



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



# Linha Verde da Resposta á Emergência

Report period: 1<sup>st</sup> December 2021 - 31<sup>st</sup> January 2022

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.

**64,547** Total Cases Registered



**88%** Feedback Rate  
since Jan 1<sup>st</sup> 2022

**5,574** Total Cases Registered  
since 1<sup>st</sup> January 2022

## CUMULATIVE DATA OVERVIEW PERIOD: 1<sup>ST</sup> JANUARY – 31<sup>ST</sup> JANUARY 2022

### CALLER PROFILE

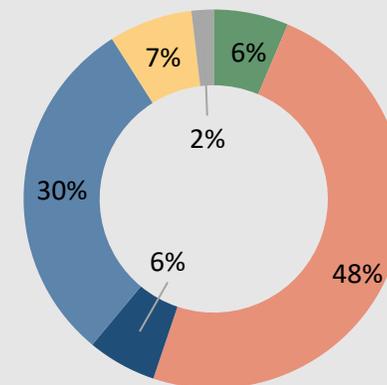


**91%** male  
**9%** female

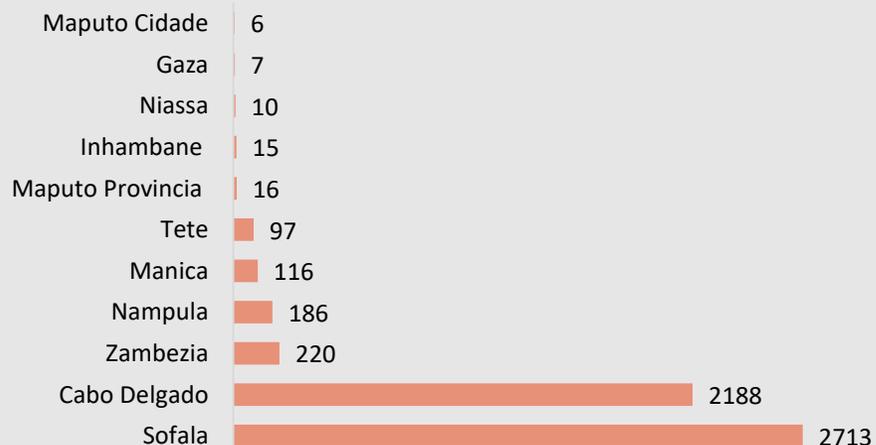


**2%** 17 and below  
**97%** 18 to 59  
**1%** 60 and above

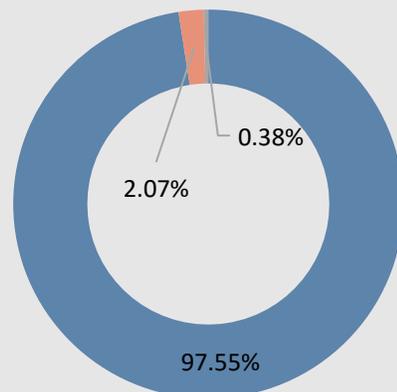
### KNOWLEDGE ABOUT LINHA VERDE 1458



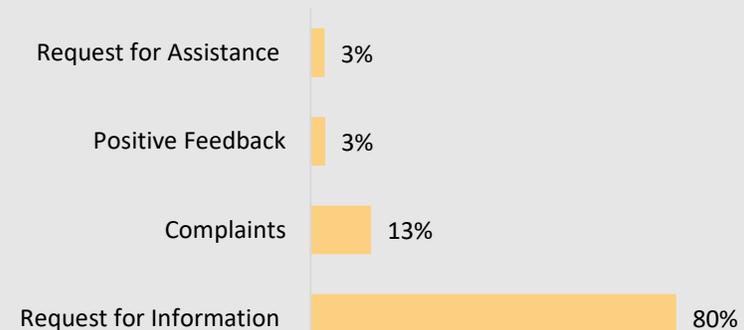
### CASES BY PROVINCE



### SATISFACTION



### CASE TYPE



# TYPES OF CASES REGISTERED PER MONTH

## 1<sup>ST</sup> FEBRUARY 2021 – 31<sup>ST</sup> JANUARY 2022

### 1 – 31 January 2022

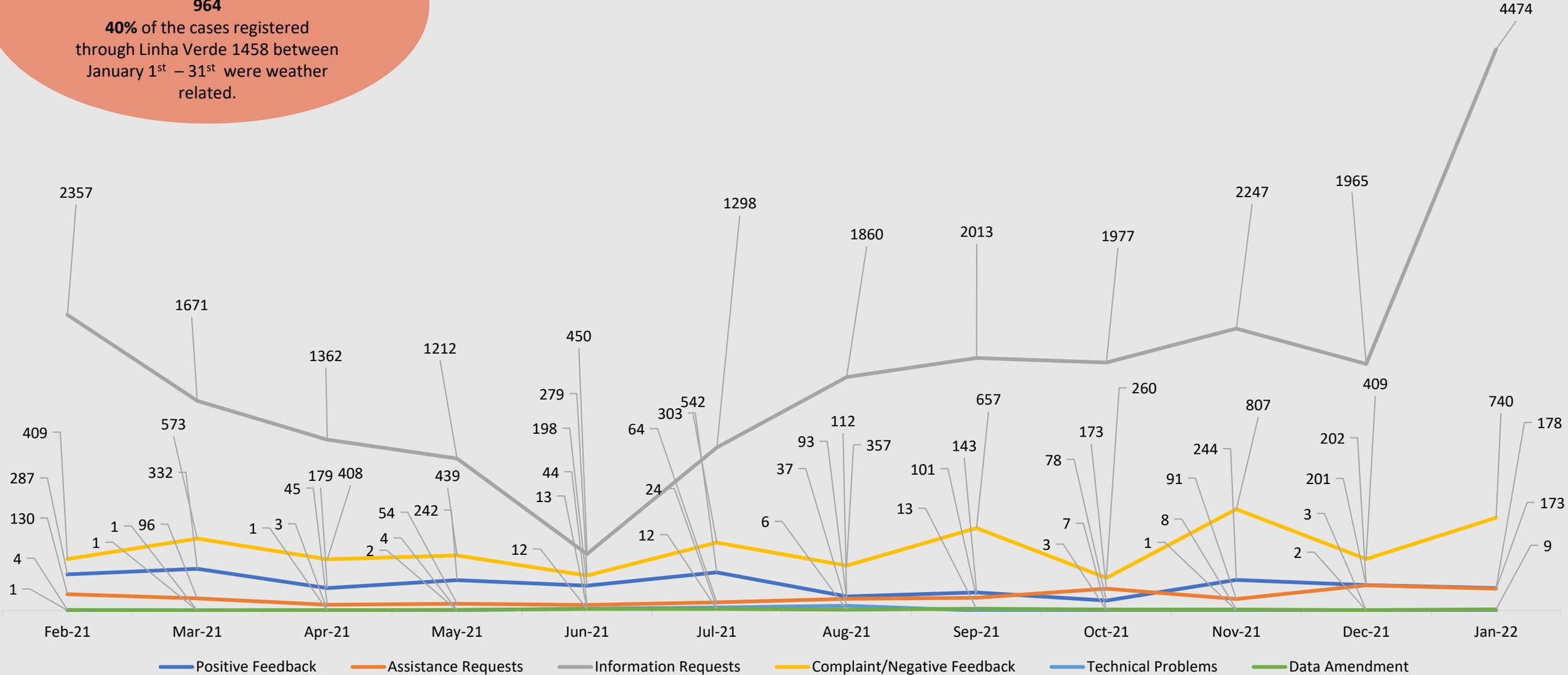
Nr. Total Registered Cases:

**5,574**

Nr. of calls about Covid-19:

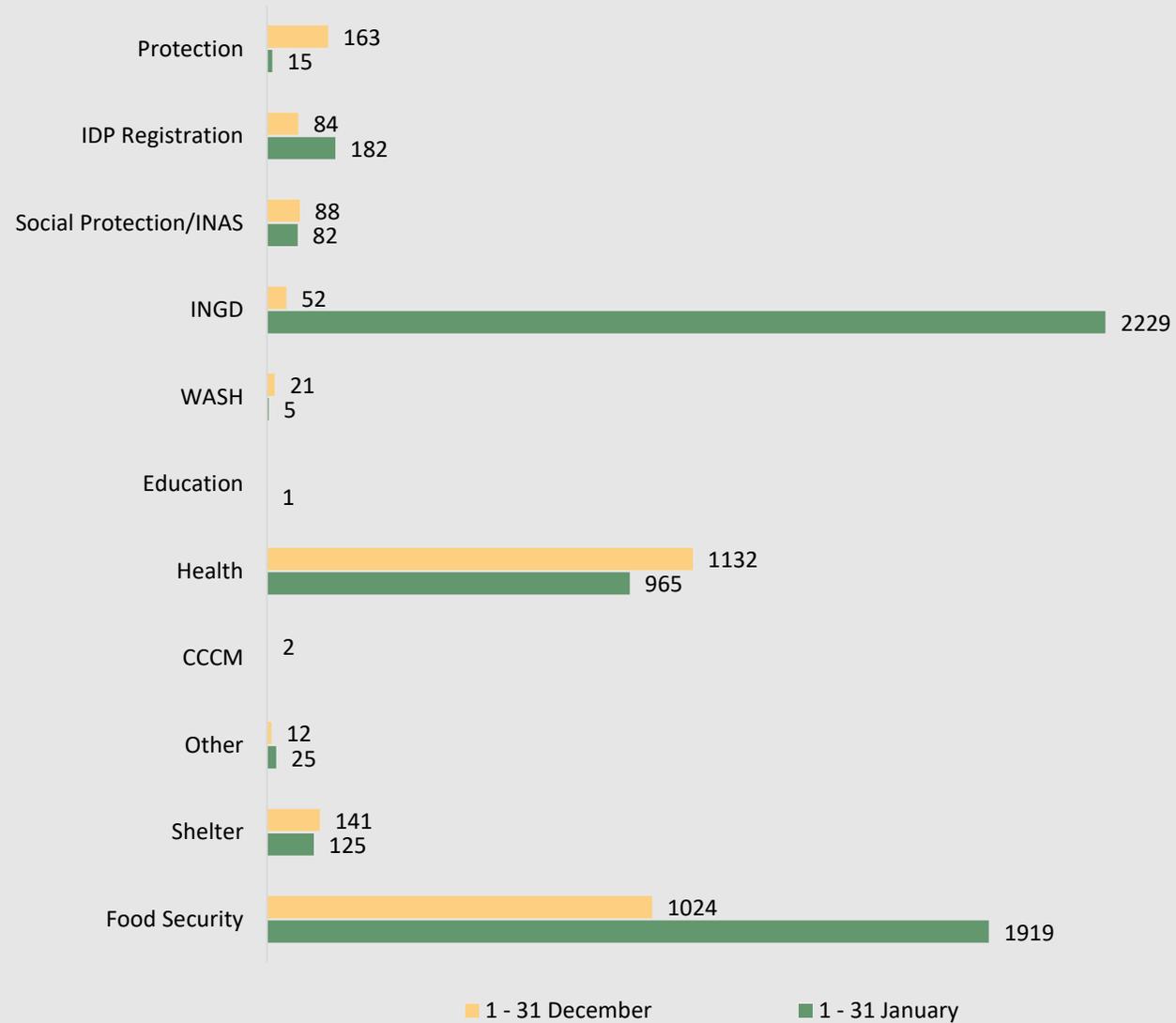
**964**

**40%** of the cases registered through Linha Verde 1458 between January 1<sup>st</sup> – 31<sup>st</sup> were weather related.



# CASES PER SECTOR

## 1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022



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

# CASES PER RESPONSE

## 1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022

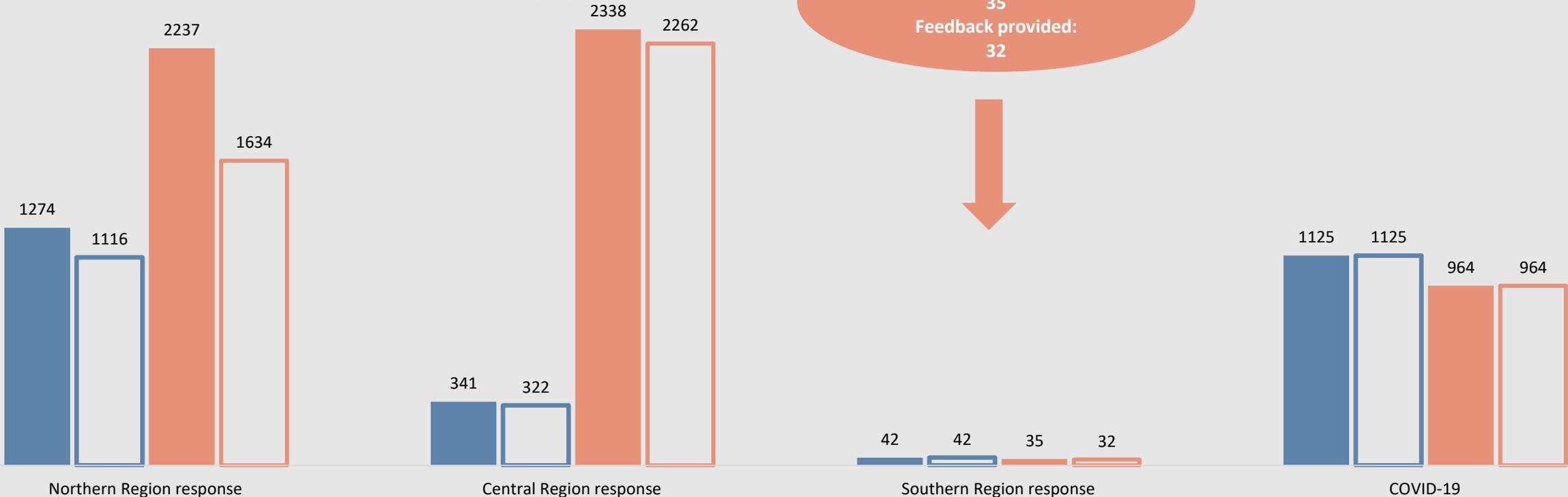


1<sup>st</sup> - 31<sup>st</sup> Jan 2022  
**Cases Registered:**  
 2237  
**Feedback provided:**  
 1634

1<sup>st</sup> - 31<sup>st</sup> Jan 2022  
**Cases Registered:**  
 2338  
**Feedback provided:**  
 2262

1<sup>st</sup> - 31<sup>st</sup> Jan 2022  
**Cases Registered:**  
 35  
**Feedback provided:**  
 32

1<sup>st</sup> - 31<sup>st</sup> Jan 2022  
**Cases Registered:**  
 964  
**Feedback provided:**  
 964



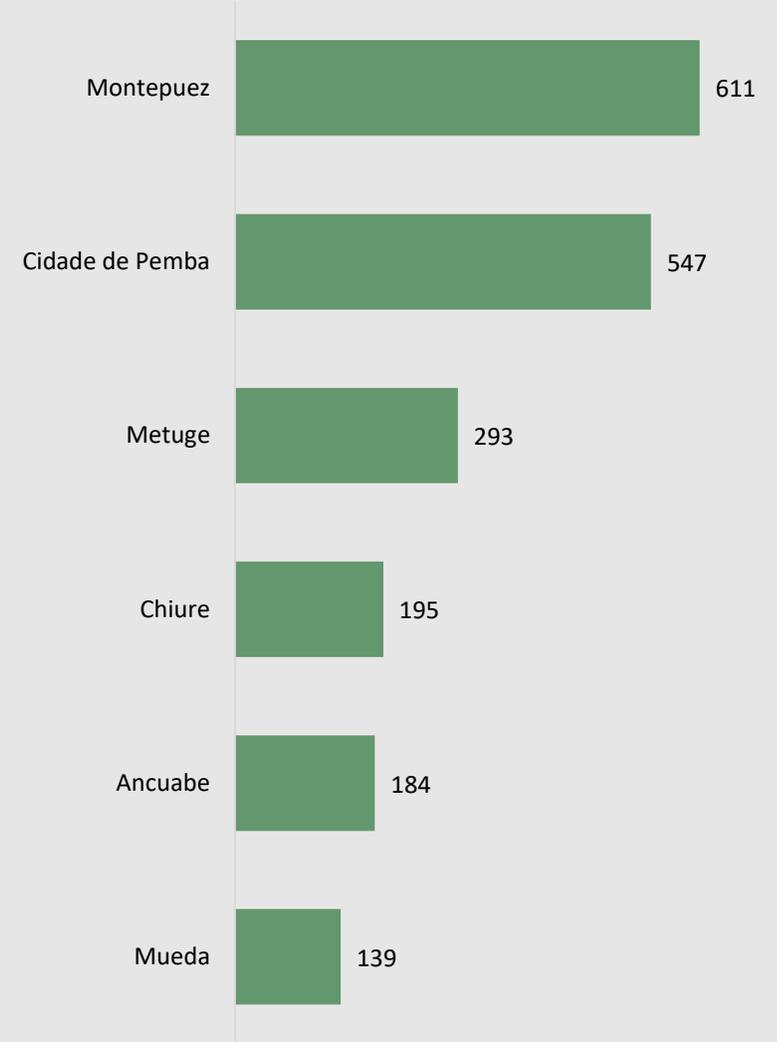
■ Registered Cases 1 - 31 Dec    
 □ Feedback Provided 1 - 31 Dec    
 ■ Registered Cases 1 - 31 Jan    
 □ Feedback Provided 1 - 31 Jan

## NORTHERN REGION RESPONSE CASES PER SECTORS 1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022

## NORTHERN REGION RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES 1<sup>ST</sup> – 31<sup>ST</sup> JANUARY 2022



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



# NORTHERN REGION RESPONSE

## 1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022

**December**  
Cases Registered:  
**1274**  
Feedback Provided:  
**88%**

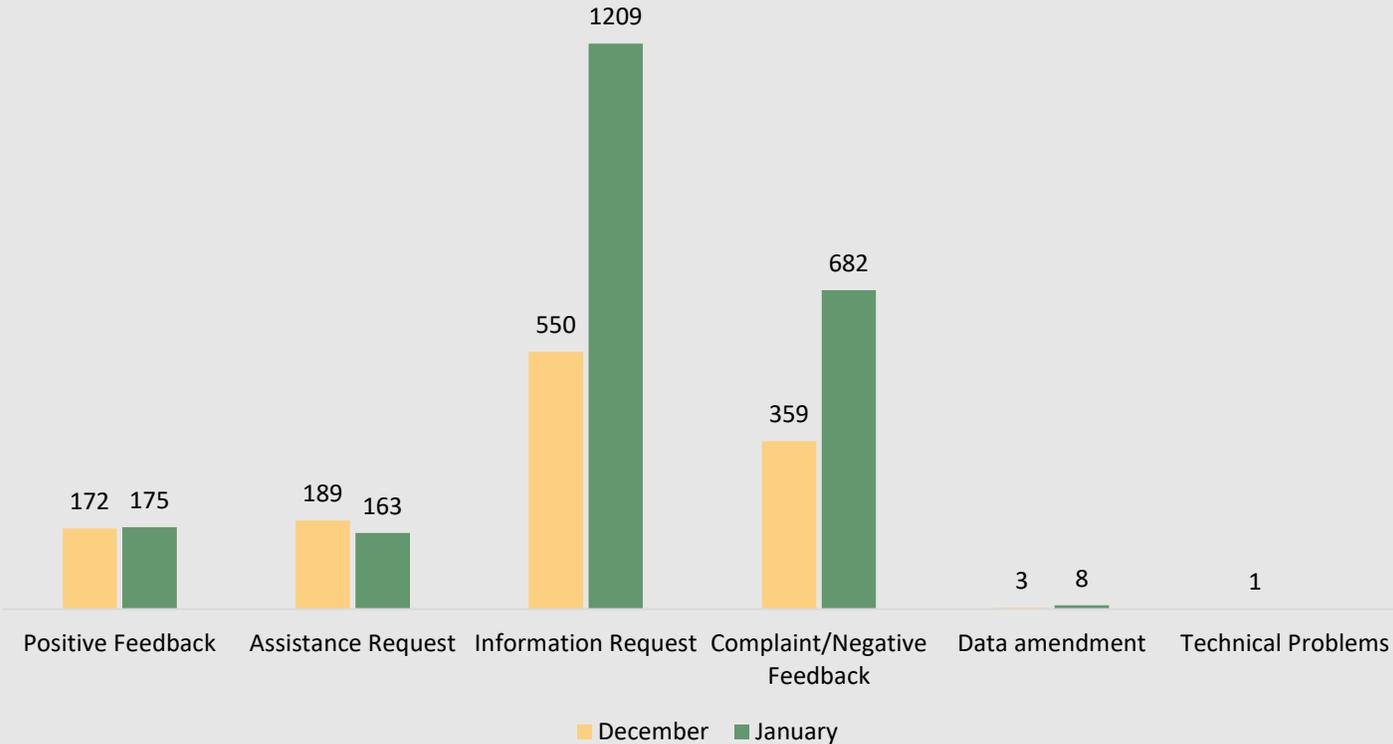
**January**  
Cases Registered:  
**2237**  
Feedback Provided:  
**73%**

**December**  
Cases Registered:  
**189**  
Feedback provided:  
**74%**

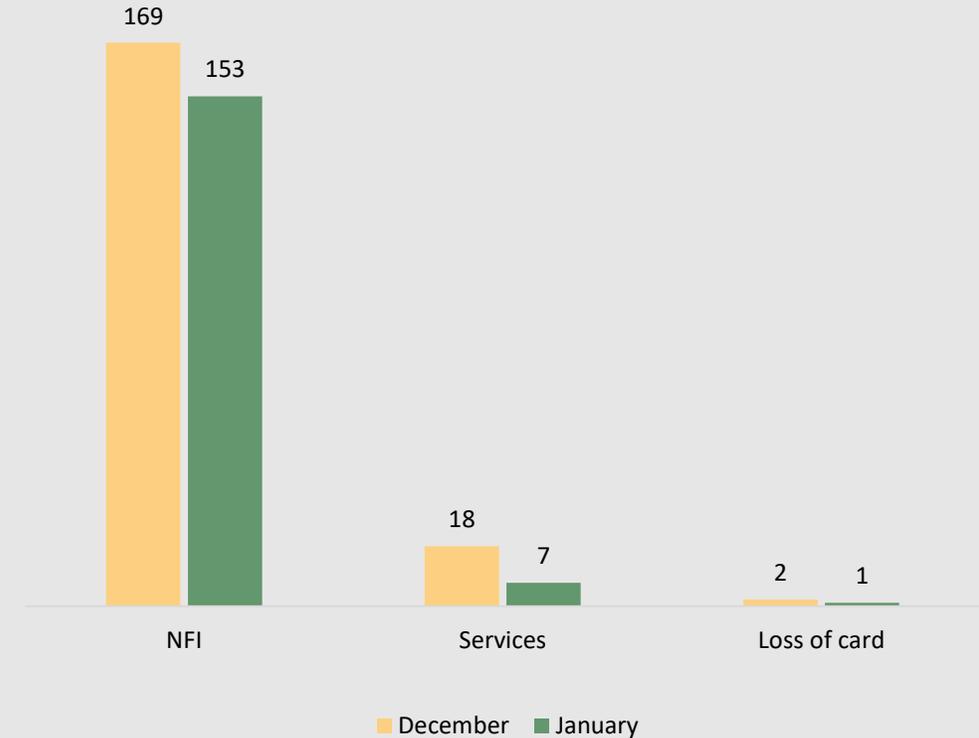
**January**  
Cases Registered:  
**161**  
Feedback provided:  
**5%**



### CASE TYPES



### ASSISTANCE REQUEST



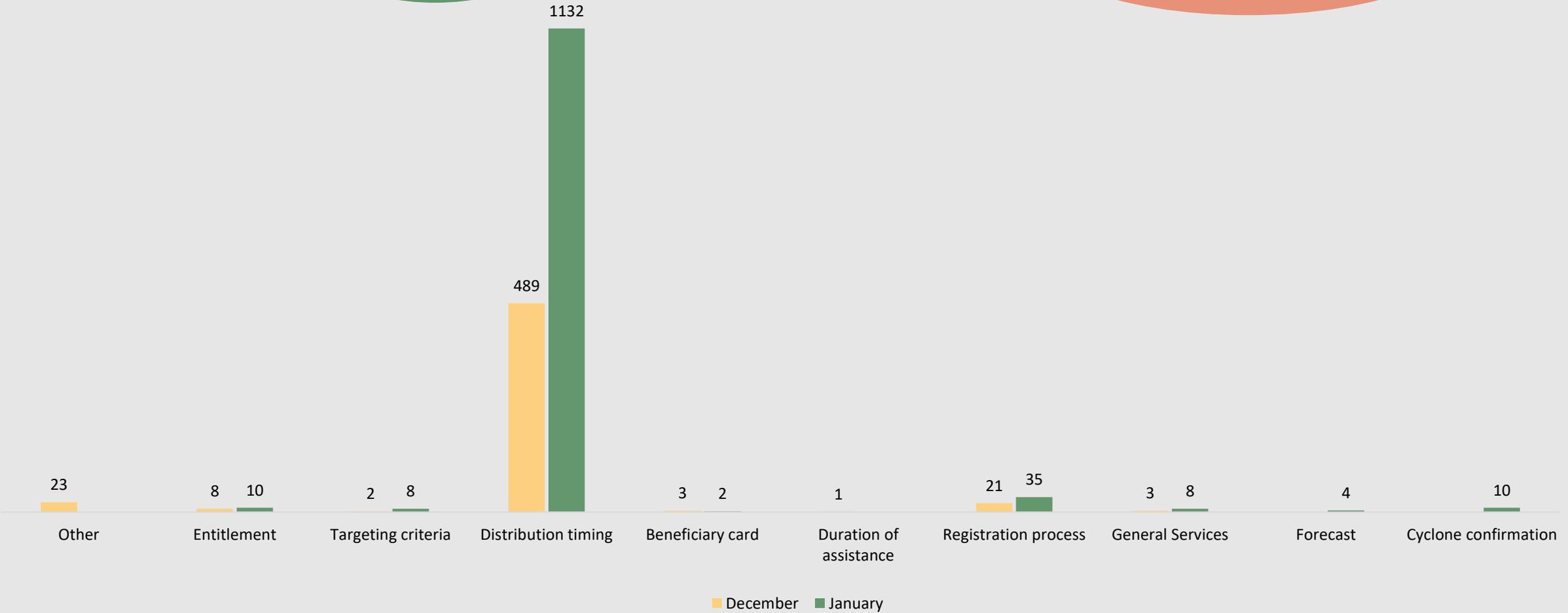
# NORTHERN REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022

**December**  
Cases registered:  
**550**  
Feedback provided:  
**99%**

**January**  
Cases registered:  
**1209**  
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.



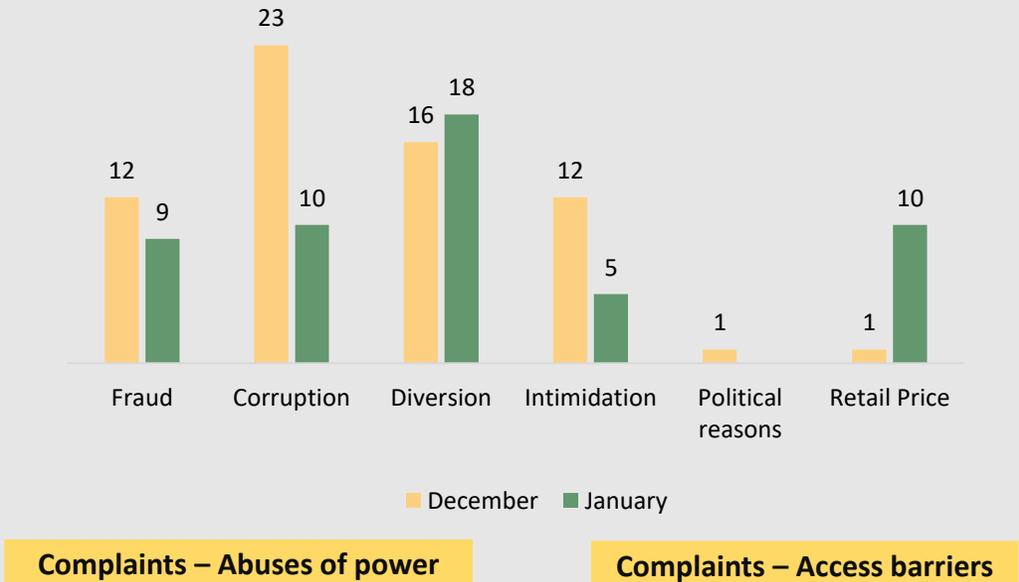
# NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022



# NORTHERN REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022

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

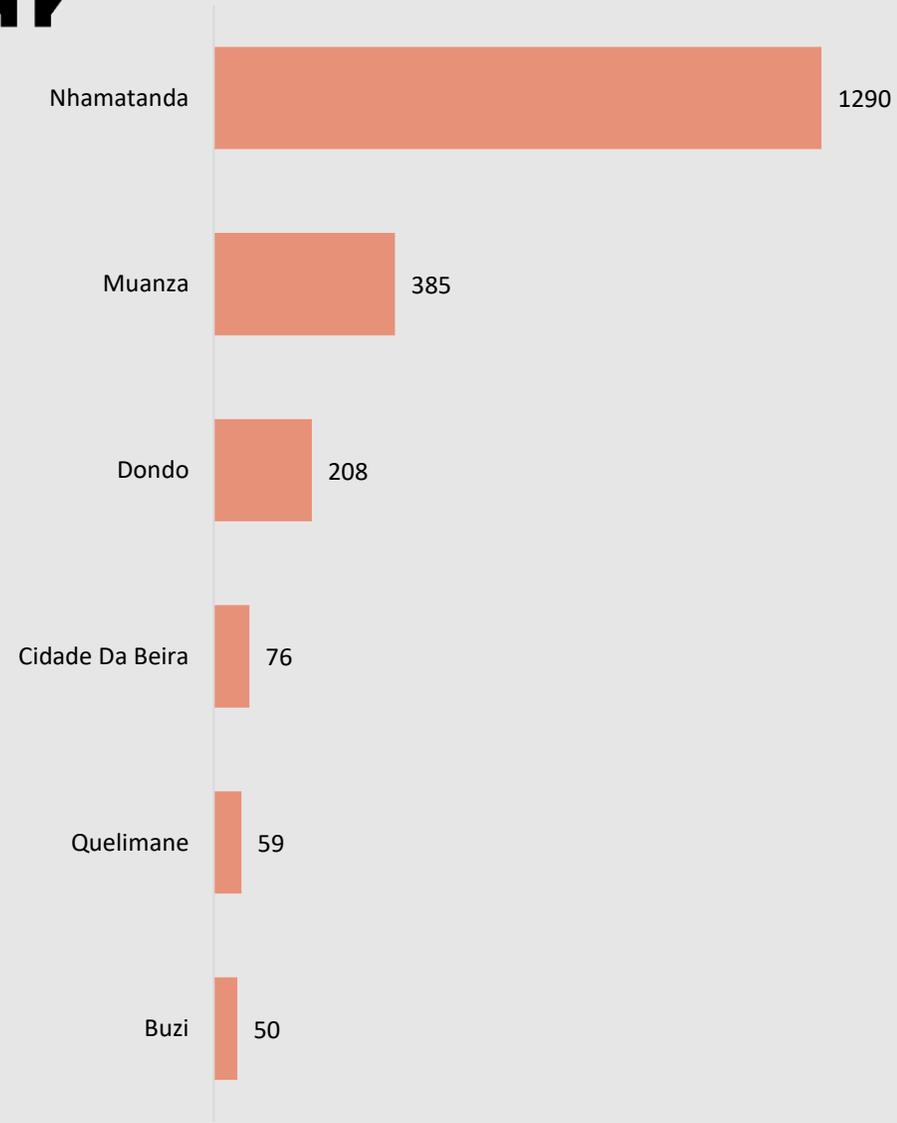
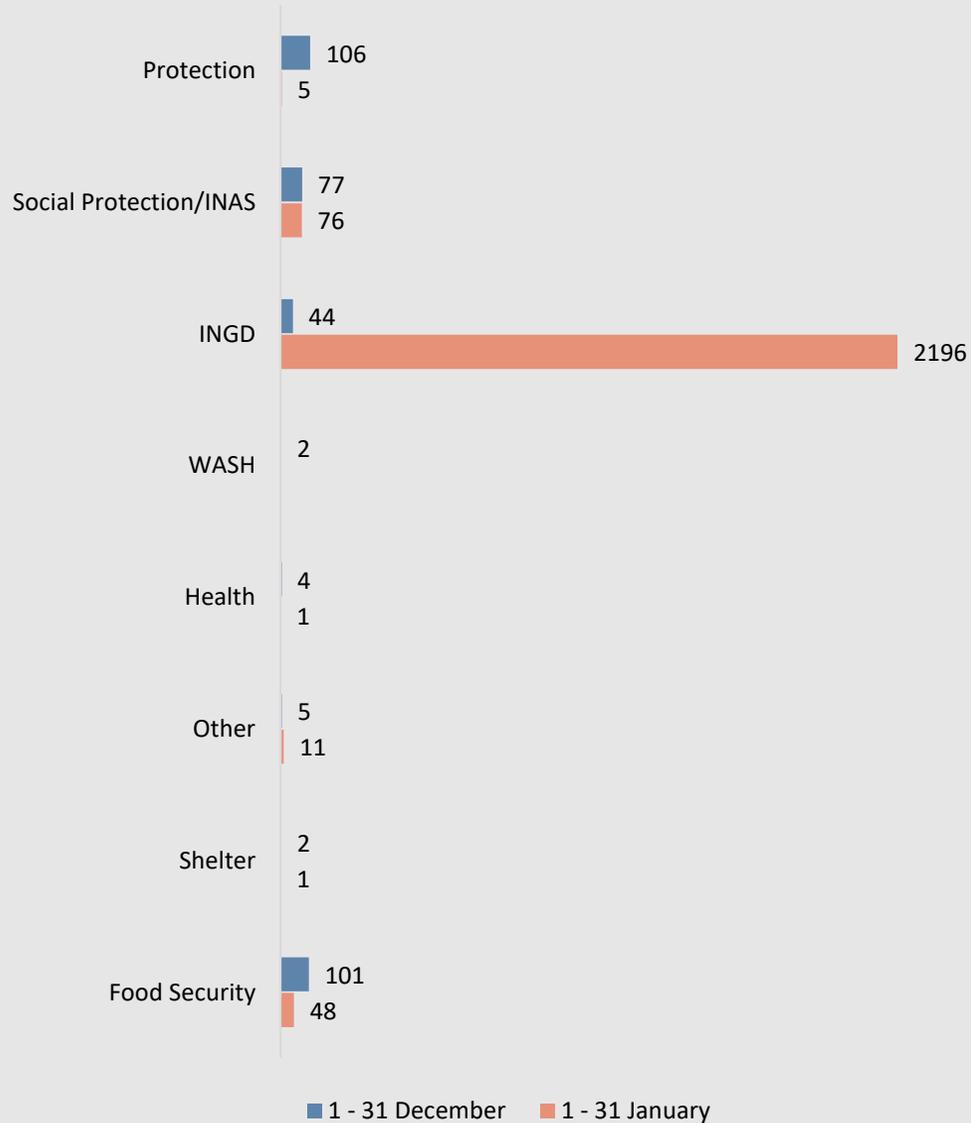


Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION RESPONSE  
CASES PER SECTORS  
1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022**

**CENTRAL REGION RESPONSE  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 31<sup>ST</sup> JANUARY 2022**



**CENTRAL REGION RESPONSE**  
**1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022**

**December**  
 Cases Registered:  
**341**  
 Feedback Provided:  
**94%**

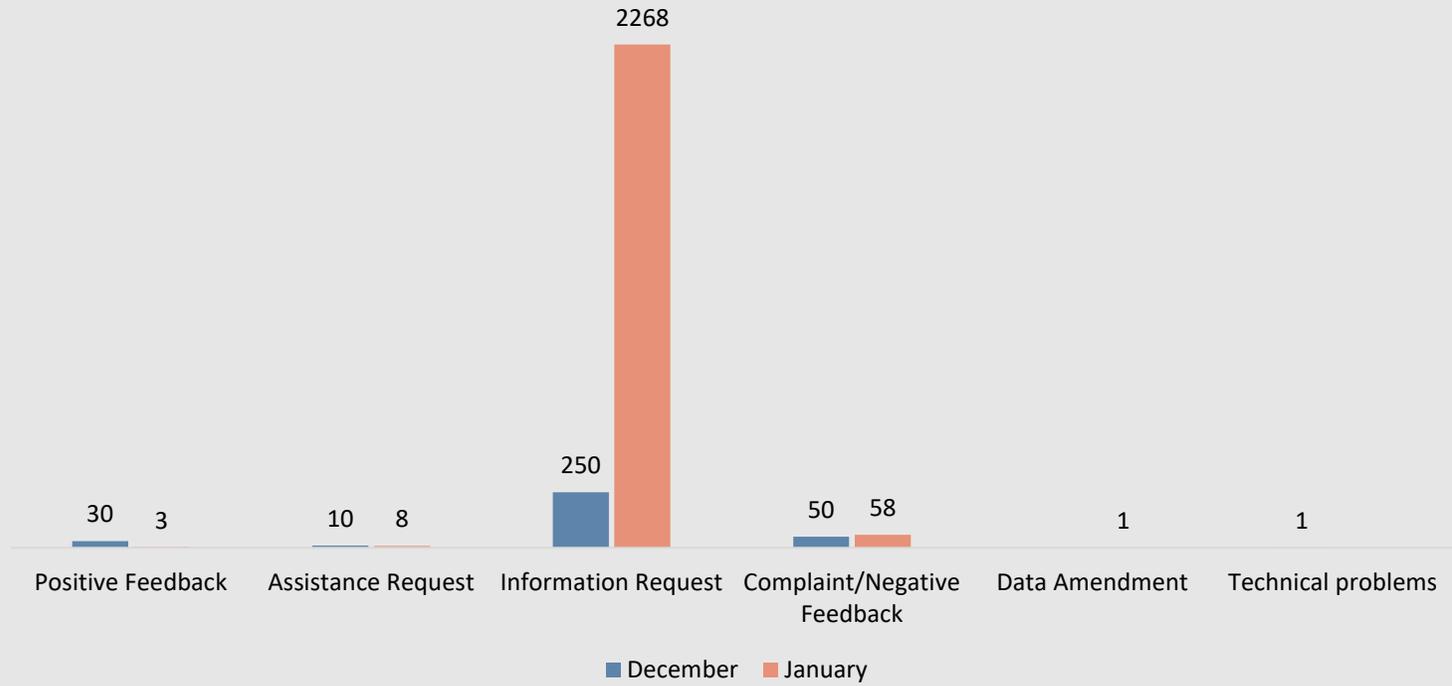
**January**  
 Cases Registered:  
**2338**  
 Feedback Provided:  
**97%**

**December**  
 Cases Registered:  
**10**  
 Feedback Provided:  
**80%**

**January**  
 Cases Registered:  
**8**  
 Feedback Provided:  
**38%**



**CASE TYPES**



**ASSISTANCE REQUEST**

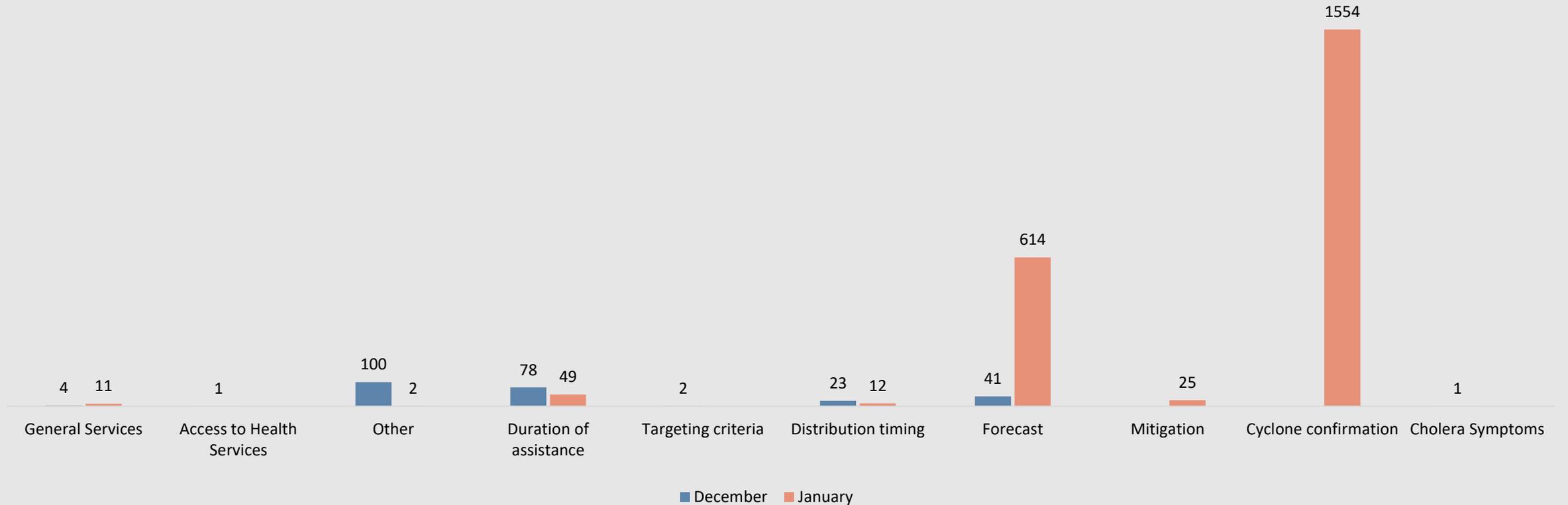


**CENTRAL REGION RESPONSE  
INFORMATION REQUESTS  
1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022**



**December**  
Cases Registered:  
**250**  
Feedback Provided:  
**100%**

**January**  
Cases Registered:  
**2268**  
Feedback Provided:  
**99%**



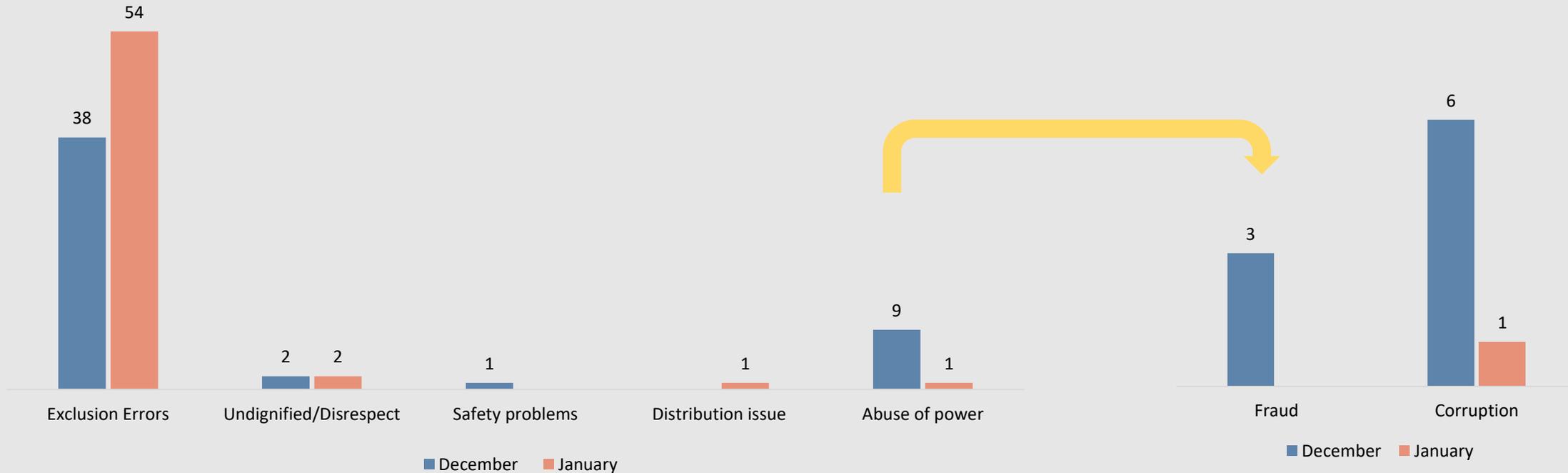
**CENTRAL REGION RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022**



**CENTRAL REGION RESPONSE  
BREAKDOWN OF ABUSES OF POWER  
1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022**

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

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

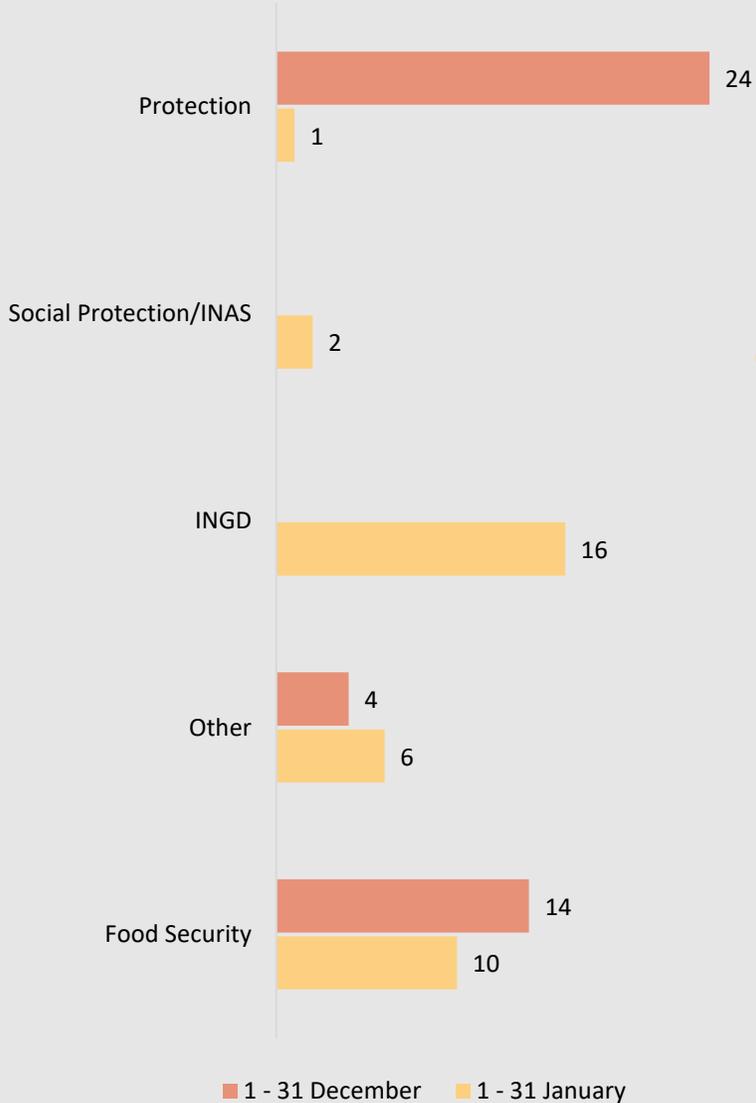


\*SEA cases are removed from the complaints as they are reported separately through the PSEA Taskforce

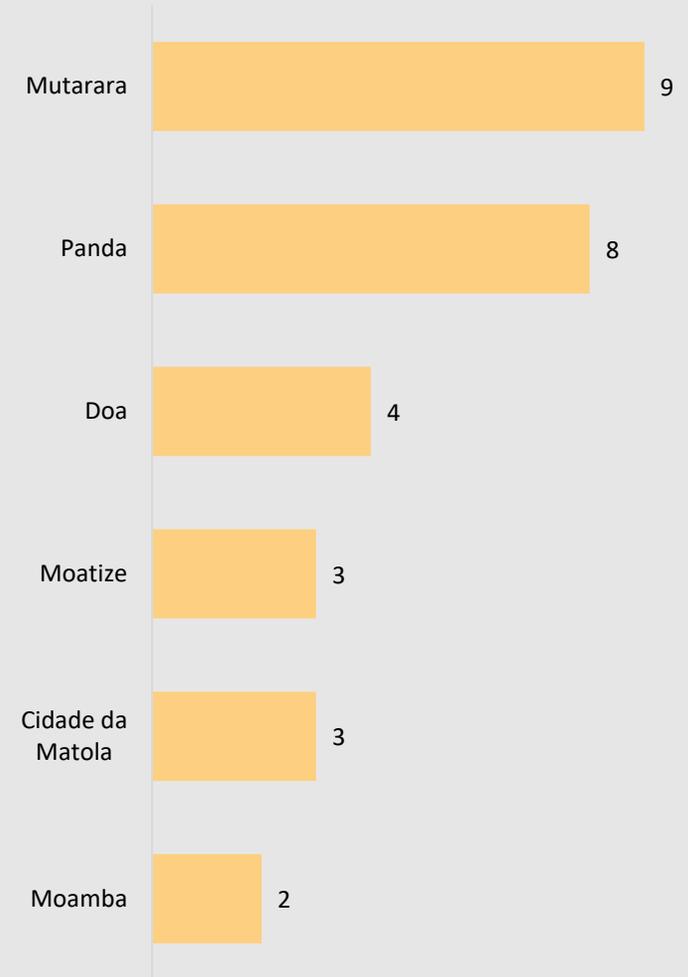
**Complaints – Abuses of power**

**SOUTHERN REGION: DROUGHT RESPONSE  
CASES PER SECTORS  
1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022**

**SOUTHERN REGION: DROUGHT RESPONSE  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 31<sup>ST</sup> JANUARY 2022**



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



■ 1 - 31 December ■ 1 - 31 January

**POSITIVE FEEDBACK**  
**1<sup>ST</sup> – 31<sup>ST</sup> JANUARY 2022**

**FOOD SECURITY**

"I am displaced from Palma since May 2021. I live with my family of five where one is a child and four are adults. I called to thank WFP for having received the check of 3600MZN today 11.01.2022 in the Eduardo Mondlane/Unidade A community. I ask that WFP continues to provide support to us it is the only means of survival we have." **Female, Cidade de Pemba, Cabo**



**MPC Assistance /NRC**

"I called to thank you for the support received via Mpesa in the amount of 800MZN distributed by the Norwegian Council of Refugees on 14/12/2021. I am displaced from Palma since 02/07/2021, currently living in my own house with 8 people." **Male, Mueda, Cabo Delgado**



**SHELTER - FOOD SECURITY**

"I have been displaced from Quissanga to Metuge since January 29, 2020. I have a household of 7 members all displaced and I'm in my own house. I am a beneficiary of food assistance from WFP where I receive 50 kg of rice, 10 kg of peas and 4litres of cooking oil. Last time I received food was in November. I called to thank you for receiving 1 Tent from Doctors Without Borders at the R.C. 25 de Junho." **Male, Metuge, Cabo Delgado**

**FOOD SECURITY**

"I fled Muidumbe for Montepuez in 2020 due to armed attacks. I live with my family of 5 people in R.C. Marcune and I am a beneficiary from the food assistance provided by WFP and partners. I called Linha Verde 1458 to thank for the support offered today January 18, 2022 by WFP where I received 50kg of rice, 10kg of beans and 4litres cooking oil. **Female, Montepuez, Cabo Delgado**

**WASH**

"I am displaced from Quissanga currently in Montepuez in CR Marcune. I called to thank ADRA for receiving 3 buckets, 2kg powder soap, soap bars, toothbrush, toothpaste. I'm very happy." **Male, Montepuez, Cabo Delgado**

**SOCIAL PROTECTION/INAS**

"I am calling from Milange, in the 3 de Fevereiro community and I was registered in the year 2020 by INAS agents to benefit from support of the program that aims to mitigate the socio-economic impact of COVID-19. I called to thank you for the support because I've already received all three disbursements." **Male, Milange, Zambezia**

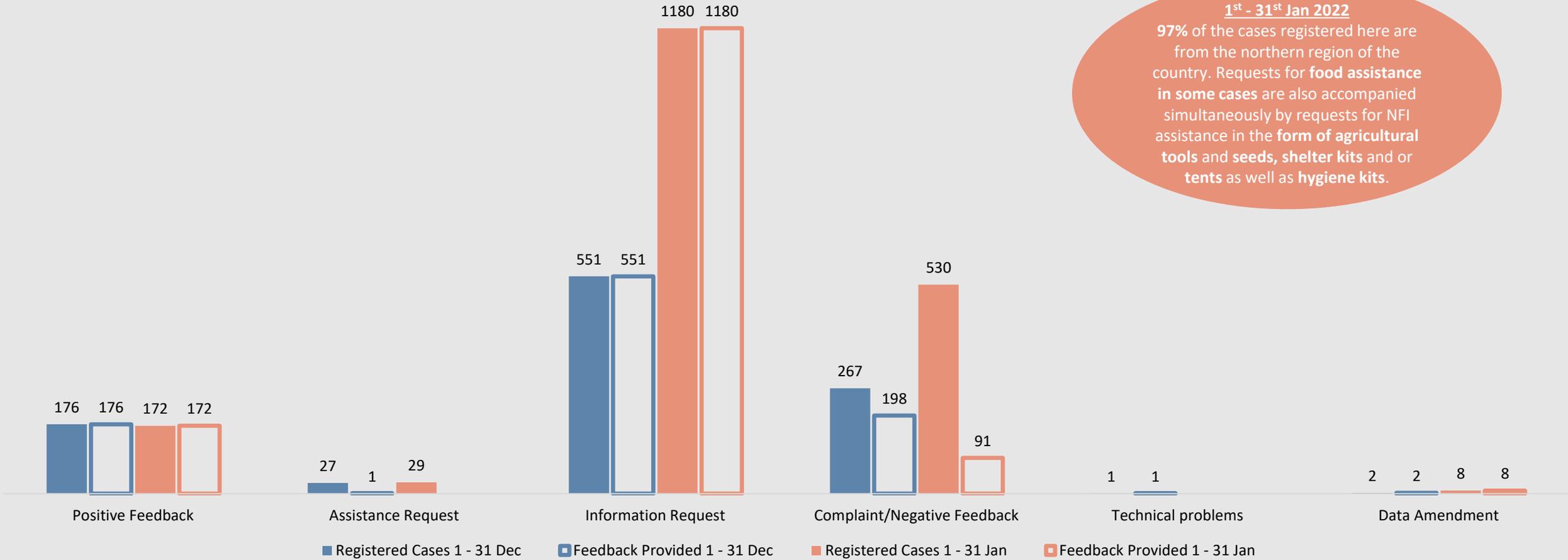
# FOOD SECURITY



Sofala	34
Manica	14
Nampula	84
Cabo Delgado	1777
Inhambane	8
Maputo Provincia	2

**1<sup>st</sup> - 31<sup>st</sup> Jan 2022**  
 Cases Registered:  
**1919**  
 Feedback Provided:  
**1451**

**1<sup>st</sup> - 31<sup>st</sup> Jan 2022**  
 97% 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



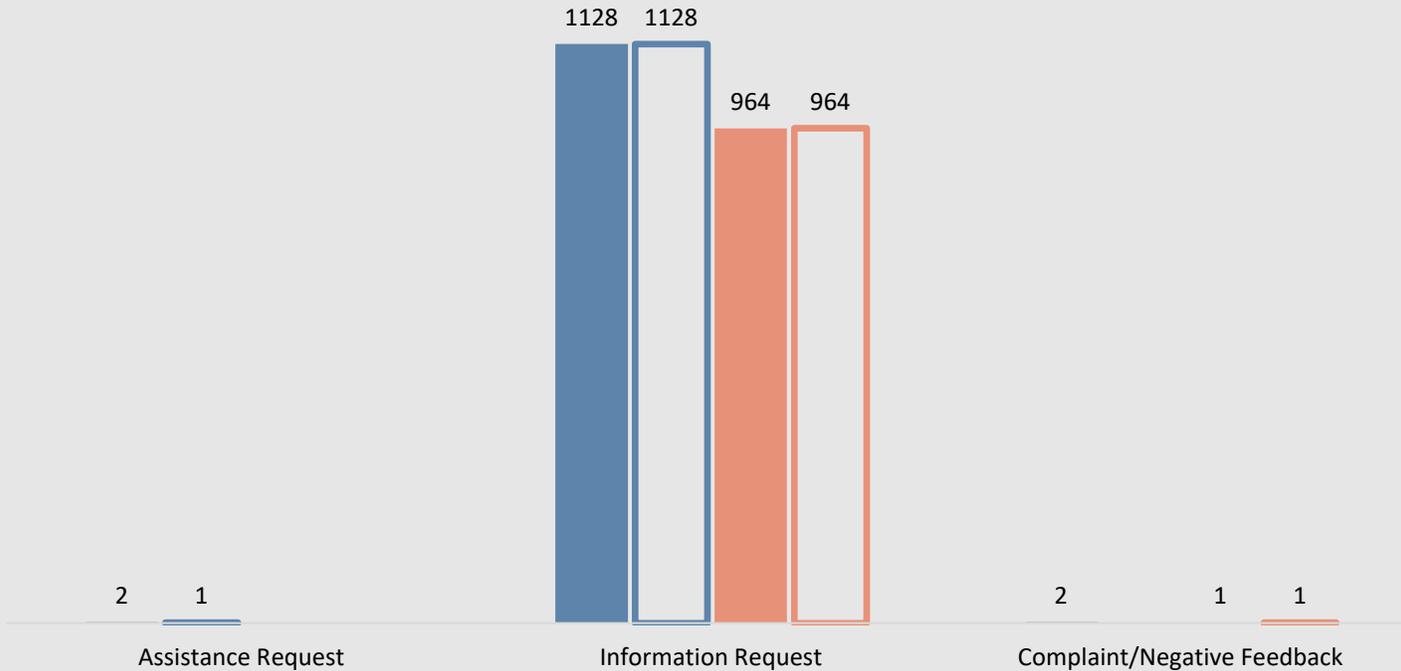
# EDUCATION



Sofala	545
Zambezia	108
Manica	59
Tete	78
Nampula	79
Cabo Delgado	62
Inhambane	7
Gaza	6
Maputo Cidade	5
Niassa	6
Maputo Provincia	10



Nampula	1
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■ Registered Cases 1 - 31 Dec      □ Feedback Provided 1 - 31 Dec  
■ Registered Cases 1 - 31 Jan      □ Feedback Provided 1 - 31 Jan



■ Registered Cases 1 - 31 Dec      □ Feedback Provided 1 - 31 Dec  
■ Registered Cases 1 - 31 Jan      □ Feedback Provided 1 - 31 Jan

## IDP REGISTRATION

## SHELTER AND NFI



Cabo Delgado 182

1<sup>st</sup> - 31<sup>st</sup> Jan 2022

Cases Registered:

**182**

Feedback Provided:

**182**

1<sup>st</sup> - 31<sup>st</sup> Jan 2022

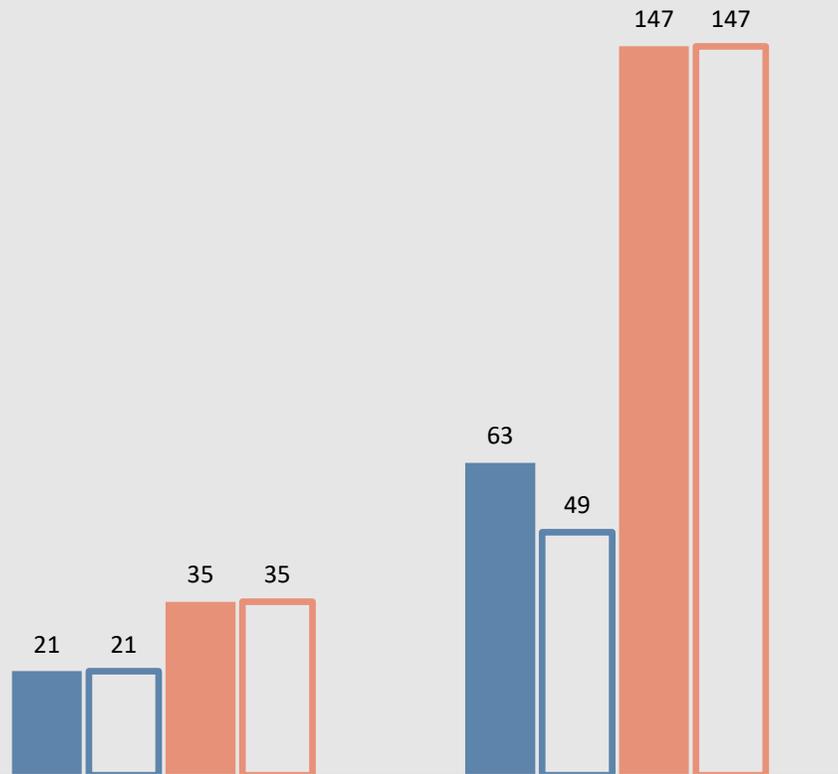
Cases Registered:

**125**

Feedback Provided:

**1**

Sofala	1
Nampula	8
Cabo Delgado	116



Information Request

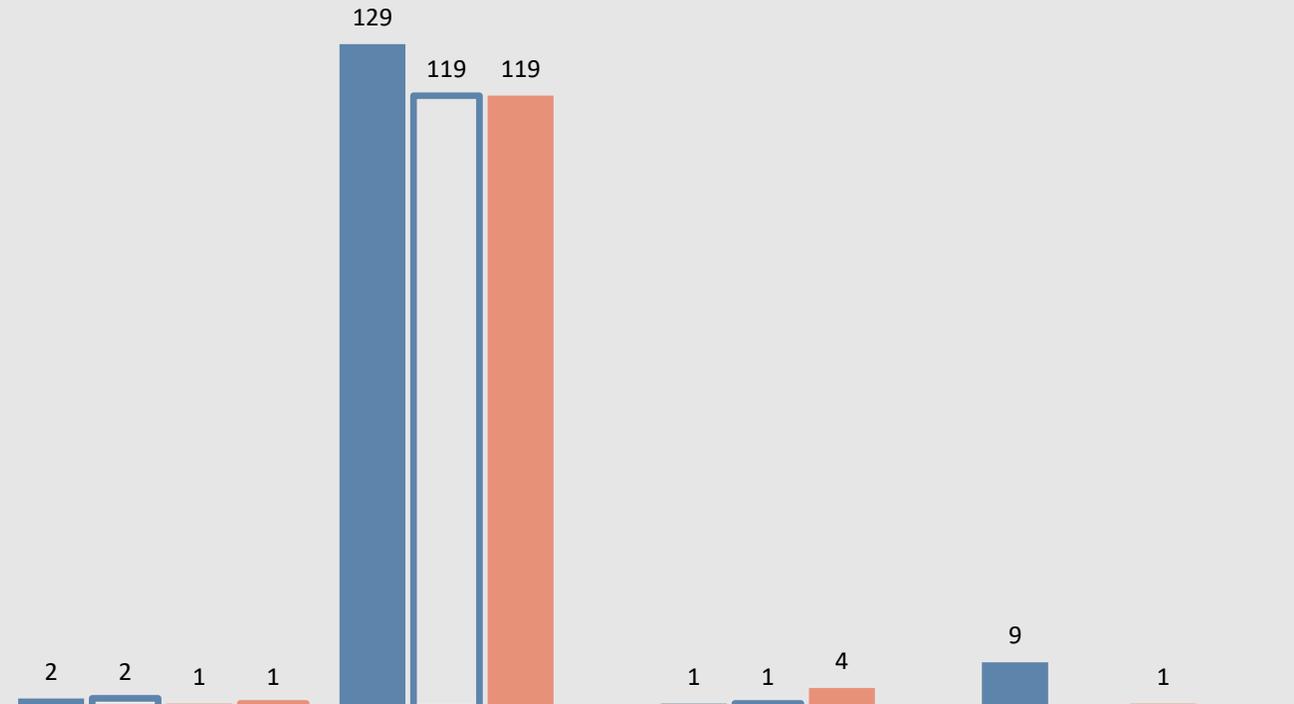
Complaint/Negative Feedback

Registered Cases 1 - 31 Dec

Feedback Provided 1 - 31 Dec

Registered Cases 1 - 31 Jan

Feedback Provided 1 - 31 Jan



Positive Feedback

Assistance Request

Information Request

Complaint/Negative Feedback

Registered Cases 1 - 31 Dec

Feedback Provided 1 - 31 Dec

Registered Cases 1 - 31 Jan

Feedback Provided 1 - 31 Jan

# WASH



1<sup>st</sup> - 31<sup>st</sup> Jan 2022

Cases Registered:

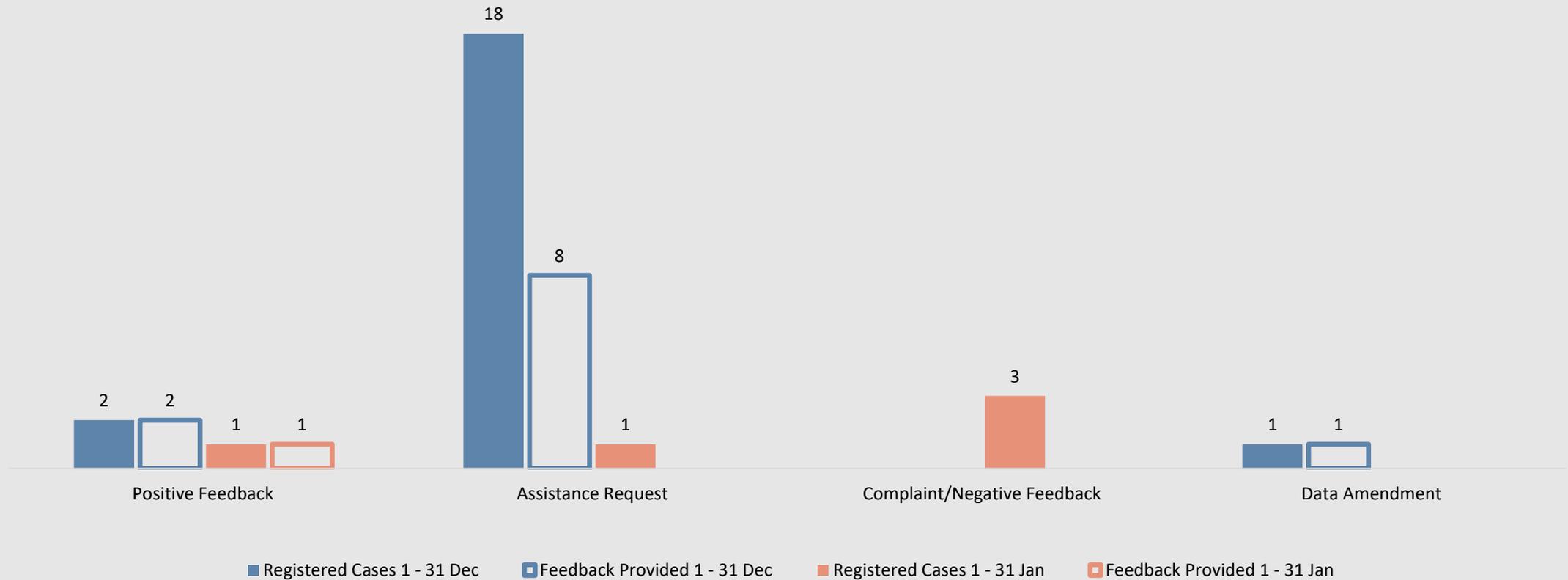
5

Feedback Provided:

1

Cabo Delgado

5



# CHILD PROTECTION

# GBV

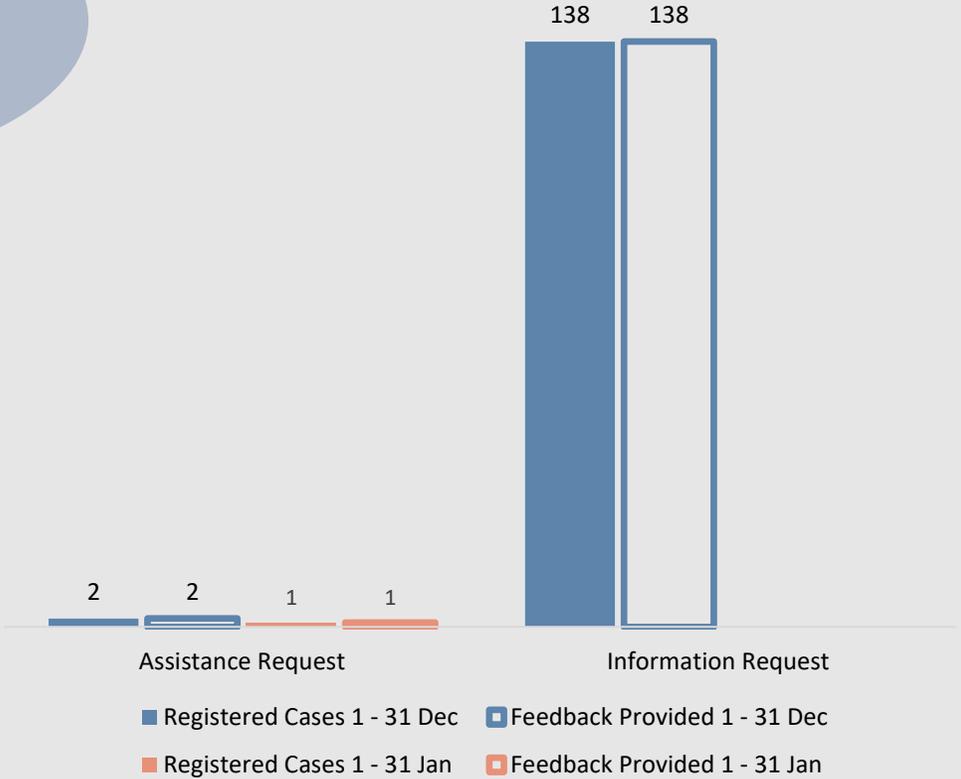
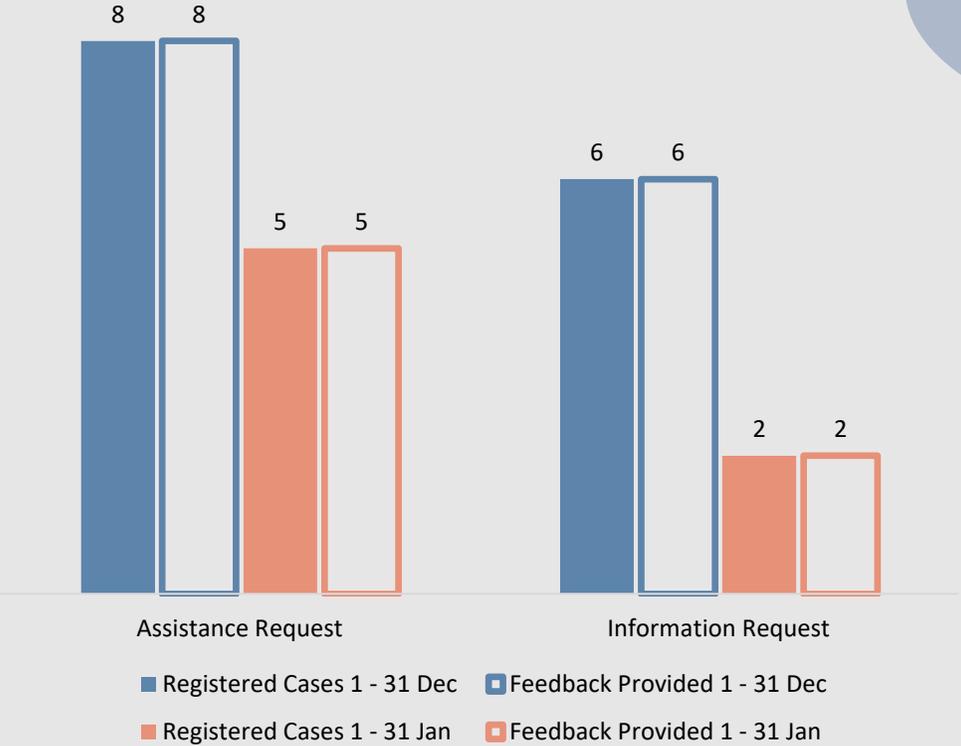


Sofala	2
Zambezia	1
Manica	1
Nampula	1
Cabo Delgado	1
Maputo Provincia	1



Sofala	1
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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



## INGD

## PROTECTION



Cabo Delgado 5

1<sup>st</sup> - 31<sup>st</sup> Jan 2022

Cases Registered:  
**2229**

Feedback Provided:  
**2222**

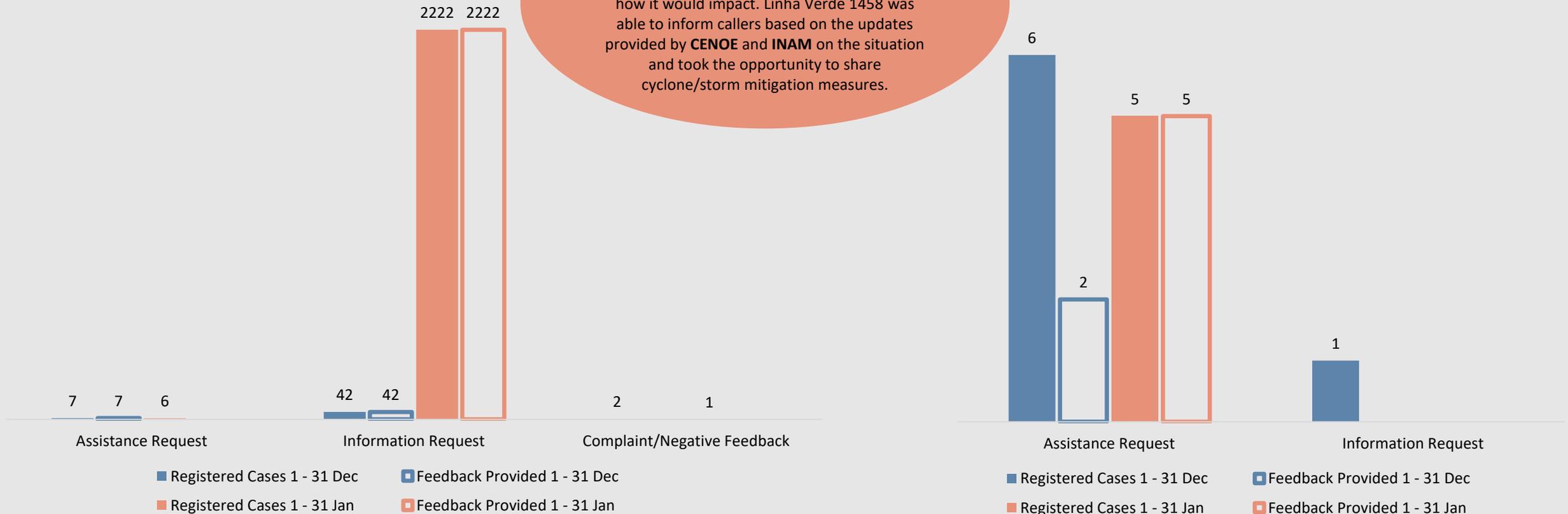
1<sup>st</sup> - 31<sup>st</sup> Jan 2022

Cases Registered:  
**5**

Feedback Provided:  
**5**

For January Linha Verde 1458 received a great number of calls from people concerned about the weather and inquired if the forecasted storms would made landfall, and where and how it would impact. Linha Verde 1458 was able to inform callers based on the updates provided by **CENOE** and **INAM** on the situation and took the opportunity to share cyclone/storm mitigation measures.

Sofala	2121
Manica	39
Tete	15
Zambezia	36
Cabo Delgado	5
Nampula	9
Niassa	3
Maputo Provincia	1



## 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**

1<sup>st</sup> - 31<sup>st</sup> Jan 2022

Cases Registered:

82

Feedback Provided:

4

Sofala	1
Zambezia	75
Tete	2
Nampula	1
Cabo Delgado	3



# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

## 1<sup>ST</sup> – 31<sup>ST</sup> JANUARY 2022

### Overview

- ❖ **5,574** cases were registered between 1<sup>st</sup> and 31<sup>st</sup> January 2022 with a feedback rate of 88% in the same month.
  - 42% of the total registered cases are weather-related queries and responses consisted of dissemination of early warning information to people who called.
  - 40% of the registered cases were from affected population in the northern region of the country.
  - Covid-19 related queries accounted for 17% of cases registered.
- ❖ As tropical storm Ana made landfall on the 24th of January in Nampula and made its way to Tete and Zambezia, Sofala and Manica as it followed its trajectory in the days that ensued. Linha Verde 1458 sent **SMSs** on the 25th in parallel with INGD to the identified locations that would experience severe weather conditions after the 24th of January 2022.

### Northern Region (IDP) Response: 1<sup>st</sup> – 31<sup>st</sup> January 2022

- ❖ **2,237** cases were registered from the northern provinces (Nampula, Cabo Delgado, Niassa). **1,209** of them are information requests, **682** are complaints, **175** positive feedback and **163** assistance requests.

### Food Assistance

#### Information Requests

- ❖ **1,132** queries regarding distribution timing. More people called Linha Verde 1458 to verify when they would be receiving their rations. WFP and other food assistance programs implementing partners had shared plans for distributions in the month of January.
- ❖ Other information requests:
  - Entitlement information requests were from WFP food assistance program beneficiaries who used to be able to access hygiene products through the vouchers. They ask whether WFP can once again allow hygiene items to be redeemable along with the main food products.
  - Targeting criteria information requests have come in from callers who have said they are observing the inclusion of people who are not IDP's in the lists and would like to verify beneficiary selection criteria for food assistance.

### Complaints

- ❖ Out of **684** general complaints **586** are exclusion error claims related to food assistance programs.
  - The majority of **exclusion error** claims are received from people claiming to be beneficiaries who had been receiving assistance and for various reasons did not receive their ration in the previous distribution or last two distributions.

- A smaller number of exclusion error claims are from beneficiaries claiming that unknown people receive their rations in the previous distributions.
- An even lesser number exclusion error claims are from IDP's who claim that that they have tried to register themselves with local authorities various times but for reasons unknow to them, still have not received any type of assistance.
- ❖ **18** complaints were received citing concerns from beneficiaries over the **quality** of the food received:
  - Beans were reported to be spoiled, 15 beneficiaries of in-kind assistance said that they took long to cook, of these 4 mentioned that they presented a bad smell. All of these were received from Marcune Relocation site in Montepuez.
  - 3 beneficiaries from Pemba complained of rice purchased with value vouchers from a retailer being spoiled. These cases were referred as high priority to WFP and implementing partners. Although WFP and partners always encourage beneficiaries to check their food at the distribution point to avoid taking home and consuming spoiled food as this would make it impossible to replace.
- ❖ **20** complaints citing **distribution issues** from beneficiaries who say that they and several other beneficiaries did not receive their rations during the previous distributions and that distribution teams had not returned to complete the distributions by the time they had called Linha Verde 1458. These complaints have been received from **Ancuabe, Mueda, Montepuez, Chiure, Metuge**.
- ❖ **42** cases of **abuses of power** were reported with a notable decrease from the 63 reported in December 2021. The complaints are divided as follows:
  - 18 callers claimed that local leaders remove beneficiaries' names from lists substituting them with names of unknown people and take the food and sell it to the beneficiaries.
  - 10 callers complained that local leaders charge between 20MT to 2000MT to add non beneficiaries in lists to receive assistance.
  - 10 callers citing that local leader include non-beneficiaries in lists to receive food assistance while leaving out actual beneficiaries.
  - **Hotspots:** 12 abuse of power cases are from Pemba (**Natite, Paquite, Chuiba, Josina Machel**), 8 from Chiure (**Katapua, Ocuca**), 7 Ancuabe (**Nanona, Njewu, Nangume B and Nanjua B**), 5 Mueda (**Namatil, Mbue, Lyanda, Namaua**), 4 from Metuge (**Nacuta, Cahora Bassa, Nicavaco**) and 3 from Montepuez (**Marrarange and Ujama**).

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1<sup>ST</sup> – 31<sup>ST</sup> JANUARY 2022

## Assistance Requests: Seeds and tools

- ❖ 32 callers from **Metuge, Ancuabe, Namuno**, ask for **assistance in seeds and tools** and mention that the quantity of food distributed unfortunately does not last for two months and for others who have large families and only receive one ration, they complain that the food is not enough.

## Multi-purpose cash assistance – Norwegian Refugee Council

### Information requests

- ❖ **25** information requests were received from people in **Eduardo Mondlane relocation site in Mueda**, who had received mobile phones but had not received the transfer from NRC in December 2021. Callers asked Linha Verde 1458 when they would receive the transfers.
  - The cases were shared with NRC focal point and the organization acknowledges that some beneficiaries did not access the transferred cash within the 7-day period established, they indicated that after the 7-day period, the cash was sent back to the system. They have also informed Linha Verde 1458 that they are making verification efforts in the community and have been trying to reach out to beneficiaries who had not accessed their transfers in the given period.

## Shelter

### Assistance requests

- ❖ **125** IDP's reached out to Linha Verde 1458 to request for assistance in shelter items:
  - 36 from **Massasse, Upajo, Namputo, Ntele relocation sites in Montepuez** ask for **blankets and bedding, kitchen utensils, tarpaulins, and other construction materials**.
  - 30 callers from **Nanona, Nacussa, Njewe** in **Ancuabe** mostly request for **tarpaulins, grass mats and blankets** because of the rainy season.
  - 27 from **Nangua, Saul 2, Ngalane in Metuge** request **mostly for tarpaulins** as they complain because of the rain, they also ask for **mosquito nets** as they indicated that the rainwater breeds a lot of mosquitos.
  - 12 callers from **Maningane, Katapua and Marrupa in Chiure** ask for **tarpaulins and blankets**.
  - 11 from **Eduardo Mondlane, Lyanda and Mpeme** in **Mueda** ask for **tarpaulins, kitchen utensils and blankets**.
  - 8 callers from **Corrane resettlement site in Meconta, Nampula** have requested for tarpaulins.

## Central Region: 1<sup>st</sup> – 31<sup>st</sup> January 2022

- ❖ **2,338** cases were registered from the central region between 1<sup>st</sup> and 31<sup>st</sup> of January 2022. **2,268** of these were information requests, **58** complaints and 8 assistance requests.

## Weather related queries

- ❖ **2,193** of the information requests were regarding weather related queries like what are the high-risk location, confirmation of the severity of an approaching weather phenomenon. The emergency hotline service has tried to ensure that up to date information regarding weather alerts, early warning actions, high risk locations can be made available to all who call seeking this information regarding the trajectory and severity of tropical storm Ana. Linha Verde 1458 has collaborated with INGD in sharing early warning messages via SMS's through the hotline service to its users bearing in mind that majority of users from the central region are people who had been affected by IDAI, Chalane and Eloise in the last years.

## INAS Covid-19 Assistance Program

### Information requests

- ❖ Some newly registered beneficiaries of INAS Covid-19 assistance program in **Quelimane** and **Milange** called to ask when they would receive the disbursement as they had been informed that it would have been done in December 2021.

### Complaints

- ❖ **54 exclusion error** claims registered from people in **Quelimane and Milange in Zambezia** who state that they were excluded from the Covid-19 assistance program despite fulfilling the criteria to be beneficiaries. This means they did not get registered as beneficiaries.
- ❖ A smaller number of people claim to have been registered to receive the December 2021 disbursement but have since not received it by the time they called Linha Verde 1458 in January 2022.

## Protection: 1<sup>st</sup> – 31<sup>st</sup> January 2022

- ❖ 15 protection cases were registered throughout the month of January 2022 (including SEA, child protection, GBV and general protection cases):
  - **7 child protection** cases of which, 5 were sexual abuse and physical violence reports referred to Linha Fala Criança and 2 information requests regarding early marriage.
  - **1 GBV** case reported and referred to national GBV service providers.
  - **2 PSEA** claims were received and referred to the concerned organization PSEA focal point and PSEA National level and provincial level network coordinators.
  - **5 assistance requests** from IDP's in Ancuabe, Metuge and Montepuez all asking for **help in acquiring land** to resettle and grow their own food.

## Trends: Covid-19

# COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022

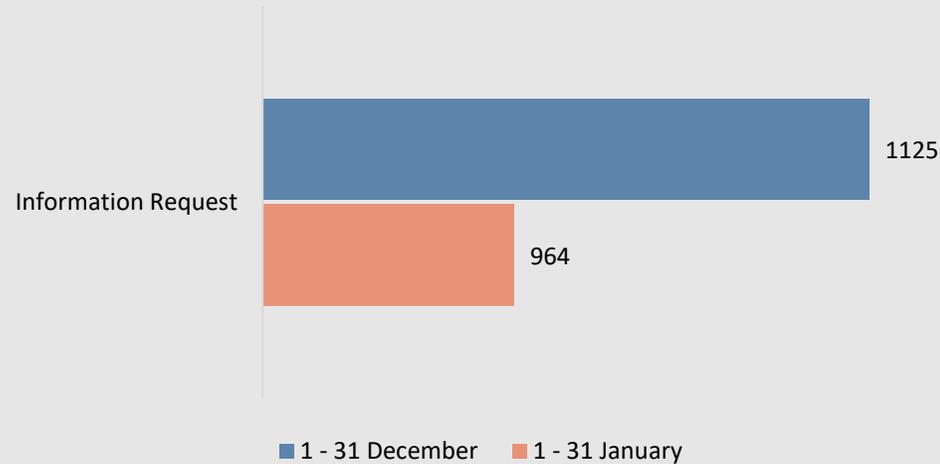
**1 – 31 January 2022**

Nr. of cases about Covid-19:

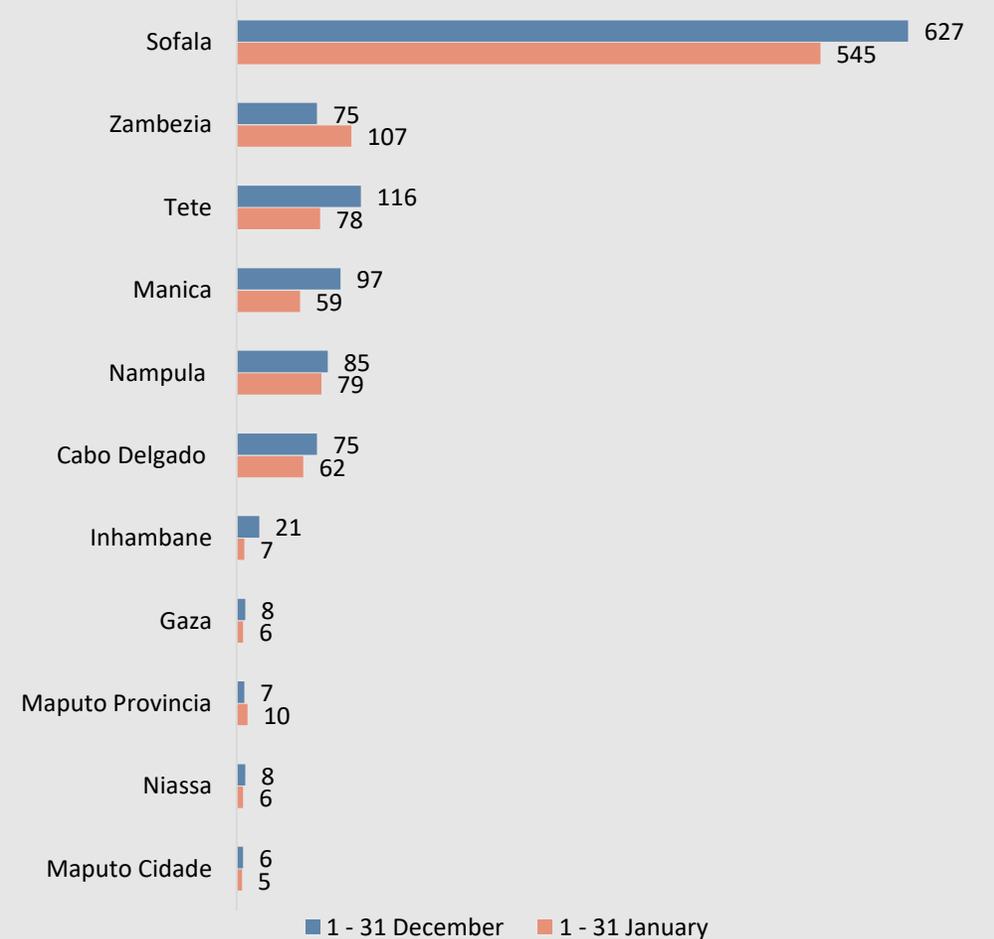
**964**

**17%** of the cases registered through the Linha Verde 1458 between January 1<sup>st</sup> and January 31<sup>st</sup> were Covid-19 related.

## CASE TYPES

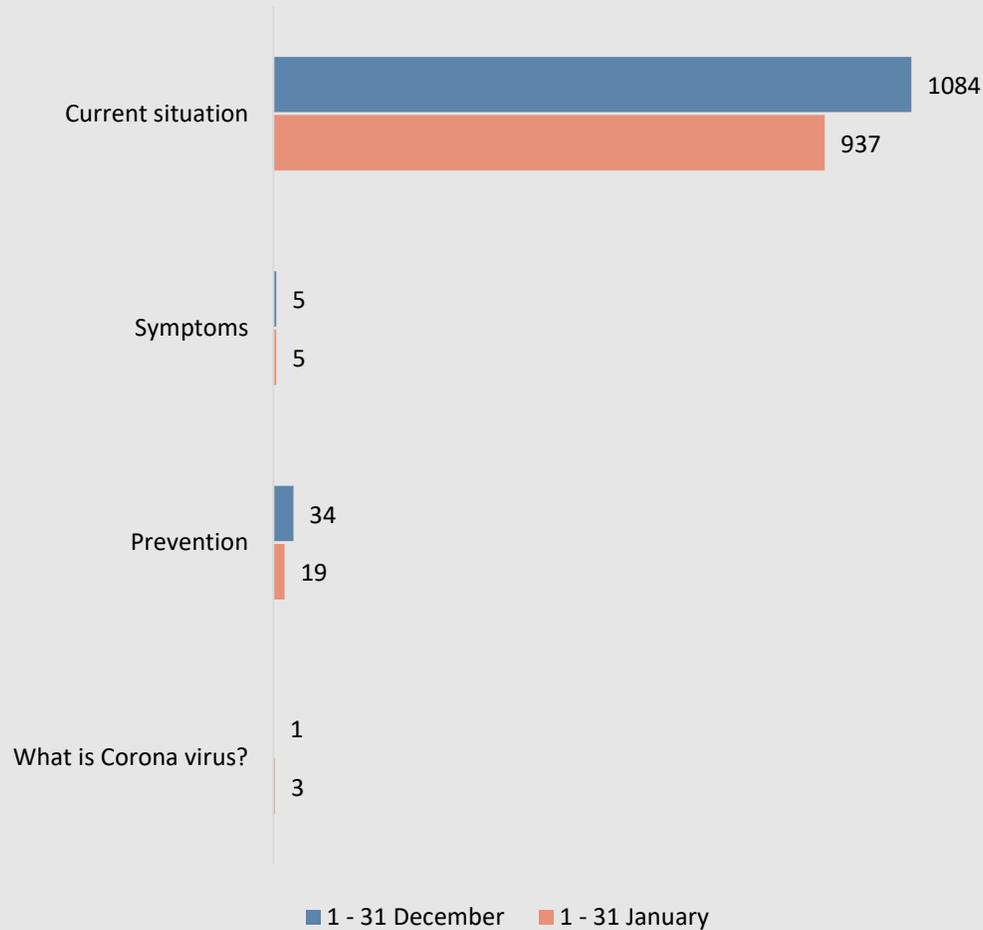


## CASES BY PROVINCE

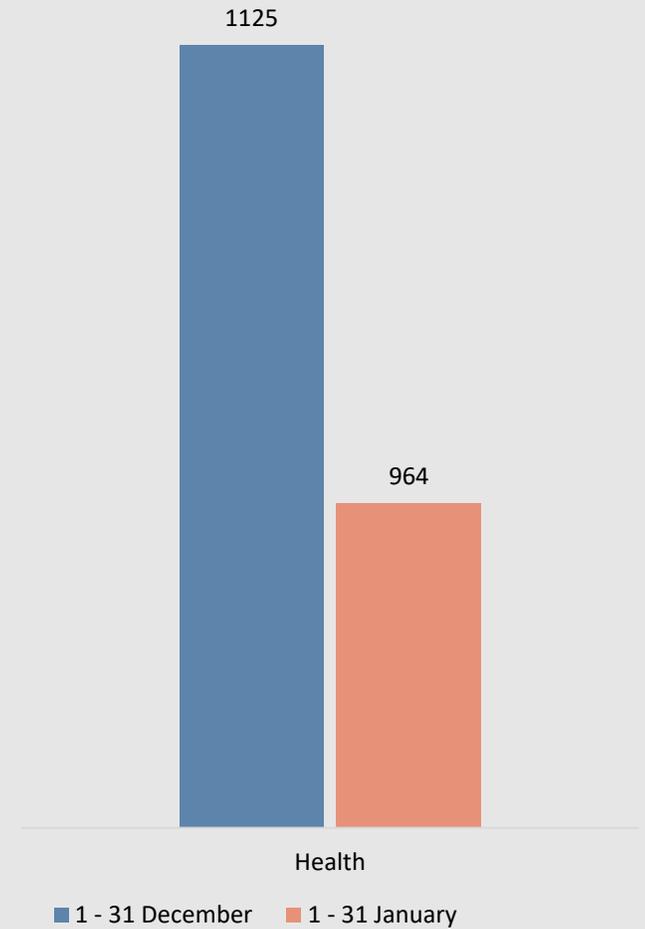


**COVID-19  
CASE TYPE BY CATEGORY  
SECTORS RELATED  
1<sup>ST</sup> DECEMBER 2021 – 31<sup>ST</sup> JANUARY 2022**

**INFORMATION REQUEST**



**SECTORS**

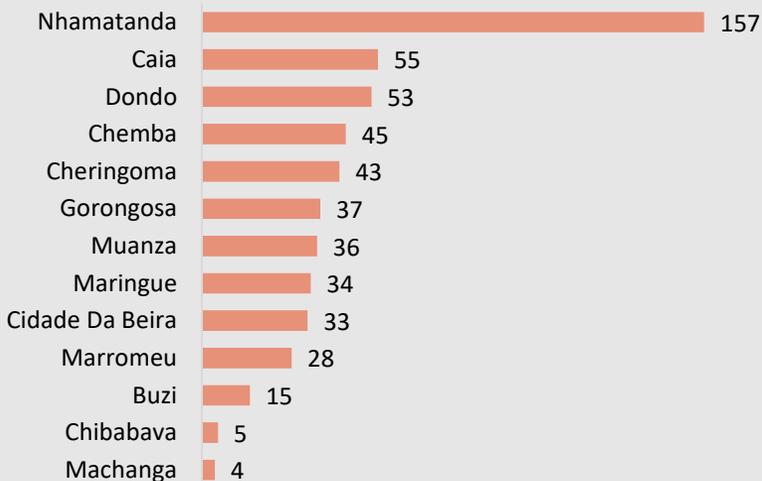


# COVID-19: LOCATIONS OF COVID-19 CALLS

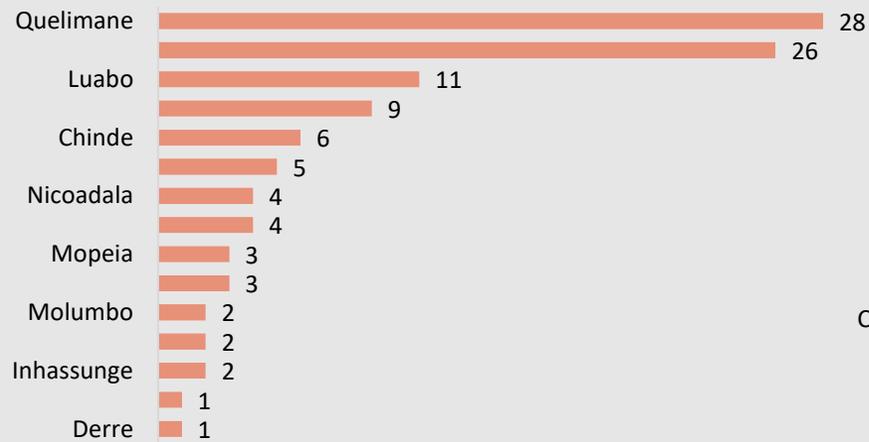
1<sup>ST</sup> – 31<sup>ST</sup> JANUARY 2022



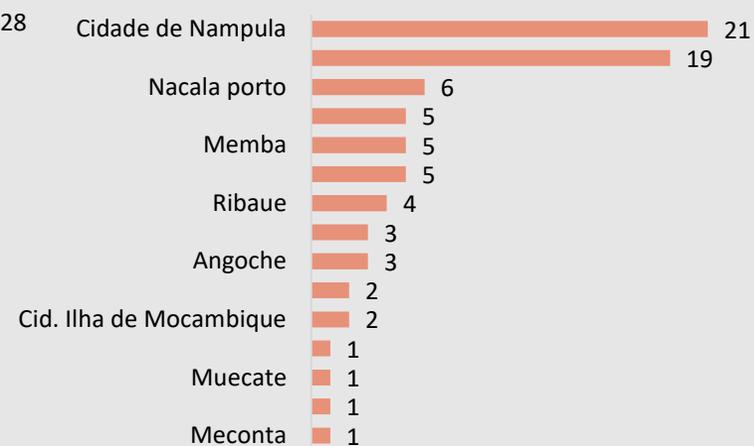
## Sofala - 545



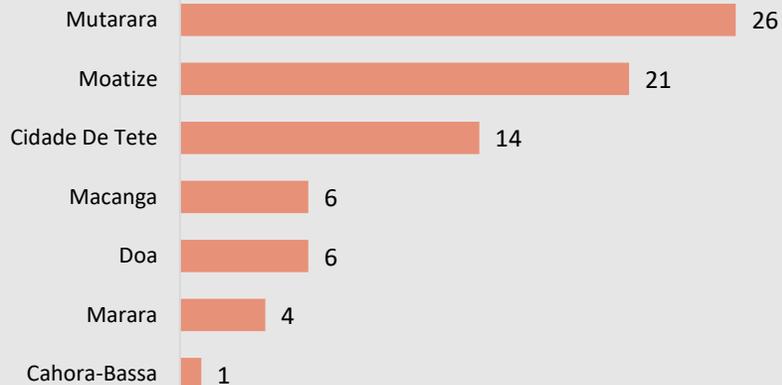
## Zambezia - 107



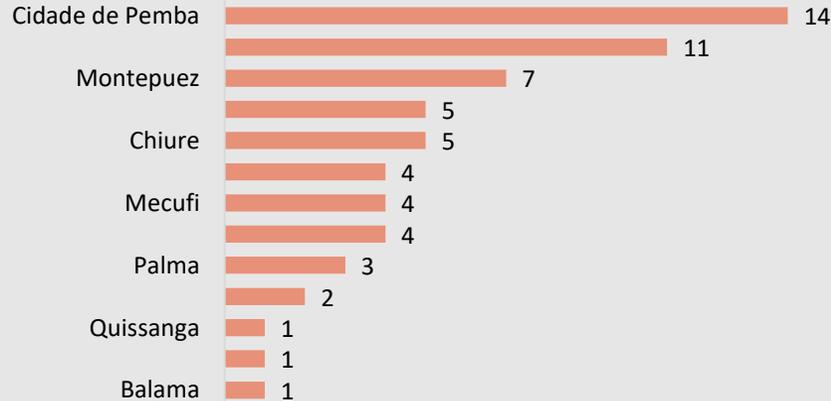
## Nampula - 79



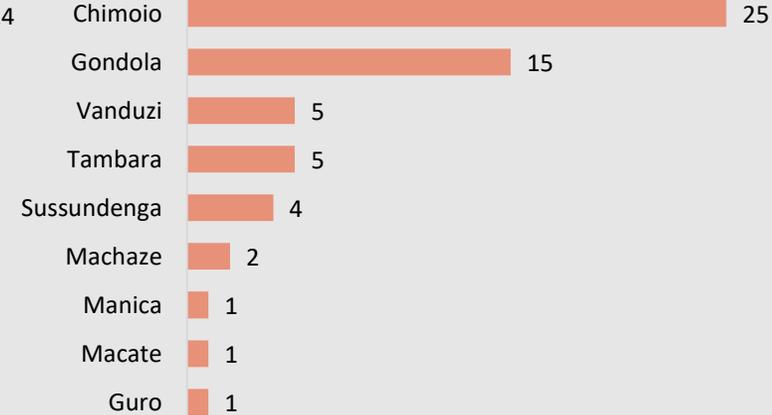
## Tete - 78



## Cabo Delgado - 62



## Manica - 59

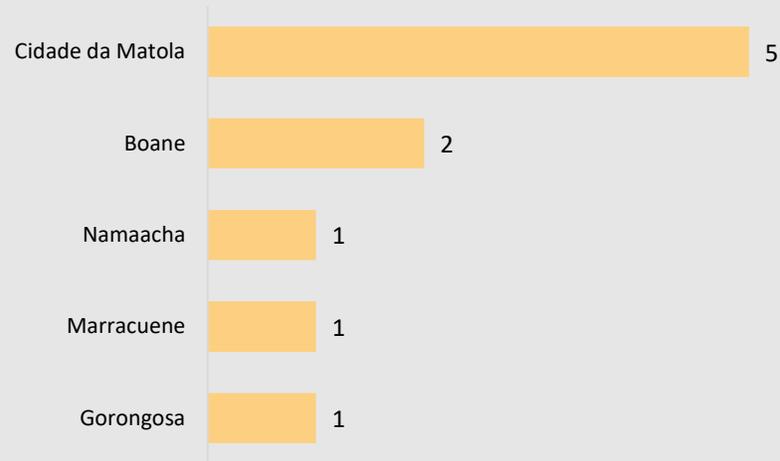


# COVID-19: LOCATIONS OF COVID-19 CALLS

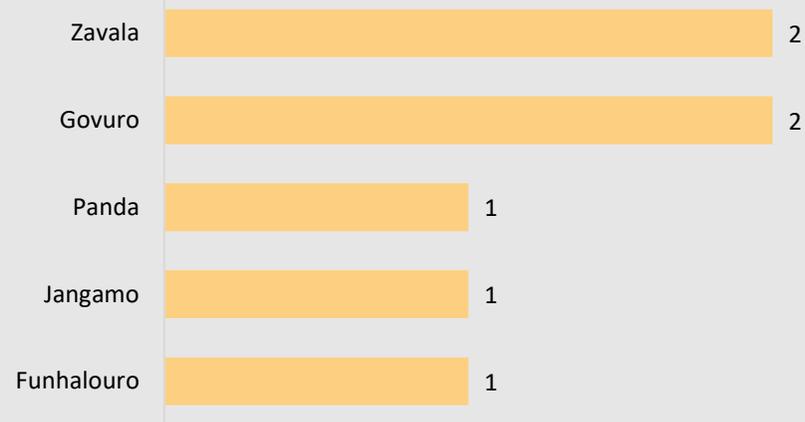
## 1<sup>ST</sup> – 31<sup>ST</sup> JANUARY 2022



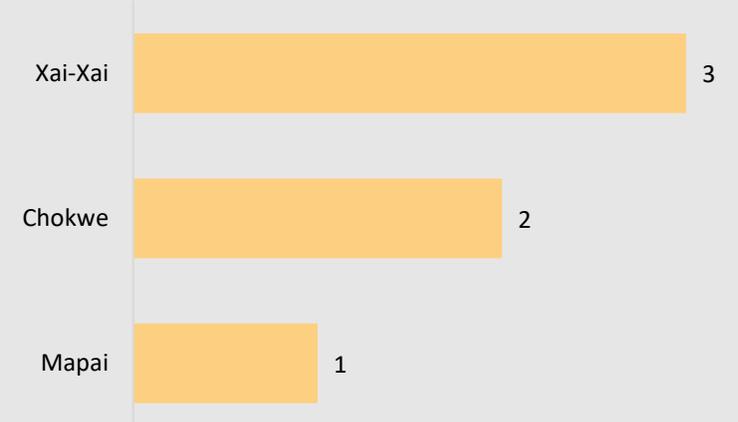
### Maputo Provincia - 10



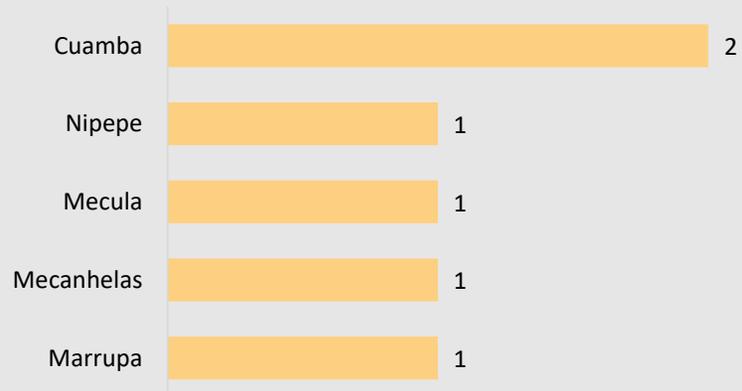
### Inhambane - 7



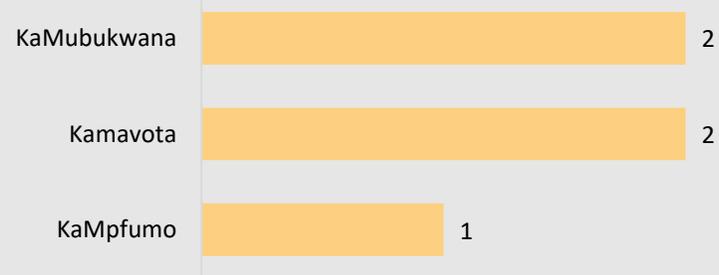
### Gaza - 6



### Niassa - 6



### Maputo Cidade - 5



**NARRATIVE: COVID-19**  
**1<sup>ST</sup> – 31<sup>ST</sup> JANUARY 2022**

***Covid-19: 1<sup>st</sup> – 31<sup>st</sup> January 2022***

- ❖ **964** calls were registered relating to Covid-19 in January 2022, a decrease from last month demonstrating a shift in concern as the symptoms of the disease caused by the variants discovered towards the end of 2021 were described as “not severe”.
- 97% of callers requested for the number of cases registered, Linha Verde 1458 continues to collaborate in providing basic information relating to the Covid-19 pandemic in the country.
- 3% of callers requested information regarding prevention and symptoms of the disease.