENOE (Centro Nacional Operativo de Emergencias) and humanitarian partners to send out alerts in the event of any weather events.

Protection: 1st – 31st December 2021

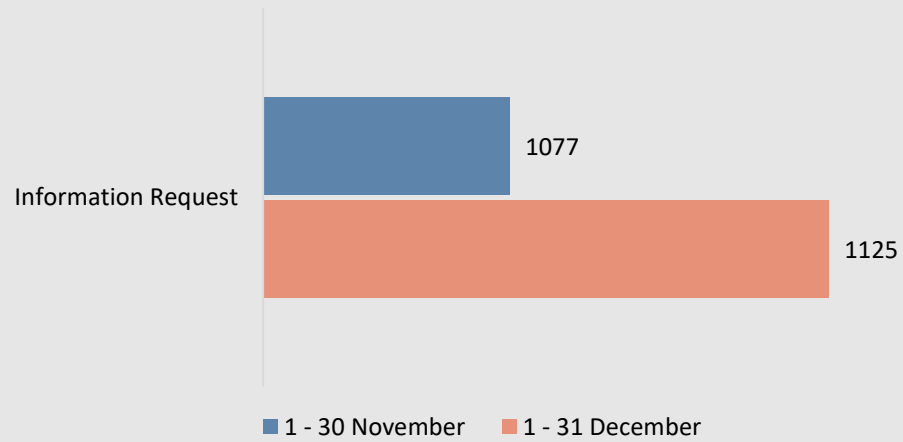
- ❖ A total of 163 protection cases (including GBV, child protection and general protection cases) were registered by Linha Verde 1458 between 1st and 31st of December 2021:
 - **14** child protection cases in which, **4** were reports of **early marriage**, **4** were **child sexual abuse** cases. All referred to **Linha Fala Criança**. 5 Cases were **information requests** from people looking for clarification regarding the law against early marriage in the country.
 - **140** cases regarding GBV were registered, of these, only 02 were reports of GBV cases which were referred to service providers. The other **138 cases were information requests** from people who received the SMS's from Linha Verde 1458 on GBV prevention during the 16 days of activism, wanting to understand better the focus of the 16 days of activism. In addition to providing clarifications on the campaign, Linha Verde 1458 encouraged callers to report cases of GBV and join the fight against it.
 - **2 PSEA** claims were received and referred to the concerned organization PSEA focal point and PSEA National level and provincial level network coordinators.
 - **4** assistance requests for **civil documentation (ID documents)** from Metuge (Manono), Chiure (Maningane), Ancuabe and Muidumbe.
 - **2 assistance requests for housing land and property** received from Megarruma in Chiure and Ntuto in Ancuabe. The IDP's mentioned that they have no shelter and have had trouble in being granted access to stay in the resettlement sites in these districts.
 - **1** assistance request for **family reunification services** was channeled to the ICRC (International Committee of the Red Cross) in Pemba, Cabo Delgado.

Trends: Covid-19

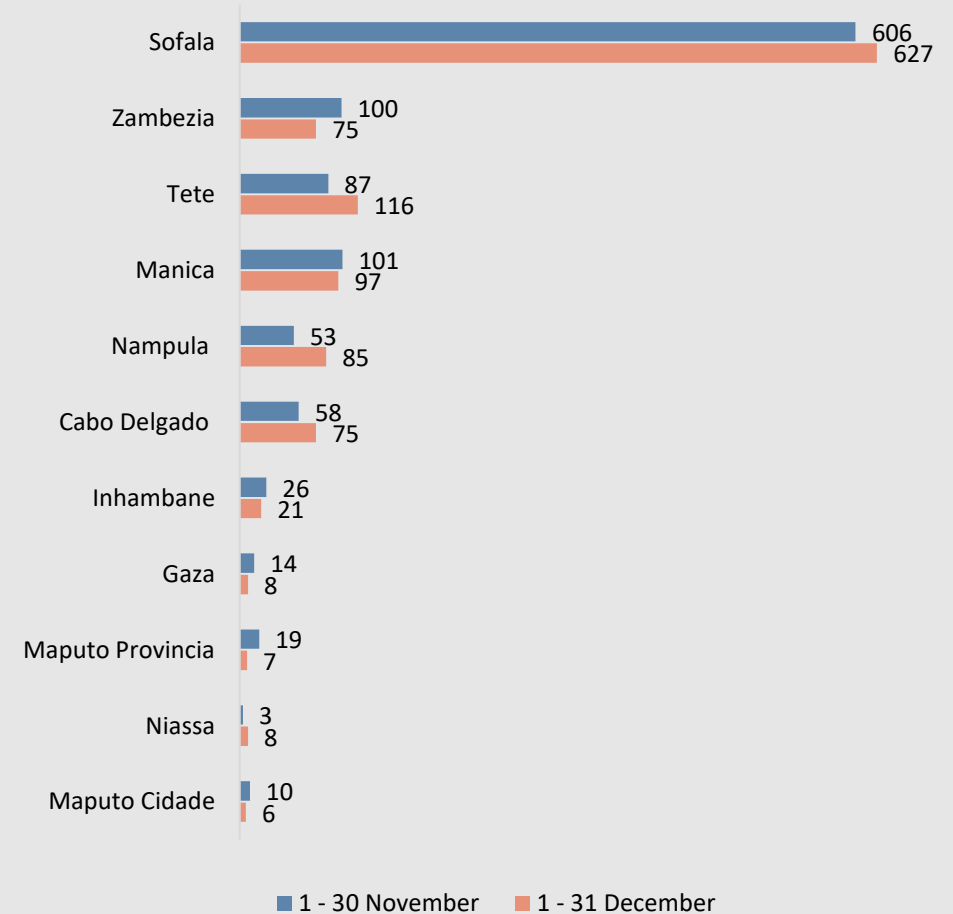
**COVID-19: CASE CATEGORIES AND
CASES BY PROVINCES
1ST NOVEMBER – 31ST DECEMBER 2021**

1 – 31 December 2021
 Nr. of cases about Covid-19:
1,125
40% of the cases registered through
 the Linha Verde 1458 between
 December 1st and December 31st
 were Covid-19 related.

CASE TYPES

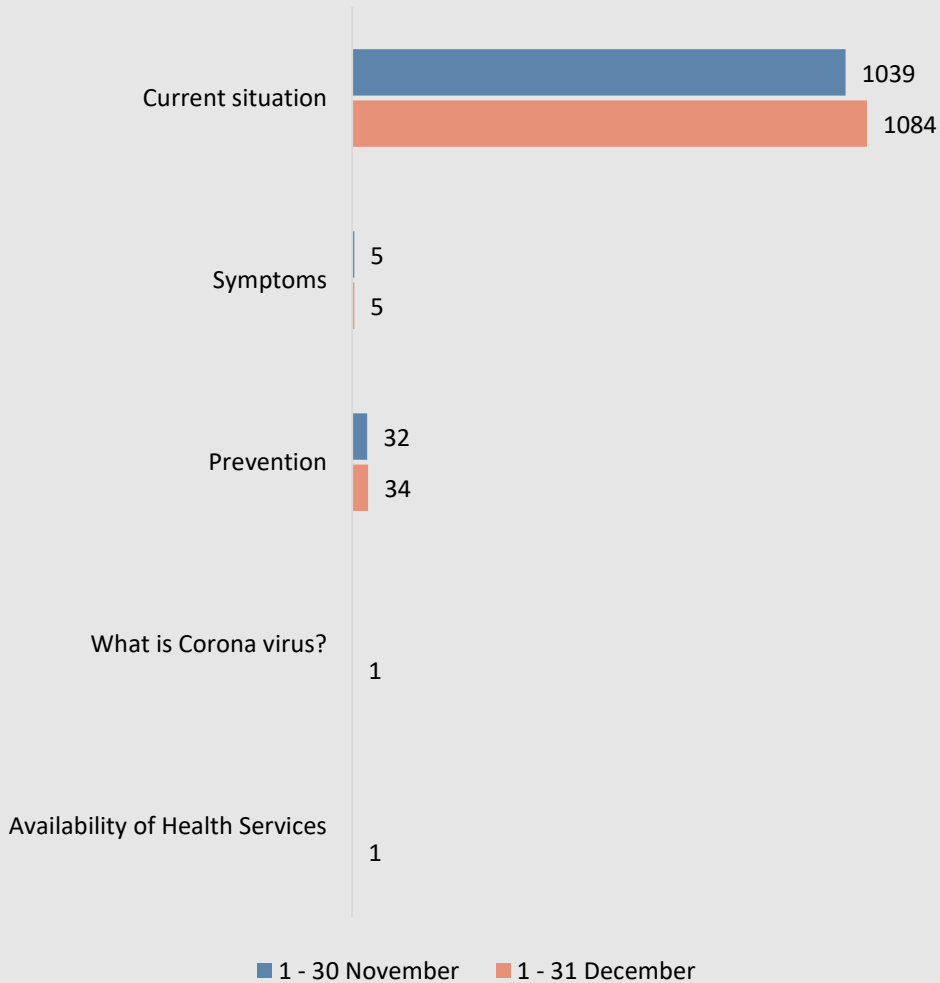


CASES BY PROVINCE

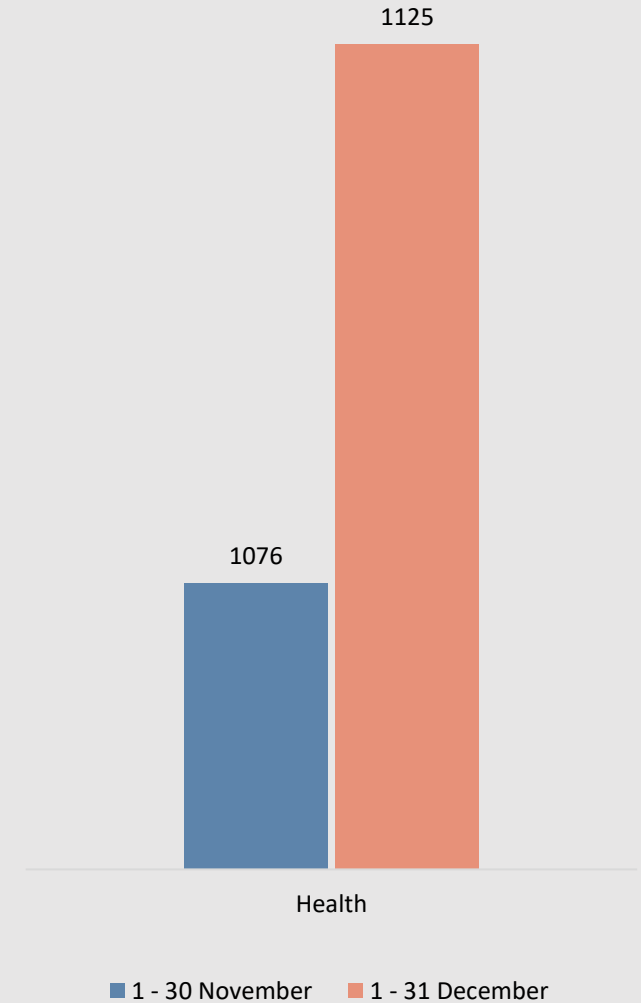


**COVID-19
CASE TYPE BY CATEGORY
SECTORS RELATED
1ST NOVEMBER – 31ST DECEMBER 2021**

INFORMATION REQUEST



SECTORS

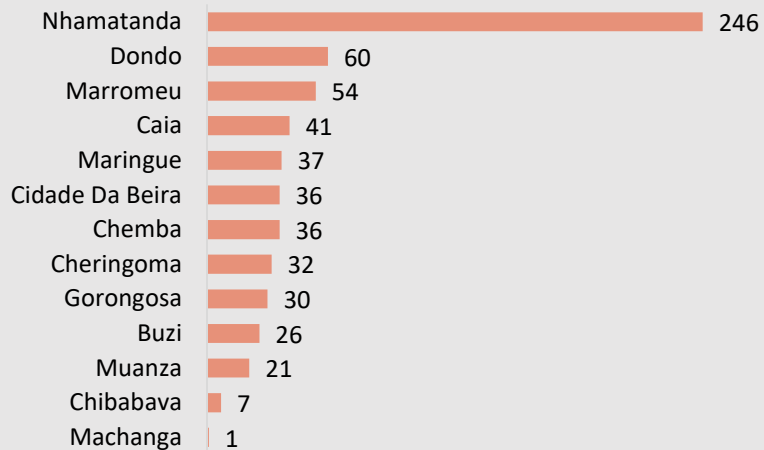




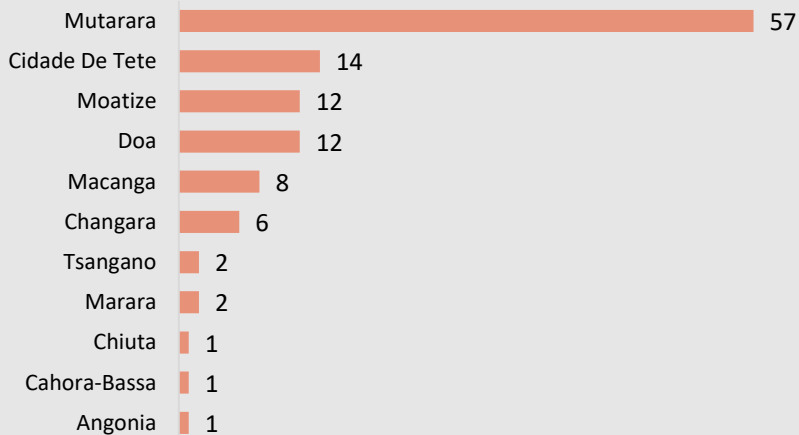
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST – 31ST DECEMBER 2021

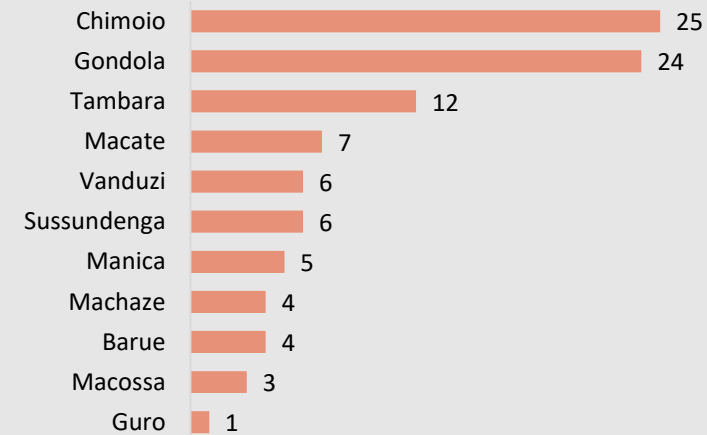
Sofala - 627



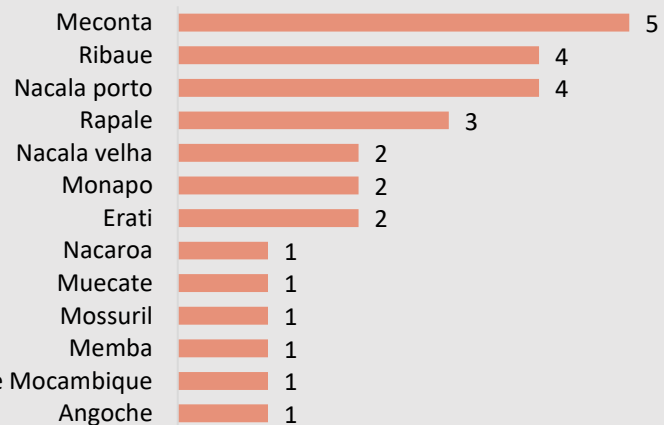
Tete - 116



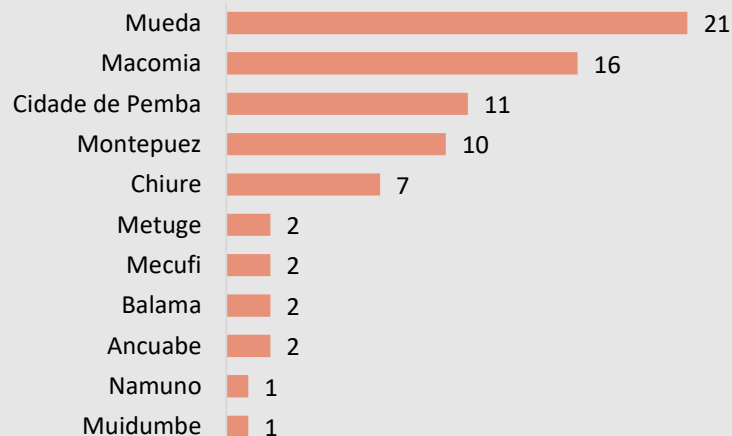
Manica - 97



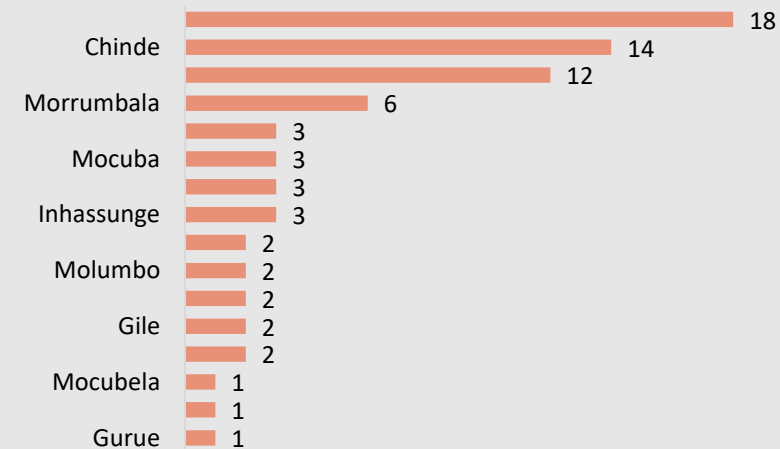
Nampula - 85



Cabo Delgado - 75



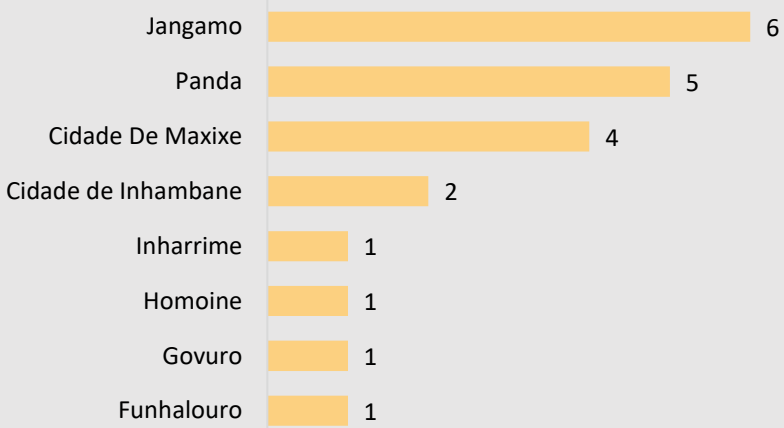
Zambezia - 75



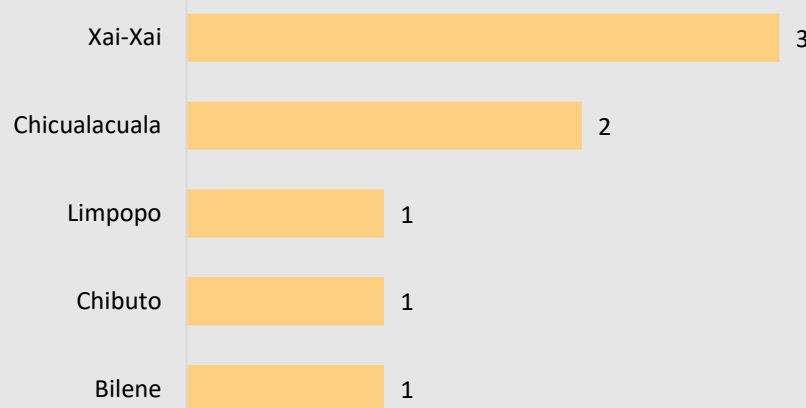
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST – 31ST DECEMBER 2021

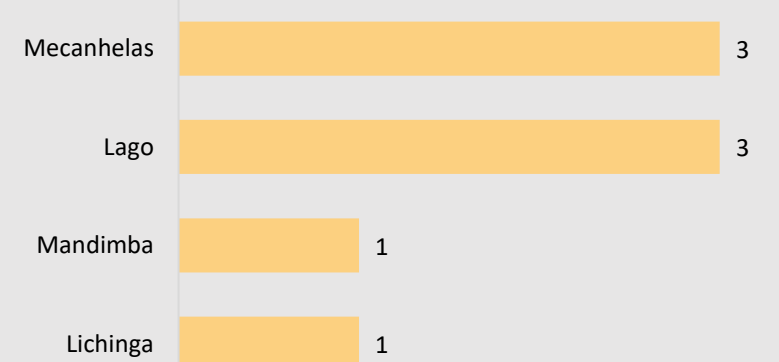
Inhambane - 21



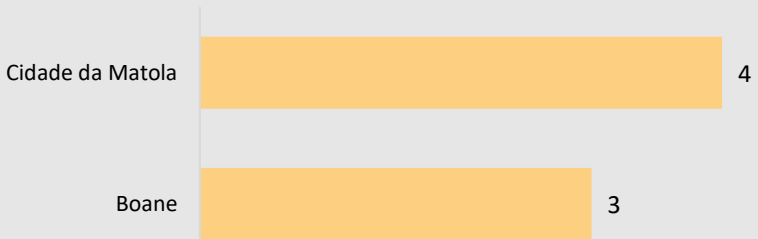
Gaza - 8



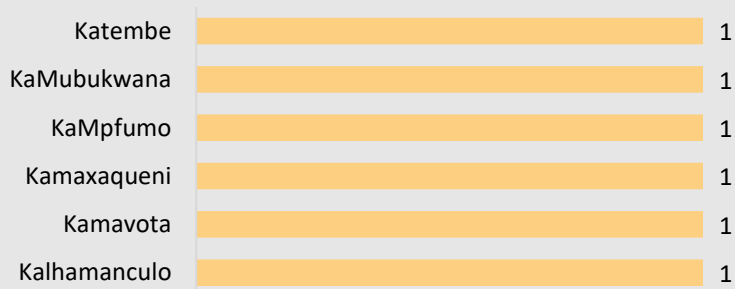
Niassa - 8



Maputo Provincia - 7



Maputo Cidade - 6



NARRATIVE: COVID-19

1ST – 31ST DECEMBER 2021

Covid-19: 1st – 31st December 2021

- ❖ **1,125** Covid-19 related cases were registered over the month of December 2021. As the situation has kept changing with different variants arising, people continue to call Linha Verde 1458 daily to monitor the increase in the number of cases throughout the month.
 - A consistent 96% of the people calling continue to look for information on the daily updates in the number of cases notified by the department of health in the country.
 - 3% were regarding preventive measures of Covid-19. Some people tend to think there may be changes in preventive measures as the infection rate is said to increase with every new variant.