

Linha Verde da Resposta à Emergência 1458

Report period: 1st November – 31st December 2023

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.

32,384 Total Cases Registered 2023

1,434 Cases Registered December 2023

85% Feedback Rate December 2023

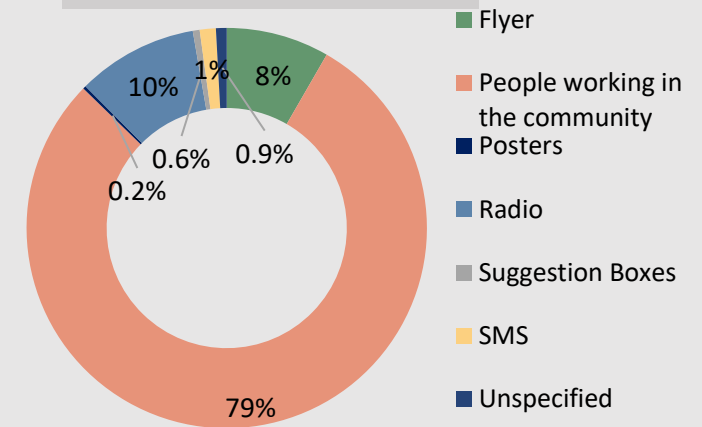


CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 31ST DECEMBER 2023

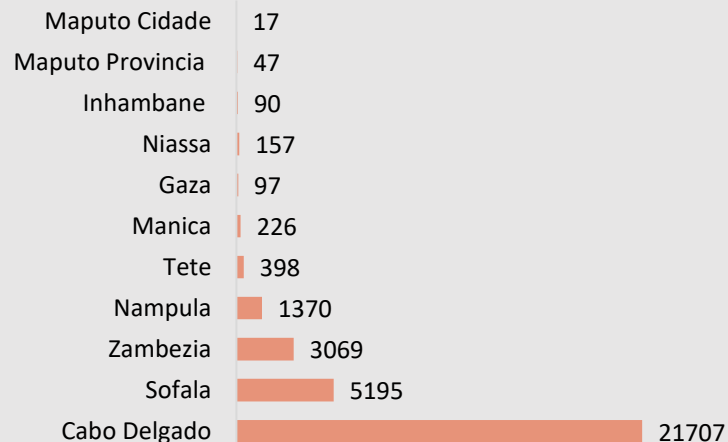
CALLER PROFILE



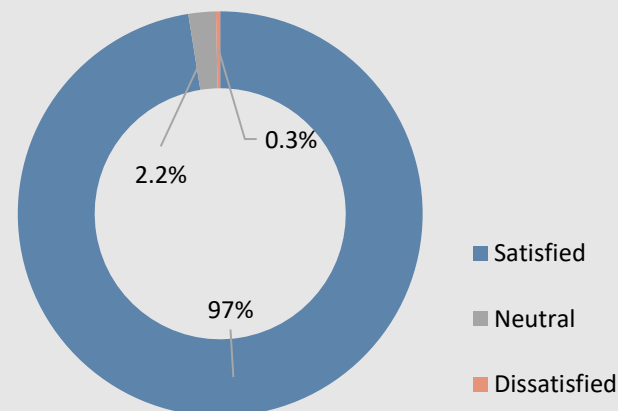
KNOWLEDGE ABOUT LINHA VERDE 1458



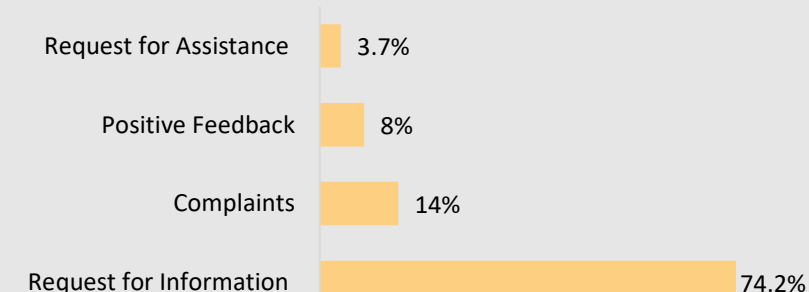
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST JANUARY – 31ST DECEMBER 2023

1st – 31st December 2023

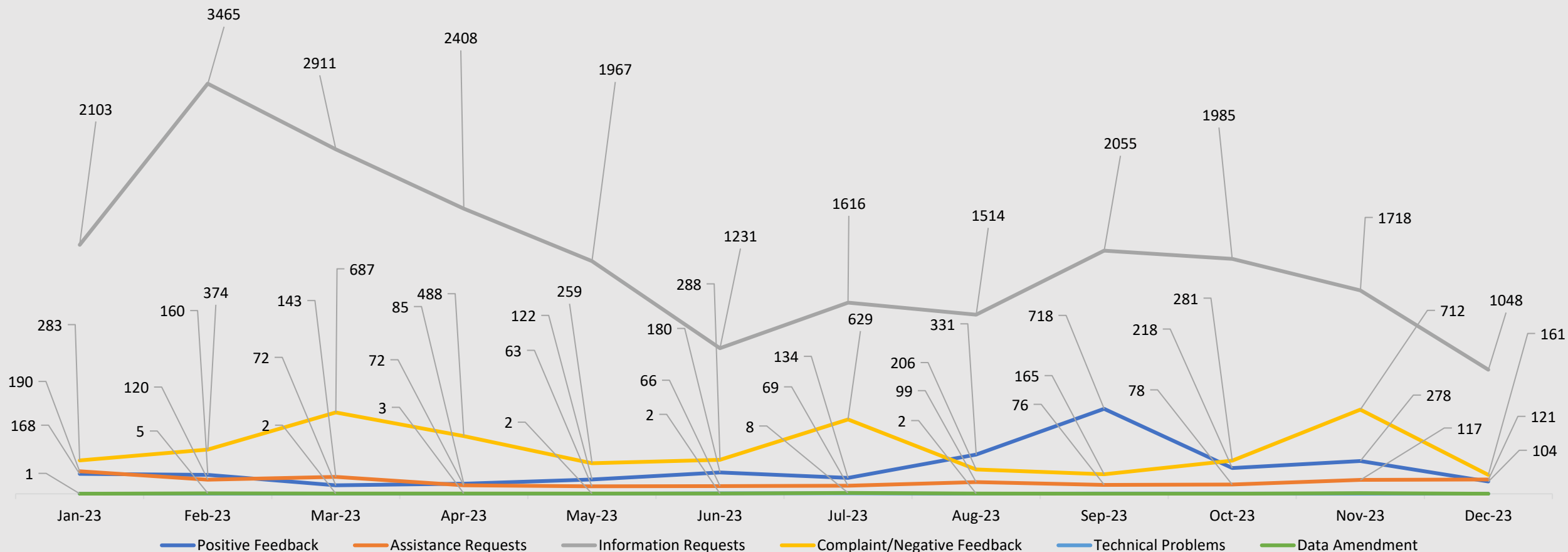
Nr. Total Registered Cases:

1,434

Nr. of calls from the northern region:

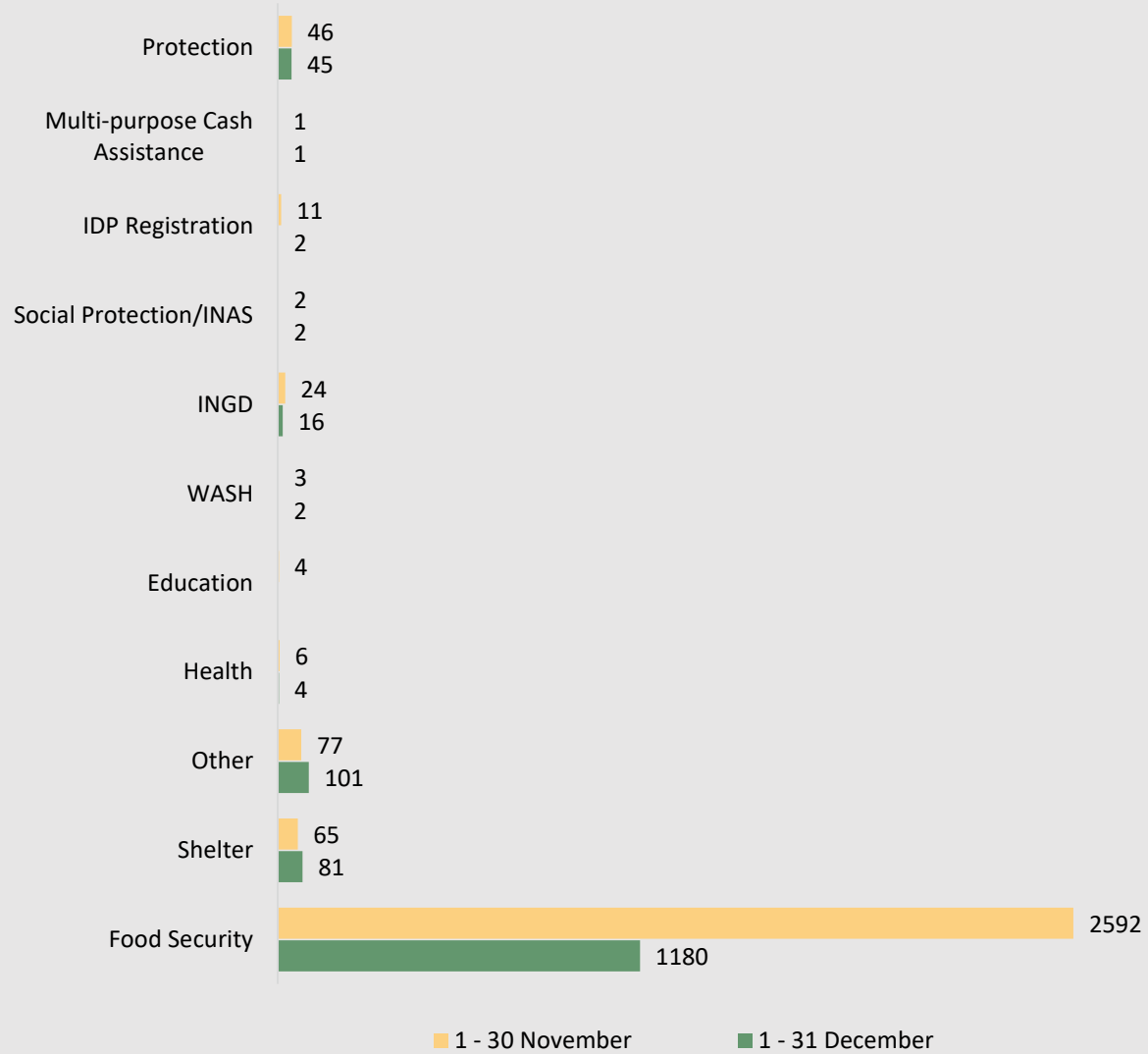
1,109

77.3% of the cases registered through Linha Verde 1458 between December 1st – 31st came from the northern region.



CASES PER SECTOR

1ST NOVEMBER – 31ST DECEMBER 2023



Food Security continues to rank first as the sector with most cases with 82.3% 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 DECEMBER 2023



Cases Registered

1,434

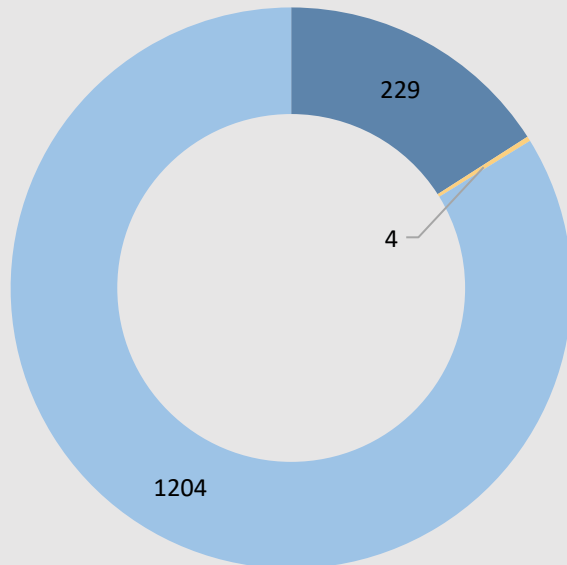
Cases Referred:

16%

First Case Resolution:

84%

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 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.
3. **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	135	0	1047
Shelter	75	0	6
Other	0	0	100
CCCM	0	0	0
Health	4	0	0
Education	0	0	0
WASH	2	0	0
Protection	4	3	0
Child Protection	4	0	29
GBV	2	0	5
Social Protection/INAS	2	0	0
IDP Registration	0	0	1
INGD	0	0	16
PSEA	0	0	0
Multi-purpose Cash Assistance	1	1	0
Total	229	4	1204

CASES PER REGION

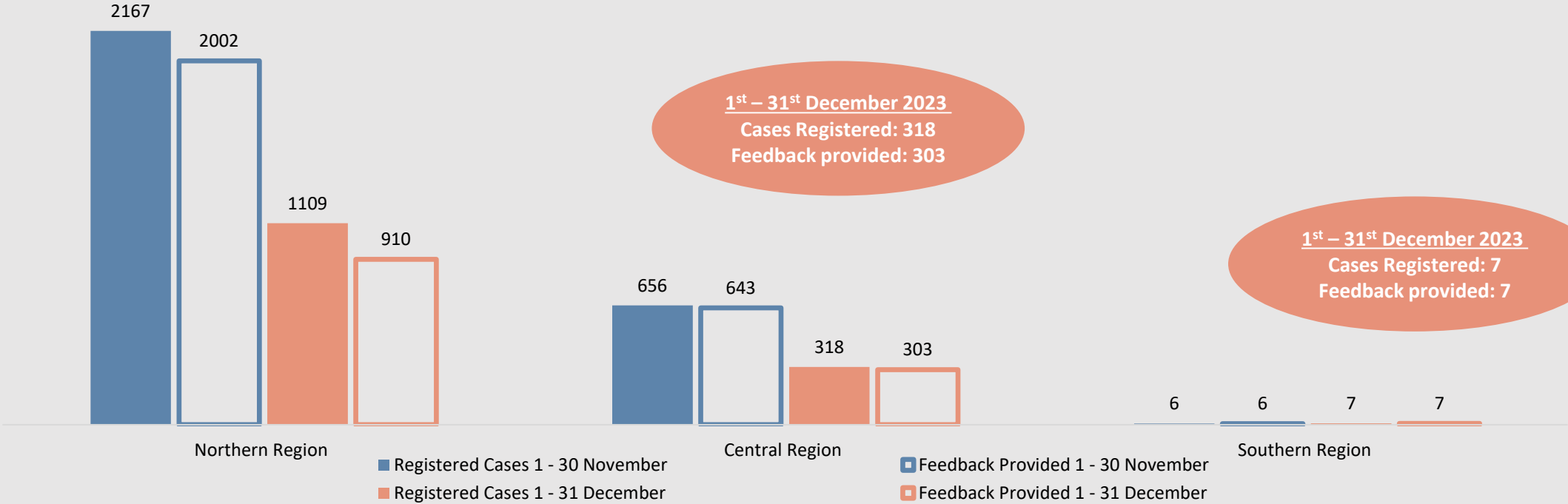
1ST NOVEMBER – 31ST DECEMBER 2023



1st – 31st December 2023
Cases Registered: 1109
Feedback provided: 910

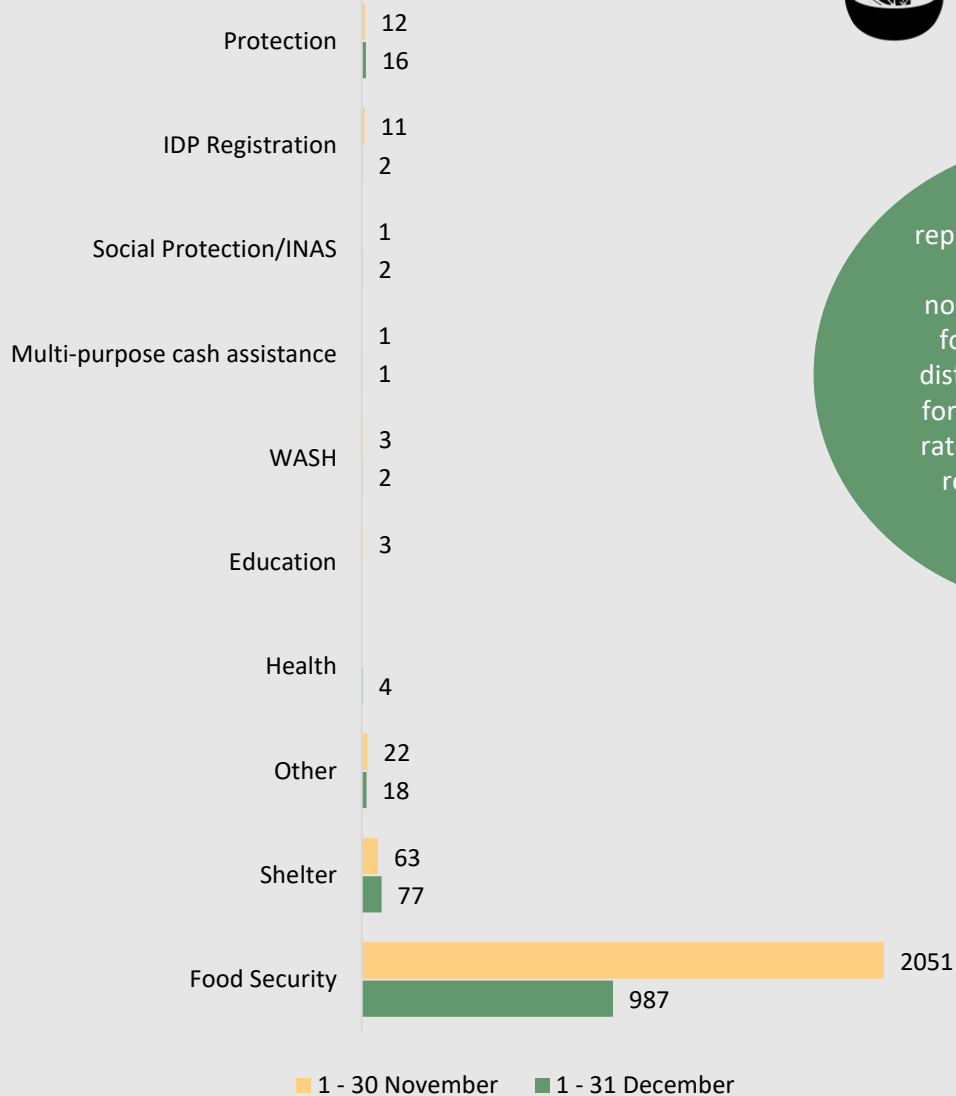
1st – 31st December 2023
Cases Registered: 318
Feedback provided: 303

1st – 31st December 2023
Cases Registered: 7
Feedback provided: 7

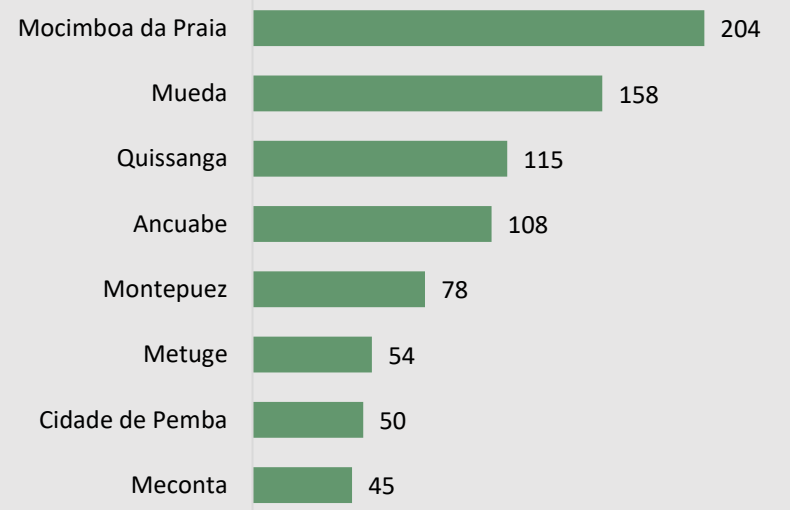


NORTHERN REGION CASES PER SECTORS 1ST NOVEMBER – 31ST DECEMBER 2023

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



Food Security cases represent 89.1% of all cases registered from the northern region. Requests for information on food distribution timing account for 74.1% with a feedback rate of 100%. Sector **Other** refer to inquiries about Linha Verde 1458 objectives



NORTHERN REGION
1ST NOVEMBER – 31ST DECEMBER 2023

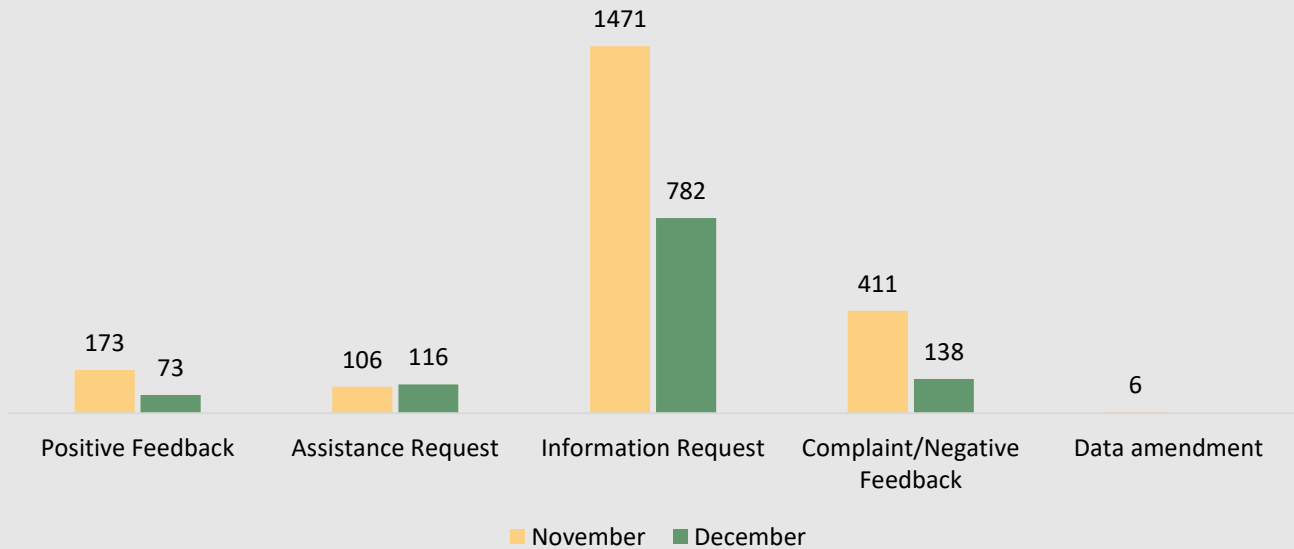
November
2167
 Feedback Provided:
92%

December
 Cases Registered:
1109
 Feedback Provided:
82%

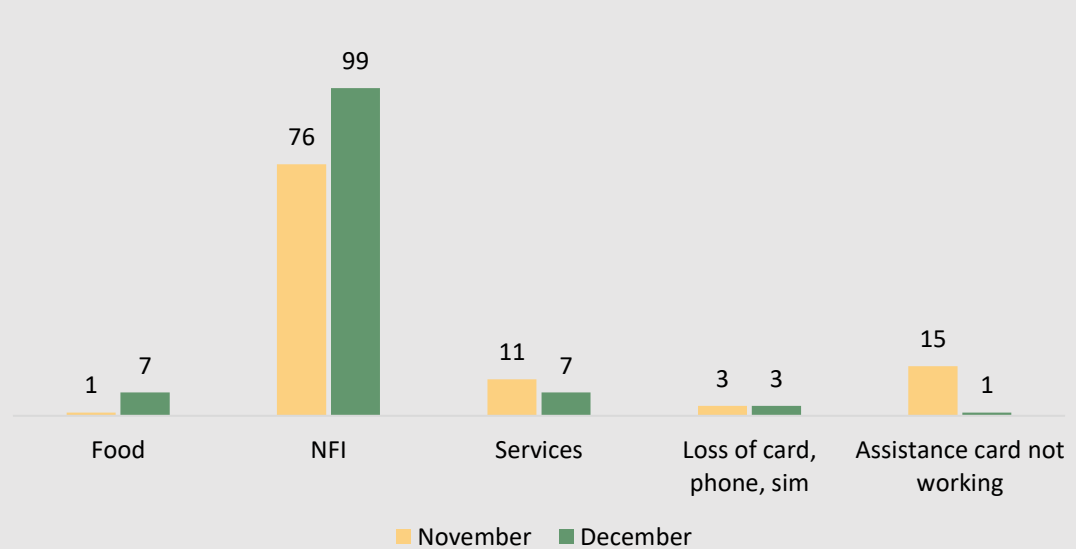
November
 Cases Registered:
106
 Feedback provided:
50%

December
 Cases Registered:
117
 Feedback provided:
8%

CASE TYPES



ASSISTANCE REQUEST



NORTHERN REGION INFORMATION REQUESTS 1ST NOVEMBER – 31ST DECEMBER 2023



November
Cases registered:
1471
Feedback provided:
100%

December
Cases registered:
782
Feedback provided:
100%

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.



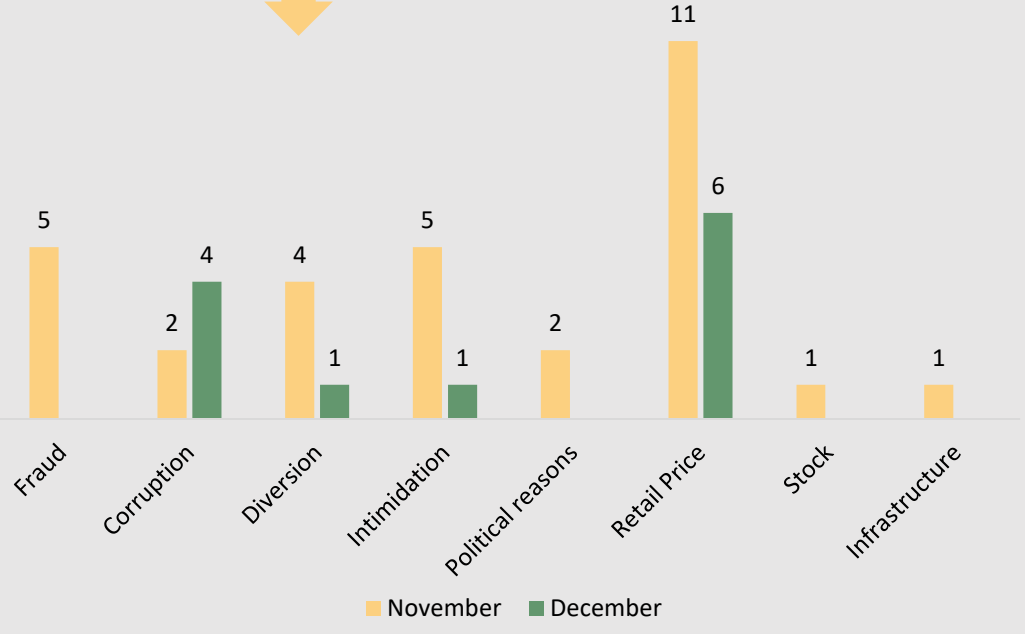
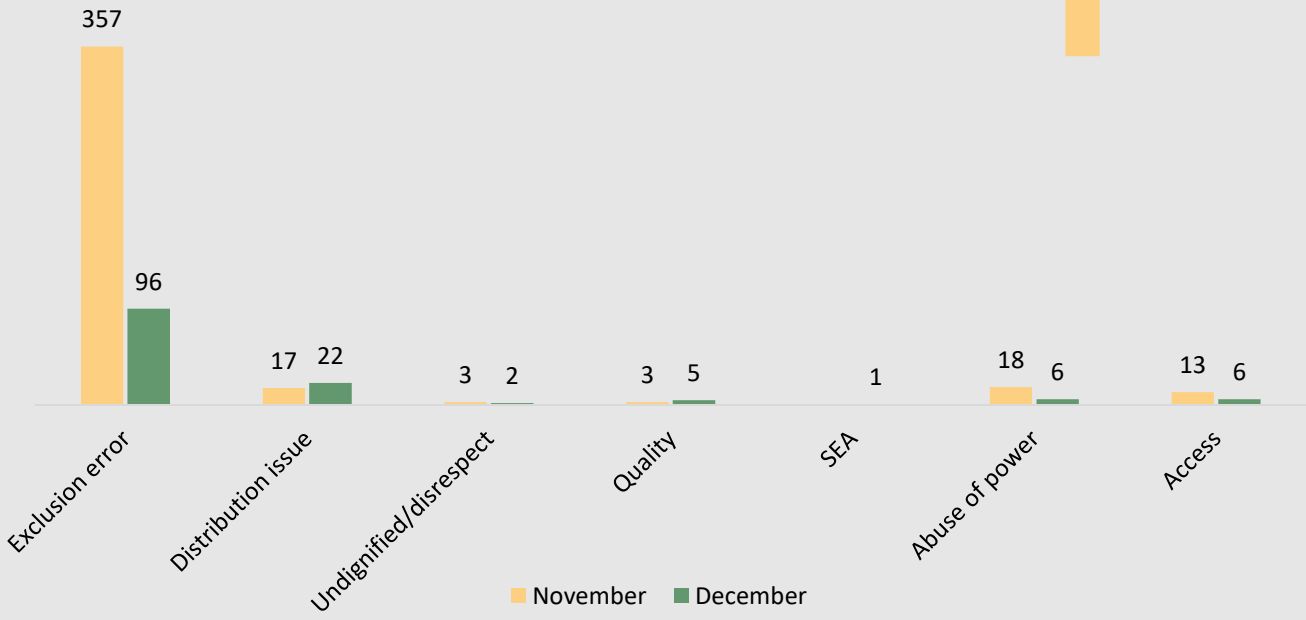
**NORTHERN REGION
COMPLAINT/ NEGATIVE FEEDBACK
1ST NOVEMBER – 31ST DECEMBER 2023**

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

Approximately **45.1%** 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.



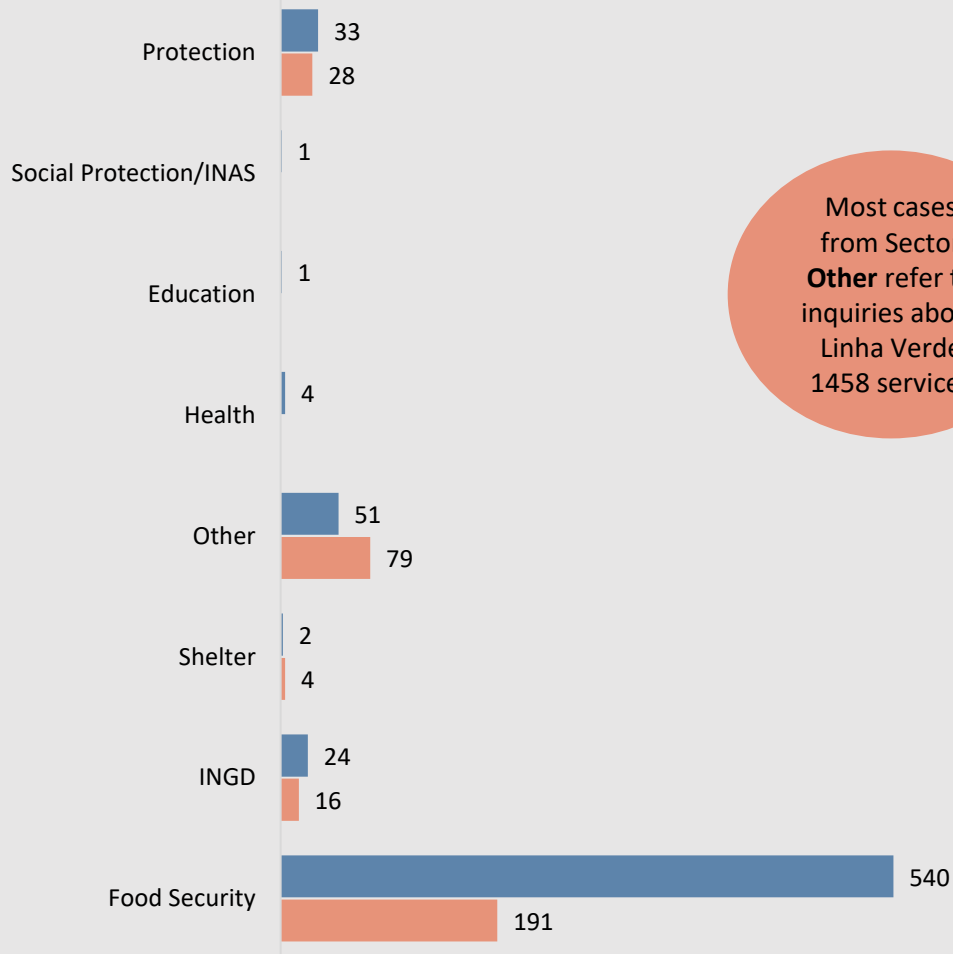
Complaints – Abuses of power

Complaints – Access barriers

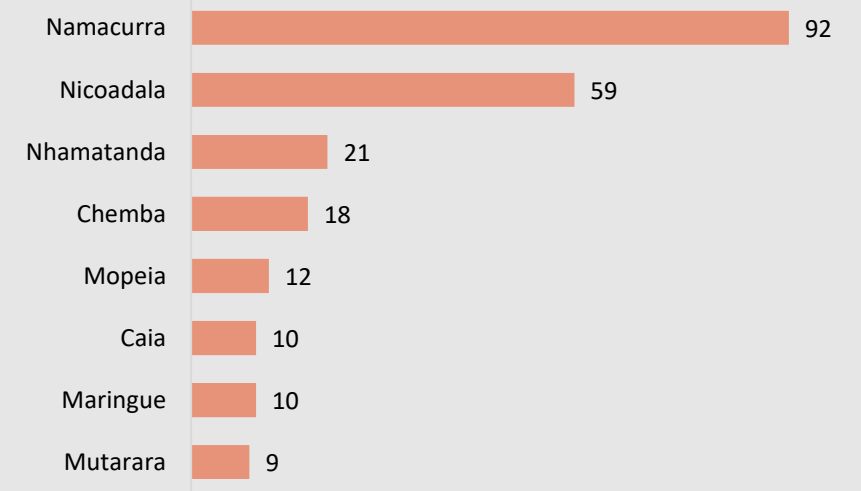
**CENTRAL REGION
CASES PER SECTORS
1ST NOVEMBER – 31ST DECEMBER 2023**



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



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



■ 1 - 30 November ■ 1 - 31 December

CENTRAL REGION
1ST NOVEMBER – 31ST DECEMBER 2023

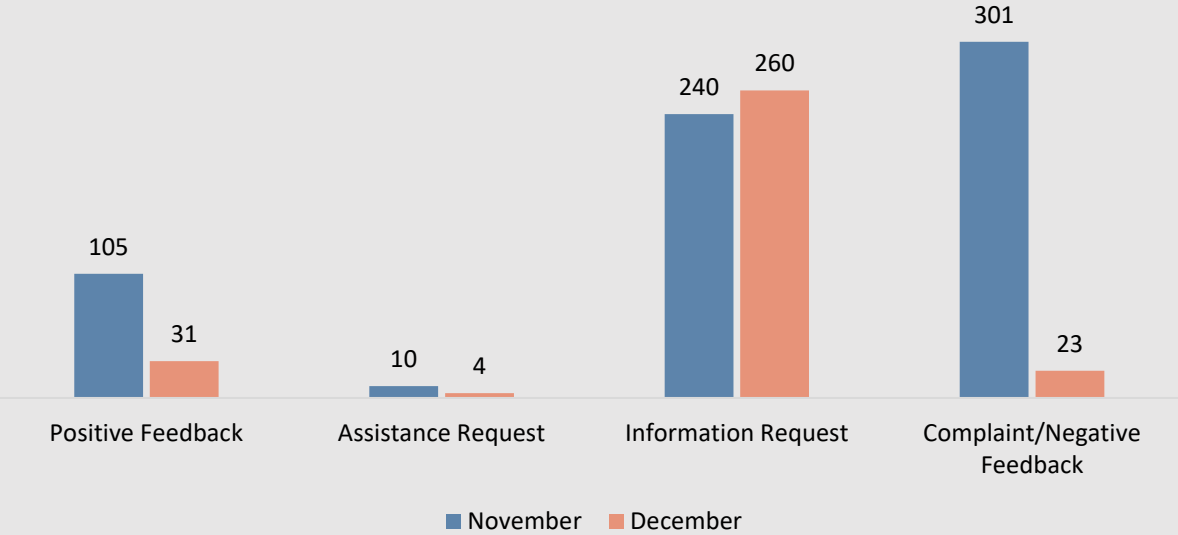
November
Cases Registered:
656
Feedback Provided:
98%

December
Cases Registered:
318
Feedback Provided:
95%

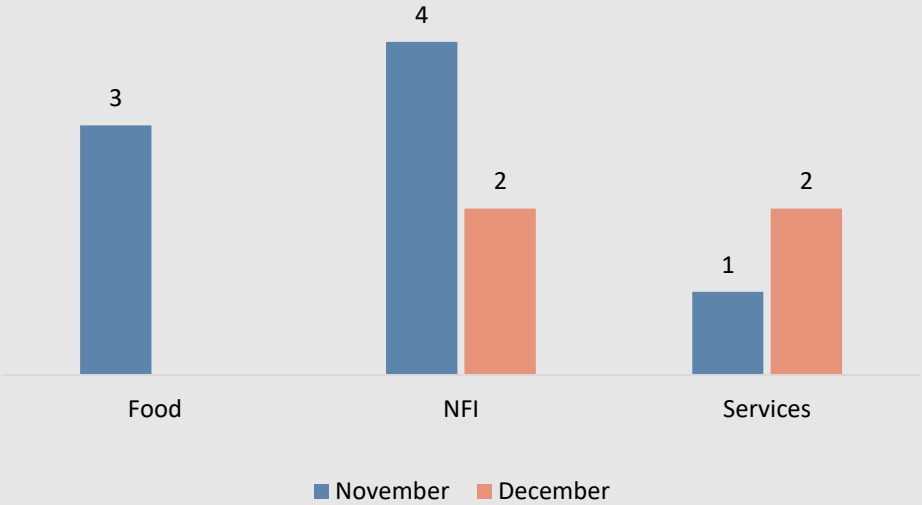
November
Cases Registered:
9
Feedback Provided:
33%

December
Cases Registered:
4
Feedback Provided:
50%

CASE TYPES



ASSISTANCE REQUEST



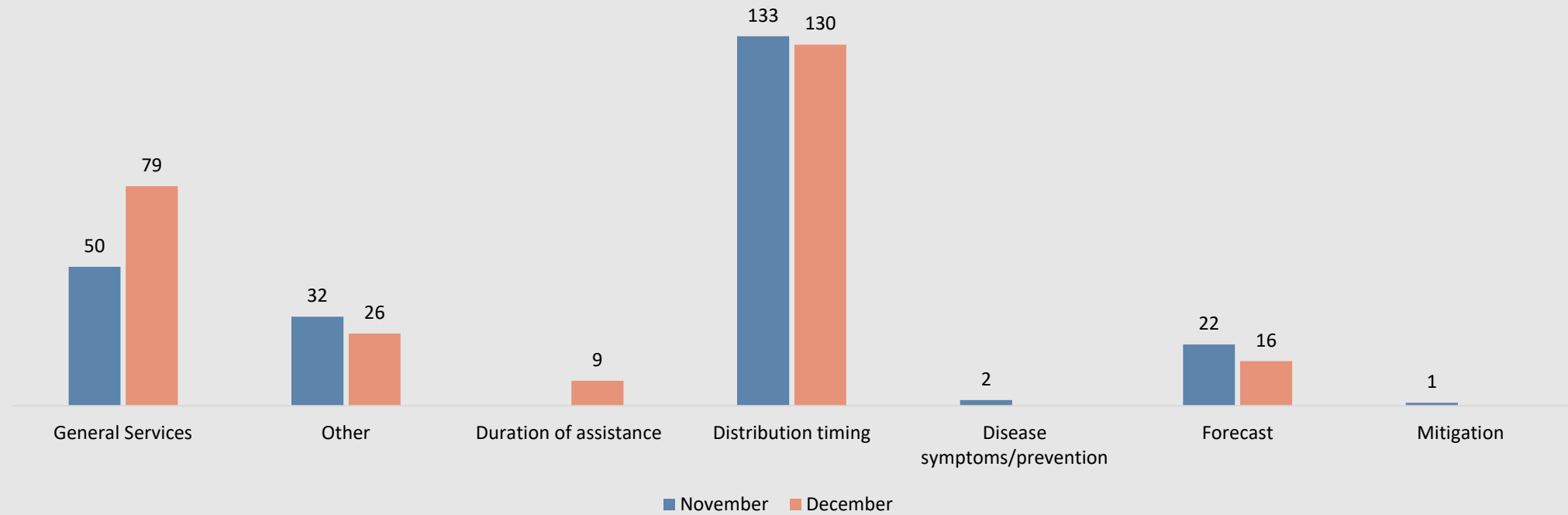
CENTRAL REGION INFORMATION REQUESTS 1ST NOVEMBER – 31ST DECEMBER 2023



November
Cases Registered:
240
Feedback Provided:
100%

December
Cases Registered:
260
Feedback Provided:
100%

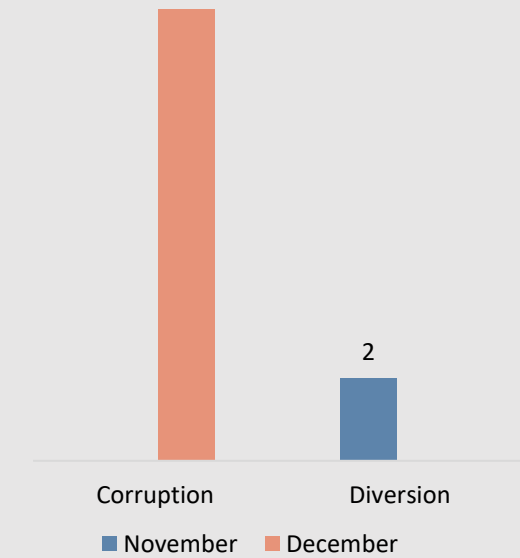
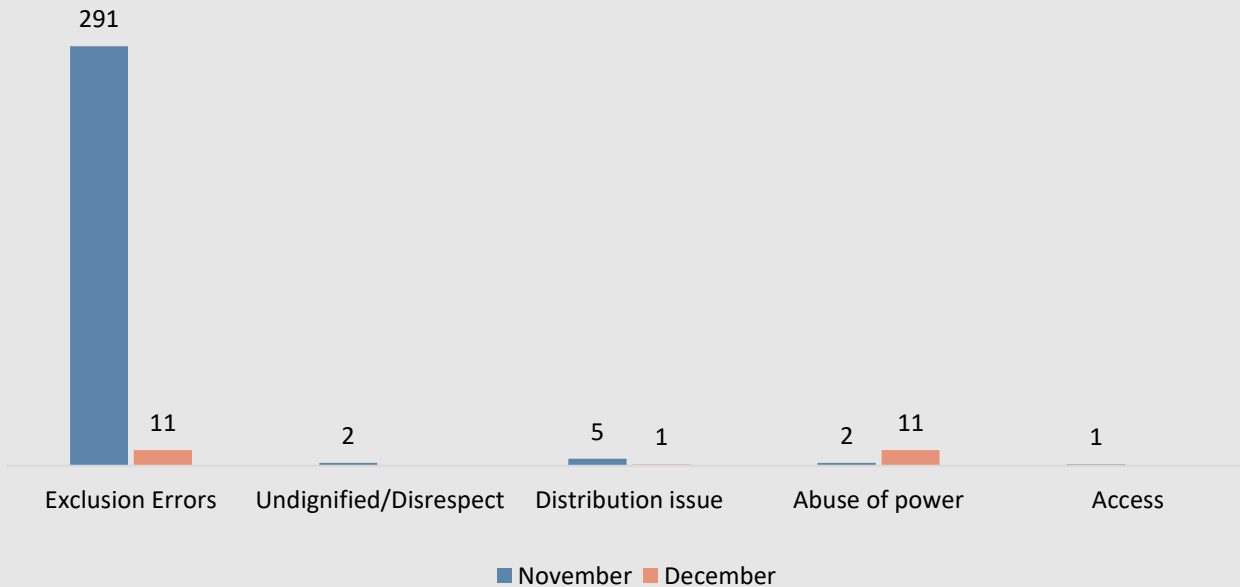
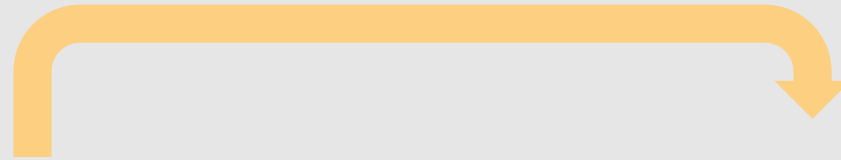
General Services refer to inquires about Linha Verde 1458.



CENTRAL REGION
COMPLAINTS/NEGATIVE FEEDBACK
1ST NOVEMBER – 31ST DECEMBER 2023



CENTRAL REGION
BREAKDOWN OF ABUSES OF POWER
1ST NOVEMBER – 31ST DECEMBER 2023



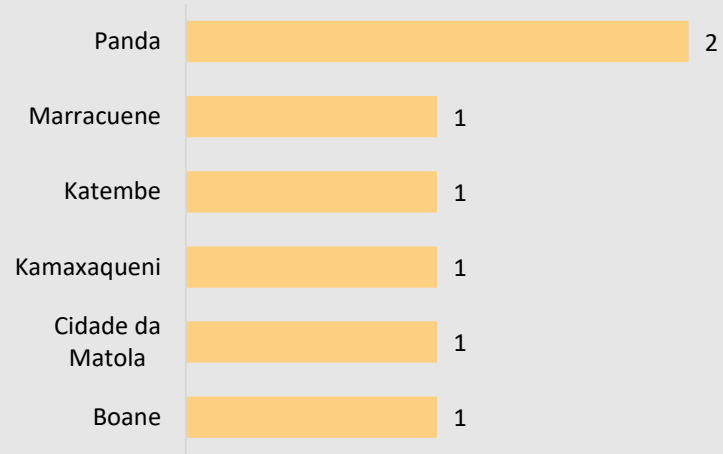
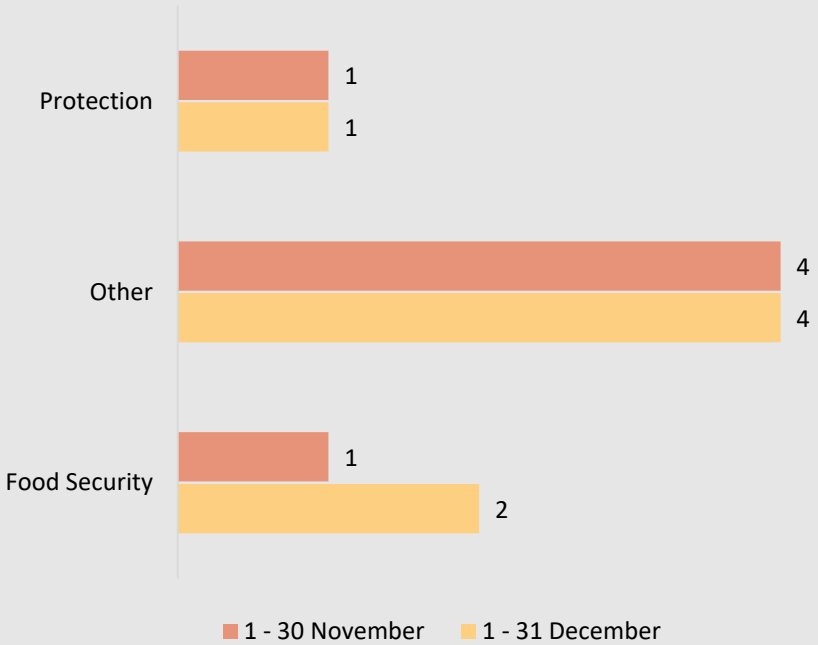
Complaints – Abuses of power

SOUTHERN REGION CASES PER SECTORS 1ST NOVEMBER – 31ST DECEMBER 2023

SOUTHERN REGION CASES PER DISTRICT 1ST – 31ST DECEMBER 2023



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



POSITIVE FEEDBACK
1ST – 31ST DECEMBER 2023



FOOD SECURITY

"I call to thank you for the support of 50 kg of rice, 10 kg of beans and 4 liters of cooking oil that I received on 12/18/2023 from WFP and its partners. I ask that they continue to provide assistance for longer. I have been displaced from Muidumbe to Nampula since January 2020. I currently live in the 10th Congress Resettlement Center, with a family made up of 4 members and I am a beneficiary of WFP food assistance."

Female, Rapale, Nampula

SHELTER

"I'm from Zambézia province, district of Namacurra. I was a victim of Cyclone Freddy; I currently live in my house with 6 family members. I am a beneficiary of the assistance provided by WFP and its partners. I call to thank you because on 12/07/2023 I received 2 pans, 1 solar panel and 1 lamp, from the organization CARE."

Female, Namacurra, Zambezia

FOOD SECURITY

"I'm from Sofala province, Chemba district, locality of Goe and I live in my own house with 18 members of my family. I am a beneficiary of the support provided by WFP and partners. I call to thank you for the support I received in December 2023 from WFP and SEPPA, where I received 10kg of corn seeds, 12kg of beans and 4kg of Millet."

Male, Chemba, Sofala

FOOD SECURITY

"I'm from Zambézia, Namacurra district in Muibo neighborhood. I live with 3 members of my family. I was affected by Cyclone Freddy. I am very grateful to have received from CARE 12kg of rice and 2kg of beans destined for sowing.

The distribution took place on 12/07/2023."

Male, Namacurra, Zambezia

FOOD SECURITY

"I have been displaced from Nangade and have been in the district of Mueda since March 2021. I called to thank PMA for receiving the following food products on 12/08/2023: 50kg of corn, 10kg of peas and 5 liters of cooking oil."

Male, Mueda, Cabo Delgado

FOOD SECURITY

"I call to thank you because on 11/23/2023 I received a value voucher of 4230MT from SEPPA. I have been moving from Nangade since October 2020 and I am currently living in the City of Pemba, Alto Gingone neighborhood with 7 members of my family."

Female, Cidade de Pemba, Cabo Delgado.

FOOD SECURITY

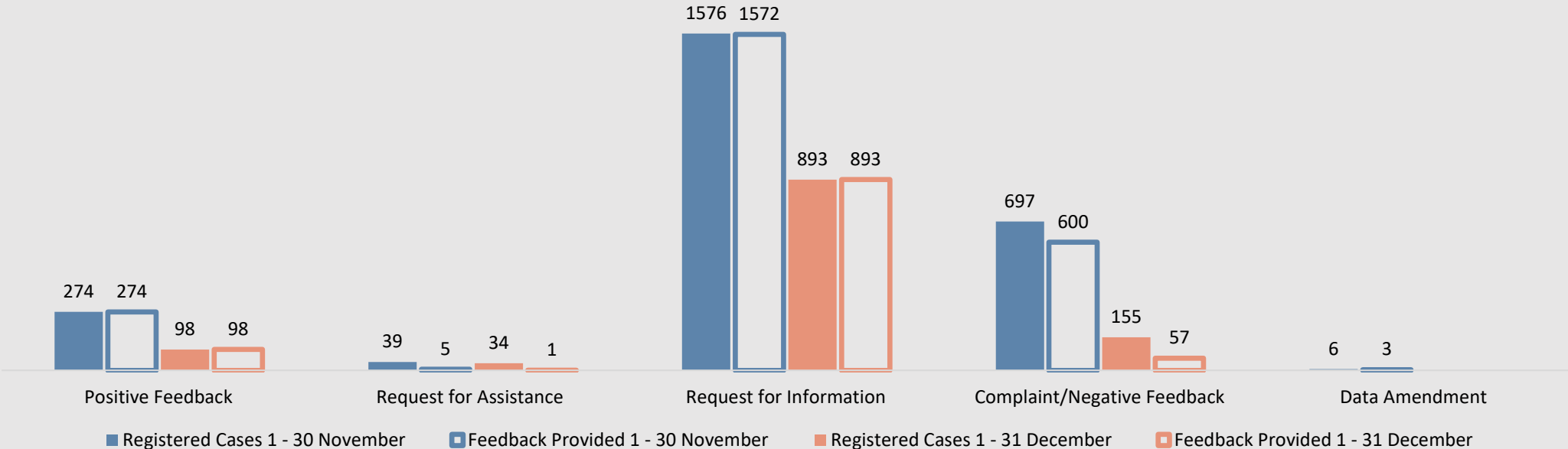


Sofala	23
Zambezia	163
Manica	1
Tete	4
Nampula	108
Cabo Delgado	875
Inhambane	2
Niassa	4

Referred Cases	134
Referred Cases Feedback	0
First Case Resolution	1047

1st – 31st December 2023
 Cases Registered:
1180
 Feedback Provided:
1049

1st – 31st December 2023
83.6% 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 December 2023

Cases Registered:

81

Feedback Provided:

8

Cabo Delgado	77
Zambezia	4

Referred Cases	75
Referred Cases Feedback	0
First Case Resolution	6

IDP REGISTRATION

1st – 31st December 2023

Cases Registered:

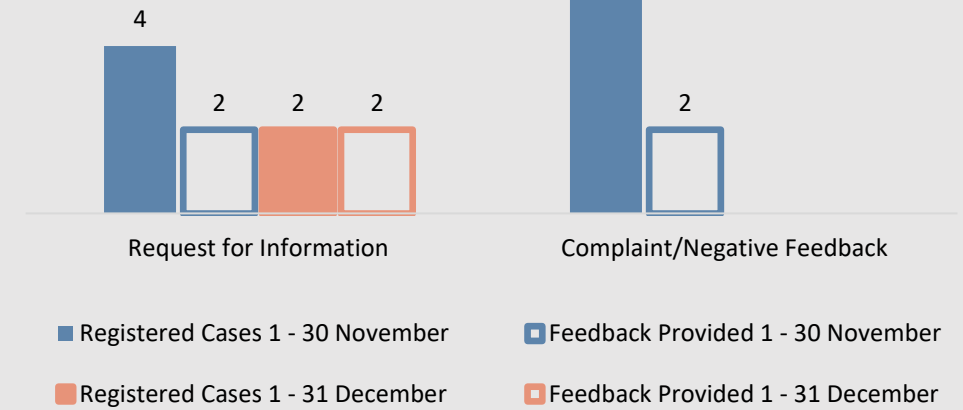
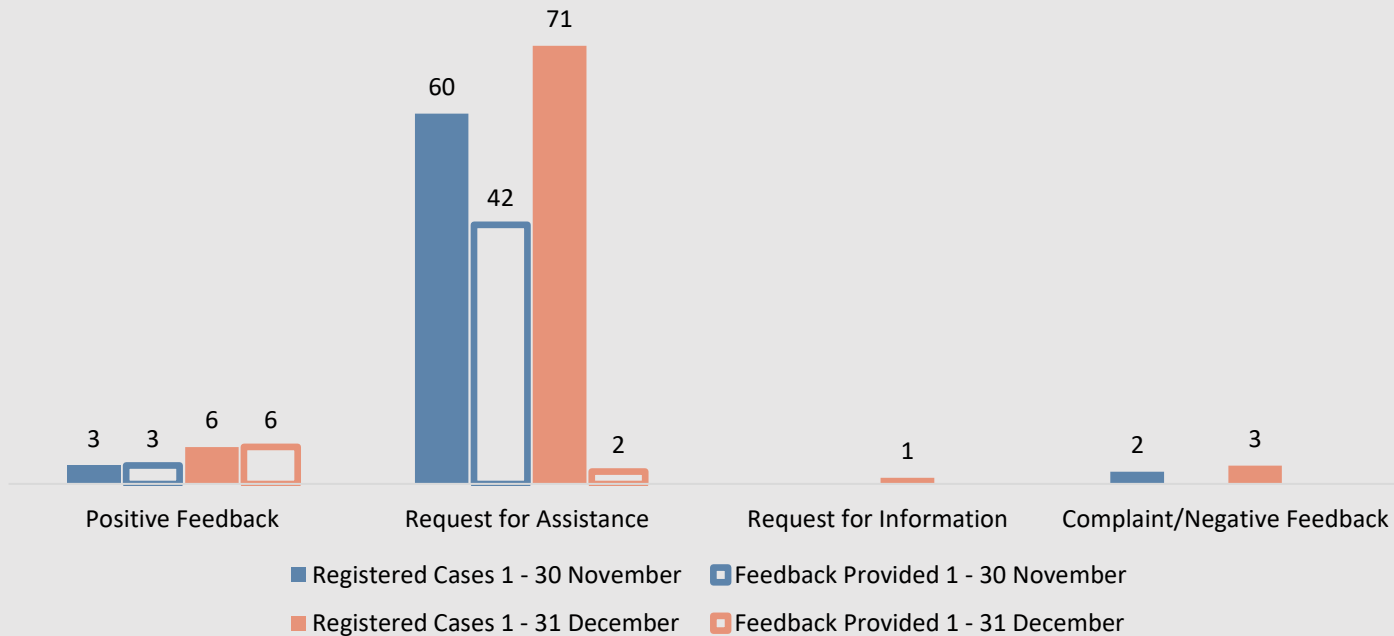
2

Feedback Provided:

2

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



CHILD PROTECTION



Sofala	14
Zambezia	5
Manica	3
Tete	5
Nampula	3
Cabo Delgado	3

Referred Cases	4
Referred Cases Feedback	0
First Case Resolution	29

Child Protection sector includes:
 Sexual assault - 1 case
 Forced marriage - 1 case
 Physical assault - 2 cases
 Forced marriage (info) - 29 cases

1st – 31st December 2023

Cases Registered:
33
 Feedback Provided:
33

1st – 31st December 2023

Cases Registered:
7
 Feedback Provided:
7

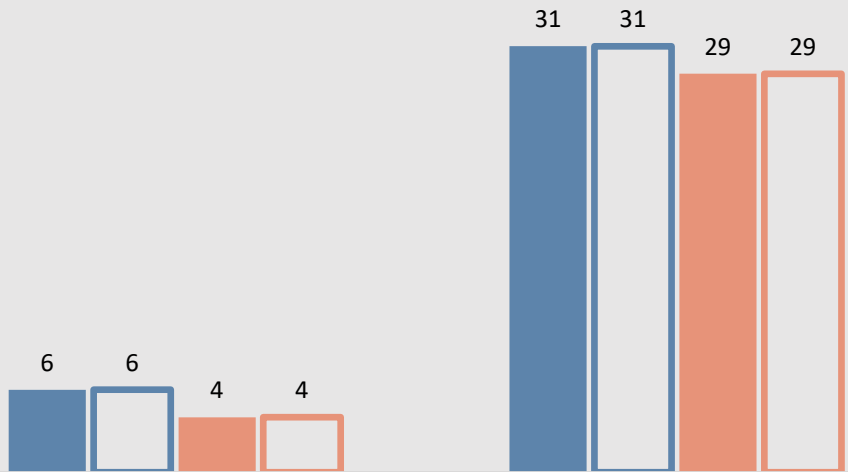
Child Protection cases are referred to **Linha Fala Criança 116** as well as **GBV** cases are referred to the GBV sector for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider**. **Forced marriage (info)**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

GBV

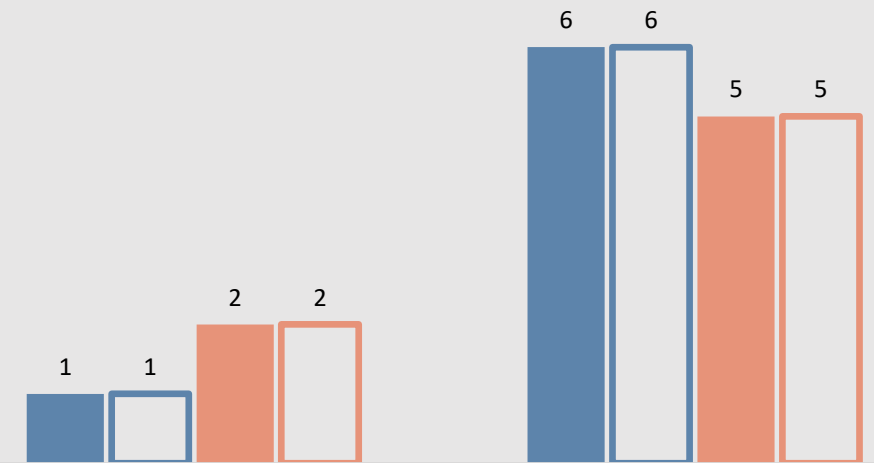
Zambezia	1
Cabo Delgado	3
Nampula	2
Maputo Província	1

Referred Cases	2
Referred Cases Feedback	0
First Case Resolution	5

GBV sector includes:
 Physical assault - 2 cases
 GBV (info) - 5 cases



■ Registered Cases 1 - 30 November ■ Feedback Provided 1 - 30 November
 ■ Registered Cases 1 - 31 December ■ Feedback Provided 1 - 31 December



■ Registered Cases 1 - 30 November ■ Feedback Provided 1 - 30 November
 ■ Registered Cases 1 - 31 December ■ Feedback Provided 1 - 31 December

PROTECTION



1st – 31st December 2023

Cases Registered:
4
Feedback Provided:
3

Cabo Delgado 4

Referred Cases 4

Referred Cases Feedback 3

First Case Resolution 0

Protection sector cases Includes:

Civil documentation - 2 cases
Disability - 2 cases



■ Registered Cases 1 - 30 November ■ Feedback Provided 1 - 30 November
■ Registered Cases 1 - 31 December ■ Feedback Provided 1 - 31 December

SOCIAL PROTECTION/INAS

1st – 31st December 2023

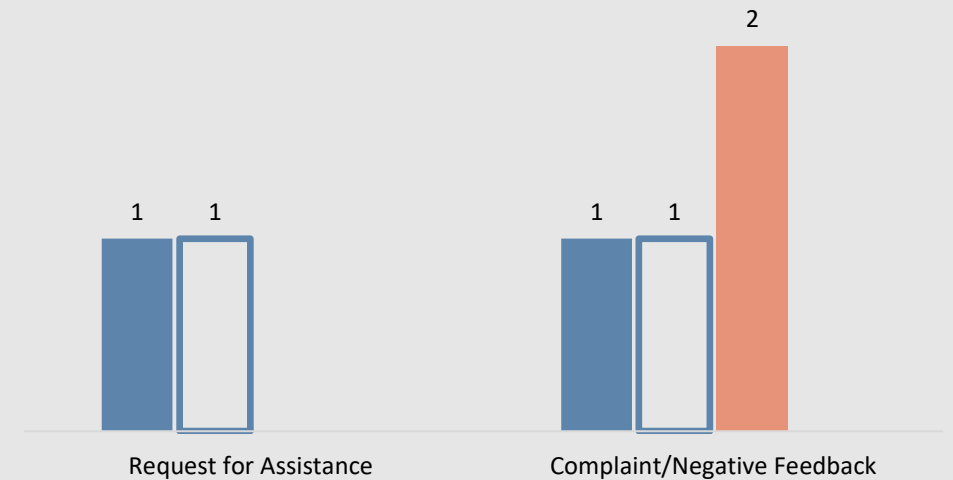
Cases Registered:
2
Feedback Provided:
0

Niassa 2

Referred Cases 2

Referred Cases Feedback 0

First Case Resolution 0



■ Registered Cases 1 - 30 November ■ Feedback Provided 1 - 30 November
■ Registered Cases 1 - 31 December ■ Feedback Provided 1 - 31 December

INGD

Sofala	14
Tete	1
Zambezia	1
Referred Cases	0
Referred Cases Feedback	0
First Case Resolution	16

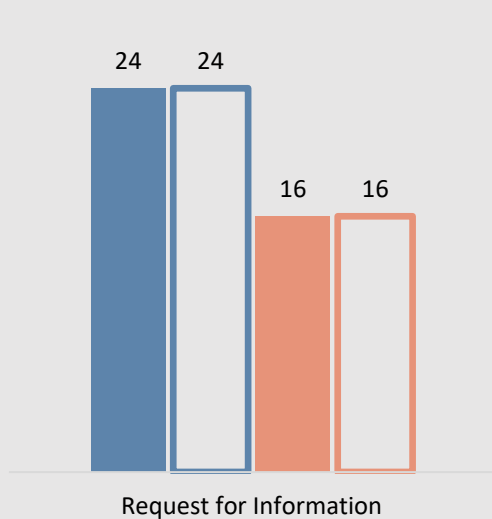
1st – 31st December 2023
 Cases Registered: **16**
 Feedback Provided: **16**

HEALTH



Cabo Delgado	4
Referred Cases	4
Referred Cases Feedback	0
First Call Resolution	0

1st – 31st December 2023
 Cases Registered: **4**
 Feedback Provided: **0**



■ Registered Cases 1 - 30 November ■ Feedback Provided 1 - 30 November
 ■ Registered Cases 1 - 31 December ■ Feedback Provided 1 - 31 December



■ Registered Cases 1 - 30 November ■ Feedback Provided 1 - 30 November
 ■ Registered Cases 1 - 31 December ■ Feedback Provided 1 - 31 December

WASH



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

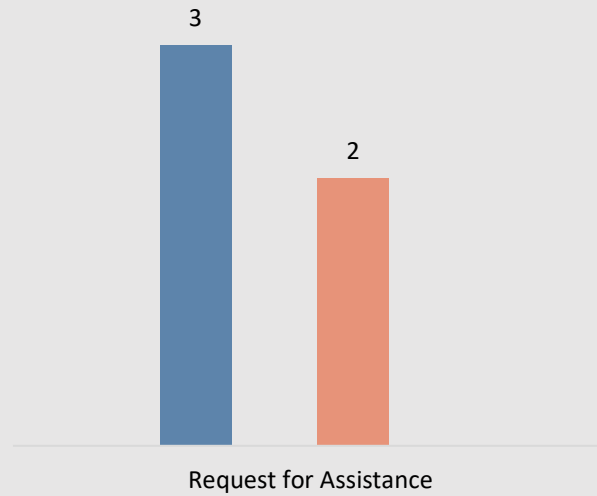
1st – 31st December 2023

Cases Registered:

2

Feedback Provided:

0



■ Registered Cases 1 - 30 November

■ Feedback Provided 1 - 30 November

■ Registered Cases 1 - 31 December

■ Feedback Provided 1 - 31 December

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST DECEMBER 2023

Overview

- ❖ In December 2023 Linha Verde 1458 registered a total of **1,434** cases with an overall feedback rate of **85%**.
 - **84%** of cases closed during the initial call (first case resolution)
 - **16%** of cases referred to Linha Verde 1458 focal points in the different clusters and organizations for verification and feedback, of which **1.4%** have been addressed and closed with feedback.

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

- ❖ In the northern region Linha Verde 1458 registered a total of **1,109** cases related to the response to conflict in the north of the country. **89.2%** are related to food security and the remaining are shelter needs assistance.

Food Assistance

- ❖ A total of **987** cases were registered regarding food security, of which **76.2%** were **information requests**, **13.4% complaints**, **7.1% positive feedback**, and **3.2% requests for assistance**.

Information Requests

- ❖ **753** requests for information were received and divided as follows:
 - **733** callers asked for information about the food **distribution dates**. Where plans were shared callers received information about the dates, and where not shared, they were advised to consult with local leaders since they are the first locally to be informed when distribution dates are confirmed. The majority called from **Mocímboa da Praia**, **Ancuabe**, **Quissanga**, **Mueda**, and **Montepuez**.
 - **12** assisted people called to ask about the **entitlement**: **10** from **Mueda** asked if they could switch the modality from in-kind to CBT, **2** from **Mocímboa da Praia** asked to replace the maize in the food kit with rice.
 - **8** people previously submitted to the vulnerability assessment questionnaire (VBT) enquired when they can expect to have their names included in the lists to start receiving food. Linha Verde 1458 informed that inclusion on the list is dependent on a community level verification by WFP followed by other procedures for approval. In the present time there is no established date for the process to be completed as it depends on multiple factors. Calls came from **Pemba**, **Mueda**, **Chiure** and **Metuge**.

Complaints

- ❖ Linha Verde 1458 registered **132** complaints concerning food assistance, about **68.4%** were claims of **exclusion error**, **15.8%** reports of **distribution issues**, **6%** complaints of **access barriers**, **5.3%** allegations of **abuse of power**, and **3.8%** complaints of **quality**.

- ❖ Out of the **92** exclusion errors received:
 - **44** callers in non-VBT locations claimed that they did not receive food in the previous distribution cycle because their names were removed from the beneficiary lists. The majority of the cases were reported from **Mocímboa da Praia**, then **Macomia**, **Quissanga**, and **Palma** in Cabo Delgado, **Rapale**, **Cidade de Nampula**, **Ilha de Moçambique**, **Meconta**, **Meconta**, **Memba**, and **Malema** in Nampula.
 - **41** IDPs and members from the host communities complained about not being included in food assistance where vulnerability-based targeting (VBT) is being implemented, despite facing significant challenges to ensure their food security. Linha Verde 1458 continues to submit them to the VBT questionnaire. To those submitted, **33 seemed** to be eligible for assistance. The results of the questionnaire were referred to WFP. Most cases came from **Mueda** e **Pemba** followed by **Metuge**, **Ibo**, **Montepuez**, **Chiure**, and **Ancuabe**.
 - **3** calls were received regarding unknown people claiming assistance on behalf of beneficiaries and **2** cases were received regarding exclusion of a community/neighbourhood (Mocímboa da Praia and Palma).
- ❖ **22** complaints of **distribution issues** were received: **18** cases of distribution interruption without explanation and indication of date the distribution teams would resume the process. The cases were mostly from **Mocímboa da Praia** and **Ibo** in Cabo Delgado and **Meconta** in Nampula; **3** cases of distribution interruption due to food shortage in **Ibo**, **Quissanga**, and **Macomia**; **1** case of cancellation in **Mocímboa da Praia** due to disagreements among distribution teams and the community over the lists used that resulted in riots. The cases were referred to WFP CFM focal points for follow up.
- ❖ **6** complaints of **abuse of power** were received and distributed as follows:
 - **4** allegations of **corruption**: **4** assisted people from Quirambo in **Ibo** claimed exclusion in the previous distribution because they refused to pay amounts ranging from 1500MZN – 2000MZN charged by the local leader to receive the food kit.
 - **1** allegation that the local leader in the community of Matemo in **Ibo** demanded the assisted person beneficiary to split the food kit with another family.
 - **1** complaint from an IDP of **intimidation** made by the local leader to several displaced people who have been receiving assistance, threatening to remove their names from the lists as his family is not included for assistance. The case came from the community of Eduardo Mondlane in **Cidade de Pemba**.
- ❖ **6** reports from **Mocímboa da Praia** of **access barriers** due to **food price** increases in the contracted shops after distributions.
- ❖ **5** complaints from assisted persons regarding **quality** of the food and seeds received. All cases were referred to WFP CFM focal points for verification and action. Linha Verde 1458 reminded callers to inspect the food during the distribution and report to the distribution teams and to soak beans overnight prior cooking them.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST DECEMBER 2023

Assistance Requests

- ❖ A total of **32** assistance requests were registered.
 - **21** people called asking for seeds and agricultural tools. The requests came from, **Mocímboa da Praia** (5), **Mueda** (4), **Balama** (2), **Chiure** (2), **Montepuez** (2), **Metuge** (2), **Ibo** (1), and **Palma** (1) in Cabo Delgado and **Cuamba** (2) in Niassa.
 - **7** calls were received from IDPs (4) and returnees (3) requesting access to **food** assistance. The requests came from from **Mocímboa da Praia** and **Muidumbe** in Cabo Delgado and **Cidade de Nampula** in Nampula.
 - **3** assisted people from **Cidade de Pemba**, **Mueda** and **Chiure** called to request support to recover their lost beneficiary cards while **1** caller from **Mueda** reported that the assistance card was damaged.

Shelter and NFIs

- ❖ Linha Verde registered a total of **77** cases related to shelter and NFI assistance. **71** are requests for assistance, **3** complaints and **3** positive feedback.

Assistance Requests

- ❖ **71** IDPs from the districts of **Nangade** (24), **Mueda** (17), **Montepuez** (11), **Mocímboa da Praia** (5), **Metuge** (4), **Metuge** (4), **Chiure** (3), **Quissanga** (3), **Macomia** (2), **Ancuabe** (1), and **Balama** (1) requested tarpaulins, flashlights, kitchen utensils, blankets, grass mats, seeds and agricultural tools lamps.

Complaints

- ❖ **2** claims of **exclusion errors** from IDPs in the center of Muadi in **Nangade** for not receiving shelter items and agricultural tools despite registering for the assistance.; **1** complaint from a member of the host community of exclusion in the payment for the construction services done in the relocation site of Marcune in **Ancuabe**. All complaints were referred to the Shelter cluster for verification.

WASH

- ❖ **2** cases related to WASH needs were received: **1** assistance request to increase the water supplied in the relocation site of Nandimba in **Mueda**. **1** request to supply water in the community of Panjele in **Mocímboa da Praia** as they must walk long distances and face long lines to get water. All cases were referred to WASH cluster focal points.

Central Region: 1 – 31 December 2023

- ❖ Linha Verde 1458 registered **318** cases in the central region and **60.1%** were related to food assistance including response to cyclone Freddy and livelihoods, and **5%** were inquiries related to the weather. Out of the total **81.8%** were **requests for information**, **9.7% positive feedback**, **7.2% complaints**, and **1.3% requests for assistance**.

Cyclone Freddy Response

- ❖ **168** calls were received by Linha Verde 1458 regarding response to cyclone Freddy. Out of the total **81.5%** were **requests for information**, **11.3% positive feedback**, and **7.1% complaints**.

Complaints

- ❖ **12** callers in **Namacurra** and **Nicoadala** in Zambezia and **Marromeu** in Sofala complained that they did not receive M-pesa transfers on the planned date despite being registered and having received SIM card. Linha Verde 1458 informed them that WFP and Vodacom continue working to resolve possible technical problems behind the delays and once resolved, they will be able to receive the remaining transfers.

Information Requests

- ❖ **129** people from the affected communities, mainly in Namacurra and Nicoadala, called inquiring about the M-pesa transfer dates since they had not received their transfers by the time they called.
- ❖ **8** callers from Zambezia enquired if the assistance could continue. Linha Verde 1458 explained that the assistance was programmed for three months and would not be extended.

Food Assistance

- ❖ **23** cases were registered regarding food assistance, which **47.8%** were complaints, **39.1%** positive feedback, and **13%** requests for assistance and requests for information.

Protection

- ❖ Linha Verde 1458 registered **44** cases regarding protection issues that include:
 - **4 protection** cases: **2** returnees with disability in **Mocímboa da Praia** requested wheelchairs and **2** IDPs in **Chiure** and **Mueda** requested support to obtain civil documentation. All cases were referred to protection focal points and callers received guidance.
 - **4 child protection** cases: **2** reports of **physical assault** from **Cidade de Nampula** and **Manica**, **1** report of **sexual assault** from **Pemba, Cabo Delgado**, and **1** report of **forced marriage** from **Mopeia district in Zambezia**. All cases were referred to Linha Fala Criança 116.
 - **2 GBV** reports of **physical assault** from **Matola, Maputo province** and **Macomia, Cabo Delgado province**. Callers received guidance from Linha Verde 1458 on measures they should immediately take and referred the cases to the GBV AoR.
 - **29** callers asked for clarification regarding forced marriage.
 - **5** people called asking for clarification about gender-based violence.

Cholera

- ❖ Linha Verde 1458 received **4** calls reporting cholera outbreak in the community of Semenhe in **Namuno** and Katapua RC in **Chiure, Cabo Delgado**. Callers requested support to obtain medicine. All cases were referred to MISAU.