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.
**TYPES OF CASES REGISTERED PER MONTH**

**1ST JUNE 2022 – 31ST MAY 2023**

- **1st – 31st May 2023**
  - Nr. Total Registered Cases: **2,413**
  - Nr. of calls from the northern region: **2,097**
  - 86.9% of the cases registered through Linha Verde 1458 between May 1st – 31st came from the northern region.
Just like previous month, Food Security registered 87% of the cases in the month of May. It represents a decrease/increase in 21% from the previous month.

### Cases Per Sector

<table>
<thead>
<tr>
<th>Sector</th>
<th>1 - 30 April</th>
<th>1 - 31 May</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection</td>
<td>23</td>
<td>32</td>
</tr>
<tr>
<td>IDP Registration</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Social Protection/INAS</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>INGD</td>
<td>68</td>
<td>45</td>
</tr>
<tr>
<td>WASH</td>
<td>3</td>
<td>25</td>
</tr>
<tr>
<td>Education</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td>135</td>
<td>67</td>
</tr>
<tr>
<td>CCCM</td>
<td>3</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>92</td>
<td>91</td>
</tr>
<tr>
<td>Shelter</td>
<td>44</td>
<td>39</td>
</tr>
<tr>
<td>Food Security</td>
<td>2110</td>
<td>2685</td>
</tr>
</tbody>
</table>
Cases Registered 2,413
Cases Referred rate 5.2%
First Case Resolution rate 94.8%

The table below shows a breakdown per sector of feedback provided to Linha Verde 1458 callers. 1. **Referred cases** are the number of cases Linha Verde 1458 shared with cluster focal points and partners that require thorough verification/investigation usually in the field. This is the case for complaints - exclusion errors, abuse of power allegations. 2. **Referred Cases Feedback** is the number of cases that partners and focal points did a follow up on the case, find resolution or guide callers on steps to take to resolve the case. 3. **First Case Resolution** are the cases were Linha Verde 1458 was able to respond to during the very first call. This is the case for “information request” case type and subcategories.

<table>
<thead>
<tr>
<th>Sectors</th>
<th>Referred Cases</th>
<th>Referred Cases Feedback</th>
<th>First Case Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food Security</td>
<td>72</td>
<td>9</td>
<td>2038</td>
</tr>
<tr>
<td>Shelter</td>
<td>8</td>
<td>5</td>
<td>30</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
<td>0</td>
<td>91</td>
</tr>
<tr>
<td>CCCM</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Health</td>
<td>1</td>
<td>0</td>
<td>65</td>
</tr>
<tr>
<td>Education</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>WASH</td>
<td>21</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td>Social Protection/INAS</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>IDP Registration</td>
<td>1</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>INGD</td>
<td>2</td>
<td>1</td>
<td>43</td>
</tr>
<tr>
<td>Protection</td>
<td>19</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>126</strong></td>
<td><strong>20</strong></td>
<td><strong>2281</strong></td>
</tr>
</tbody>
</table>
CASES PER REGION
1ST APRIL – 31ST MAY 2023

1st – 31st May 2023
Cases Registered: 2097
Feedback provided: 1999

1st – 31st May 2023
Cases Registered: 269
Feedback provided: 253

1st – 31st May 2023
Cases Registered: 12
Feedback provided: 12

1st – 31st May 2023
Cases Registered: 35
Feedback provided: 35

Northern Region

Central Region

Southern Region

COVID-19

Registered Cases 1 - 30 April
Feedback Provided 1 - 30 April
Registered Cases 1 - 31 May
Feedback Provided 1 - 31 May
Food Security cases represent 96% of all cases registered from the northern region. Within this sector, requests for information on distribution timing for food account for 83.3% with a feedback rate of 100%.

### NORTHERN REGION
**CASES PER SECTORS**
1ST APRIL – 31ST MAY 2023

<table>
<thead>
<tr>
<th>Sector</th>
<th>1 - 30 April</th>
<th>1 - 31 May</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection</td>
<td>12</td>
<td>17</td>
</tr>
<tr>
<td>IDP Registration</td>
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<td>1</td>
</tr>
<tr>
<td>INGD</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>WASH</td>
<td>2</td>
<td>23</td>
</tr>
<tr>
<td>Education</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>20</td>
<td>13</td>
</tr>
<tr>
<td>Shelter</td>
<td>43</td>
<td>25</td>
</tr>
<tr>
<td>Food Security</td>
<td>1694</td>
<td>2014</td>
</tr>
</tbody>
</table>

### NORTHERN REGION
**DISTRICTS WITH THE HIGHEST NR. OF CASES**
1ST – 31ST MAY 2023

<table>
<thead>
<tr>
<th>District</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Metuge</td>
<td>636</td>
</tr>
<tr>
<td>Montepuez</td>
<td>601</td>
</tr>
<tr>
<td>Chiure</td>
<td>175</td>
</tr>
<tr>
<td>Ancuabe</td>
<td>150</td>
</tr>
<tr>
<td>Mueda</td>
<td>122</td>
</tr>
<tr>
<td>Cidade de Pemba</td>
<td>120</td>
</tr>
<tr>
<td>Balama</td>
<td>50</td>
</tr>
</tbody>
</table>

1 - 30 April, 2 - 31 May
NORTHERN REGION
1ST APRIL – 31ST MAY 2023

April
Cases Registered: 2680
Feedback Provided: 99%

May
Cases Registered: 2097
Feedback Provided: 95%

April
Cases Registered: 57
Feedback provided: 86%

May
Cases Registered: 51
Feedback provided: 47%

CASE TYPES

<table>
<thead>
<tr>
<th>Case Type</th>
<th>April</th>
<th>May</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Feedback</td>
<td>50</td>
<td>75</td>
</tr>
<tr>
<td>Assistance Request</td>
<td>59</td>
<td>51</td>
</tr>
<tr>
<td>Information Request</td>
<td>2129</td>
<td>1727</td>
</tr>
<tr>
<td>Complaint/Negative Feedback</td>
<td>439</td>
<td>242</td>
</tr>
<tr>
<td>Data amendment</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

ASSISTANCE REQUEST

<table>
<thead>
<tr>
<th>Assistance Request</th>
<th>April</th>
<th>May</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>2</td>
<td>44</td>
</tr>
<tr>
<td>NFI</td>
<td>21</td>
<td>29</td>
</tr>
<tr>
<td>Services</td>
<td>9</td>
<td>4</td>
</tr>
<tr>
<td>Assistance card not working</td>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>
NORTHERN REGION
INFORMATION REQUESTS
1ST APRIL – 31ST MAY 2023

April
Cases registered: 2129
Feedback provided: 100%

May
Cases registered: 1726
Feedback provided: 100%

Linha Verde 1458 recorded a small reduction in calls related to distribution timing compared to the previous month. This is due to the fact that distributions have already taken place in some areas. Most cases are from beneficiaries who expected to receive in April and until then had not yet received.
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.

Approximately 91.5% large portion of exclusion errors are from IDPs claiming to have their names removed from the beneficiary lists as the result of selection of beneficiaries based on vulnerability.
NORTHERN REGION EXCLUSION ERRORS
1ST APRIL – 31ST MAY 2023

NORTHERN REGION BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS
1ST APRIL – 31ST MAY 2023
CENTRAL REGION
1ST APRIL – 31ST MAY 2023

April
Cases Registered: 262
Feedback Provided: 85%

May
Cases Registered: 269
Feedback Provided: 94%

Feedback Provided: 8%

Feedback Provided: 67%

April
Cases Registered: 13
May
Cases Registered: 9

CASE TYPES

April
May

Positive Feedback
Assistance Request
Information Request
Complaint/Negative Feedback

ASSISTANCE REQUEST

April
May

Food
NFI
Services
CENTRAL REGION
INFORMATION REQUEST
1ST APRIL – 31ST MAY 2023

April
Cases Registered: 167
Feedback Provided: 100%

May
Cases Registered: 197
Feedback Provided: 100%

- **General Services**: April 61, May 75
- **Other**: April 16, May 5
- **Entitlement**: April 1
- **Duration of assistance**: April 3, May 3
- **Distribution timing**: April 11
- **Disease symptoms/prevention**: April 27, May 29
- **Forecast**: April 45, May 42
- **Cyclone confirmation**: April 4
### SOUTHERN REGION CASES PER SECTORS
**1ST APRIL – 31ST MAY 2023**

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

<table>
<thead>
<tr>
<th>Sector</th>
<th>1 - 30 April</th>
<th>1 - 31 May</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>INGD</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Health</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Food Security</td>
<td>2</td>
<td>4</td>
</tr>
</tbody>
</table>

### SOUTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES
**1ST – 31ST MAY 2023**

<table>
<thead>
<tr>
<th>District</th>
<th>Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Massinga</td>
<td>2</td>
</tr>
<tr>
<td>Jangamo</td>
<td>2</td>
</tr>
<tr>
<td>Cidade da Matola</td>
<td>2</td>
</tr>
<tr>
<td>Mandlikaze</td>
<td>1</td>
</tr>
<tr>
<td>Kamaxaqueni</td>
<td>1</td>
</tr>
<tr>
<td>Inharrime</td>
<td>1</td>
</tr>
<tr>
<td>Govuro</td>
<td>1</td>
</tr>
<tr>
<td>Cidade de Maxixe</td>
<td>1</td>
</tr>
<tr>
<td>Chibuto</td>
<td>1</td>
</tr>
</tbody>
</table>
SHELTER
“I am from Zambezia, district of Namacurra, I live in the town of Furquia, Chuinde community. I was affected by tropical storm Freddy and I am a beneficiary of food assistance provided by WFP and partners. I called to say thank you for the support given by the organizations that provided us with shelter materials such as solar panels, lamps, tarpaulins, pans, knives, spoons and plates.” Female, Namacurra, Zambezia

FOOD SECURITY
“I’m from Tete province, Doa district, Bairro 3 and I was affected by tropical storm Freddy. I was registered by the local leader and I live with 6 members of my family. I received support provided by INGD of rice, beans and cooking oil on 26.04.2023. I am very grateful for this support.” Male, Doa, Tete

FOOD SECURITY
“I’m from Buzi, Sofoala district in Binga neighborhood where I live with 5 family members. I was affected by tropical storm Freddy and in March 2023 I was registered by the local leader. On the 7th of May 2023 I received 50kg of rice, 4L of cooking oil, 10kg of beans and 2kg of sugar from WFP. I am very grateful for the support.” Male, Muanza, Sofala

FOOD SECURITY
“I am calling from Zambezia, Namacurra district at the Ronda Resettlement Center where I live with 6 family members. I was affected by Cyclone Freddy. In March 2023 I was registered by the local leader and in May 2023 I received food support in rice, oil, beans. Yesterday, 24.05.2024, women received dignity kits. I call to thank you for your support.” Male, Namacurra, Zambezia

FOOD SECURITY
“I called to thank you because on 23.05.2023 I received school materials: two packs of small notebooks, 1 sharpener, an eraser, two pens, 2 pencils and a backpack from UNICEF. I’m from Buzi and I suffered from the last tropical storm Idai, which occurred on the 4th of March 2019. I currently live with 2 people in the R.C. 2021 where the distribution took place.” Female, Buzi, Sofala

CHILD PROTECTION-EDUCATION
“I called to thank you because on 23.05.2023 I received school materials: two packs of small notebooks, 1 sharpener, an eraser, two pens, 2 pencils and a backpack from UNICEF. I’m from Buzi and I suffered from the last tropical storm Idai, which occurred on the 4th of March 2019. I currently live with 2 people in the R.C. 2021 where the distribution took place.” Female, Buzi, Sofala
95% 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.

First case resolution: cases closed on the call include information requests regarding distribution timing who planned dates are shared by Linha Verde 1458, distribution dates that are shared retroactively and cases in which Linha Verde 1458 does not have distribution plans available however instructs the beneficiaries that they should consult the local leadership and community committee regarding the next distribution.
### SHELTER/NFI

<table>
<thead>
<tr>
<th>Region</th>
<th>Cases Registered</th>
<th>Feedback Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sofala</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Zambezia</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Cabo Delgado</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Niassa</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

**Total:***
- Referred Cases: 8
- Referred Cases Feedback: 5
- First Case Resolution: 30

### WASH

**1st – 31st May 2023**
- Cases Registered: 39
- Feedback Provided: 30

**2nd – 31st May 2023**
- Cases Registered: 21
- Feedback Provided: 10

<table>
<thead>
<tr>
<th>Region</th>
<th>Cases Registered</th>
<th>Feedback Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zambezia</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Cabo Delgado</td>
<td>23</td>
<td></td>
</tr>
</tbody>
</table>

**Total:***
- Referred Cases: 4
- Referred Cases Feedback: 0
- First Case Resolution: 21

---

<table>
<thead>
<tr>
<th>Region</th>
<th>Positive Feedback</th>
<th>Request for Assistance</th>
<th>Complaint/Negative Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sofala</td>
<td>2</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Zambezia</td>
<td>2</td>
<td>20</td>
<td>19</td>
</tr>
<tr>
<td>Cabo Delgado</td>
<td>22</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td>Niassa</td>
<td>3</td>
<td>2</td>
<td>1</td>
</tr>
</tbody>
</table>

**Total:***
- Positive Feedback: 11
- Feedback Provided: 41

---

<table>
<thead>
<tr>
<th>Region</th>
<th>Positive Feedback</th>
<th>Request for Assistance</th>
<th>Complaint/Negative Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zambezia</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Cabo Delgado</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Niassa</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

**Total:***
- Positive Feedback: 4
- Feedback Provided: 21
Protection sector cases include:
- Return - 4 cases
- Civil Documentation - 3 cases
- HLP (House, Land, Property) - 1 case

<table>
<thead>
<tr>
<th>Protection sector cases include:</th>
<th>Referral Cases</th>
<th>Feedback Provided</th>
<th>First Case Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Return</td>
<td>4</td>
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<td>0</td>
</tr>
<tr>
<td>Civil Documentation</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>HLP (House, Land, Property)</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

1st – 31st May 2023
Cases Registered:
- Registered Cases: 8
- Feedback Provided: 0

1st – 31st May 2023
Cases Registered:
- Registered Cases: 1
- Feedback Provided: 0

Cabo Delgado
- Registered Cases: 8
- Feedback Provided: 0
- First Case Resolution: 0

Cabo Delgado
- Registered Cases: 1
- Feedback Provided: 0
- First Case Resolution: 0
### Child Protection

**Cases Registered:**
- **1st – 31st May 2023:** 15 cases
  - Feedback Provided: 15

**GBV**

**Cases Registered:**
- **1st – 31st May 2023:** 9 cases
  - Feedback Provided: 9

**Referred Cases**
- 8 cases

**Feedback Provided**
- 2 cases

**First Case Resolution**
- 7 cases

**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 an undetermined amount of time for resolution by service provider. **Forced marriage (info)** are cases where callers want to know what forced marriage is.

**GBV sector includes:**
- Sexual assault - 1 case
- Physical assault - 3 cases

**Child Protection sector includes:**
- Rape – 4 cases
- Forced marriage – 3 cases
- Forced marriage (info) – 5 cases

---

**Request for Assistance**
- Registered Cases 1 - 30 Abr: 4
- Feedback Provided 1 - 30 Abr: 4

**Request for Information**
- Registered Cases 1 - 30 Abr: 2
- Feedback Provided 1 - 30 Abr: 2

**Complaint/Negative Feedback**
- Registered Cases 1 - 30 Abr: 3
- Feedback Provided 1 - 30 Abr: 3

---

**Geographical Distribution**

- **Sofala:** 6 cases
- **Zambezia:** 6 cases
- **Nampula:** 1 case
- **Cabo Delgado:** 2 cases

- **Inhambane:** 1 case
- **Gaza:** 1 case
- **Maputo Provincia:** 1 case

---

<table>
<thead>
<tr>
<th>Province</th>
<th>Cases</th>
<th>Feedback Provided</th>
<th>First Case Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cabo Delgado</td>
<td>6</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Inhambane</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Gaza</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Maputo Provincia</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

---

**Positive Feedback**
- Registered Cases 1 - 30 Abr: 1
- Feedback Provided 1 - 30 Abr: 1

**Request for Assistance**
- Registered Cases 1 - 30 Abr: 2
- Feedback Provided 1 - 30 Abr: 2

**Request for Information**
- Registered Cases 1 - 30 Abr: 6
- Feedback Provided 1 - 30 Abr: 6

---

<table>
<thead>
<tr>
<th>Province</th>
<th>Cases</th>
<th>Feedback Provided</th>
<th>First Case Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sofala</td>
<td>6</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Zambezia</td>
<td>6</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Nampula</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Cabo Delgado</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

---

<table>
<thead>
<tr>
<th>Province</th>
<th>Cases</th>
<th>Feedback Provided</th>
<th>First Case Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sofala</td>
<td>6</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Zambezia</td>
<td>6</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Nampula</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Cabo Delgado</td>
<td>2</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>
**INGD**

1st – 31st May 2023
Cases Registered: 45
Feedback Provided: 43

Referred Cases 2
Referred Cases Feedback 1
First Case Resolution 43

**HEALTH**

1st – 31st May 2023
Cases Registered: 67
Feedback Provided: 65

Referred Cases 2
Referred Cases Feedback 1
First Case Resolution 43
Overview

- For the month of May 2023, Linha Verde 1458 registered a total of 2,413 cases with a feedback rate of 95%.
- 94.8% of cases were closed during the call as first case resolution
  - 5.2% of cases registered were referred to cluster focal points for verification and action, about 27.8% have been addressed and closed with feedback.
- During May 2023:
  - 86.9% of registered cases come from northern region related to humanitarian activities in response to conflict.
  - 11.1% of cases come from the central region covering concerns related to humanitarian assistance in response to cyclone Freddy.
  - 1.4% are related Covid-19.
  - 0.4% are from the southern region.

Northern Region: 1 – 31 May 2023

For the northern region Linha Verde 1458 registered 2,097 cases mostly related to humanitarian assistance in response to the conflict. This represents an increase in 17% from previous month. Of the total cases 96% is food security related, 1.2% related to shelter assistance and needs, 1.1% is related to WASH.

Food Assistance

- In the northern region 2014 cases were registered concerning food assistance, which 84.8% were requests for information, 11.5% complaints, 3.6% positive feedback and 0.1% requests for data amendment.

Information Requests

- About 1709 requests for information were received and consisted of:
  - 1678 cases from recipients of food assistance called to request information about food distribution schedules. Linha Verde 1458 continues to provide information on the dates based on distribution plans shared. In cases where plans are not available the hotline instructs callers to consult with local leaders for information on the planned dates according to was shared by the partners. The majority came from Montepuez, Metuge, Pemba and Ancuabe.
  - 24 called inquiring about the vulnerability-based targeting lists.

- 19 callers asked about the results of vulnerability-based targeting interviews they participated in 2022 to confirm if they are eligible to receive food assistance under the criteria. Linha Verde 1458 consulted the vulnerability-based beneficiary lists shared by WFP CFM team to inform them about their eligibility. When found not eligible Linha Verde applies the vulnerability-based questionnaire to assess their vulnerability level since the interviews have been conducted several months ago and vulnerability status might have changed. After questionnaire is applied callers are informed about the results that indicate whether they become eligible or remain not eligible. The calls came from Metuge, Ancuabe, Mueda, Pemba, and Chiure.
- 5 callers asked when their names will be included in the beneficiary lists based on vulnerability to continue to receive food assistance after they were submitted to the vulnerability-based questionnaire in February and March 2023. Linha Verde instructs them to wait for communication from WFP on the steps forward. The calls came from Montepuez, Chiure, and Metuge.
- 5 beneficiaries inquired about the food assistance entitlement. Out of the total 4 stated that they receive 1 voucher, which they claim not enough to cover the entire household monthly needs. Linha Verde 1458 clarified that due to shortage of funds the quantities were reduced and sensitized families to rationalize as much as possible. One beneficiary asked if another member of the household could also be listed as beneficiary, which clarified that only one member in the household can be registered as the beneficiary for the entire.
- 2 IDPs from Chiure asked why in the recent distributions more people from host communities are receiving food assistance. Linha Verde 1458 explained the new vulnerability-based targeting criteria is directed to assist the most vulnerable and food insecure both from the IDP and host community, therefore no longer exclusively to IDPs.

Complaints

- A total of 229 complaints were registered by the hotline concerning food assistance. Exclusion errors represent 85.5% of all complaints, 8.7% were complaints of the quality of the distributed food, of, 3.9% claims of abuse of power, and 1.7% were claims of distribution issues and access barriers.
- Out of the 197 exclusion errors:
  - 183 assisted people complained they did not receive food in the previous distribution cycle because their names were not included in the list. Linha Verde 1458 applied the vulnerability-based targeting questionnaire to assess the eligibility and informed if their households are eligible to receive food assistance under new vulnerability-based criteria during the call. Of the total assessed, 167 met the criteria and are likely to receive assistance under the new targeting criteria. The cases came from all 9 districts where vulnerability-based criteria is applied (Metuge, Ancuabe, Chiure, Ibo, Montepuez, Mueda, Namuno, Pemba, Balama).
7 callers reported that their communities have been excluded from the food distribution for the past months. The communities included as excluded are Nanga B site in Macomia, Milamba Expansao in Ancuabe, Cupe and Jonga in Chiure, and Bairro Novo site in Mecula, Niassa.

3 IDPs claimed that during the distribution they found out that someone unknown to them and without their consent had signed their names in the distribution checklist and received their food on their behalf. Callers instructed to arrive as early as possible at the distribution points to prevent such situations from occurring. The cases are from Palma, Mueda and Nangade.

3 callers from Macomia, Nangade and Quissanga complained that they did not receive food in the last distribution because their names were excluded from the lists. The cases were referred for verification.

20 beneficiaries reported quality issues of maize and beans distributed that were improper for consumption. The cases were immediately referred to the WFP CFM team verification and Linha Verde 1458 continues to instruct callers to inspect the food at the distribution site and report any problems to help desks.

16 called to complain about the maize received, which had mold. The cases were reported from Bandar, Pulo, and Pachinuapa sites, Nanla, Tratarata, 1 de Maio, and Tribuna in Metuge.

4 people from Galane and Nacussa site in Ancuabe, Milamba in Chiure and Ngallane site in Metuge stated that the beans they received had worms.

9 claims of abuse of power, they are distributed as follows:

3 allegations of diversion of food leaving several beneficiaries unassisted: 2 callers from Macomia and Chiure claimed that local leaders were selling the food kits to non-beneficiaries at 1000MT per kit; 1 caller from Mpeme site in Mueda claimed that people in charge of the distribution at the mobile store collected the value vouchers from beneficiaries and did not give them the food in return.

3 claims of corruption indicating that local leaders have been charging amounts between 1000MT - 1500MT to include not eligible people while removing eligible ones from the lists. The claims are from the sites of Lyanda in Mueda, Jonga in Chiure and Nacussa in Ancuabe.

2 claims of Intimidation, one from Nandimba site in Mueda stating that local leader threatened to remove the beneficiary’s name from the list if he did not share half of the food. Other case from Katapua site, which allegedly had been excluded from distribution, claiming that distribution teams threatened to remove the beneficiary name from the list if questioned the reason behind the exclusion of the community.

1 claim that local leaders in Mocimboa da Praia County are conditioning the food assistance based on political affiliation, granting assistance only those affiliated to a specific party while those not affiliated to the party are excluded from it.

1 report of distribution issue in Mocimboa da Praia stating that not all received food due to the low stock of food. Furthermore, the distribution teams had not returned to resume the distributions as they have indicated.

1 case of access barrier of food due to price hike in the authorized stores right after the distributions of value vouchers took place and due to limited stock of products such as maize. The case came from Lyanda site in Mueda.

WASH

A total of 23 cases related to WASH were registered during the current month. About 95.6% are requests for assistance and 4.4% positive feedback.

Assistance Requests

20 IDPs called to inform that the water supplied in their communities is not enough to satisfy their needs, therefore they would like to request an increase in the quantity supplied. Majority of requests came from Mueda in Lyanda, Mpeme, Eduardo Mondlane, Nandimba and Ruanda sites, and from Montepuez in Ntele site and Mocimboa da Praia in Eduardo Mondlane site.

2 IDPs from Mpeme site in Mueda requested assistance in buckets to preserve water. All assistance requests were referred to the WASH cluster.

Shelter and NFI

Linha Verde 1458 registered 25 cases related to shelter assistance and NFI needs, 76% are assistance requests, 16% are complaints and 8% are positive feedback.

Assistance Requests

Mueda (Lyanda, Mpeme and Namatil sites and Josina Machel): 9 IDPs requested tarpaulins, blankets, kitchen utensils, flashlights, buckets, grass mats, mosquito nets, construction materials and agricultural tools and seeds.

Ancuabe (Nannonha and Naua sites): 6 IDPs requested tarpaulins, grass mats, flashlights, kitchen utensils, blankets and hygiene items.

Chiure (Maningane and Naua sites): 2 IDPs requested tarpaulins and grass mats.

Nangade (Ntoli site): 1 IDP requested for tarpaulins.

Metuge (25 de Junho site): 1 IDPs asked for tarpaulins, blankets, and flashlights.

Complaints

2 allegations of fraud from beneficiaries of assistance in response to tropical storm Freddy, complaining that the people in charge of distribution would only choose family members and acquaintances to receive shelter items such as tarpaulins and blankets. The cases are from Mecanhelas in Niassa.
1 complaint of distribution issue stating that not all received the shelter items distributed and the teams did not inform when they would return to resume the distribution. The case came from Mocimboa da Praia.

1 caller affected by the tropical storm Freddy claimed to have been excluded from the distribution of tarps, quilts, and blankets. The case came from Mecanhelas in Niassa.

Central Region: 1 – 31 May 2023

In the central region Linha Verde 1458 registered 269 cases, maintaining the same trend from previous month. The cases are grouped as follows: 73.2% are information requests, 14.4% positive feedback, 6.7% complaints, and 4.1% assistance requests.

Weather related queries

A total of 42 inquiries about the weather forecast were received by the hotline as people continued to monitor the daily weather after the tropical storm. Linha Verde 1458 advised callers with the weather updates according to the Instituto Nacional de Meteorologia (INAM) and advised them to search for information on official communication channels. Majority of inquiries came from Nhamatanda, Muanza, Caia in Sofala and Mutarara in Tete.

People affected by Tropical Storm Freddy

A total of 81 calls were received by Linha Verde 1458 from people affected by tropical storm Freddy. Out of the total 44.4% were requests for information, 35.8% positive feedback, 17.2% were complaints, and 2.5% requests for assistance.

Information Requests

36 people called to ask for information on food distribution dates. Linha Verde 1458 informed about the distribution dates based on the distribution plans shared. In cases where plans were not available the hotline instructed callers to seek information with the local leaders. The cases came from Caia, Chembe, Dondo e Marromeu in Sofala and from Mutarara, Nicoadala and Pebane in Zambezia.

Complaints

A total of 14 complaints were received and are divided as follows:

9 exclusion errors from people claiming to have been removed from the distribution lists.

5 of the exclusion errors were related to food assistance and came from Brigodo and Ronda sites, Munguissa in Namacurra, Namitangurine site in Nicoadala, and Quelimane.

4 cases were related to shelter assistance and came from Caia in Sofala, Namacurra and Nicoadala in Zambezia. All cases were referred to the CFM team for verification.

4 cases of abuse of power that includes:

2 allegations of corruption where community leaders removed names from the lists created by local government and charged 500MT to include people that do not meet the selection criteria. The claims came from Caia in Sofala and Mutarara in Tete.

1 claim of fraud indicating that the local leader only included in the list the names of family members. The case came from Machanga in Sofala.

1 claim that local authorities in charge of the distributions diverted the food intended for those affected by the storm and put it for sale. The case was reported from Chupanga in Machanga, Sofala.

1 complaint of distribution issue was reported from Metangurine site in Quelimane claiming that there was not enough food and several did not receive. Furthermore, no indication was given about when the distribution teams would return to complete the process.

Assistance Requests

2 assistance requests were received from people impacted by storm Freddy in Zambezia:

1 request in food assistance from Metangurine accommodation center in Quelimane.

1 request for assistance in mosquito nets from community of Chiundi in Namacurra.

Cholera

Linha Verde 1458 received a total of 30 calls related. The cases are described as follows:

29 calls from people seeking information about cholera preventive measures. Linha Verde 1458 continues to provide information about cholera preventive measures according to MISAU guidelines. The calls came from Nhamatanda, Marromeu, Dondo, Cheringoma, and Chembe in Sofala, Mutarara, Moatize and Marara in Tete, Inhassunge, Quelimane and Namacurra in Zambezia, Vanduzi in Manica, and Jangamo in Inhambane.

1 call to report an outbreak of cholera in the community of Furquía, district of Namacurra, Zambezia.

Protection

A total of 32 cases were registered by Linha Verde 1458. The cases are categorized as follows:

15 child protection cases, 4 reports of rape from Dondo and Cidade da Beira, Maganja da Costa, and Cidade de Nampula. 3 reports of forced marriage from Buzi in Sofala, Metuge in Cabo Delgado and Gile in Zambezia. All cases were referred to Linha Fala Criança. The remaining cases were requests for information about forced marriage and children rights that came from Mocuba and Quelimane in Zambezia, Marromeu in Sofala, and Chiure in Cabo Delgado, which Linha Verde 1458 addressed during the call.
8 protection cases, 4 IDPs from Lusaka and Chimoio sites in Montepuez, Manono and 25 de Junho sites in Metuge claimed that leader of the centers informed them that they must return to their zones of origin because they are no longer eligible to receive food assistance under the new vulnerability-based criteria. Cases were referred to WFP CFM team for verification and clarified that IDPs are not required to return to their zones of origins, but instead highly encouraged to engage in income generating activities for their livelihood. 3 IDPs from Metuge, Chiure and Macomia requested assistance to obtain civil documentation. 1 IDP from Nahele in Chiure requested assistance to obtain land.

9 GBV cases, including 3 reports of physical assault from Mueda, Cabo Delgado, Mandlakaze in Gaza and Cidade da Matola in Maputo. 1 report of sexual assault from Mueda in Cabo Delgado. All cases were referred to GBV Aor. 2 callers from Balama, Cabo Delgado and Jangamo in Inhambane wanted to know what gender-based violence is.