

Linha Verde da Resposta à Emergência 1458

Report period: 1st December 2023 – 31st January 2024

The **United Nations tollfree inter-agency hotline – Linha Verde da Resposta à Emergência 1458** accessible from Monday to Saturday, from **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 to affected populations, the hotline also serves as a mechanism to report abuses in humanitarian assistance.

2,021 Total Cases Registered 2024

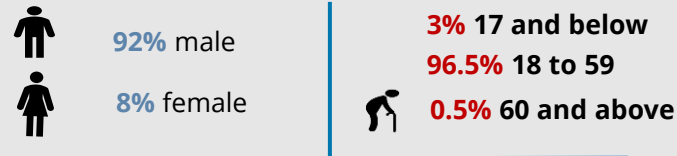
2,021 Cases Registered January 2024

94% Feedback Rate January 2024

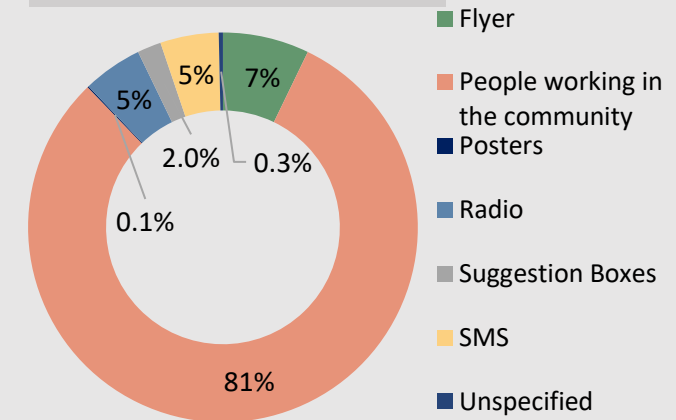


CUMULATIVE DATA OVERVIEW PERIOD: 1ST – 31ST JANUARY 2024

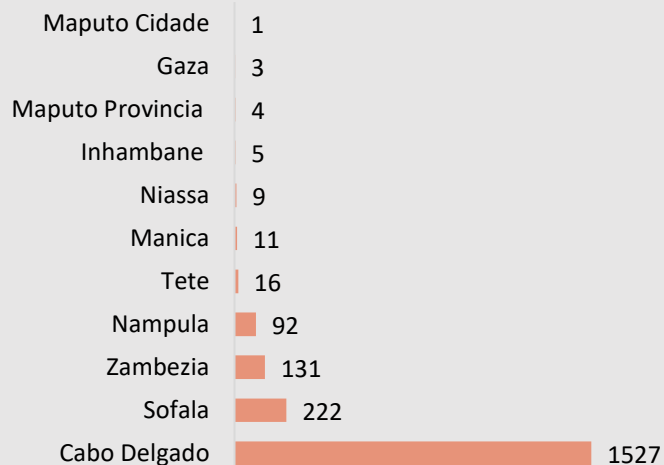
CALLER PROFILE



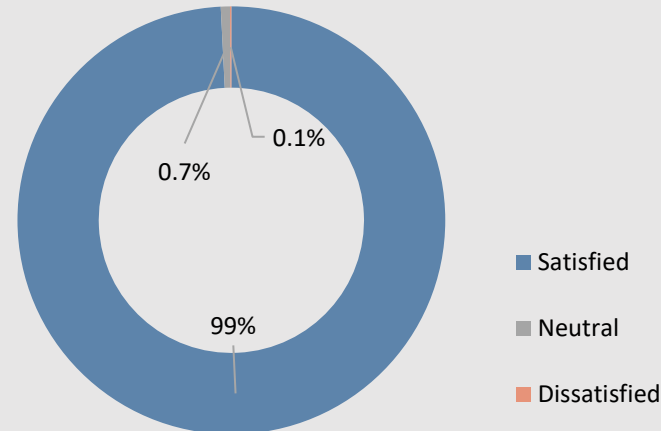
KNOWLEDGE ABOUT LINHA VERDE 1458



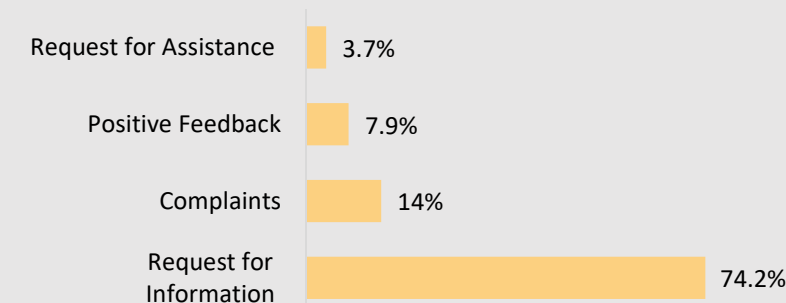
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST FEBRUARY 2023 – 31ST JANUARY 2024

1st – 31st January 2024

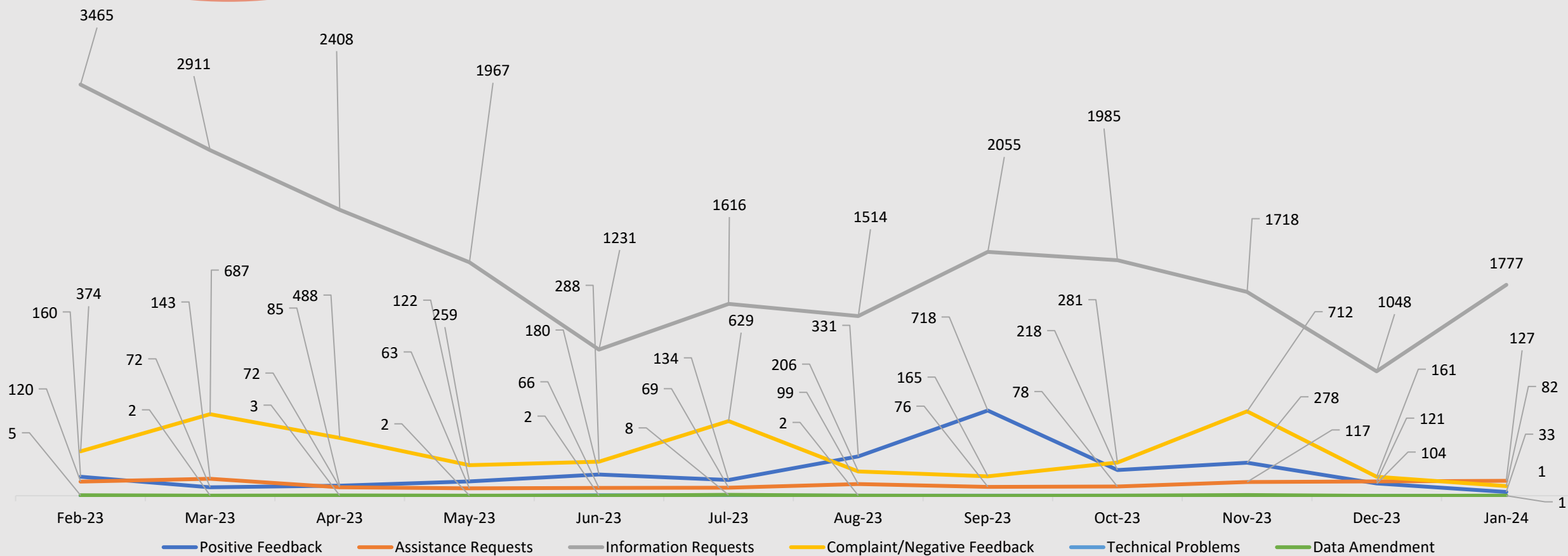
Nr. Total Registered Cases:

2,021

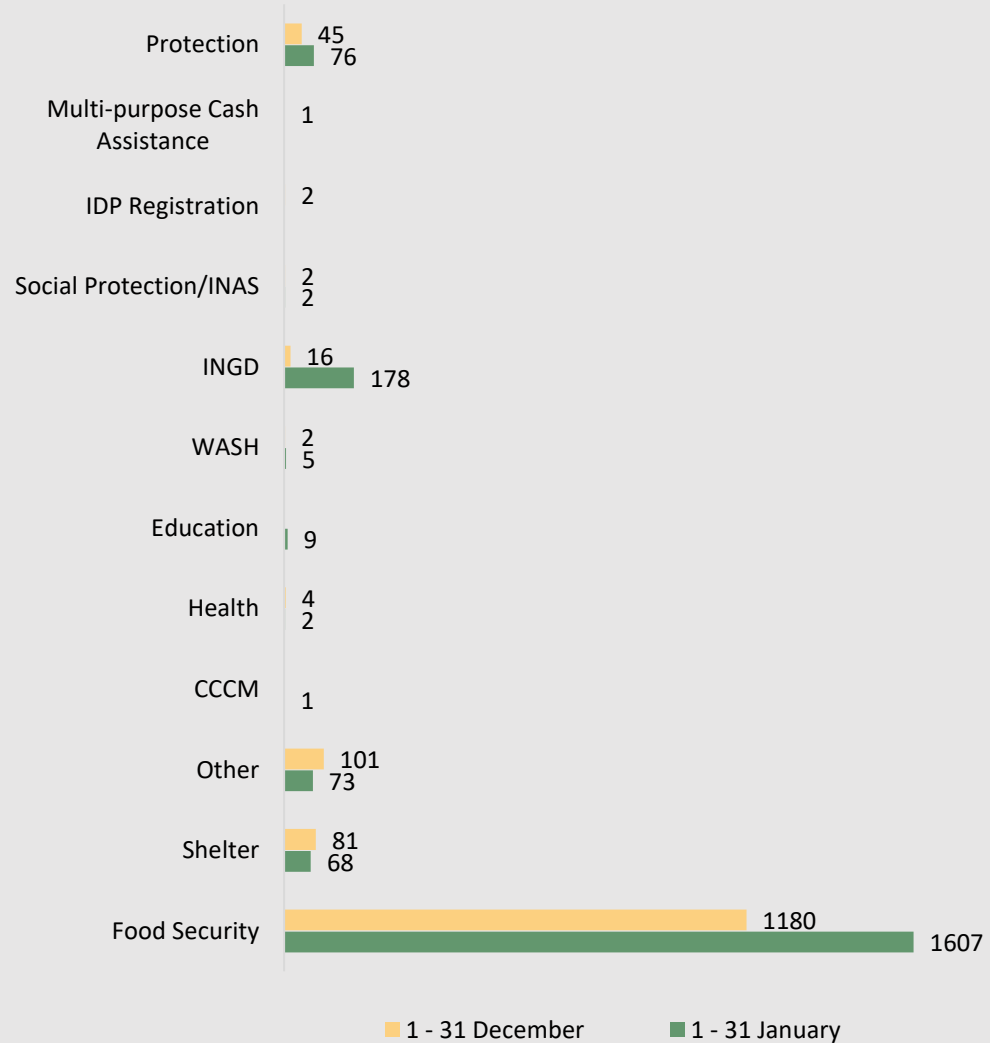
Nr. of calls from the northern region:

1,628

80.6% of the cases registered through Linha Verde 1458 between January 1st – 31st came from the northern region.



CASES PER SECTOR 1ST DECEMBER 2023 – 31ST JANUARY 2024



Food Security continues to rank first as the sector with most cases with 75.5% of all cases registered at the Linha Verde 1458. This is likely linked to regular awareness campaigns on 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 JANUARY 2024



Cases Registered

2,021

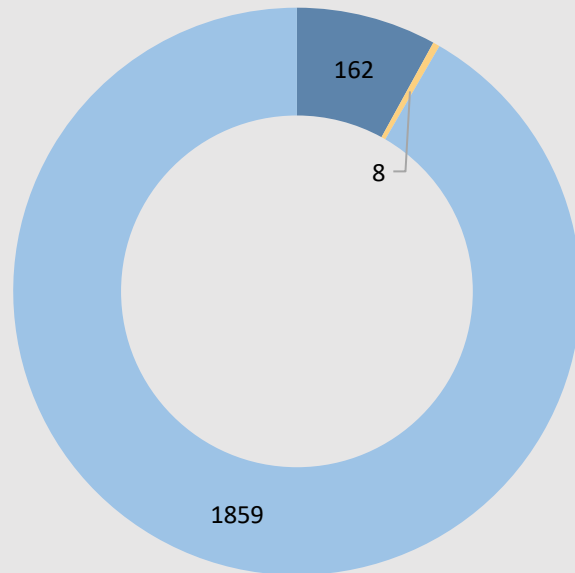
Cases Referred:

8%

First Case Resolution:

92%

- Referred cases** is the number of cases Linha Verde 1458 shared with cluster’s focal points and partners that require verification/ investigation.
- Referred Case 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.
- First Case Resolution** are the cases were Linha Verde 1458 was able to respond to during the initial call. This is the case of “information request” case type and subcategories.



■ Referred Cases ■ Referred Cases Feedback ■ First Case Resolution

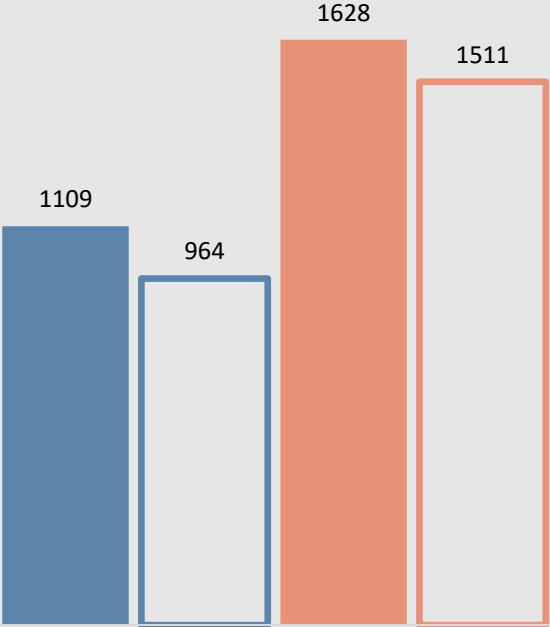
Sectors	Referred Cases	Referred Cases Feedback	First Case Resolution
Food Security	55	8	1552
Shelter	66	0	2
Other	0	0	73
CCCM	1	0	0
Health	2	0	0
Education	9	0	0
WASH	5	0	0
Protection	2	0	0
Child Protection	15	0	45
GBV	5	0	9
Social Protection/INAS	2	0	0
IDP Registration	0	0	0
INGD	0	0	178
PSEA	0	0	0
Multi-purpose Cash Assistance	0	0	0
Total	162	8	1859

CASES PER REGION

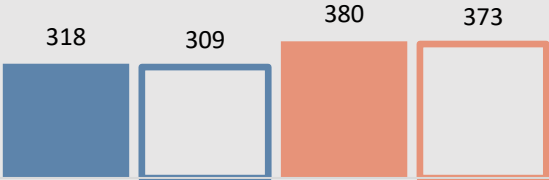
1ST DECEMBER 2023 – 31ST JANUARY 2024



1st – 31st January 2024
Cases Registered: 1628
Feedback provided: 1511



1st – 31st January 2024
Cases Registered: 380
Feedback provided: 373



1st – 31st January 2024
Cases Registered: 13
Feedback provided: 13



Northern Region

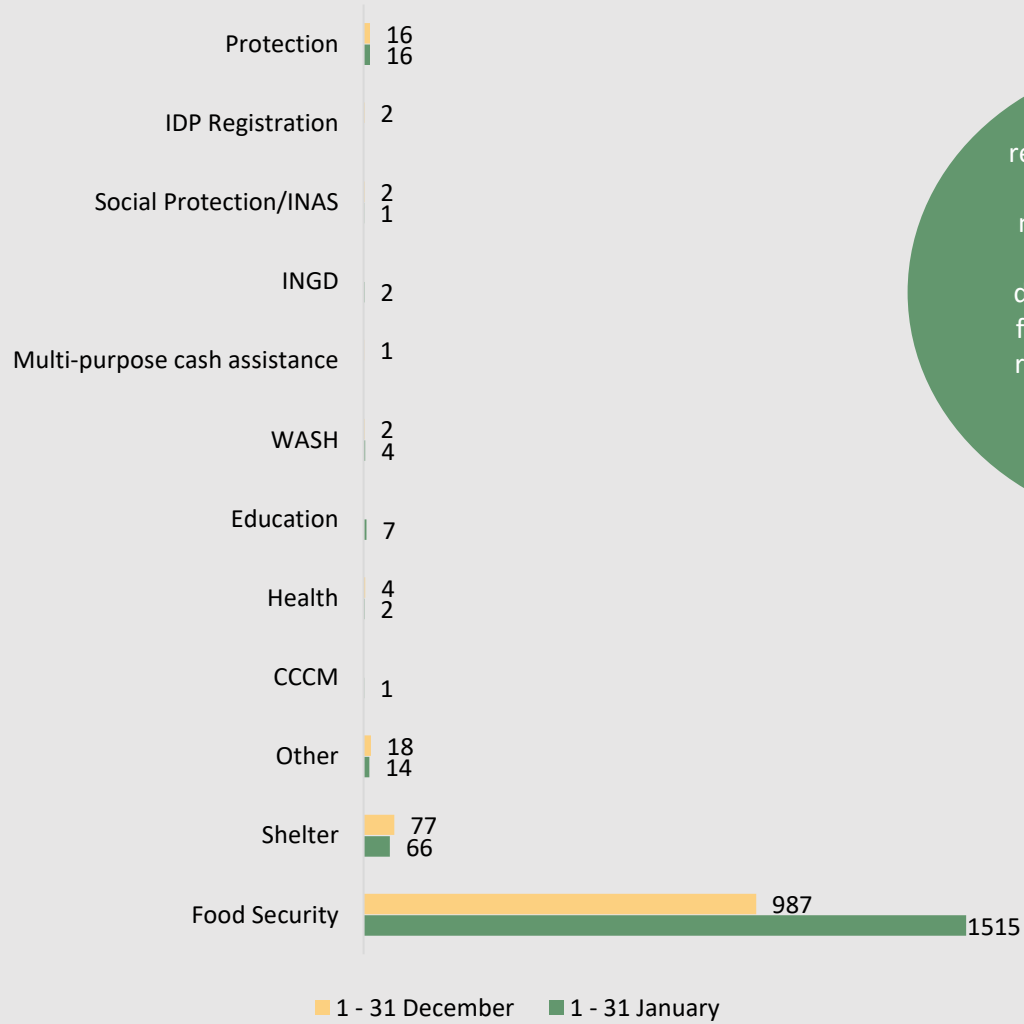
Central Region

Southern Region

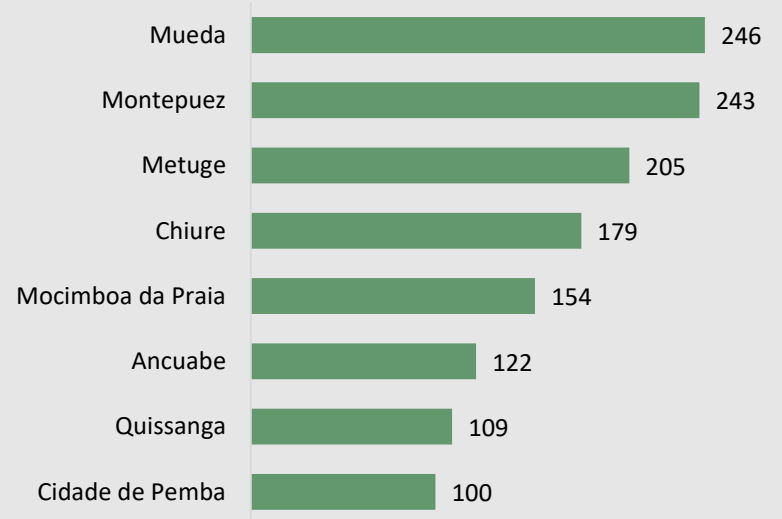
- Registered Cases 1 - 31 December
- Registered Cases 1 - 31 January
- Feedback Provided 1 - 31 December
- Feedback Provided 1 - 31 January

NORTHERN REGION CASES PER SECTORS 1ST DECEMBER 2023 – 31ST JANUARY 2024

NORTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 31ST JANUARY 2024



Food Security cases represent 93.1% of all cases registered from the northern region. Requests for information on food distribution timing account for 72.9% with a feedback rate of 100%. Sector **Other** refer to inquiries about Linha Verde 1458 objectives



NORTHERN REGION

1ST DECEMBER 2023 – 31ST JANUARY 2024

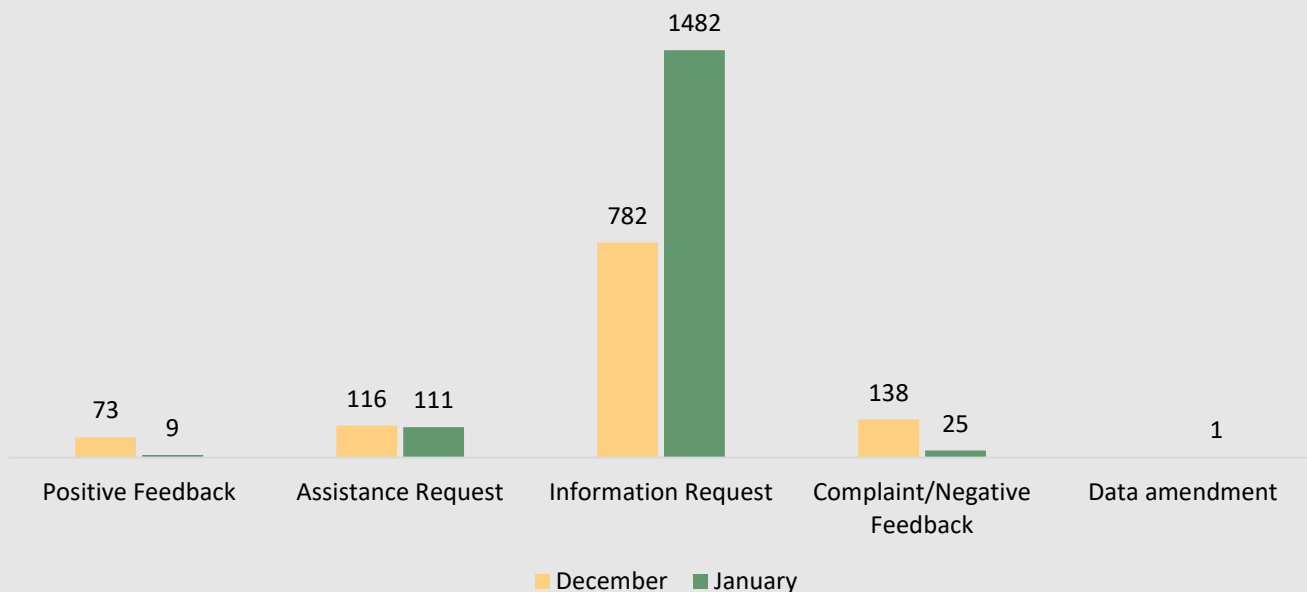
December
 Cases Registered:
1109
 Feedback Provided:
84%

January
 Cases Registered:
1628
 Feedback Provided:
93%

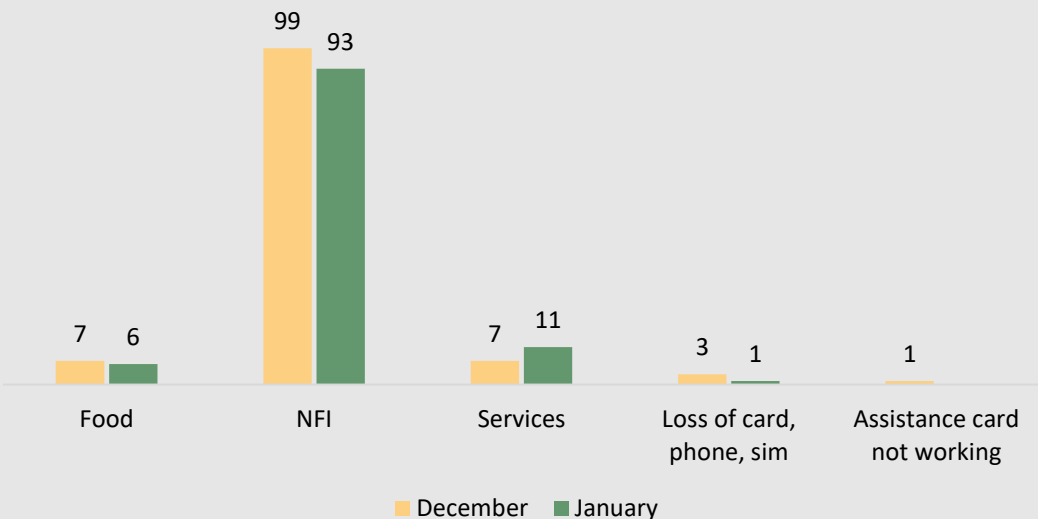
December
 Cases Registered:
115
 Feedback provided:
9%

January
 Cases Registered:
111
 Feedback provided:
19%

CASE TYPES



ASSISTANCE REQUEST



NORTHERN REGION INFORMATION REQUESTS

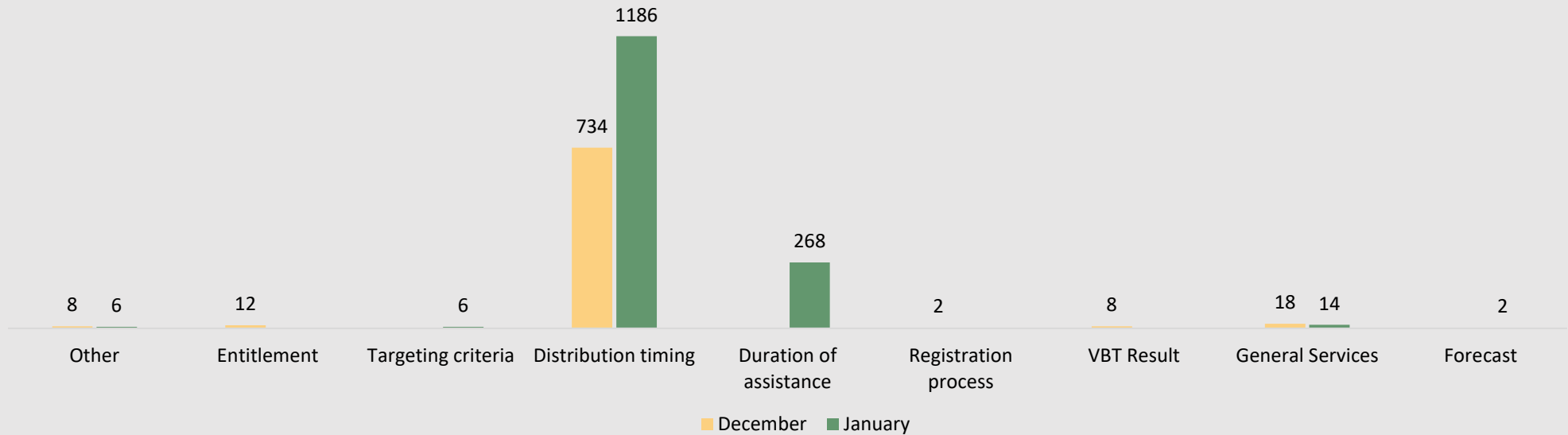
1ST DECEMBER 2023 – 31ST JANUARY 2024

December
Cases registered:
871
Feedback provided:
100%

January
Cases registered:
1482
Feedback provided:
100%



Linha Verde 1458 continues to register a high number of calls related to (food) **distribution timing**. Food distributions in some districts in Cabo Delgado (Ancuabe, Balama, Ibo, Namuno, Palma, Pemba, Meluco) have been cancelled.



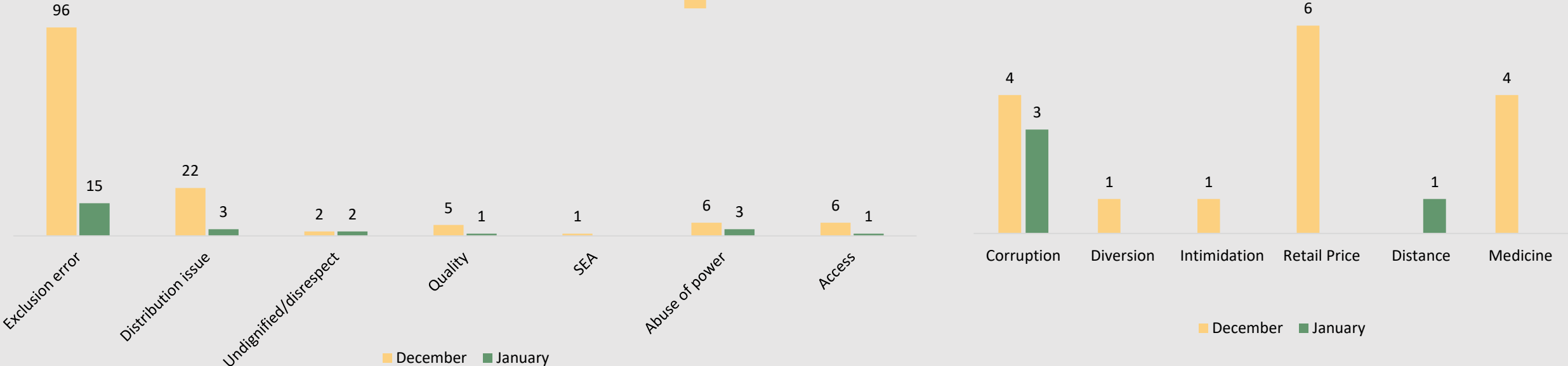
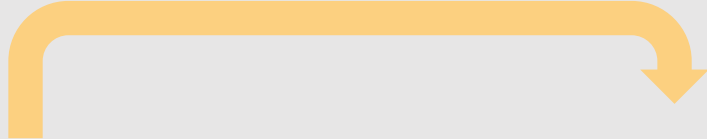
**NORTHERN REGION
COMPLAINT/ NEGATIVE FEEDBACK
1ST DECEMBER 2023 – 31ST JANUARY 2024**

**NORTHERN REGION
BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS
1ST DECEMBER 2023 – 31ST JANUARY 2024**

Approximately **53.3%** (8 cases) of **exclusion errors** are from IDPs and some from host communities who were no longer targeted for assistance since they do not meet the vulnerability-based criteria.

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.



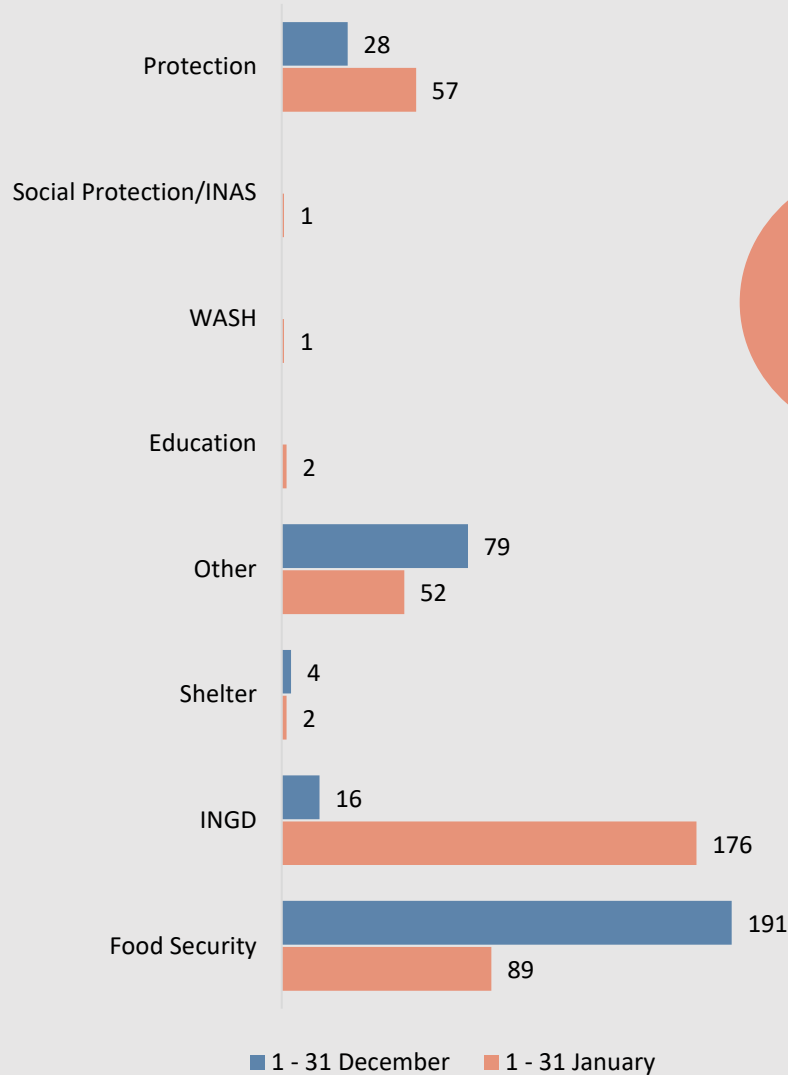
Complaints – Abuses of power

Complaints – Access barriers

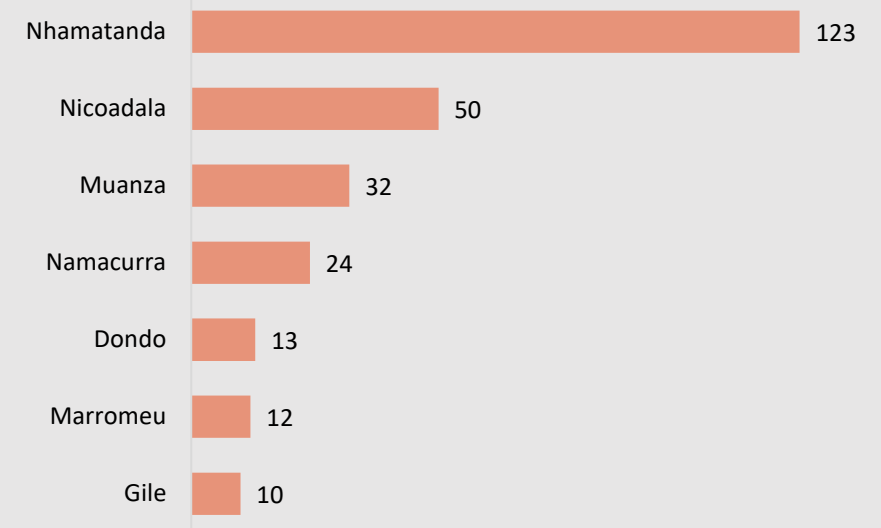
**CENTRAL REGION
CASES PER SECTORS
1ST DECEMBER 2023 – 31ST JANUARY 2024**



**CENTRAL REGION
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 31ST JANUARY 2024**



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



CENTRAL REGION
1ST DECEMBER 2023 – 31ST JANUARY 2024

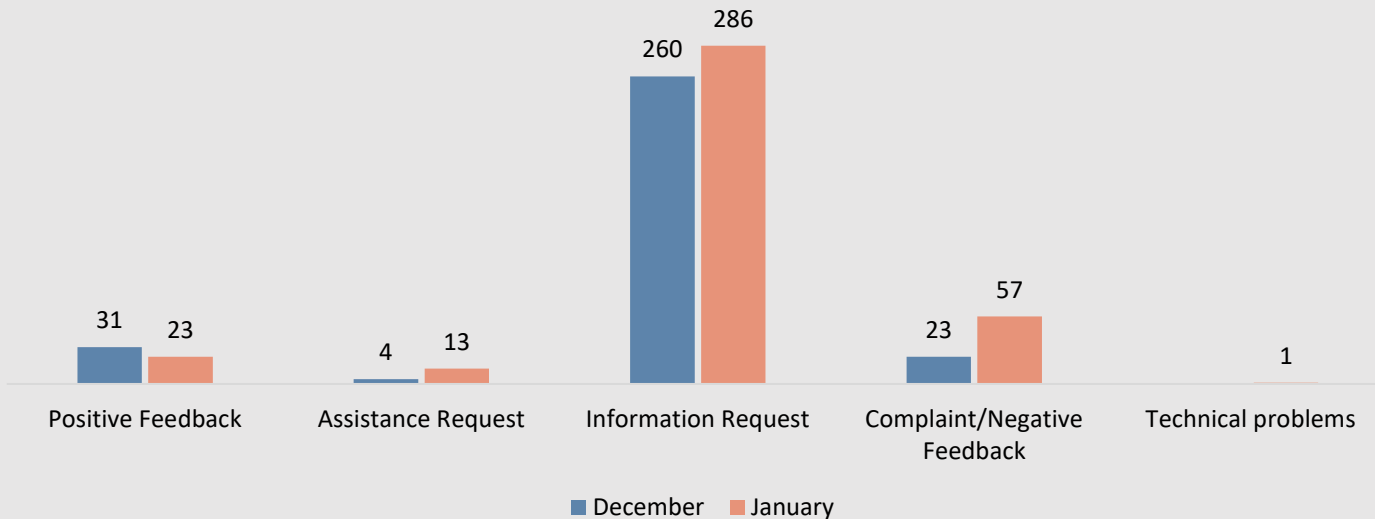
December
 Cases Registered:
318
 Feedback Provided:
97%

January
 Cases Registered:
380
 Feedback Provided:
98%

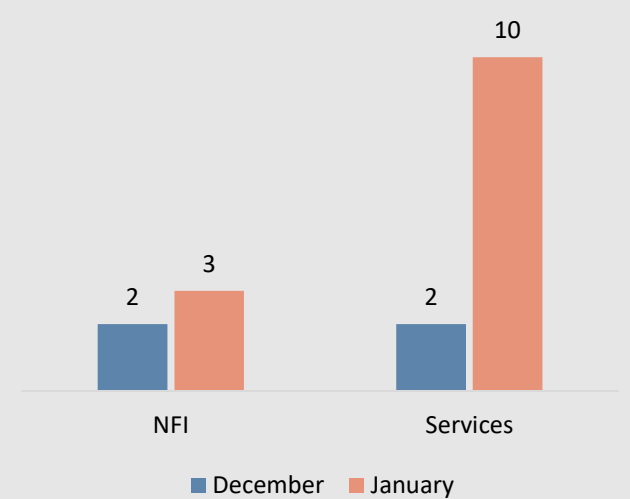
December
 Cases Registered:
4
 Feedback Provided:
75%

January
 Cases Registered:
13
 Feedback Provided:
85%

CASE TYPES



ASSISTANCE REQUEST



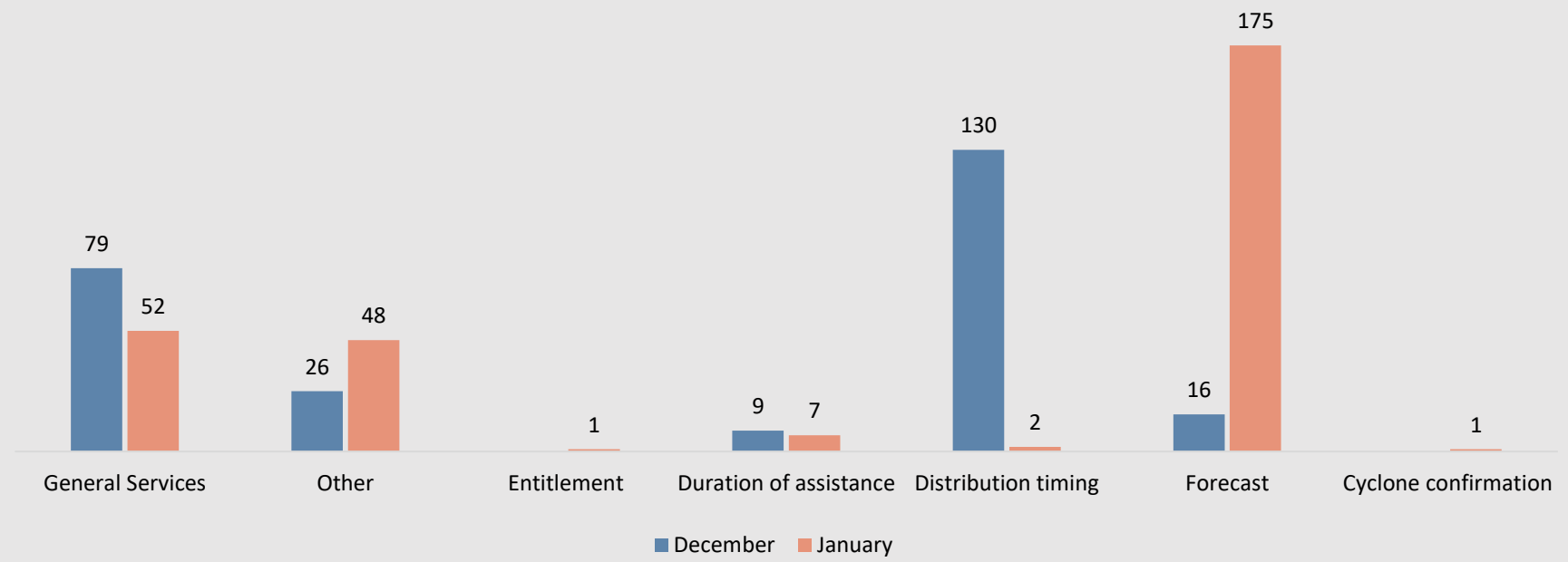
CENTRAL REGION INFORMATION REQUESTS 1ST DECEMBER 2023 – 31ST JANUARY 2024



December
Cases Registered:
260
Feedback Provided:
100%

January
Cases Registered:
286
Feedback Provided:
100%

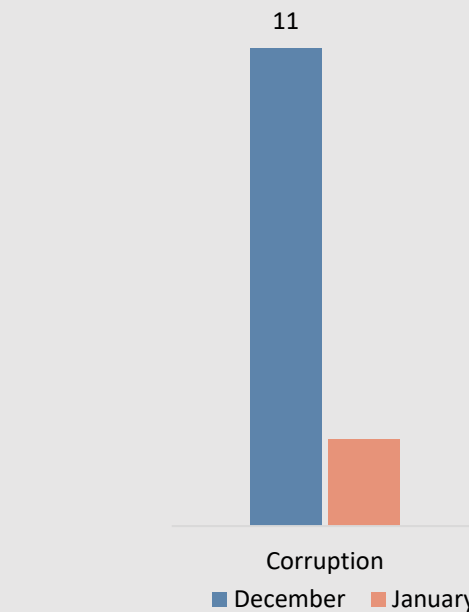
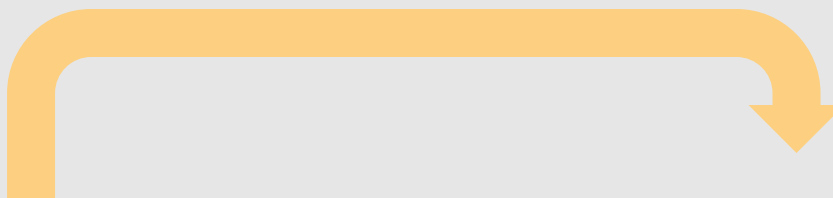
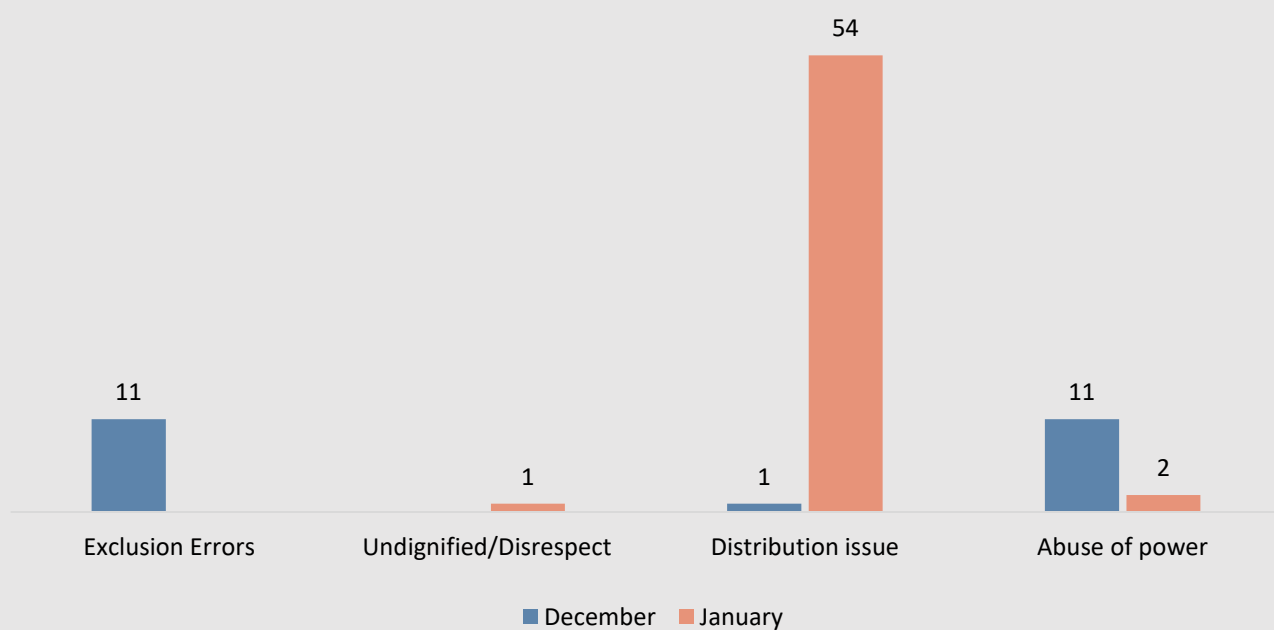
General Services refer to inquires about Linha Verde 1458.



**CENTRAL REGION
COMPLAINTS/NEGATIVE FEEDBACK
1ST DECEMBER 2023 – 31ST JANUARY 2024**



**CENTRAL REGION
BREAKDOWN OF ABUSES OF POWER
1ST DECEMBER 2023 – 31ST JANUARY 2024**

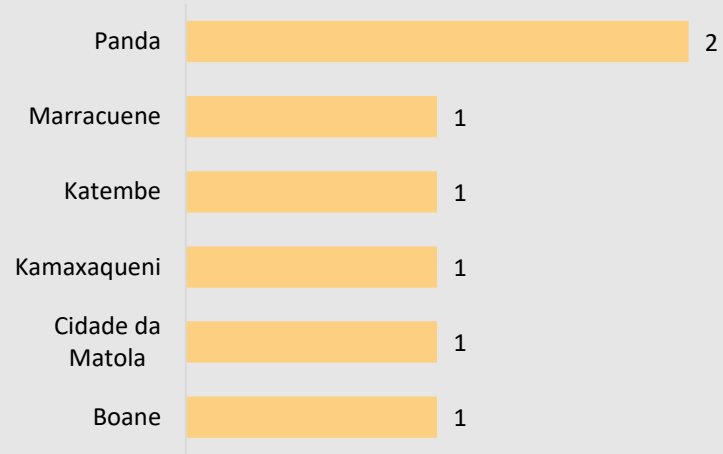
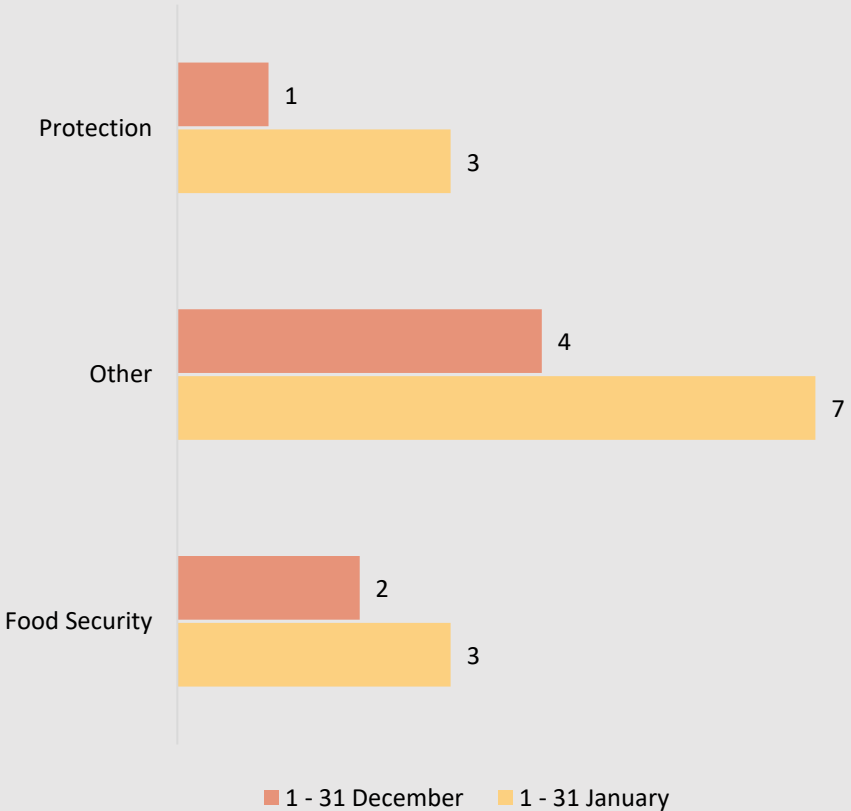


Complaints – Abuses of power

**SOUTHERN REGION
CASES PER SECTORS
1ST DECEMBER 2023 – 31ST JANUARY 2024**

**SOUTHERN REGION
CASES PER DISTRICT
1ST – 31ST JANUARY 2024**

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



POSITIVE FEEDBACK
1ST – 31ST JANUARY 2024



SHELTER

"I call to say thank you on 1 tarpaulin I received from Solidarités International, distributed on 01/05/2023 at the Nandimba Resettlement Center. I have been displaced from Mocímboa da Praia to Mueda since 2020 as I currently live with 5 members of my family, all displaced. I am a beneficiary of WFP food assistance where I receive a voucher of 4,230MZN, the last time I received it was in November 2023 by SEPPA."

Male, Mueda, Cabo Delgado

FOOD SECURITY

"I'm from Zambézia, Nicoadala district, Wachita neighborhood. I was affected by Tropical Cyclone Freddy and am benefiting from humanitarian assistance provided by WFP and ADRA. I call to thank you for the support received on 12/12/2023, which by Mpesa transfer, I received 3550MZN, referring to social aid to those affected by Cyclone Freddy."

Female, Nicoadala, Zambezia

FOOD SECURITY

"I have been displaced from Mocímboa da Praia since 2019 and live in the Massasse resettlement center with my family of 7 people. I am a beneficiary of the support provided by PMA and partners, where I receive a food kit consisting of 50kg of rice, 10kg of beans and 4l of cooking oil. I call to thank you for the products I received on 01/18/2024, which also include corn, bean and pea seeds from SEPPA. I am very happy with the products and ask that they continue to help those in need."

Male, Montepuez, Cabo Delgado

FOOD SECURITY

"I'm from Zambézia, district of Inhassunge - Ilova, neighborhood of 7 de Abril. I was affected by Tropical Cyclone Freddy and I benefit from the humanitarian assistance provided by WFP and ADRA. I am calling to thank you for the support given to me on 12/18/2023, where through Mpesa, I received 3550MZN, referring to social assistance for the victims of Cyclone Freddy."

Male, Inhassunge, Zambezia

FOOD SECURITY

"I call as a community leader to thank SEPPA/WFP for setting up a mill that will help many families. The population is very happy with this act and asked me to call to call Linha Verde 1458 on behalf of the community to say a big thank you. I'm from Gaza, Chokwe district in the town of Chiduachine in Neighborhood 2."

Male, Chokwe, Gaza

FOOD SECURITY

"I'm from Mocímboa da Praia and I live in the Nanga B neighborhood with my family of 3 members. I benefit from the support provided by WFP and partners. I call to thank you for the food received in December 2023, which consisted of 50kg of rice, 10kg of beans, 4l of oil and corn seeds. I am very happy for this support, and I ask WFP and its partners to continue to help those in need. Male, Mocímboa da Praia, Cabo Delgado

FOOD SECURITY

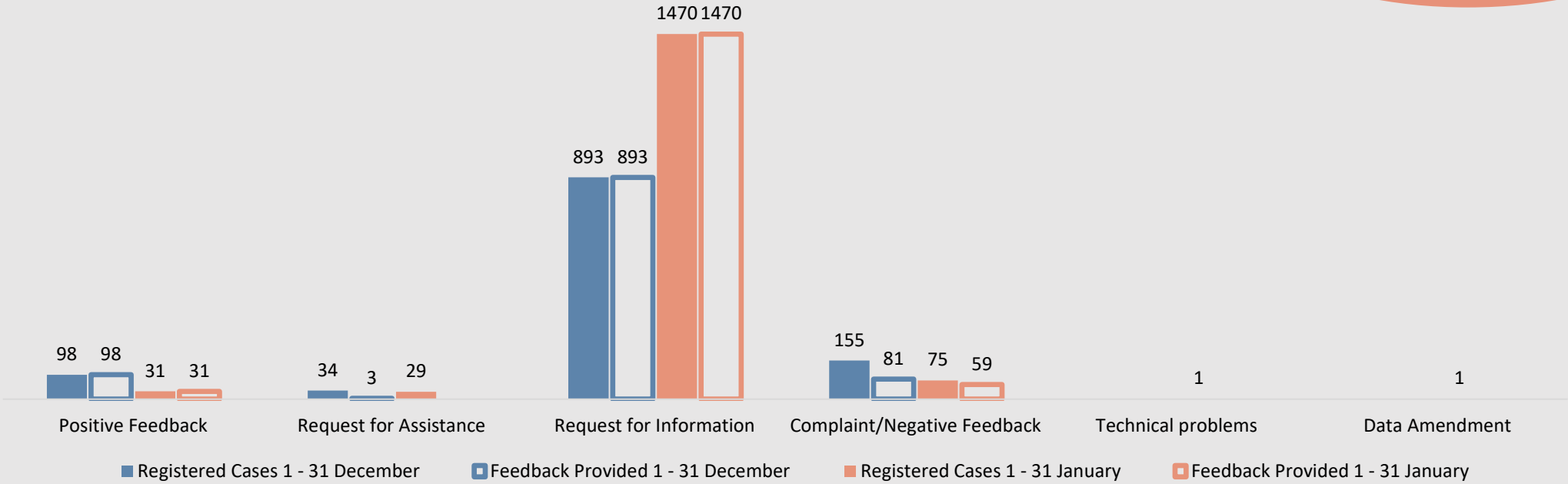
Sofala	7
Zambezia	80
Tete	2
Nampula	72
Cabo Delgado	1439
Inhambane	2
Gaza	1
Niassa	4

Referred Cases	55
Referred Cases Feedback	8
First Case Resolution	1552



1st – 31st January 2024
 Cases Registered:
1607
 Feedback Provided:
1560

1st – 31st January 2024
94.3% 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 January 2024

Cases Registered:

68

Feedback Provided:

2

Cabo Delgado	66
Zambezia	2

Referred Cases	66
Referred Cases Feedback	0
First Case Resolution	2

PROTECTION



1st – 31st January 2024

Cases Registered:

2

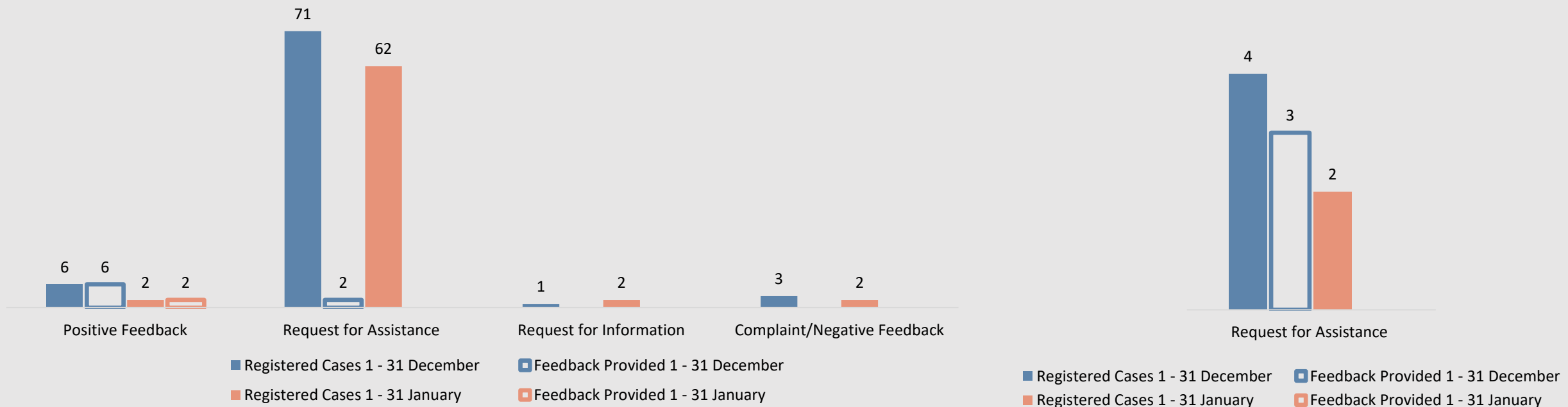
Feedback Provided:

0

Cabo Delgado	2
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Referred Cases	2
Referred Cases Feedback	0
First Case Resolution	0

Protection sector cases Includes:
Civil documentation - 2 cases



CHILD PROTECTION



1st – 31st January 2024

Cases Registered:
60
Feedback Provided:
60

GBV

1st – 31st January 2024

Cases Registered:
14
Feedback Provided:
14

Sofala	21
Zambezia	23
Tete	4
Nampula	8
Cabo Delgado	3
Maputo Provincia	1

Sofala	2
Zambezia	6
Manica	1
Cabo Delgado	2
Niassa	1
Maputo Provincia	2

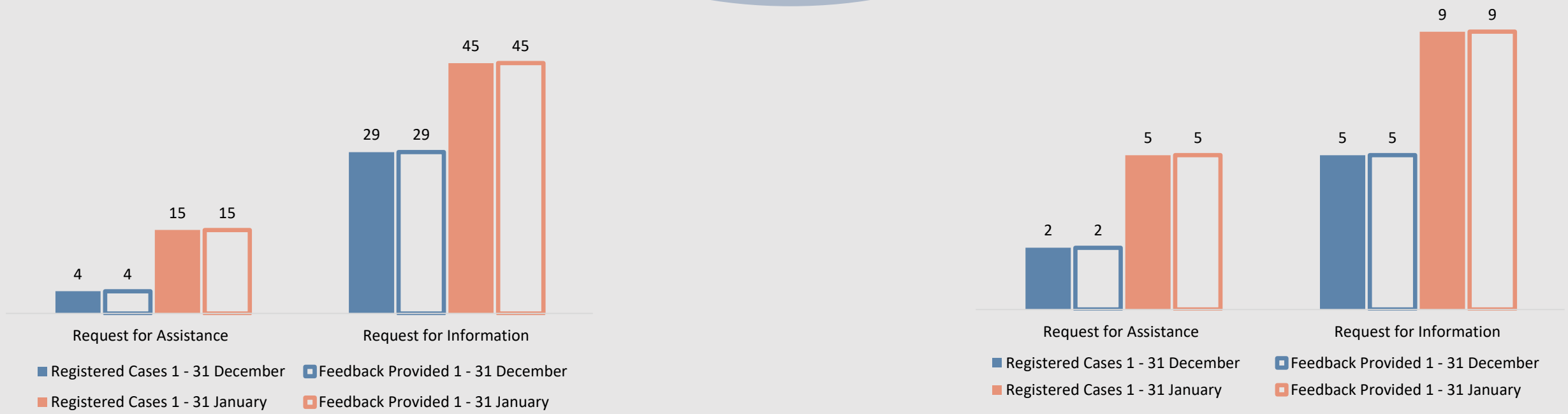
Referred Cases	15
Referred Cases Feedback	0
First Case Resolution	45

Referred Cases	5
Referred Cases Feedback	0
First Case Resolution	9

Child Protection sector includes:
Rape - 6 cases
Forced marriage - 9 cases
Forced marriage (info) - 45 cases

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 sector includes:
Physical assault - 5 cases
GBV (info) - 9 cases



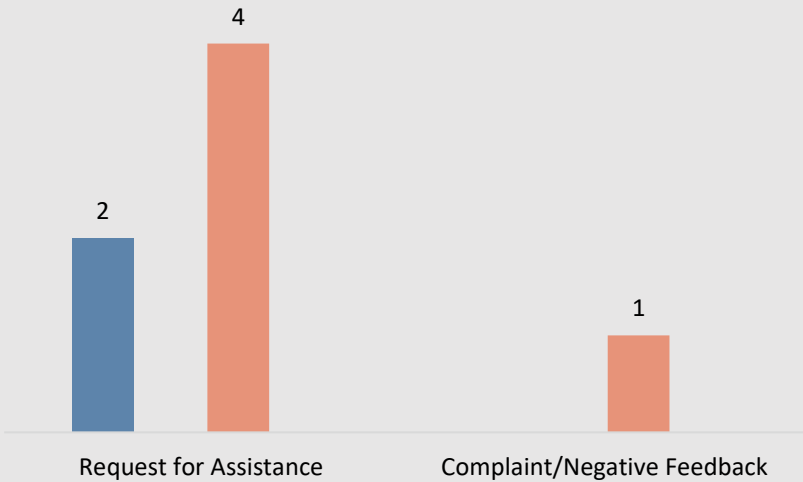
WASH



Tete	1
Cabo Delgado	3
Niassa	1

Referred Cases	5
Referred Cases Feedback	0
First Case Resolution	0

1st – 31st January 2024
 Cases Registered: **5**
 Feedback Provided: **0**



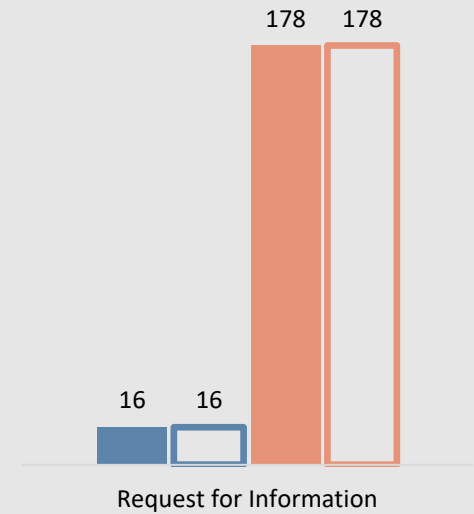
■ Registered Cases 1 - 31 December □ Feedback Provided 1 - 31 December
 ■ Registered Cases 1 - 31 January □ Feedback Provided 1 - 31 January

INGD

1st – 31st January 2024
 Cases Registered: **178**
 Feedback Provided: **178**

Sofala	167
Manica	5
Zambezia	4
Nampula	1
Niassa	1

Referred Cases	0
Referred Cases Feedback	0
First Case Resolution	178

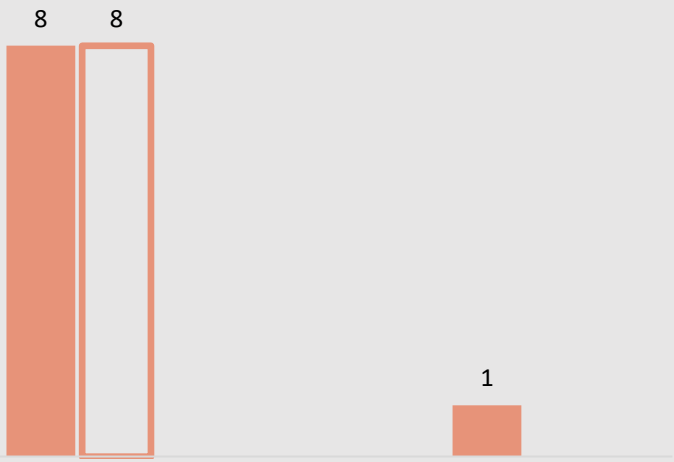


■ Registered Cases 1 - 31 December □ Feedback Provided 1 - 31 December
 ■ Registered Cases 1 - 31 January □ Feedback Provided 1 - 31 January

EDUCATION

Cabo Delgado	5
Nampula	2
Zambezia	2
Referred Cases	9
Referred Cases Feedback	0
First Case Resolution	0

1st – 31st January 2024
 Cases Registered: **9**
 Feedback Provided: **8**



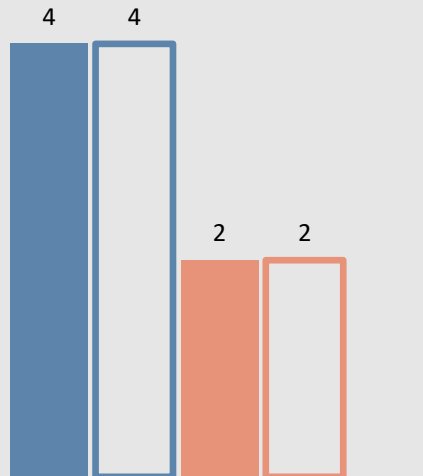
■ Registered Cases 1 - 31 December ■ Feedback Provided 1 - 31 December
 ■ Registered Cases 1 - 31 January ■ Feedback Provided 1 - 31 January

HEALTH



Cabo Delgado	2
Referred Cases	2
Referred Cases Feedback	0
First Call Resolution	0

1st – 31st January 2024
 Cases Registered: **2**
 Feedback Provided: **2**



■ Registered Cases 1 - 31 December ■ Feedback Provided 1 - 31 December
 ■ Registered Cases 1 - 31 January ■ Feedback Provided 1 - 31 January

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST JANUARY 2024

Overview

- ❖ In January 2024 Linha Verde 1458 received a total of **2,021** cases with an overall feedback rate of **94%**.
 - **92%** of cases closed during the initial call (first case resolution)
 - **8%** of cases referred to Linha Verde 1458 focal points of the clusters and organizations for verification and feedback, of which **4.9%** were addressed and closed with feedback.

Northern Region (IDP) Response: 1 – 31 January 2024

- ❖ For the northern region Linha Verde 1458 registered **1,628** cases related to the conflict response in the north of the country. **93.1%** of the total nr of cases are related to food security followed by shelter and NFIs at **4.1%**.

Food Assistance

- ❖ **1,515** cases were received regarding food security, of which **96.4%** were **information requests**, **1.8%** **requests for assistance**, **1.3%** **complaints**, **0.5%** **positive feedback** and **0.1%** requests for **data amendment**.

Information Requests

- ❖ **1460** requests for information were received and divided as follows:
 - **1186** assisted people inquired about the food **distribution dates**. Where plans were available callers received information about the dates, and where not available, they were advised to consult with local leaders since they are the first to be informed locally when distribution dates are confirmed. The majority called from **Montepuez, Mueda, Metuge, Chiure, Mocímboa da Praia, and Quissanga**.
 - **268** callers from **Ancuabe, Pemba, Balama, Palma, Meluco, Namuno and Ibo** called to ask about the **duration of assistance**. Linha Verde 1458 informed there will no longer be distributions in these areas due to limited funds for food assistance. It is likely that they were verifying information shared in their communities.
 - **6** assisted people asked for clarification about the **targeting criteria** as they were informed in their communities that the number of people receiving assistance will reduce. Callers were informed that the selection criteria is now based on vulnerability status and only households in extreme vulnerability conditions will be assisted since the shortage of funds diminished the capacity to assist all in need. The cases are from **Chiure, Mocímboa da Praia, Metuge and Montepuez**.

Complaints

- ❖ Linha Verde 1458 registered **19** complaints concerning food assistance, about **14** were claims of **exclusion error**, **2** allegations of **abuse of power**, and **1** claim of **quality issues, access barriers and distribution issues**.

- **14** callers complained about exclusion errors. The cases came from **Chiure, Mocímboa da Praia, Metuge, Mueda, Macomia and Quissanga** in Cabo Delgado and **Meconta** in Nampula. For the districts of **Chiure, Mueda and Metuge** where vulnerability-based targeting took place, Linha Verde 1458 clarified that they are no longer in the lists because they don't meet the current criteria which prioritizes the extremely vulnerable people. The cases from Mocímboa da Praia, Macomia, Quissanga and Meconta were referred to WFP CFM focal points for verification.
- **2** IDPs from **Nangade and Macomia** claimed that the local leader is charging families around 50-100MZN and 500MZN to include their names for food assistance. The cases were referred to WFP CFM for verification and follow up.

Assistance Requests

- ❖ A total of **28** assistance requests were registered and distributed as follows:
 - **21** people called asking for seeds (corn, beans, peanuts) and agricultural tools. The requests came from **Montepuez (4), Mocímboa da Praia (3), Meconta (3), Mecufi (2), Mueda (2), Palma (2), Ancuabe (1), Chiure (1), Quissanga (1), and Ribaue (1)**.
 - **6** newly displaced people in **Mocímboa da Praia, Mueda, and Macomia** called to ask for food assistance.

Shelter and NFIs

- ❖ Linha Verde 1458 registered a total of **66** cases related to shelter assistance and NFI needs. **62** are requests for assistance, **2** positive feedback and **2** complaints.

Assistance Requests

- ❖ **62** IDPs from the districts of **Mueda (23), Montepuez (14), Nangade (8), Metuge (6), Mocímboa da Praia (4), Meluco (3), Macomia (2), Chiure (1) and Palma (1)** requested tarpaulins, buckets, blankets, flashlights, kitchen utensils, tents, construction materials, lamps, grass mats, candles, and agricultural tools.

Complaints

- ❖ **1** complaint of **exclusion error**, from **Mueda**, where the caller reported not being included in the list of people to benefit from shelter and NFI assistance directed to families whose houses and belongings were destroyed by strong winds.
- ❖ **1** allegation of **corruption** from an IDP that indicates that the leader of the resettlement center in **Ancuabe** charges an amount of 200MZN for families to be allowed to build their houses in the center.

WASH

- ❖ **4** cases related to WASH needs were received and referred to the Wash Cluster focal points as follows:
 - **3** assistance requests for hygiene kits including soap and buckets from sites of Meculane, **Chiure** and Upajo, **Montepuez** in Cabo Delgado and **Cuamba** in Niassa.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST JANUARY 2024

- **1 distribution issue** from the site of Miteda in **Muidumbe** reporting that not all received the hygiene kits distributed due to low quantity. Additionally, from the same location it was reported that the recently built latrines were not sufficient to cover the needs of all the families in community as many remain unable to access them.

Education

- ❖ **6** IDPs and members of the host community called to request assistance with school supplies (books, notebooks, pens, pencils) and uniform. The requests came from **Chiure** and **Mueda** in Cabo Delgado, **Meconta** and **Nacala Porto** in Nampula.
- ❖ **1** claim from an IDP in Maningane site in **Chiure** complained about being excluded from receiving transfers via Mpesa from a project assisting families in acquiring school supplies.

Central Region: 1 – 31 January 2024

- ❖ Linha Verde 1458 registered **380** cases from the central region. **46%** were weather related inquiries, **22%** related to food assistance in response to cyclone Freddy and **1%** to livelihoods. Out of the total **75.3%** were **requests for information, 15% complaints, 6.1% positive feedback, and 3.4% requests for assistance.**

Cyclone Freddy Response

- ❖ Linha Verde 1458 received **85** calls regarding response to cyclone Freddy, **55** were **complaints, 23 positive feedback, and 7 requests for information.**

Complaints

- ❖ **55** callers, mostly from **Nicoadala** and **Namacurra**, complained that they had not received information relating to when they would receive M-pesa transfers, despite being registered and having received SIM cards. Linha Verde 1458 informed callers that WFP is working alongside Vodacom to resolve any technical problems behind the delays and once resolved, they will be able to receive the remaining money.

Information Requests

- ❖ **5** callers from **Marromeu** in Sofala, **Namacurra** and **Mopeia** in Zambezia callers enquired about the **duration of assistance** and whether the assistance could continue. Callers were informed that the assistance has ended and consisted of 3 transfers.

Protection

- ❖ Linha Verde 1458 registered **76** cases concerning protection issues that include:

- **15 child protection** cases: **9** reports of **forced marriage** from **Milange** (Zambezia), **Mocímboa da Praia** and **Metuge** (Cabo Delgado), **Meconta** (Nampula), **Nhamatanda** (Sofala), and **Namaacha** (Maputo Provincia); **6** reports of **rape** from **Ile** and **Pebane** (Zambezia), **Cheringoma** and **Beira** (Sofala), and **Cidade de Nampula** (Nampula). All cases were referred to Linha Fala Criança 116 for follow up and action.
- **5 GBV** reports of **physical assault** from **Matola** and **Moamba** (Maputo Province), **Pemba** and **Montepuez** (Cabo Delgado) and **Cuamba** (Niassa). Callers were instructed on measures they should immediately take. The claims were referred to the GBV AoR follow up and targeted support.
- **2 protection** cases: **1** returnee and **1** IDP in **Quissanga** requested support to obtain civil documentation. Linha Verde 1458 provided callers with guidance on how to proceed and referred to protection cluster focal points for their awareness and action as relevant.
- **45** people called to request clarification regarding forced marriage.
- **9** people called to enquire about gender-based violence.

Cholera

- ❖ **2 people** reported to Linha Verde 1458 cholera outbreak in the community of Waresta in **Namuno** and asked for assistance with medicine. The cases were referred to MISAU.