

Linha Verde da Resposta à Emergência 1458

Report period: 1st July – 31st August 2023

The **tollfree inter-agency hotline** accessible from Monday to Saturday, between **7am to 8pm**. *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.

22,538 Total Cases Registered 2023

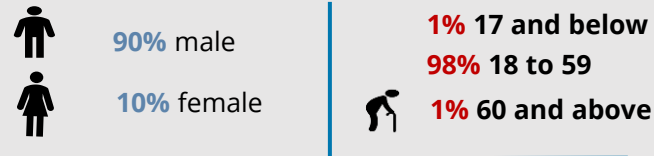
2,153 Cases Registered August 2023



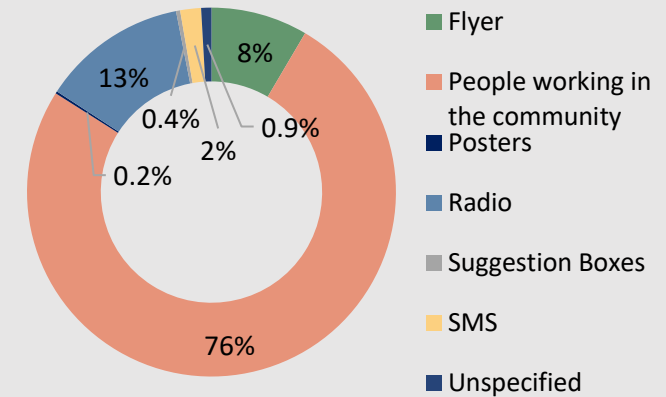
91% Feedback Rate August 2023

CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 31ST AUGUST 2023

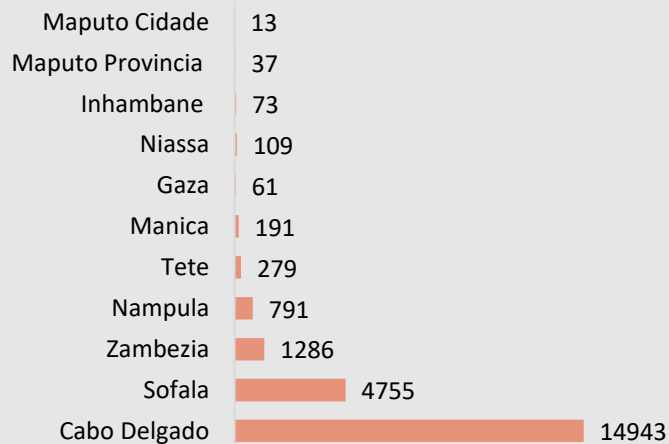
CALLER PROFILE



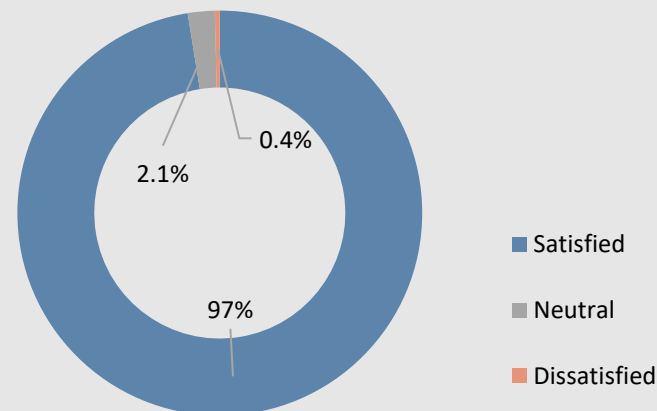
KNOWLEDGE ABOUT LINHA VERDE 1458



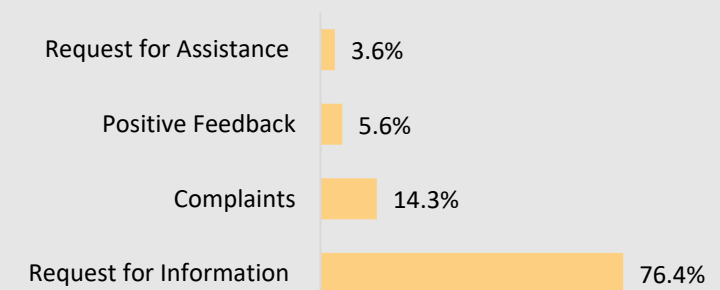
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST SEPTEMBER 2022 – 31ST AUGUST 2023

1st – 31st August 2023

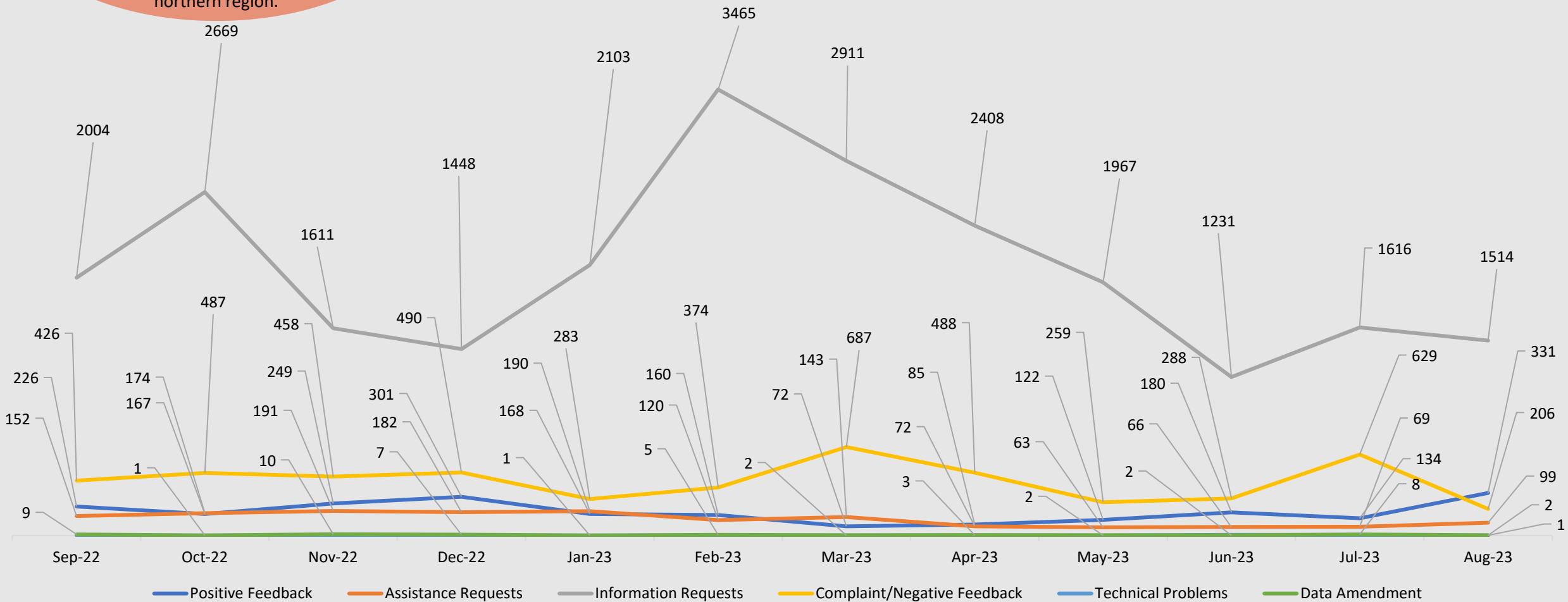
Nr. Total Registered Cases:

2,153

Nr. of calls from the northern region:

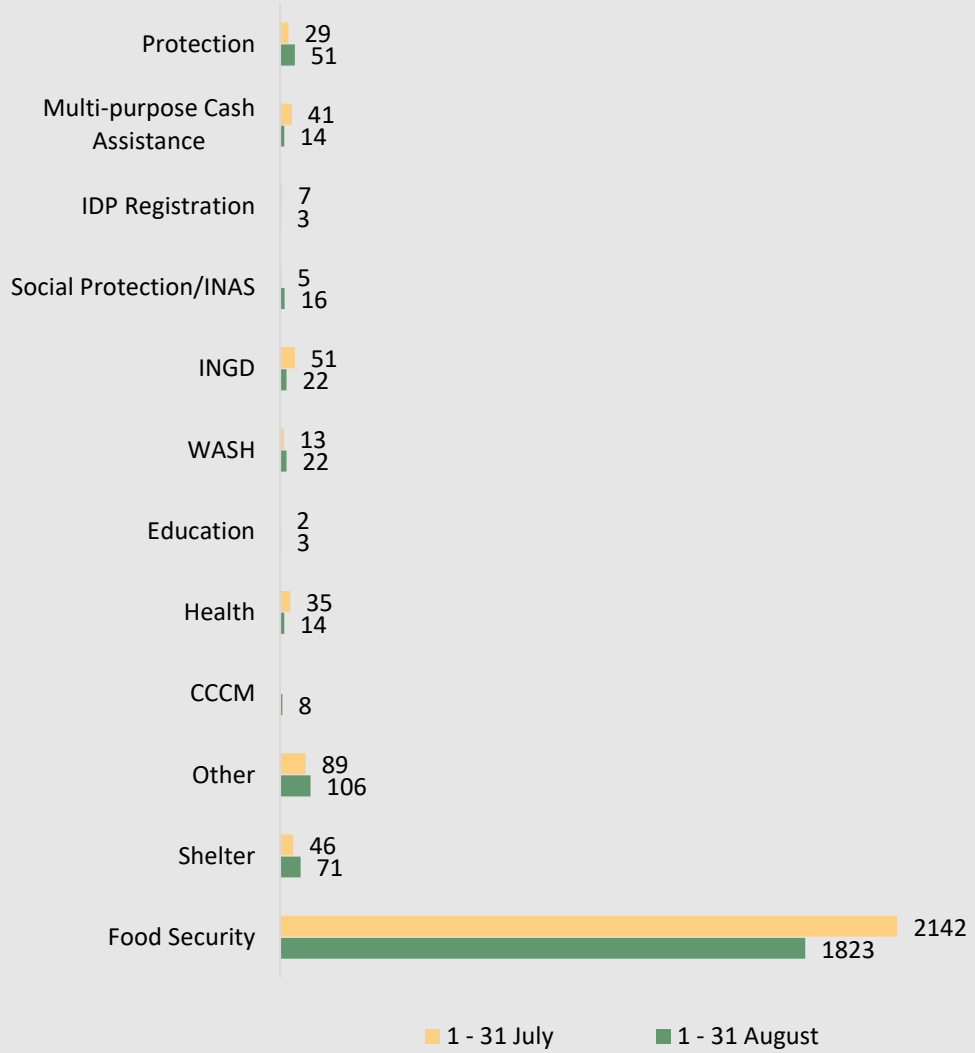
1,572

73% of the cases registered through Linha Verde 1458 between August 1st – 31st came from the northern region.



CASES PER SECTOR

1ST JULY – 31ST AUGUST 2023



Food Security continues to rank first as the sector with most cases with 84.7% 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.

Sector **Other** refer to inquiries about Linha Verde 1458 functionality

FEEDBACK ANALYSIS PER SECTOR

1ST – 31ST AUGUST 2023



Cases Registered

2,153

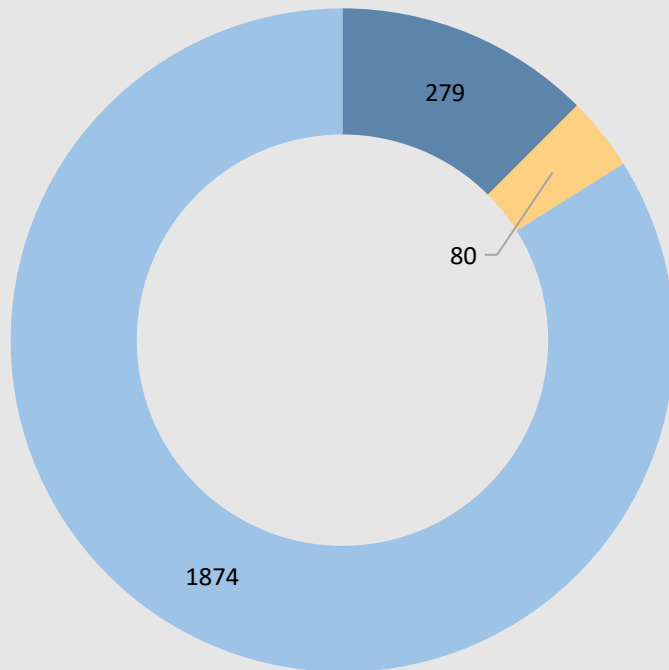
Cases Referred:

12.9%

First Case Resolution:

87.1%

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.



■ Referred Cases ■ Referred Cases Feedback ■ First Case Resolution

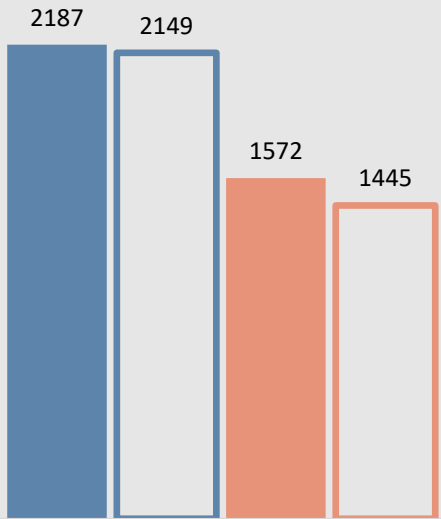
| Sectors | Referred Cases | Referred Cases Feedback | First Case Resolution |
|-------------------------------|----------------|-------------------------|-----------------------|
| Food Security | 144 | 55 | 1679 |
| Shelter | 62 | 11 | 9 |
| Other | 1 | 0 | 105 |
| CCCM | 8 | 3 | 0 |
| Health | 1 | 0 | 13 |
| Education | 3 | 0 | 0 |
| WASH | 22 | 2 | 0 |
| Protection | 4 | 4 | 0 |
| Child Protection | 8 | 5 | 24 |
| GBV | 0 | 0 | 3 |
| Social Protection/INAS | 6 | 0 | 10 |
| IDP Registration | 0 | 0 | 3 |
| INGD | 6 | 0 | 16 |
| PSEA | 0 | 0 | 12 |
| Multi-purpose Cash Assistance | 14 | 0 | 0 |
| Total | 279 | 80 | 1874 |

CASES PER REGION

1ST JULY – 31ST AUGUST 2023

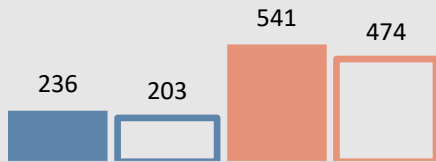


1st – 31st August 2023
Cases Registered:
1572
Feedback provided:
1445



Northern Region

1st – 31st August 2023
Cases Registered:
541
Feedback provided:
474



Central Region

1st – 31st August 2023
Cases Registered:
27
Feedback provided:
26



Southern Region

1st – 31st August 2023
Cases Registered:
13
Feedback provided:
13

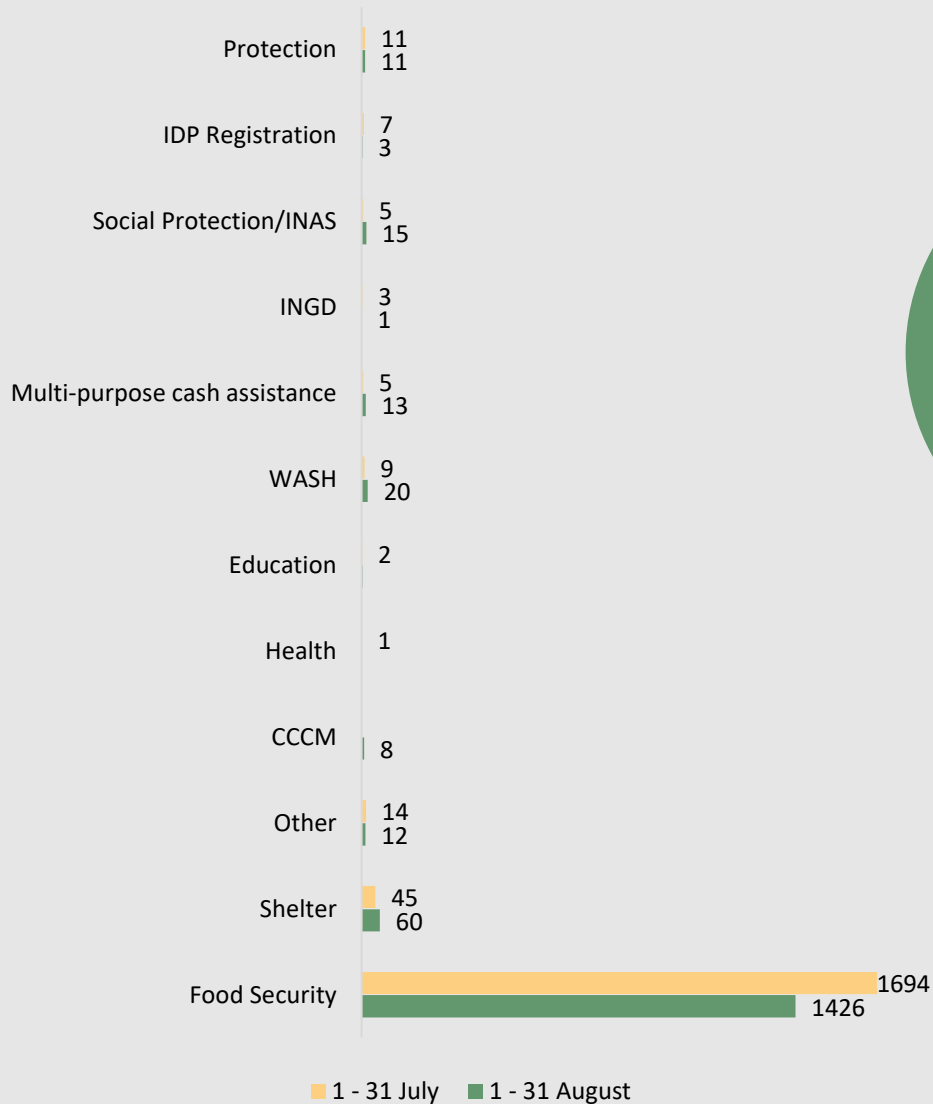


COVID-19

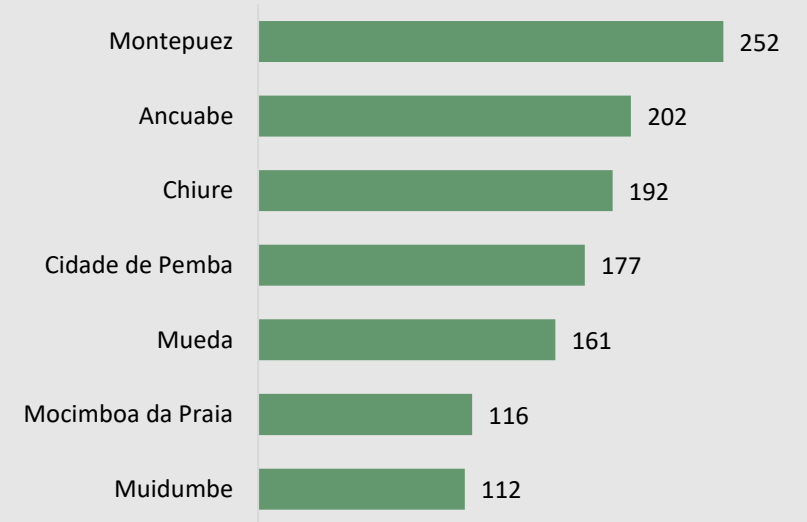
■ Registered Cases 1 - 31 July
 Feedback Provided 1 - 31 July
 ■ Registered Cases 1 - 31 August
 Feedback Provided 1 - 31 August

NORTHERN REGION CASES PER SECTORS 1ST JULY – 31ST AUGUST 2023

NORTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 31ST AUGUST 2023



Food Security cases represent 90.7% of all cases registered from the northern region. Requests for information on food distribution timing account for 97.8% with a feedback rate of 100%. Sector **Other** refer to inquiries about Linha Verde 1458 objectives



NORTHERN REGION

1ST JULY – 31ST AUGUST 2023

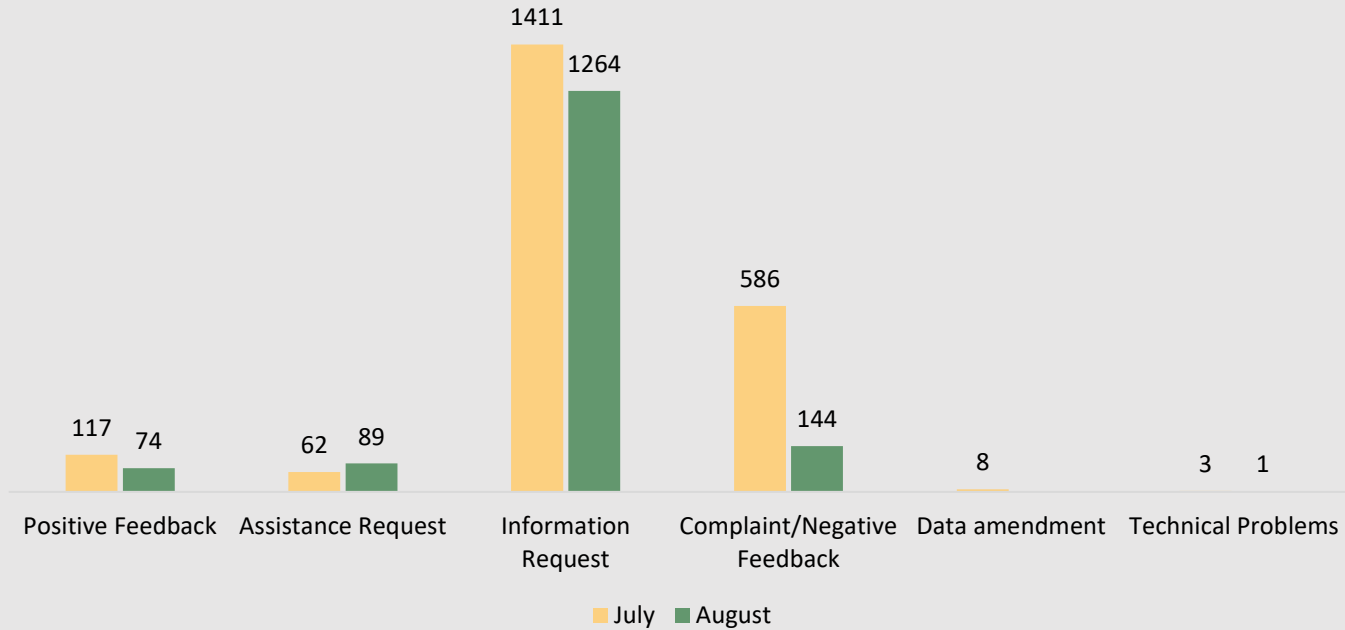
July
Cases Registered:
2187
Feedback Provided:
98%

August
Cases Registered:
1572
Feedback Provided:
92%

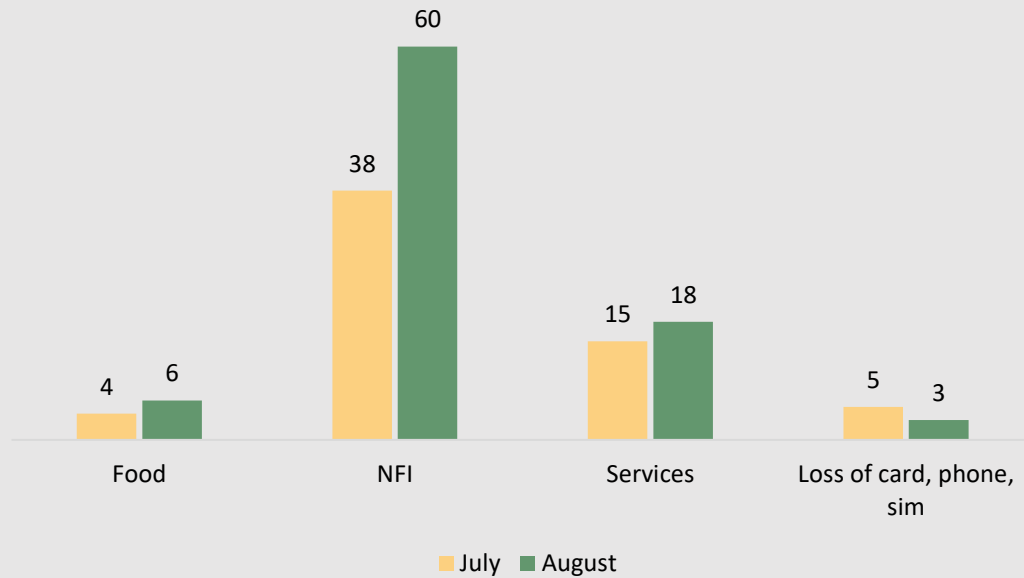
July
Cases Registered:
62
Feedback provided:
69%

August
Cases Registered:
87
Feedback provided:
25%

CASE TYPES



ASSISTANCE REQUEST



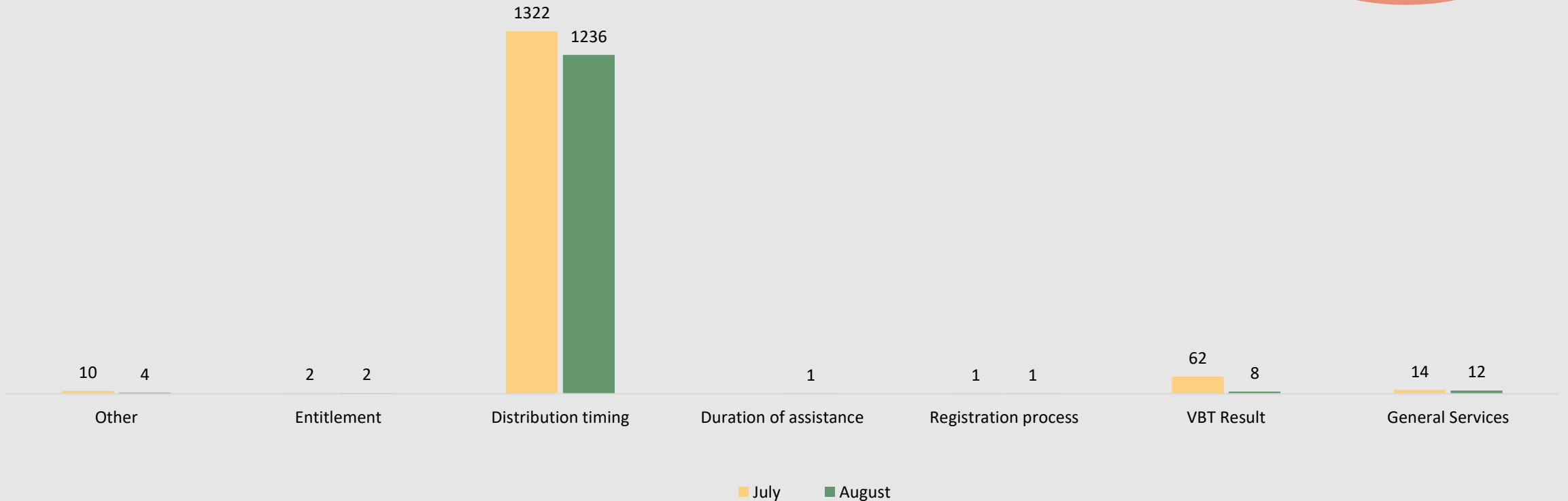
NORTHERN REGION INFORMATION REQUESTS 1ST JULY – 31ST AUGUST 2023



Linha Verde 1458 continues to register a high number of calls related to (food) **distribution timing**. Food distributions in some locations have been halted due to ongoing discussions regarding beneficiary lists under the vulnerability criteria.

July
Cases registered:
1411
Feedback provided:
100%

August
Cases registered:
1264
Feedback provided:
100%



NORTHERN REGION COMPLAINT/ NEGATIVE FEEDBACK 1ST JULY – 31ST AUGUST 2023

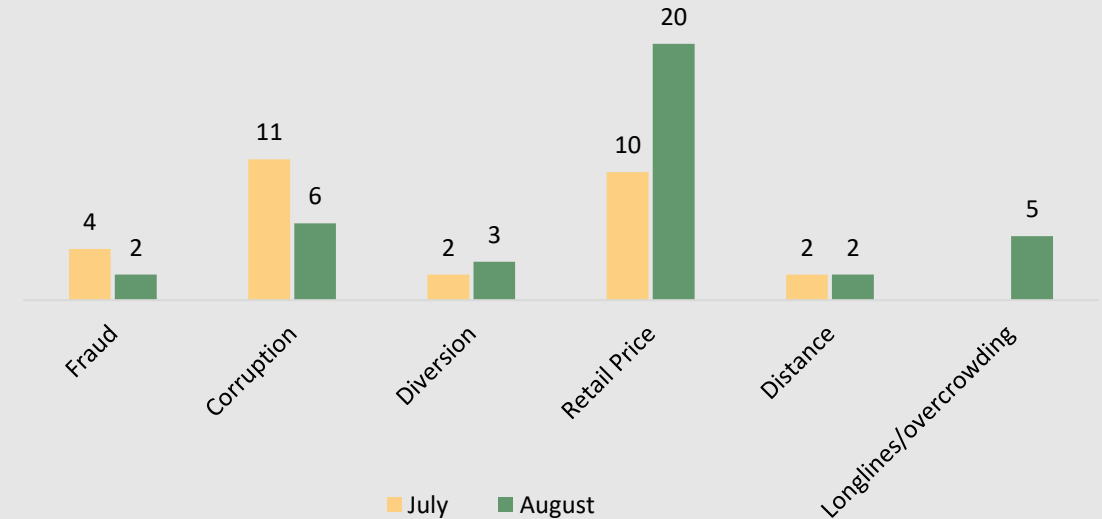
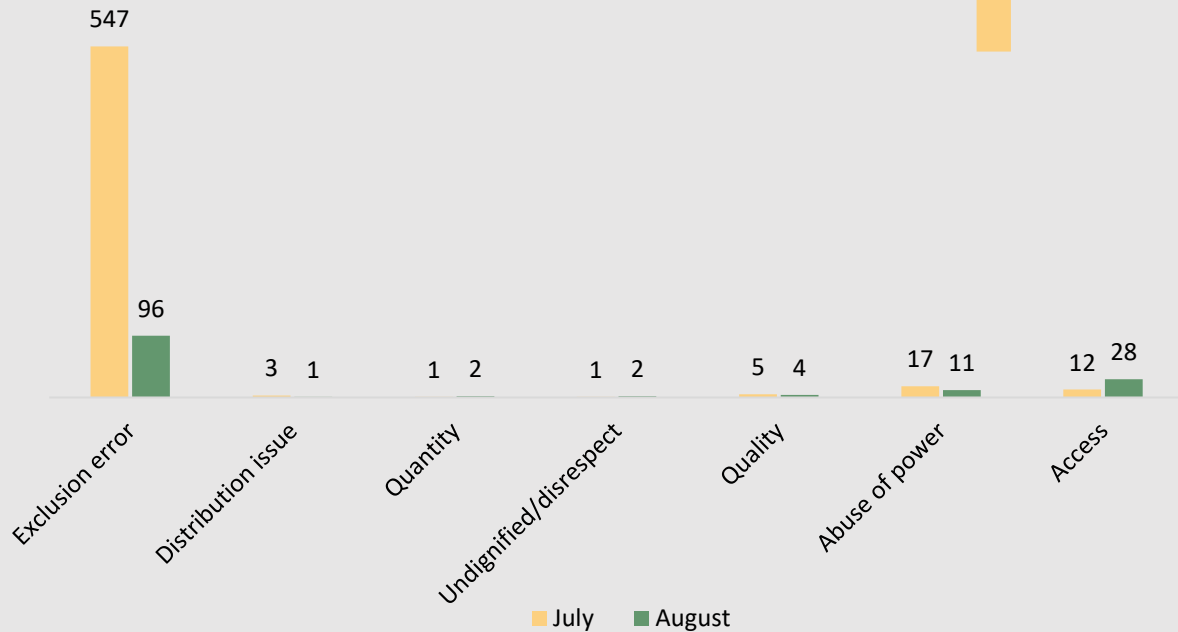
NORTHERN REGION BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST JULY – 31ST AUGUST 2023

Approximately **59.4%** 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.



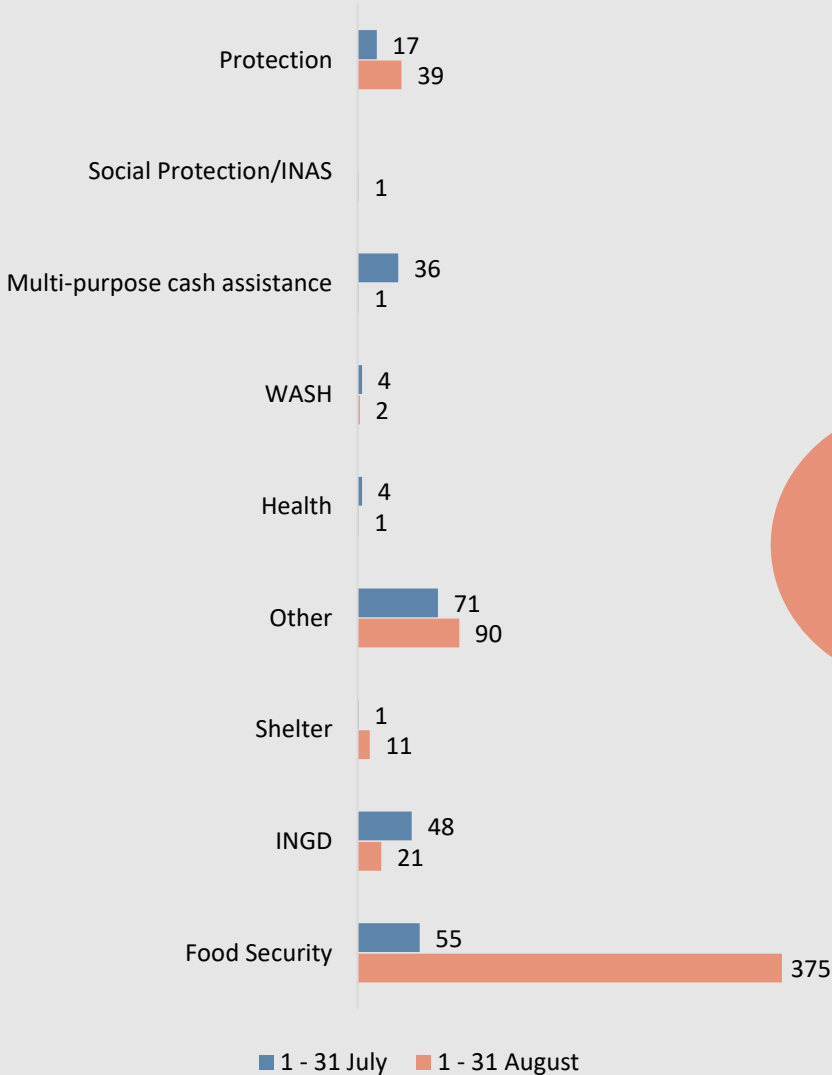
Complaints – Abuses of power

Complaints – Access barriers

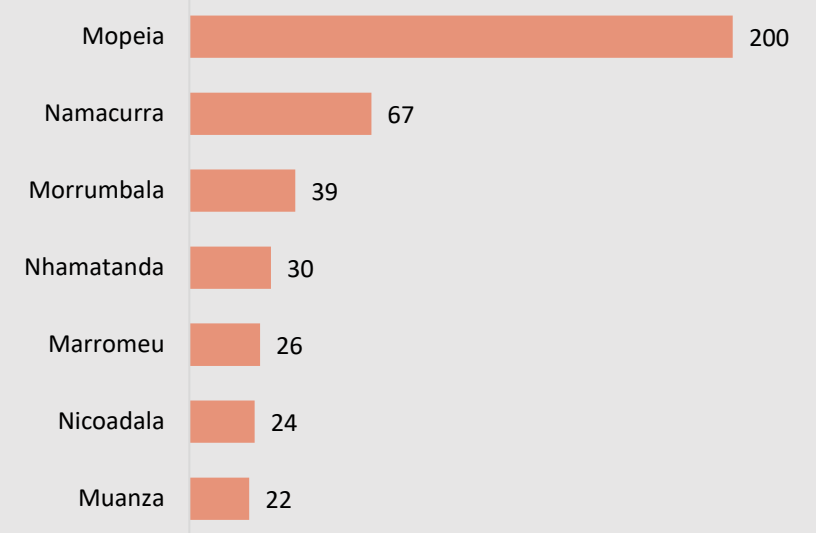
**CENTRAL REGION
CASES PER SECTORS
1ST JULY – 31ST AUGUST 2023**



**CENTRAL REGION
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 31ST AUGUST 2023**



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



CENTRAL REGION
1ST JULY – 31ST AUGUST 2023

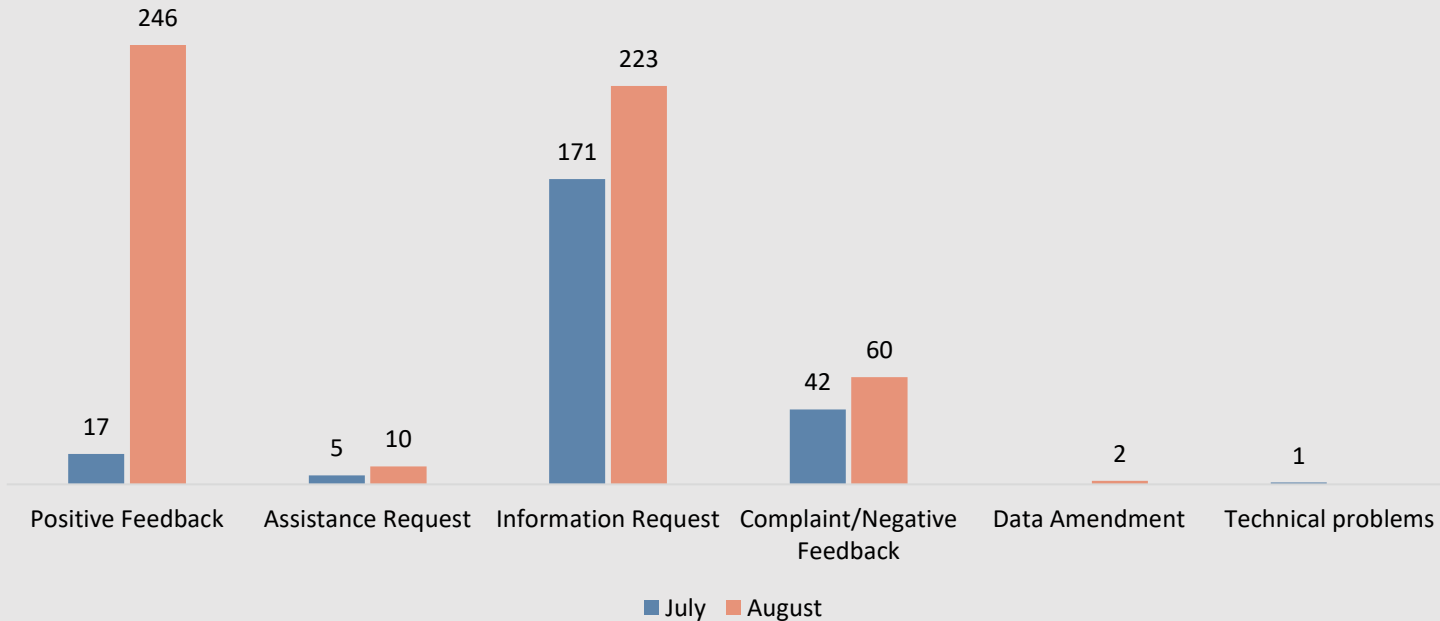
July
 Cases Registered:
236
 Feedback Provided:
86%

August
 Cases Registered:
541
 Feedback Provided:
87%

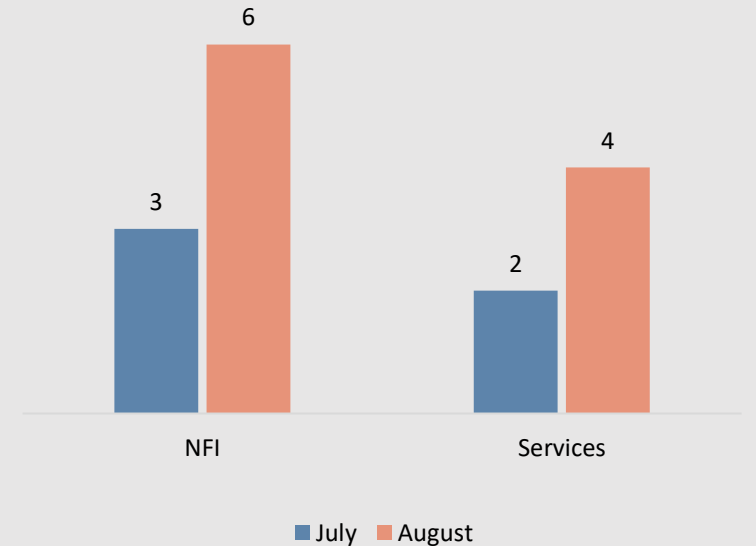
July
 Cases Registered:
5
 Feedback Provided:
60%

August
 Cases Registered:
10
 Feedback Provided:
30%

CASE TYPES



ASSISTANCE REQUEST



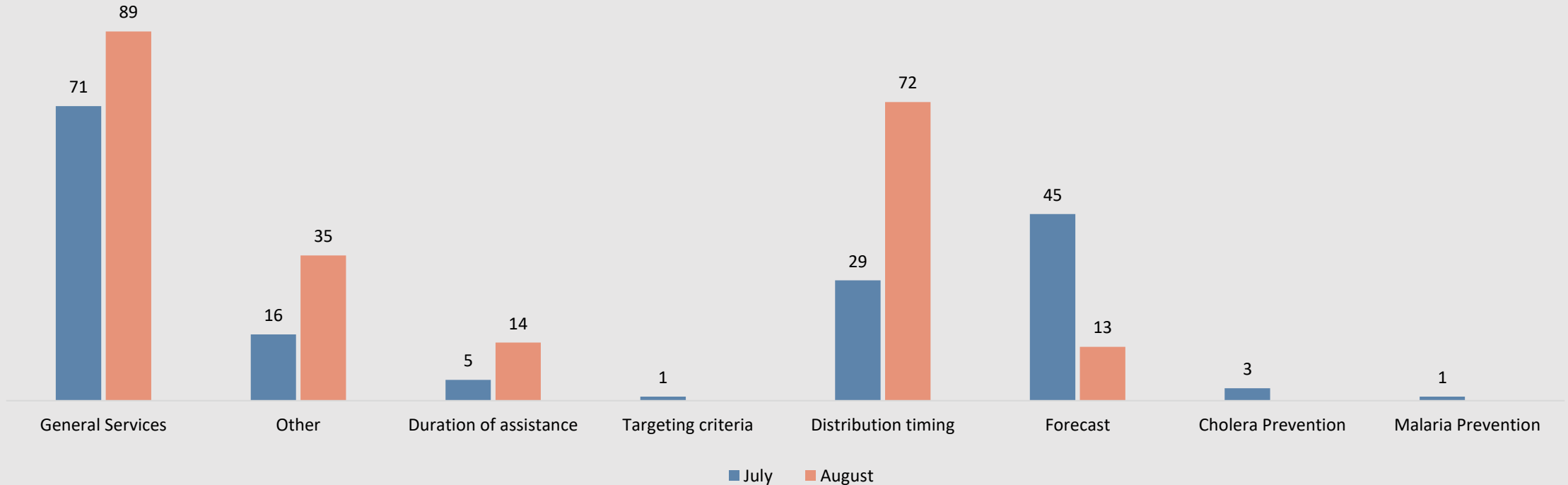
CENTRAL REGION INFORMATION REQUESTS 1ST JULY – 31ST AUGUST 2023



July
Cases Registered:
171
Feedback Provided:
98%

August
Cases Registered:
223
Feedback Provided:
100%

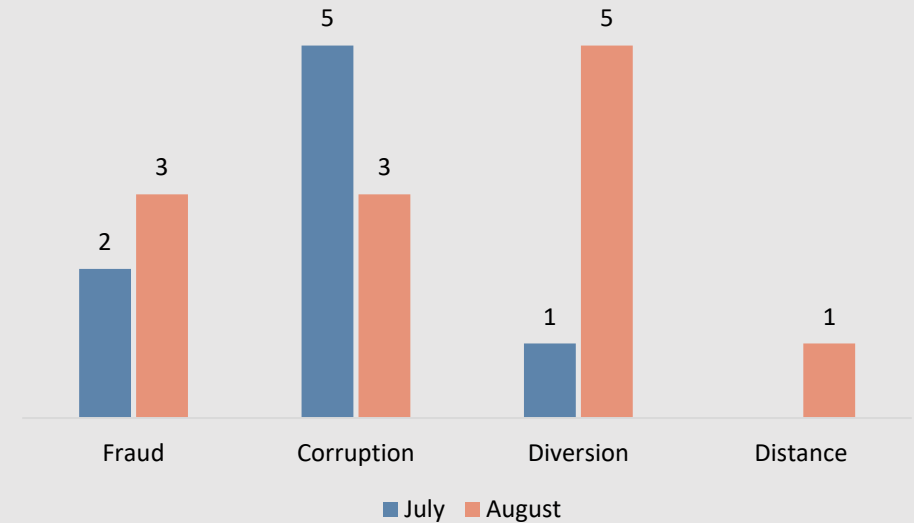
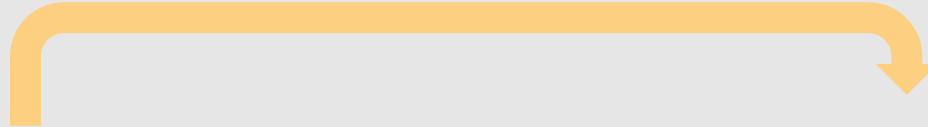
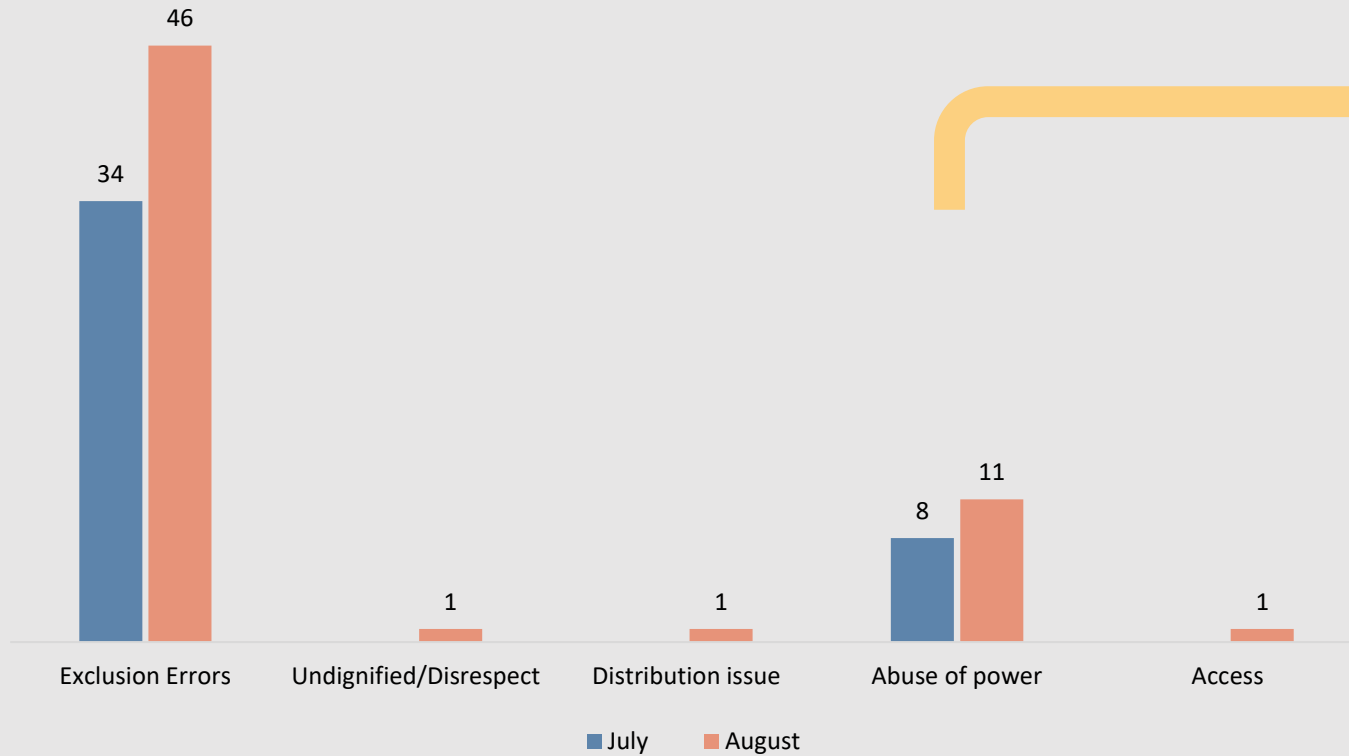
General Services refer to inquires about Linha Verde 1458.



**CENTRAL REGION
COMPLAINTS/NEGATIVE FEEDBACK
1ST JULY – 31ST AUGUST 2023**



**CENTRAL REGION
BREAKDOWN OF ABUSES OF POWER
1ST JULY – 31ST AUGUST 2023**



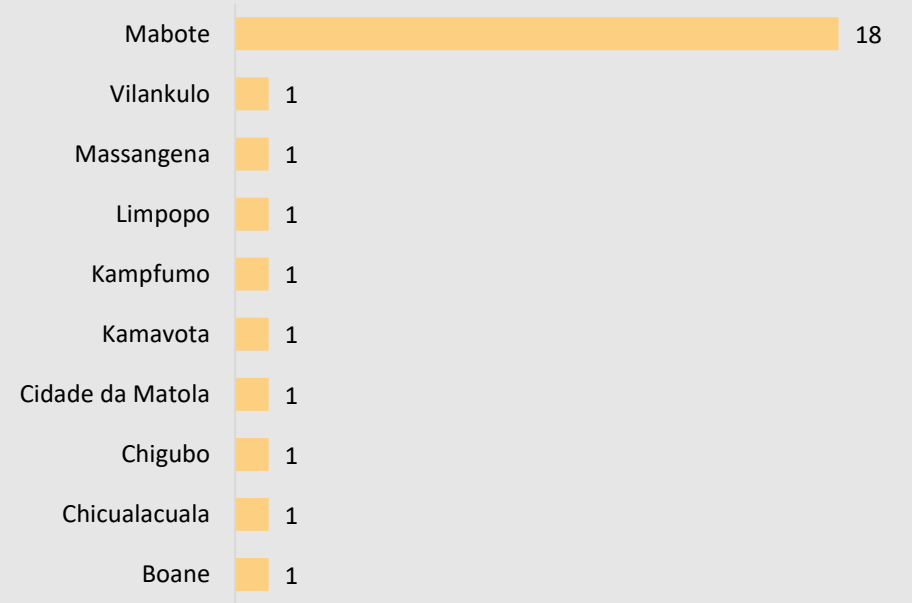
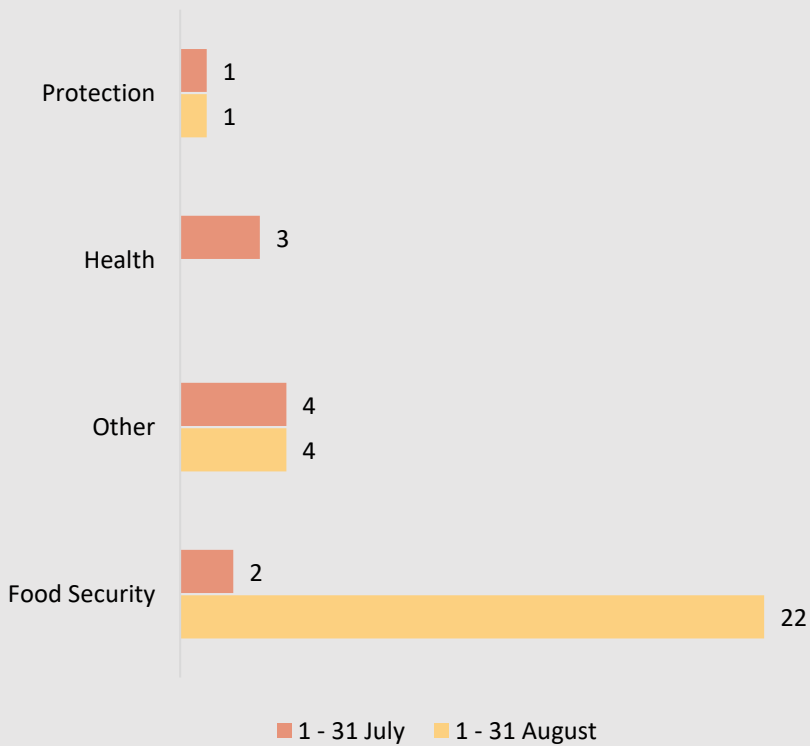
Complaints – Abuses of power

Complaints – Access barriers

SOUTHERN REGION CASES PER SECTORS 1ST JULY – 31ST AUGUST 2023

SOUTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 31ST AUGUST 2023

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



POSITIVE FEEDBACK
1ST – 31ST AUGUST 2023



FOOD SECURITY

"I call to thank you for the support I received from WFP on 08.07.2023 and 1 check of 4,230MZN. I have been displaced from Muidumbe since October 2020, currently living in the district of Montepuez, in the town of Mapupulo, with my family of 7 members."

Female, Montepuez, Cabo Delgado

SHELTER

"I moved from Mocímboa da Praia to Chiure, I live in the center of Maningane. I call to thank you for receiving today, 08.31.2023, 5 plates, 5 spoons, 5 forks, 2 blankets, 2 mosquito nets by IOM." **Male, Chiure, Cabo Delgado.**

GTNS (GENDER TRANSFORMATIVE NUTRITIONAL SENSITIVE)

"I called to thank KULIMA and partners for the capacity building of the community. We are already living a mini civilization, in terms of clothing, food, coexistence between couples, between children, and between neighbors, mutual help with housework. I thank the partners for their help and ask that they continue to help the community with this good gesture." **Male, Namacurra, Zambezia.**

SOCIAL PROTECTION/INAS

"I am calling to thank PMA and INAS on behalf of my mother, because on 08.20.2023 she received an amount of 6080MZN via Mpesa. She is a single mother of 3 children and is 48 years old." **Male, Cuamba, Niassa.**

FOOD SECURITY

"I am a beneficiary of food assistance from WFP in partnership with ADRA for the victims of Cyclone Freddy in Mabote. I call to thank for the support in 25 kg of flour, 10 kg of beans, 10 kg of rice, 3 liters of oil and 1 kg of salt received on 08.16.2023." **Female, Mabote, Inhambane**

FOOD SECURITY

"I called Linha Verde 1458 to thank you for the support offered by WFP where I received 50kg of rice, 10kg of beans, 4liters of cooking oil, and 12 cans of sardines. In January 2023 I returned to my area of origin in Quissanga. Currently I am in Tororo and I live with 6 members of my family in a borrowed house in Nacimoja. I was registered by the village chief in January 2023 and I benefit from the food assistance provided by WFP and partners." **Female, Quissanga, Cabo Delgado**

FOOD SECURITY

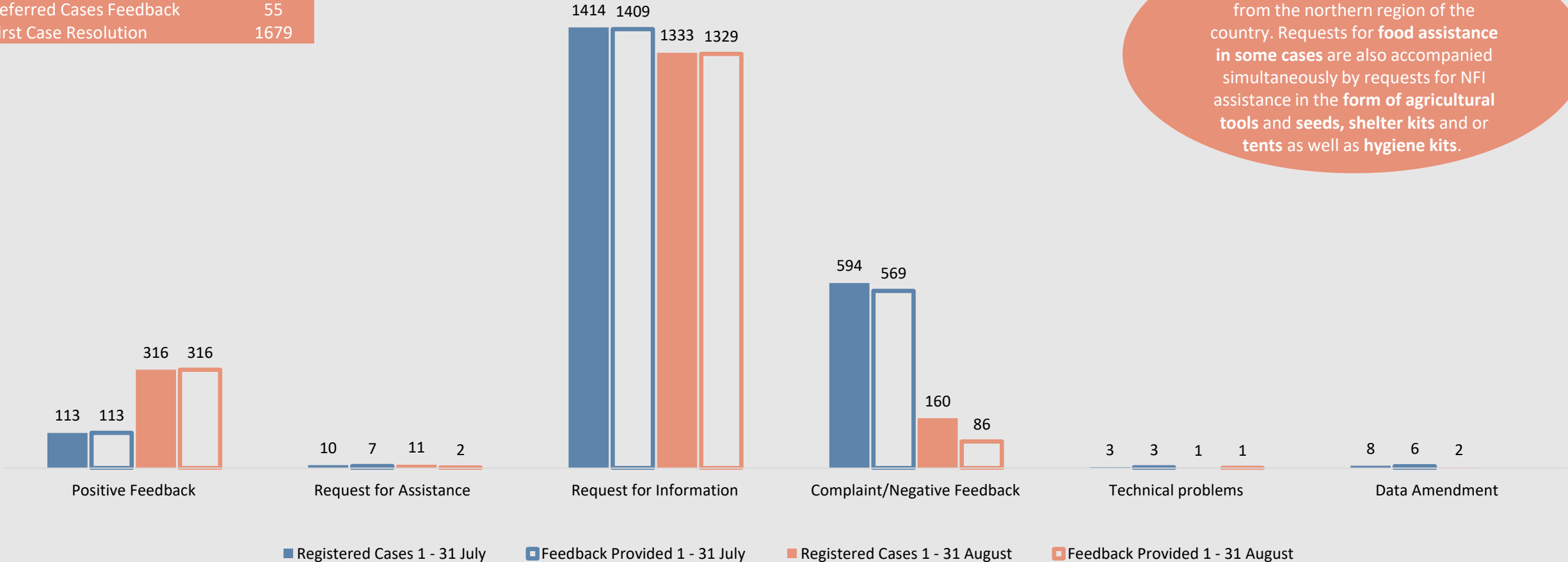
| | |
|--------------|------|
| Sofala | 42 |
| Zambezia | 321 |
| Manica | 3 |
| Tete | 9 |
| Nampula | 49 |
| Cabo Delgado | 1377 |
| Inhambane | 18 |
| Gaza | 4 |

| | |
|-------------------------|------|
| Referred Cases | 144 |
| Referred Cases Feedback | 55 |
| First Case Resolution | 1679 |



1st – 31st August 2023
 Cases Registered:
1823
 Feedback Provided:
1734

1st – 31st August 2023
78.6% 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 – 31st August 2023

Cases Registered:
71

Feedback Provided:
20

| | |
|--------------|----|
| Sofala | 2 |
| Zambezia | 8 |
| Tete | 1 |
| Cabo Delgado | 60 |

| | |
|-------------------------|----|
| Referred Cases | 62 |
| Referred Cases Feedback | 11 |
| First Case Resolution | 9 |

WASH



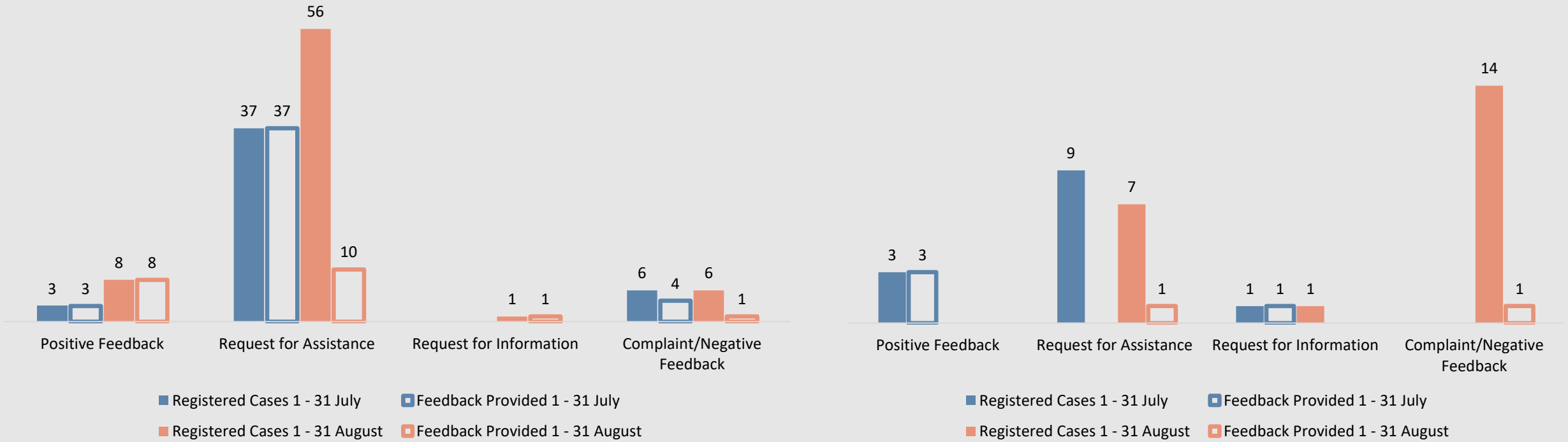
1st – 31st August 2023

Cases Registered:
22

Feedback Provided:
2

| | |
|--------------|----|
| Zambézia | 2 |
| Cabo Delgado | 20 |

| | |
|-------------------------|----|
| Referred Cases | 22 |
| Referred Cases Feedback | 2 |
| First Case Resolution | 0 |



CHILD PROTECTION



| | |
|--------------|----|
| Sofala | 10 |
| Zambezia | 6 |
| Manica | 5 |
| Tete | 3 |
| Nampula | 4 |
| Cabo Delgado | 2 |
| Inhambane | 1 |
| Niassa | 1 |

| | |
|-------------------------|----|
| Referred Cases | 8 |
| Referred Cases Feedback | 5 |
| First Case Resolution | 24 |

Child Protection sector includes:
 Rape - 5 cases
 Forced marriage - 2 cases
 Physical assault - 1 case
 Forced marriage (info) - 24 cases

1st – 31st August 2023
 Cases Registered: **32**
 Feedback Provided: **32**

1st – 31st August 2023
 Cases Registered: **3**
 Feedback Provided: **3**

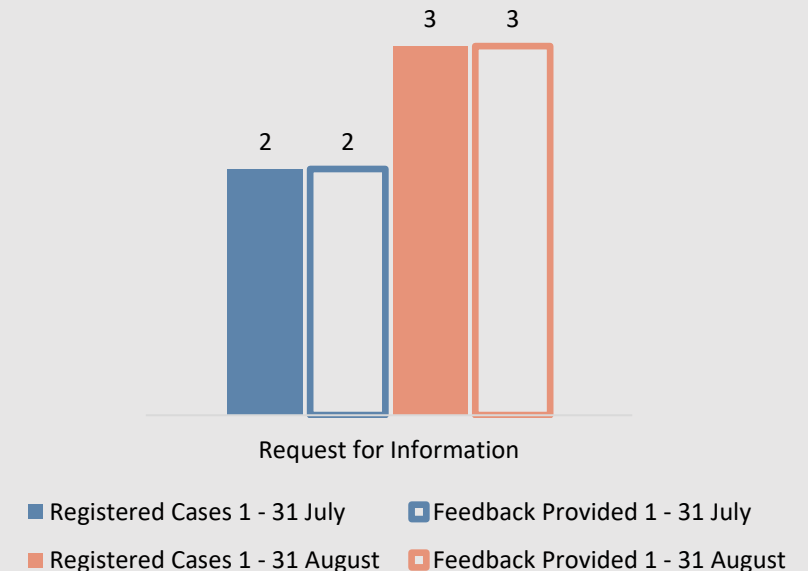
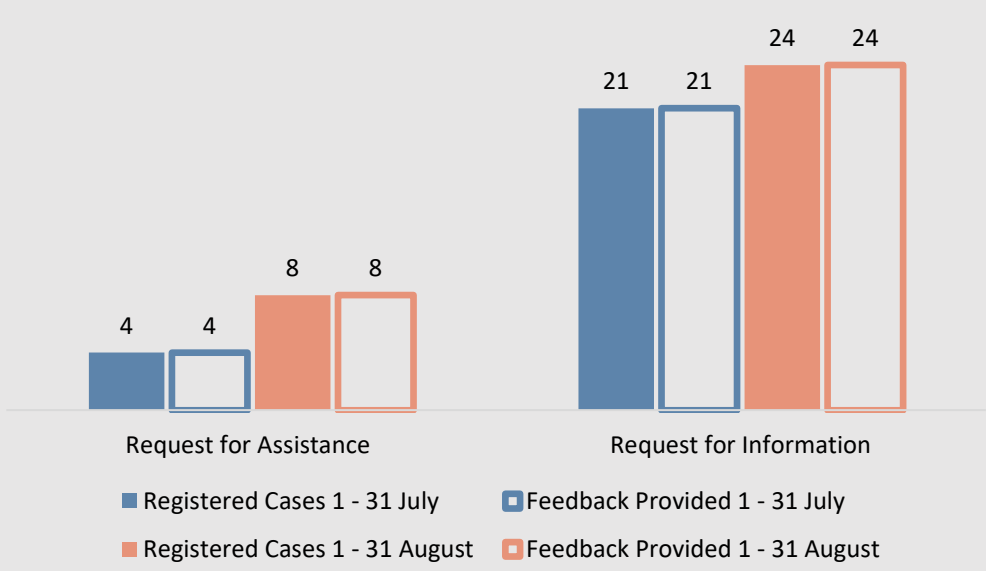
Child Protection cases are referred to **Linha Fala Criança 116** as well as **GBV** cases are referred to the GBV sector for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider**. **Forced marriage (info)** are cases where callers want to know what forced marriage is.

GBV

| | |
|----------|---|
| Tete | 2 |
| Zambezia | 1 |

| | |
|-------------------------|---|
| Referred Cases | 0 |
| Referred Cases Feedback | 0 |
| First Case Resolution | 3 |

GBV sector includes:
 GBV (info) - 3 cases



PROTECTION



| | |
|-------------------------|---|
| Cabo Delgado | 4 |
| Referred Cases | 4 |
| Referred Cases Feedback | 4 |
| First Case Resolution | 0 |

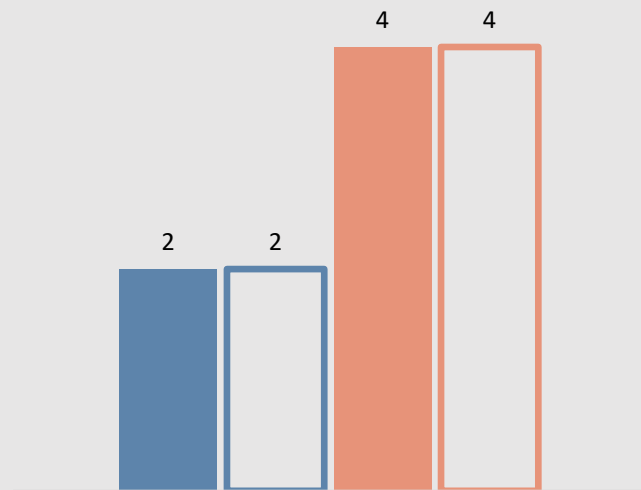
1st – 31st August 2023
 Cases Registered: 4
 Feedback Provided: 4

IDP REGISTRATION

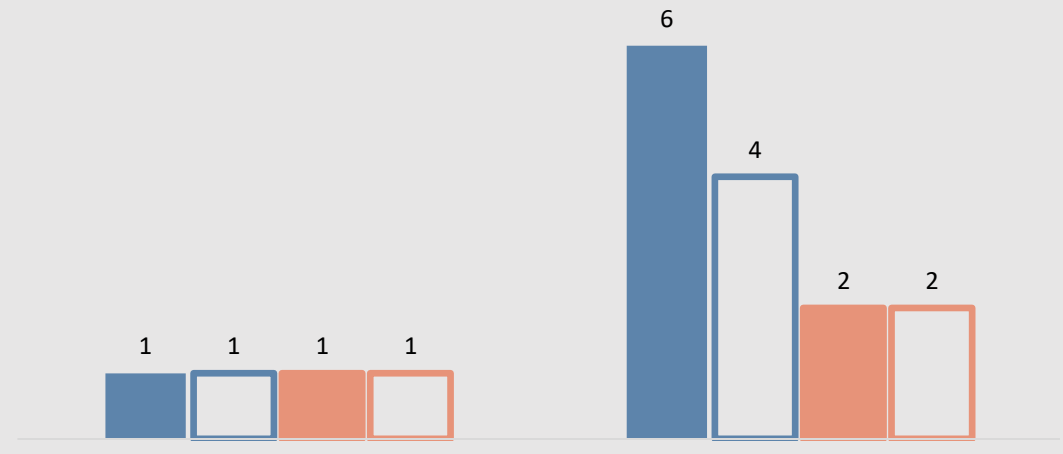
1st – 31st August 2023
 Cases Registered: 3
 Feedback Provided: 3

| | |
|-------------------------|---|
| Cabo Delgado | 3 |
| Referred Cases | 0 |
| Referred Cases Feedback | 0 |
| First Case Resolution | 3 |

Protection sector cases Includes:
 Civil documentation - 3 cases
 Return - 1 case



■ Registered Cases 1 - 31 July □ Feedback Provided 1 - 31 July
 ■ Registered Cases 1 - 31 August □ Feedback Provided 1 - 31 August



■ Registered Cases 1 - 31 July □ Feedback Provided 1 - 31 July
 ■ Registered Cases 1 - 31 August □ Feedback Provided 1 - 31 August

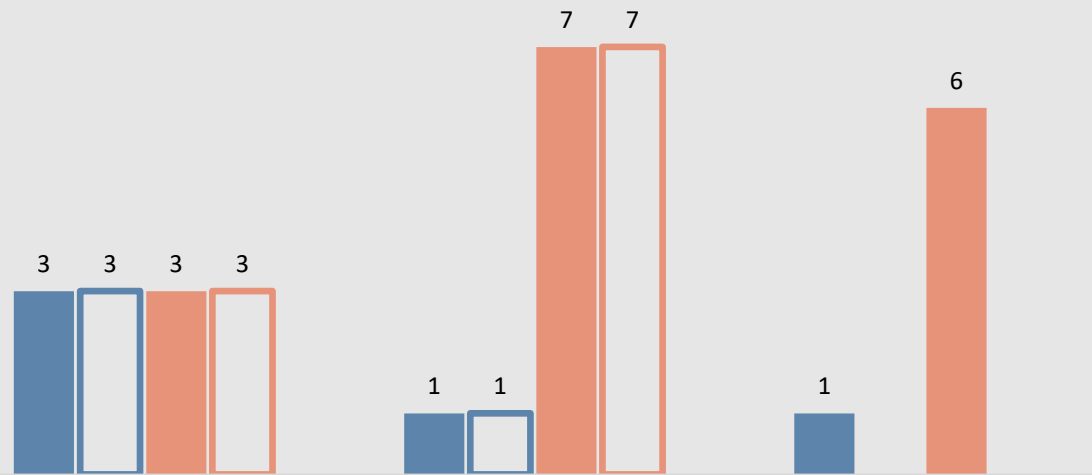
SOCIAL PROTECTION/INAS

| | |
|--------|----|
| Niassa | 15 |
| Tete | 1 |

| | |
|-------------------------|----|
| Referred Cases | 6 |
| Referred Cases Feedback | 0 |
| First Case Resolution | 10 |

1st – 31st August 2023

Cases Registered:
16
Feedback Provided:
10



■ Registered Cases 1 - 31 July Feedback Provided 1 - 31 July
■ Registered Cases 1 - 31 August Feedback Provided 1 - 31 August

HEALTH



| | |
|----------|---|
| Sofala | 5 |
| Zambezia | 8 |
| Manica | 1 |

| | |
|-------------------------|----|
| Referred Cases | 1 |
| Referred Cases Feedback | 0 |
| First Call Resolution | 13 |

1st – 31st August 2023

Cases Registered:
14
Feedback Provided:
13



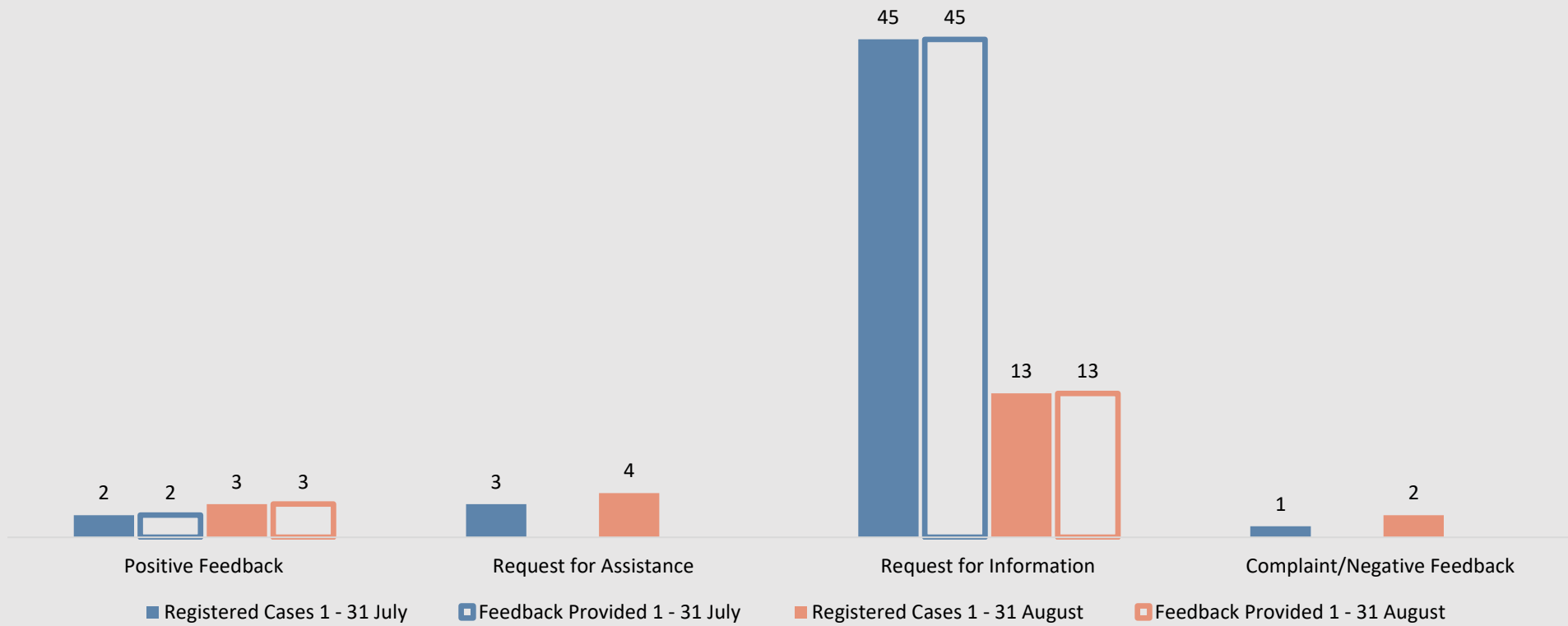
■ Registered Cases 1 - 31 July Feedback Provided 1 - 31 July
■ Registered Cases 1 - 31 August Feedback Provided 1 - 31 August

INGD

| | |
|----------|----|
| Sofala | 12 |
| Zambezia | 8 |
| Nampula | 1 |
| Tete | 1 |

1st – 31st August 2023
 Cases Registered:
22
 Feedback Provided:
16

| | |
|-------------------------|----|
| Referred Cases | 6 |
| Referred Cases Feedback | 0 |
| First Case Resolution | 16 |



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST AUGUST 2023

Overview

- ❖ In August 2023 Linha Verde 1458 registered a total of **2,153** cases with an overall feedback rate of **91%**.
 - **87.1%** are cases closed during the call (first case resolution)
 - **12.9%** are cases referred to cluster focal points for verification and feedback, of which **29.1%** have been addressed and closed with feedback. The feedback rate by sectors was: Food Security (39.2% of 144 cases), Shelter (17.7% of 62 cases), Child Protection (62.5% of 8 cases) and Protection (100% of 4 cases).

SMS for PSEA Awareness Raising

- ❖ In the context of response to cyclone Freddy, Linha Verde 1458 worked in coordination with the PSEA Network and sent SMS to raise awareness on PSEA. On the 16 August 2023, one SMS was shared to the hotline users in the districts where the cyclone recovery phase is taking place. The campaign reached a total of 5,823 users that previously contacted Linha Verde 1458.
- ❖ The SMS messages are part of Linha Verde 1458 shared budget and can be sent out at the request of humanitarian actors reaching anonymized contacts from the Linha Verde 1458 data base and/or contacts shared by organizations.

| Date | Text (Sent in Portuguese) | Provinces/Districts | Users reached |
|----------------|---|--|---------------|
| 16 August 2023 | Humanitarian aid is free. If someone asks you for payment, favour, or sexual action in exchange for registering or receiving help, say no and call 1458 | Zambezia: Chinde, Inhassunge, Nicoadala, Namacurra, Morrumbala, Mopeia, Maganja da Costa. Sofala: Marromeu, Cheringoma, Muanza. Tete: Doa, Mutarara. Inhambane: Mabote. Gaza: Chigubo, Massangena | 5,823 |

Workshop for the prevention of abuse of power completed in Cabo Delgado



- ❖ A series of workshops for the prevention of abuses of power in the humanitarian assistance to internally displaced people (IDP) and the host community in Cabo Delgado and Nampula provinces came to an end in August. The city of Pemba (8th August) and the districts of Namuno and Balama (23rd and 24th August respectively) were the last places covered by the training, which began in February last year and covered a large part of the districts of Cabo Delgado and Nampula where there are a considerable number of internally displaced people.
- ❖ The workshops have been led by World Food Programme (WFP) and more recently the International Organization for Migration (IOM) in the name of the PSEA network in close collaboration with INGD, district administrators, prosecutors, and other district level stakeholders involved in the emergency response, including local leaders. Given that abuses of power have largely been reported through Linha Verde 1458, following presentation of policies and laws in Mozambique as they pertain to abuses of power, a presentation was made of trends in cases raised through the hotline to set the tone for a discussion on the way forward.

Northern Region (IDP) Response: 1 – 31 August 2023

- ❖ In the northern region Linha Verde 1458 registered a total of **1,557** cases regarding to the humanitarian response in the north of Mozambique. Of all cases, food security represents **91.6%**, shelter needs and assistance **3.9%**, and **1.3%** are related to WASH.

Food Assistance

- ❖ A total of **1,426** cases were registered regarding food security, **80.3%** of which are **information requests**, **9.2% complaints**, **5.7% assistance requests**, and **4.7% positive feedback**.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

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Information Requests

- ❖ The **1,241** requests for information are divided as follows:
 - **1,230** callers sought information about the food distribution timing. For the districts of Ancuabe, Pemba, Ibo and Balama, callers were informed that distributions have been suspended pending approval of VBT lists by the district government. The majority called from **Ancuabe, Pemba, Chiure, Montepuez, Muidumbe** and **Mocímboa da Praia**.
 - **7** people from **Metuge** and **Montepuez**, previously submitted to the vulnerability assessment questionnaire (VBT) called to inquire how long they should wait until their names make to the list and start receiving food. Callers are informed that any inclusion on the list is dependent on a community level verification by WFP and follows other procedures for approval. So far there is no specific time for this to be completed as it depends on various factors.
 - **1** person called to know about the result of his/her interview vulnerability-based targeting interview, which was addressed during the call.
 - **2** assisted IDPs in **Metuge** and **Mueda** asked if there was a possibility for a change in the modality received from in-kind to value vouchers and asked why the food rations kits are not the same among communities with some receiving sardines and others not. Linha Verde 1458 explained that the modality and the different ration composition depends on the capacities of the local markets.
 - **1** IDP called to ask about the duration of assistance for the school feeding program in Mueda and was informed that the assistance ended in July 2023.

Complaints

- ❖ Linha Verde 1458 registered **106** complaints concerning food assistance. **73.4%** allegations of **exclusion errors**, **14.7%** reports of **access barriers**, **5.5%** allegations of **abuse of power**, **3.7%** were complaints of **quality**, and **0.9%** complaints of **quantity**.
- ❖ Out of the **77** exclusion errors received:
 - 57 people complained about not being considered for food assistance where vulnerability-based targeting (VBT) is being implemented, despite facing significant challenges ensuring their food security. To verify if they meet the vulnerability criteria, Linha Verde 1458 operators submitted them to the VBT questionnaire which indicated that 54 callers seemed to be eligible for assistance. The results of the questionnaire were referred to WFP for verification. Those who were not eligible were informed of the results and sensitized about funding constraints WFP is facing in Mozambique and globally.. The cases came mostly from **Montepuez, Metuge** and **Chiure**, and some from **Mueda, Ancuabe** and **Quissanga**.
 - **17** IDPs complained that they did not receive food in the previous distribution cycle because their names were removed from the beneficiary lists and due to lack of identification documents. Linha Verde 1458 recommends callers to report these issues to helpdesks during the distribution to be addressed immediately. The cases came from **Mocímboa da Praia, Macomia, Palma**, and **Nangade** in Cabo Delgado and **Mogincual** in Nampula.

- **3** complaints of exclusion of communities of Muculavelane, Mogincual and 4 de Outubro, Liupo in Nampula, and Namaluca, Chiure in Cabo Delgado in the food distribution. The cases were referred to WFP CFM focal points for follow up.
- ❖ **6** complaints of **abuse of power** were registered and distributed as follows:
 - **4** allegations of **corruption** from callers reporting that in their communities they were charged by local leaders amounts between **200, 300, 1500** and **2000MZN** to have their names in the beneficiary lists. Callers were informed that there is no registration ongoing and such entities have no influence over lists as now they are based on vulnerability analyzed through data gathering by WFP and IOM in partnership with district Government. The cases came from site of Nanona in Ancuabe, Mucone temporary center n Montepuez and Josina Machel in Pemba.
 - **2** complaints of **diversion** of food distributed where 1 ration kit is claimed to be divided among two or three families and the remainder is split among local leaders in charge of the distribution and sold in local retailer stores. The complaints are from Milamba in Mocímboa da Praia and Natuco host community extension in Mecufi. The cases were forwarded to WFPs CFM focal points for follow up.
- ❖ **16** claims of **access barriers** regarding price increases by contracted retailers where value vouchers can be redeemed, right after the voucher distribution. Callers were informed that before distribution, store prices are actively monitored to reduce opportunism by retailers. The cases are from sites of Ntele and Marcune, temporary center of Piloto and communities of Nacaca and Namputo in Montepuez, and site of Marrupa and community of Kuphe in Chiure.
- ❖ **4** complaints about poor **quality** of beans, maize and rice received. Linha Verde 1458 immediately referred the complaints to WFP CFM focal points for verification and action and continues to advise callers to inspect the food at the distribution point/ shop to facilitate verification and resolution on site.

WASH

- ❖ A total of **7 requests for assistance** to increase the water supply received from the sites of Lyanda and Mpeme, and Rwanda community in **Mueda**. The cases were referred to the WASH cluster for follow up.
- ❖ A total of **13** complaints were received concerning water and WASH items availability:
 - **5** people in the sites of Lyanda and Mpeme in Mueda and site of Bandar in Metuge, complained of long lines and overcrowding in the water points; **4** complaints of IDPs being charged between 2 to 4MZN for each bucket of water; **1** complaint about long distance to obtain water reported from Ntamba temporary center in Nangade; **1** claim of fraud stating that leader of Nandimba site privileges family grating them more access to water than others; **1** complaint from Lyanda site of reduced quantity of water supplied in the center that does not cover all people needs; **1** complaint of exclusion error in the distribution of hygiene kits in community of Chinavane in Macomia. The cases were referred to the WASH cluster for follow up.

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Shelter and NFIs

- ❖ **60** cases related to shelter assistance and NFIs needs were registered, **90%** are assistance requests, **5%** are complaints and positive feedback.

Assistance Requests

- ❖ **54 IDPs from Mueda** (Lyanda, Nandimba, Mpeme, Eduardo Mondlane sites and Naganda community), **Montepuez** (Marcune, Ntele, Nicuapa A, Ujama and Nanhupo sites, Namputo and Momane temporary centers, Mputo and Nacaca communities), **Ancuabe** (Nannona site), **Macomia** (community of Xinavane), **Metuge** (Ntocota, Nicavaco and Saul sites), **Mocimboa da Praia** (Community of Nanduadua) **2**, **Muidumbe** (communities of Namacule and Natambalae) **2**, **Nangade** (Ntoli temporary center) **2**, **Quissanga** (19 de Outubro site and community of Ndique), **Chiure** (Ocuca site) and **Pemba** (Eduardo Mondlane community), requested tarpaulins, kitchen utensils, buckets, flashlights, blankets, grass mats, mosquito nets, agricultural tools and other NFIs, including WASH items.

Complaints

- ❖ **2** complaints of abuse of power were reported from Montepuez: **1** allegation of **corruption** where people reported that they were being charged 500MZN for registration for distribution of kitchen utensils in the temporary center of Mucone; **1** allegation from community of Nacaca of **diversion** of some of the items in the construction material kits during the distributions.
- ❖ **1** complaint of **exclusion error** from assisted person for not receiving the shelter items being distributed in his community, Xinavane in Macomia, despite being registered. All complaints were referred to the Shelter cluster for verification in the field.

Social Protection INAS Covid-19 response

- ❖ A total of **15** cases were received regarding INAS Covid-19 assistance program from Niassa (Cuamba and Marrupa). Out of the total **6** people that received cellphones asked when they will receive the transfers via Mpesa. **5** callers complained not receiving the transfers during the planned distribution date. **1** assisted person claimed that the local leader demanded 3000MZN from the 6000MZN received via Mpesa. All complaints were referred to the WFP CFM focal points for verification.

Central Region: 1 – 31 August 2023

- ❖ Linha Verde 1458 registered **541** cases in the central region, **45.5% positive feedback**, **41.2% information requests**, **11.1% complaints**, **1.8% requests for assistance** and **0.4 data amendment**. Majority of the calls were related to food assistance under the response to cyclone Freddy recovery phase.

Cyclone Freddy Response

- ❖ **383** calls were received by Linha Verde 1458 from people affected by cyclone Freddy. Out of the total **64%** were **positive feedback**, **18.5% requests for information**, **15.7% were complaints**, and **1.8% were requests for assistance** and **data amendment** combined.

Information Requests

- ❖ **71** information requests were received, out of the total **69** called asking when the next **food distribution** will take place **2** callers inquired about the distribution dates for shelter and WASH items. Most of the cases came are from **Namacurra** and **Mopeia** in Zambezia, and **Marromeu** in Sofala.

Complaints

- ❖ A total of **60** complaints were received, **46** of which were allegations of **exclusion** from food assistance and a few related to exclusion from WASH and shelter assistance. Cases were also referred to Food Security, Shelter and WASH focal points. Most complaints came from **Mopeia** and **Nicoadala** in Zambezia.
- ❖ **11** claims of **abuse of power** that include:
 - **5** allegations of **diversion** stating that after food distributions local leader demanded from each family half of the ration. The complaints came from **Muanza** in Sofala and **Mopeia** in Zambezia. Callers were informed that the leaders are not entitled to their rations and they should not share it with them.
 - **3** allegations of **corruption** stating that local leaders in **Ronda site** in **Namacurra** and community of **Fungo** in **Morrumbala**, Zambezia charge each family between **20MT** and **100MT** for registration. .
 - **3** claims of **fraud** reporting that local leaders in **Nicoadala** and **Morrumbala** in Zambezia, registered several family members and acquaintances excluding the vulnerable households from the lists. For both fraud and corruption allegations Linha Verde 1458 clarified that the lists were created to include only those most in need and cannot be changed by the leaders.
- ❖ **1** complaint from community of Metapula in **Namacurra** of **distribution issue** of SIM cards that did not cover all registered people and no date was pointed when the distribution would resume.

Assistance Requests

- ❖ A total of **5** callers requested shelter assistance, of which **3** from **Mutarara** (Tete), **Morrumbala** and **Nicoadala** (Zambezia) requested construction material to rebuild their homes and **2** from **Mopeia** (Zambezia) requested shelter items such as tarpaulins, kitchen utensils, blankets and buckets.

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Protection

❖ A total of **51** protection cases were registered by the hotline and they include:

- **8 child protection** cases: **5** reports of rape from Chiure and Mueda in Cabo Delgado, Angoche in Nampula, Quelimane in Zambezia, and Gondola in Manica; **2** reports of forced marriage from Cidade da Beira and Nhamatanda in Sofala; **1** report of physical assault from Cidade de Nampula. All cases were referred to Linha Fala Criança 116. **4 protection** cases from Quissanga, Cidade de Pemba, Metuge and Montepuez: 2 IDPs and 1 refugee called to request assistance in obtaining **civil documentation**. Cases were referred to Protection cluster focal points, and where which advised the callers on where and when they can go to obtain support with their documentation needs. 1 IDP with a disability requested assistance to **return** to area of origin. Protection focal points planned a visit to better assess caller conditions to provide support.
- **24** callers requested information about forced marriage, the majority of which came from Nhamatanda in Sofala.
- **12** callers sought clarification about the PSEA SMS received.
- **3** asked for clarification on what gender-based violence is.