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.
1st – 30th June 2023
Nr. Total Registered Cases:
1,772
Nr. of calls from the northern region:
1,423
80.3% of the cases registered through Linha Verde 1458 between June 1st – 30th came from the northern region.
Food Security continues to rank first as the sector with most cases with 76% of all cases registered at the Linha Verde 1458. This may be linked to regular sensitisation lectures on the Linha Verde 1458 and beneficiaries’ rights by food security actors during the distributions.
### FEEDBACK ANALYSIS PER SECTOR

**1ST – 30TH JUNE 2023**

Cases Registered: 1,772  
Cases Referred: 12.6%  
First Case Resolution: 87.2%

1. **Referred cases** is the number of cases Linha Verde 1458 shared with cluster’s focal points and partners that require verification/investigation.

2. **Referred Cases Feedback** is the number of cases that were followed up on by the organization and subsequently provided feedback on the resolution or guidance/clarification to callers.

3. **First Case Resolution** are the cases were Linha Verde 1458 was able to respond to during the first call. This is the case of “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>94</td>
<td>64</td>
<td>1252</td>
</tr>
<tr>
<td>Shelter</td>
<td>1</td>
<td>0</td>
<td>30</td>
</tr>
<tr>
<td>Other</td>
<td>1</td>
<td>0</td>
<td>86</td>
</tr>
<tr>
<td>CCCM</td>
<td>4</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Health</td>
<td>0</td>
<td>0</td>
<td>55</td>
</tr>
<tr>
<td>Education</td>
<td>6</td>
<td>3</td>
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<tr>
<td>WASH</td>
<td>17</td>
<td>0</td>
<td>7</td>
</tr>
<tr>
<td>Protection</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Child Protection</td>
<td>6</td>
<td>2</td>
<td>19</td>
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<tr>
<td>GBV</td>
<td>1</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Social Protection/INAS</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>IDP Registration</td>
<td>2</td>
<td>2</td>
<td>2</td>
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<tr>
<td>INGD</td>
<td>4</td>
<td>0</td>
<td>38</td>
</tr>
<tr>
<td>PSEA</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Multi-purpose Cash Assistance</td>
<td>81</td>
<td>21</td>
<td>52</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>223</strong></td>
<td><strong>92</strong></td>
<td><strong>1545</strong></td>
</tr>
</tbody>
</table>
CASES PER REGION
1ST MAY – 30TH JUNE 2023

1st – 30th June 2023
Cases Registered: 1423
Feedback provided: 1357

1st – 30th June 2023
Cases Registered: 294
Feedback provided: 223

1st – 30th June 2023
Cases Registered: 10
Feedback provided: 9

1st – 30th June 2023
Cases Registered: 45
Feedback provided: 45

Registered Cases 1 - 31 May
Feedback Provided 1 - 31 May
Registered Cases 1 - 30 June
Feedback Provided 1 - 30 June
Food Security cases represent 92.8% of all cases registered from the northern region. Requests for information on food distribution timing account for 94.4% with a feedback rate of 100%.
NORTHERN REGION
1ST MAY – 30TH JUNE 2023

May
Cases Registered: 2097
Feedback Provided: 95%

June
Cases Registered: 1423
Feedback Provided: 95%

May
Cases Registered: 51
Feedback provided: 47%

June
Cases Registered: 53
Feedback provided: 58%

CASE TYPES

<table>
<thead>
<tr>
<th>Case Type</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information Request</td>
<td>75</td>
<td>51</td>
</tr>
<tr>
<td>Positive Feedback</td>
<td>139</td>
<td>53</td>
</tr>
<tr>
<td>Assistance Request</td>
<td>242</td>
<td>196</td>
</tr>
<tr>
<td>Complaint/Negative Feedback</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Data amendment</td>
<td>2</td>
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</tr>
</tbody>
</table>

ASSISTANCE REQUEST

<table>
<thead>
<tr>
<th>Assistance Request Type</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>5</td>
<td>21</td>
</tr>
<tr>
<td>NFI</td>
<td>27</td>
<td>19</td>
</tr>
<tr>
<td>Services</td>
<td>30</td>
<td>19</td>
</tr>
<tr>
<td>Loss of card</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Mosquito nets</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

Positive Feedback Assistance Request Information Request Complaint/Negative Feedback Data amendment
May
Cases registered: 1726
Feedback provided: 100%

June
Cases registered: 1033
Feedback provided: 100%

Linha Verde 1458 registered a reduction by almost 50% on calls related to (food) distribution timing compared to the previous month. Food distributions in some locations have been halted due to ongoing discussions regarding beneficiary lists.
Approximately 72.3% of exclusion errors are from IDPs and some from host communities who were no longer targeted for assistance as a result of the VBT. These people were taken through the VBT questionnaire to verify their status and those who appear to meet the criteria will be verified at the community level.

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

**Access**: refers to problems that beneficiaries, mostly of value vouchers, when going to stores authorized to pick up products are faced with price increases, lack of stock, longlines and long distances to access such stores.
CENTRAL REGION
CASES PER SECTORS
1ST MAY – 30TH JUNE 2023

Food Security
- Protection: 12
- Social Protection/INAS: 1
- Multi-purpose cash assistance: 12
- WASH: 2
- Education: 1
- Health: 10
- Other: 55
- Shelter: 14
- INGD: 44
- 1 - 31 May
- 1 - 30 June

CENTRAL REGION
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 30TH JUNE 2023

- Pebane: 129
- Nhamatanda: 22
- Caia: 15
- Mocuba: 11
- Muanza: 10
- Chemba: 8
- Nicoadala: 7
CENTRAL REGION
1ST MAY – 30TH JUNE 2023

May
Cases Registered: 269
Feedback Provided: 94%

June
Cases Registered: 294
Feedback Provided: 76%

May
Cases Registered: 9
Feedback Provided: 67%

June
Cases Registered: 12
Feedback Provided: 67%

CASE TYPES

<table>
<thead>
<tr>
<th></th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Feedback</td>
<td>46</td>
<td>41</td>
</tr>
<tr>
<td>Assistance Request</td>
<td>10</td>
<td>12</td>
</tr>
<tr>
<td>Information Request</td>
<td>196</td>
<td>144</td>
</tr>
<tr>
<td>Complaint/Negative Feedback</td>
<td>17</td>
<td>92</td>
</tr>
<tr>
<td>Technical problems</td>
<td>5</td>
<td></td>
</tr>
</tbody>
</table>

ASSISTANCE REQUEST

<table>
<thead>
<tr>
<th></th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>NFI</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Services</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>
Central Region Information Requests
1st May – 30th June 2023

May
Cases Registered: 197
Feedback Provided: 100%

June
Cases Registered: 144
Feedback Provided: 100%

General Services are cases where callers want to know about the objectives of Linha Verde 1458.

- **General Services**
  - May: 75
  - June: 54

- **Other**
  - May: 5
  - June: 18

- **Entitlement**
  - May: 1
  - June: 1

- **Duration of assistance**
  - May: 3
  - June: 1

- **Targeting criteria**
  - May: 1
  - June: 1

- **Distribution timing**
  - May: 42
  - June: 24

- **Disease symptoms/prevention**
  - May: 29
  - June: 9

- **Forecast**
  - May: 42
  - June: 37
**CENTRAL REGION COMPLAINTS/NEGATIVE FEEDBACK**  
1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023

<table>
<thead>
<tr>
<th>Category</th>
<th>Complaints</th>
<th>Abuses of power</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusion Errors</td>
<td>10</td>
<td>69</td>
</tr>
<tr>
<td>Undignified/Disrespect</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>SEA</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Quality</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Distribution issue</td>
<td>1</td>
<td>17</td>
</tr>
<tr>
<td>Abuse of power</td>
<td>6</td>
<td>3</td>
</tr>
</tbody>
</table>

**CENTRAL REGION BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS**  
1<sup>ST</sup> MAY – 30<sup>TH</sup> JUNE 2023

<table>
<thead>
<tr>
<th>Category</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fraud</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Corruption</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Diversion</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>
Most cases from Sector Other refer to inquiries about Linha Verde 1458 objectives.

<table>
<thead>
<tr>
<th>Sector</th>
<th>May Cases</th>
<th>June Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protection</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>INGD</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>3</td>
<td>5</td>
</tr>
<tr>
<td>Food Security</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

**SOUTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 30TH JUNE 2023**

- Marracuene: 4
- Boane: 2
- Magude: 1
- Katembe: 1
- Govuro: 1
- Chigubo: 1
SHELTER
“I am from Zambezia, district of Namacurra, I live in 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 calling to say thank you for the support I received from WFP on 24.05.2023. I received a 50kg bag of corn, 10kg of beans and 4 liters of cooking oil. I have been displaced from Quissanga since 2018, I currently live in the district of Metuge, at the R.C. of Ngalane with my family of 6 people.” Female, Metuge, Cabo Delgado

FOOD SECURITY
“I’m calling 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 in March 2019. I currently live with 2 people in the R.C. 2021 where the distribution took place.” Female, Buzi, Sofala

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 + PROTECTION
“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

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 in March 2019. I currently live with 2 people in the R.C. 2021 where the distribution took place.” Female, Buzi, Sofala
98% 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.
### SHELTER/ NFI

**1st – 30th June 2023**
- **Cases Registered:** 31
- **Feedback Provided:** 24

**Feedback Distribution**
- [Positive Feedback](#) 10
- [Request for Assistance](#) 20
- [Complaint/Negative Feedback](#) 9

**Referred Cases**
- Zambézia: 1
- Cabo Delgado: 23
- Niassa: 1

**Referred Cases Feedback**
- Zambézia: 1
- Cabo Delgado: 0
- Niassa: 0

**First Case Resolution**
- Zambézia: 30
- Cabo Delgado: 7

### Zambézia

<table>
<thead>
<tr>
<th>Month</th>
<th>Registered Cases</th>
<th>Feedback Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st – 30th June</td>
<td>21</td>
<td>1</td>
</tr>
</tbody>
</table>

### Cabo Delgado

<table>
<thead>
<tr>
<th>Month</th>
<th>Registered Cases</th>
<th>Feedback Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st – 30th June</td>
<td>7</td>
<td>1</td>
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</tbody>
</table>

### Niassa

<table>
<thead>
<tr>
<th>Month</th>
<th>Registered Cases</th>
<th>Feedback Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st – 30th June</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>
**CHILD PROTECTION**

**GBV**

**1st – 30th June 2023**

**Cases Registered:**
- **Child Protection:** 25
- **GBV:** 2

**Feedback Provided:**
- **Child Protection:** 25
- **GBV:** 2

**Child Protection** cases are referred to **Linha Fala Criança** as well as **GBV** cases are referred to the GBV sector 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.

<table>
<thead>
<tr>
<th>Province</th>
<th>Referred Cases</th>
<th>Referred Cases Feedback</th>
<th>First Case Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sofala</td>
<td>5</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>Zambézia</td>
<td>12</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>Manica</td>
<td>1</td>
<td>1</td>
<td>19</td>
</tr>
<tr>
<td>Tete</td>
<td>3</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>Cabo Delgado</td>
<td>1</td>
<td>1</td>
<td>19</td>
</tr>
<tr>
<td>Maputo Province</td>
<td>3</td>
<td>2</td>
<td>19</td>
</tr>
</tbody>
</table>

**Child Protection sector includes:**
- Forced marriage – 4 cases
- Sexual assault – 1 case
- Forced marriage (info) – 20 cases

**GBV sector includes:**
- Physical assault - 1 case

**Sofala**
- **Referred Cases:** 2
- **Referred Cases Feedback:** 0
- **First Case Resolution:** 1

---

**Request for Assistance**

<table>
<thead>
<tr>
<th>Positive Feedback</th>
<th>Registered Cases 1 - 31 May</th>
<th>Feedback Provided 1 - 31 May</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Request for Information</th>
<th>Registered Cases 1 - 30 June</th>
<th>Feedback Provided 1 - 30 June</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>Request for Assistance</th>
<th>Registered Cases 1 - 31 May</th>
<th>Feedback Provided 1 - 31 May</th>
</tr>
</thead>
<tbody>
<tr>
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</table>

<table>
<thead>
<tr>
<th>Request for Information</th>
<th>Registered Cases 1 - 30 June</th>
<th>Feedback Provided 1 - 30 June</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td>6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Complaint/Negative Feedback</th>
<th>Registered Cases 1 - 31 May</th>
<th>Feedback Provided 1 - 31 May</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>
Protection sector cases includes:
Civil documentation - 1 case
### Social Protection/INAS

#### 1st – 30th June 2023

- **Cases Registered:** 7
- **Feedback Provided:** 3

<table>
<thead>
<tr>
<th>Province</th>
<th>Registered Cases</th>
<th>Feedback Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sofala</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Zambezia</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Niassa</td>
<td>4</td>
<td></td>
</tr>
</tbody>
</table>

#### Referred Cases

- **Referred Cases:** 2
- **Referred Cases Feedback:** 0
- **First Case Resolution:** 3

### IDP Registration

#### 1st – 30th June 2023

- **Cases Registered:** 4
- **Feedback Provided:** 2

<table>
<thead>
<tr>
<th>Province</th>
<th>Registered Cases</th>
<th>Feedback Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nampula</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Cabo Delgado</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

#### Referred Cases

- **Referred Cases:** 2
- **Referred Cases Feedback:** 0
- **First Case Resolution:** 2

### Positive Feedback

<table>
<thead>
<tr>
<th></th>
<th>Registered Cases 1 - 31 May</th>
<th>Feedback Provided 1 - 31 May</th>
<th>Registered Cases 1 - 30 June</th>
<th>Feedback Provided 1 - 30 June</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Feedback</td>
<td>3</td>
<td></td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>
Overview

❖ For the month of June 2023, Linha Verde 1458 registered a total of 1,772 cases with a feedback rate of 92%.
  ▪ 87.2% of cases were closed during the call through first case resolution.
  ▪ 12.6% of the registered cases were referred to focal points of the different clusters and organisations for verification and action. Of these, 41.3% were addressed and closed with feedback provided.
  ▪ 80.3% of cases come from the Northern region, related to humanitarian activities in response to the armed conflict.
  ▪ 16.6% of cases are from the Central region, covering issues related to humanitarian assistance in response to Tropical Cyclone Freddy.
  ▪ 2.5% of the cases are related to Covid-19.
  ▪ 0.6% are from the South region related to Cyclone Freddy and drought.

Interagency Training for Linha Verde 1458 Operators

❖ On 15 and 16 of June 2023, Linha Verde 1458 operators received first sessions of training from UNOPS, as it joins Linha Verde 1458 as a co-funding agency along with WFP, IOM, UNICEF, FAO, UNDP, UNFPA, UNHCR, OCHA, and WHO. The training sessions highlighted UNOPS roles and responsibilities in humanitarian response and current interventions in the northern region of the country.

Northern Region: 1 to 30 June 2023

❖ For the Northern region, Linha Verde 1458 recorded 1,423 cases, mostly related to humanitarian assistance in response to the conflict. This represents a decrease of 32% relative to the previous month. 92.8% of the registered cases are related to food security, 1.8% related to shelter assistance and shelter needs and 1.6% related to Water, Sanitation and Hygiene (WASH).

Food Assistance

❖ In the Northern region a total of 1,321 cases were registered regarding food assistance, of which 75.8% were requests for information, 13.9% complaints, 9.5% positive feedback and 0.2% requests for data amendment.

Information requests

❖ The 1,001 requests for information consisted of:
  ▪ 975 requests for information on food distribution schedules. Linha Verde 1458 continues to provide information regarding distribution dates based on distribution plans shared by the World Food Program (WFP). In cases where plans are not available, Linha Verde 1458 advises callers to consult with local leaders for information on planned dates, as they are first to be informed by cooperating partners once the dates are confirmed. Most of the cases come from the districts of Montepuez, Metuge, Pemba, Ancuabe and Chiüre.
  ▪ 21 calls were received regarding the beneficiary selection lists, based on the vulnerability criteria (VBT), divided as follows:
    ▪ 15 people who called to find out about the results of the VBT process. After checking the preliminary beneficiary list, the operators applied the vulnerability assessment to determine whether the callers meet the targeting criteria or not. Most of these calls came from the districts of Metuge and Montepuez.
    ▪ 6 people who had already answered the vulnerability assessment and been informed that they appeared to be eligible, called to ask when their names would be included in the new beneficiary lists. They were instructed to await communication from the WFP team which will need to verify their situation before confirming any inclusion on the beneficiary list. The calls came from Montepuez, Metuge and Balama districts in Cabo Delgado.
1 request from Ancuabe asking whether there was a possibility to change maize back to rice as he is unable to pay for the milling of the maize he receives. Linha Verde 1458 clarified that the WFP, based on a sustainable management of available resources, seeks to ensure food assistance to assisted households with the most viable products possible in terms of logistics, nutrition and cost.

Complaints

In total, 184 complaints were registered regarding the food assistance. Exclusion errors accounted for 76.6% of all complaints, 7.1% were complaints about the quality of food distributed, 5.4% were allegations of abuse of power, 3.3% complaints about problems with distribution and 3.3% access barriers.

Of the 141 exclusion errors:
- 108 people that were being assisted complained that they did not receive food in the previous distribution cycle because their names were not on the list. Linha Verde 1458 verified their names on the preliminary beneficiary list and if they were not there applied vulnerability assessment questionnaire. Of the 108 complainants, 99 appeared to meet the targeting criteria and were informed that in line with the result, they would have to be verified by WFP/partners before any confirmed inclusion in food assistance. 10 were not eligible and were informed accordingly of the financial constraints WFP is facing to provide assistance and that for now assistance is limited only to the most vulnerable. The cases came from the 9 districts where the vulnerability criterion is being applied (Metuge, Ancuabe, Chiuro, Ibo, Montepuez, Mueda, Namuno, Pemba, Balama).
- 2 IDPs reported exclusion from food distributions in recent months due to the lack of civil documentation (Identity card), although their names appear on the list of beneficiaries. The cases came from Nampula (Nacala Porto and Meconta)
- 2 IDPs claimed that someone unknown and without their consent had received their entitlement in their place. Callers are instructed to arrive at distribution points as early as possible to prevent such situations from occurring. The cases are from Metuge and Chiuro in Cabo Delgado.
- 2 people who called from 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 forwarded for verification.
- 13 assisted people reported quality issues with maize and beans they received. The cases were immediately referred to WFP for follow up and replacement where necessary. Linha Verde 1458 continues to instruct assisted people to inspect the food at the distribution point and report any problems to the humanitarian actors at the distribution site – at the help desk in order to facilitate immediate resolution. Cases have been reported in the centers of Nangua, Impier and Nicavaco in Metuge and Mueda, in Cabo Delgado, and Mogincual, in Nampula.

8 assisted people reported problems with quantity, stating that the kit received was incomplete, containing only rice, lacking oil and beans. The cases come from the temporary center of Natove in Quissanga and resettlement sites of Nanona and Cajupane (Ancuabe). Linha Verde 1458 forwarded the cases immediately to WFP’s CFM focal points for follow up.

1 Allegation of disrespect from 9 people who are part of the community committee in Nanona B, in Montepuez who claim that they were promised food assistance due to being committee members, however only one person received food during the last distribution. Linha Verde 1458 forwarded this case to WFP.

10 Complaints of abuse of power:
- 2 food diversion allegations from Mocímboa da Praia and Palma claiming that local leaders have invented names of people to receive assistance, which they then must deliver to the leader’s homes.
- 1 case regarding School Feeding in Palma a reports some teachers are excluding students from distributions while charging the community members between 200 – 500 MZN to receive food.
- 3 reports of corruption indicating that local leaders have charged amounts between 100 – 300 MZN to include non-vulnerable people and in contrast, exclude those eligible from the lists. The claims are from the resettlement sites of Lyanda in Mueda, Campona in Montepuez, and Palma.
- 3 complaints of intimidation from the temporary center of Namputo, in Montepuez and in Pemba City claiming that the local leader induced the affected population to disrupt the distribution and deny the value voucher in demonstration against the use of the new lists based on the vulnerability criteria, which has resulted in the removal of a significant number of people.

6 reports of distribution issues where the distribution team interrupted the distributions due to the confusion caused by some members of the affected population who claimed to have been excluded from the new lists. The cases are from Montepuez, Chiure, Metuge in Cabo Delgado and Monapo and Nacala Porto in Nampula.

5 complaints of access barriers were received as follows:
- 2 callers in Macomia complained that they have to travel long distances about 17km to the distribution point and asked the teams to move the distribution point closer to their community.
- 1 complaint from Campona in Montepuez where assisted households faced long lines/overcrowding to buy the products at the mobile shops.
- 2 complaints of price increases in contracted shops right after the distribution of value vouchers. The cases come from Campona and Namputo in Montepuez.
WASH (Water, Sanitation and Hygiene)

❖ A total of 23 cases related to WASH were recorded during the month, 52% of which were requests for assistance, 26% positive feedback, 17.5% Complaints and 4% requests for information.

Assistance Requests

❖ 10 internally displaced people (IDPs) called to inform that the water provided to their communities is not enough to meet their needs. They would like to request an increase in the amount supplied. Most requests came from Mueda in Mpeme, Eduardo Mondlane and Nandimba resettlement sites.

❖ 2 IDPs from Mpeme and Lyanda resettlement in Mueda requested assistance with buckets to conserve water. All requests for assistance have been forwarded to the WASH cluster.

Complaints

❖ 1 IDP in Alto Gingone in Pemba City reported case of abuse of power stating that after receiving the distributed value voucher from AVSI for the purchase of hygiene products, a local leader demanded a payment of 200 MZN or that he divide the goods that he intended to purchase. Linha Verde 1458 explained that humanitarian assistance is free and that the caller should not pay anything. The case was forwarded to the WASH cluster focal point from UNICEF.

❖ 2 cases of access barriers:
  ▪ 1 person in Chiure, Cabo Delgado mentioned that local leaders are charging 1 Metical for every 20l of water while at the inauguration of the water point everyone was informed that users should pay 20 Meticals per month. Linha Verde 1458 forwarded the case to the WASH cluster focal point.
  ▪ 1 claim of price hike of hygiene products in the contracted stores to redeem the value vouchers. Linha Verde 1458 instructed the person to request the receipt after the purchase and shared the case with the WASH cluster focal point.

❖ 1 IDP living in the Josina Machel neighbourhood in Pemba reported a case of exclusion. He said that when he arrived at the distribution site, he was informed that an unknown person had already received his entitlement, signing in his place.

Shelter and non-food items

❖ Linha Verde 1458 registered 26 cases related to needs for shelter and non-food items. 84.6% are requests for assistance, 3.8% are complaints and 11.5% are positive feedback.

Assistance Requests

❖ Mueda (relocation centers of Lyanda and Nandimba and temporary center of Namatil): 8 IDPs requested tarpaulins, blankets and household utensils.

❖ Ancuabe (relocation center of Nanona): 4 IDPs requested tarpaulins and grass mats.

❖ Chiure (center of relocation of Maningane): 1 IDP requested tarpaulins and grass mats.

❖ Nangade (temporary center of Ntoli): 1 IDP requested tarpaulin support.

❖ Metuge (relocation center of Nangua 2 and EPC temporary center 25 de Junho): 4 IDPs requested tarpaulins, blankets, dishes and mosquito nets.

❖ Macomia: 2 IDPs requested tarpaulins, blankets and kitchen utensils.

❖ Muidumbe: 1 IDP requested tarpaulins, pots and buckets to conserve water.

❖ Nangade (temporary center of Ntoli): 1 IDP requested tarpaulins.

❖ 1 caller affected by Tropical Storm Freddy called to request roofing sheets, buckets, saws, mosquito nets and flashlights. The case came from Lago in Niassa.

Complaints

❖ 1 exclusion claim alleging that IDPs in Nanlia, Metuge were all excluded from the distribution of shelter items (pots, buckets and bowls), and only natives received the articles.

Central Region: 1 to 30 June 2023

❖ From the central region Linha Verde 1458 registered 294 cases that are grouped as follows: 40% are requests for information, 13.9% positive feedback, 31.3% complaints and 4.1% requests for assistance.

Weather-related queries

❖ A total of 37 requests for information about the weather forecast were received as people continued to monitor the weather daily after the tropical storm. Linha Verde 1458 provided users with weather updates according to the National Institute of Meteorology (INAM) and also advised them to obtain information from official communication channels. Most requests came from Nhamatanda, Muanza and Buzi in Sofala.

People affected by Cyclone Freddy

❖ A total of 81 calls were received by Linha Verde 1458 from people affected by Tropical Storm Freddy. Of the total, 44.4% were requests for information, 35.8% were positive feedback, 17.2% were complaints and 2.5% were requests for assistance.
**Food Assistance**

- A total of 25 calls were received by Linha Verde 1458 from people affected by Tropical Storm Freddy. Of the total, 68% were requests for information, 12% were positive feedback, 16% were complaints and 4% were requests for assistance.

**Information requests**

- 16 people called to inquire about food distribution dates. Linha Verde 1458 informed about the distribution dates based on the distribution plans shared by WFP. In cases where plans were not available, callers were instructed to seek information from local leaders. The cases came from Caia and Chembá in Sofala, Ncoadala, Gurué and Mocuba in Zambézia and Mutarara in Tete.
- 1 case from Cahora Bassa in Tete requesting information regarding the duration of assistance.

**Assistance Request**

- 1 caller requested support with agricultural tools such as: watering can and hoes. Linha Verde 1458 shared this case with FAO focal points.

**Complaints**

- 3 exclusion complaints were registered:
  - 1 caller in Pebane, Zambezia, affected by tropical storm Freddy called to report a case of exclusion in the distribution of agricultural seeds.
  - 1 caller in Mocuba (Macovine), Zambezia, internally displaced, reported cases of exclusion in the distribution of value vouchers for the purchase of food.
  - 1 caller from Chembá, Sofala, affected by tropical storm Freddy called to report a case of exclusion in the distribution of food, claiming that his name had been removed from the list.

**Complaints of Abuse of Power**

- 1 caller reported a sale of products intended for the School Feeding program in Mutarara in Tete.

**Protection**

- 25 child protection cases:
  - 1 report of rape from Quelimane in Zambézia
  - 5 reports of forced marriage coming from Alto Molócuè and Ile in Zambézia, Marracuene in Maputo Province and Vandúzi in Manica. All cases were referred to the Linha Fala Criança child protection hotline (116).
  - 19 information requests about forced marriage and women’s rights came from Mocuba in Zambézia, Nhamatanda and Chembá in Sofala, and Boane in Maputo. Linha Verde 1458 operators were able to provide the requested information during the call.

**2 Cases of Gender-Based Violence (VBG):**

- 1 report of physical assault in Dondo in Sofala and 1 request for information on what gender-based violence is. Linha Verde 1458 forwarded the claim to the GBV AoR.

- 1 caller from Chiure in Cabo Delgado requested support in obtaining civil documentation. The case has been referred to the Protection cluster.

- 2 SEA claims referred to the concerned organization focal point and to the PSEA Network.