

Linha Verde da Resposta à Emergência 1458

Report period: 1st January – 29th February 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.

4,220 Total Cases Registered 2024

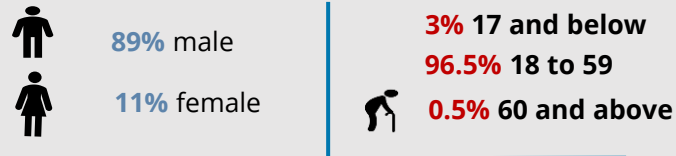
2,199 Cases Registered February 2024

95% Feedback Rate February 2024

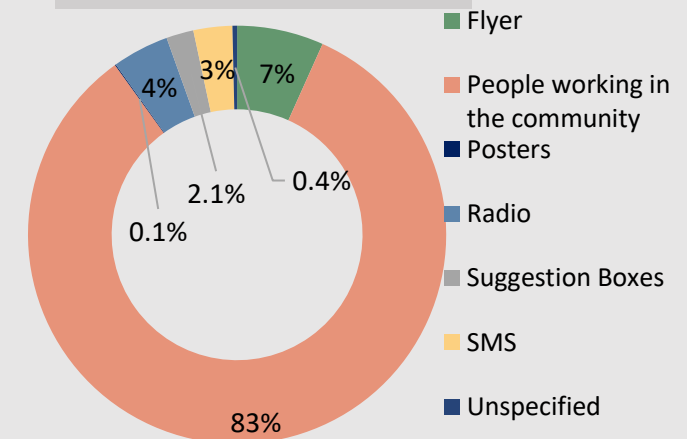


CUMULATIVE DATA OVERVIEW PERIOD: 1ST – 29TH FEBRUARY 2024

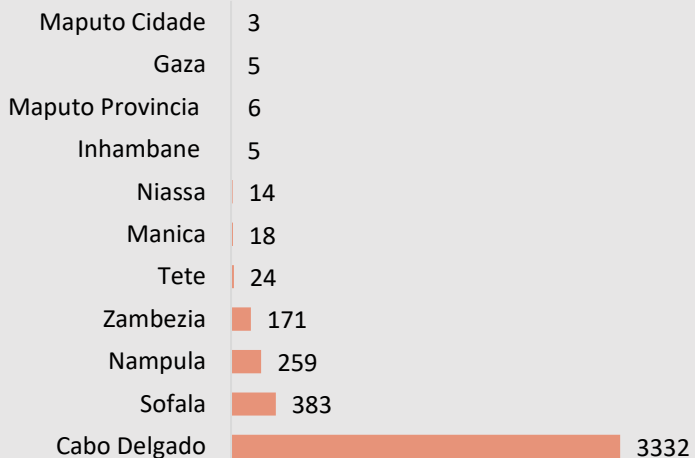
CALLER PROFILE



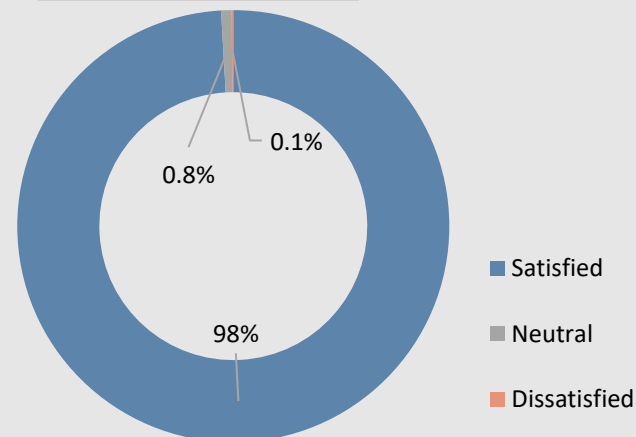
KNOWLEDGE ABOUT LINHA VERDE 1458



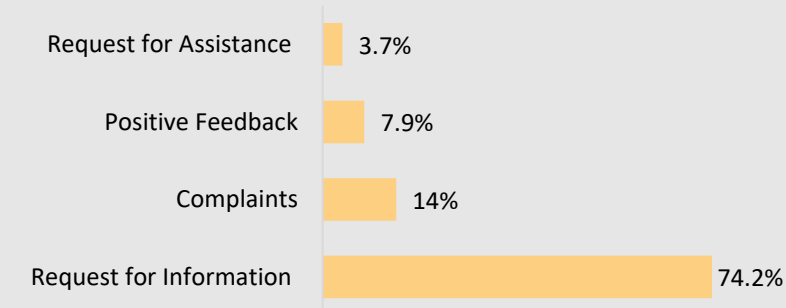
CASES BY PROVINCE



SATISFACTION



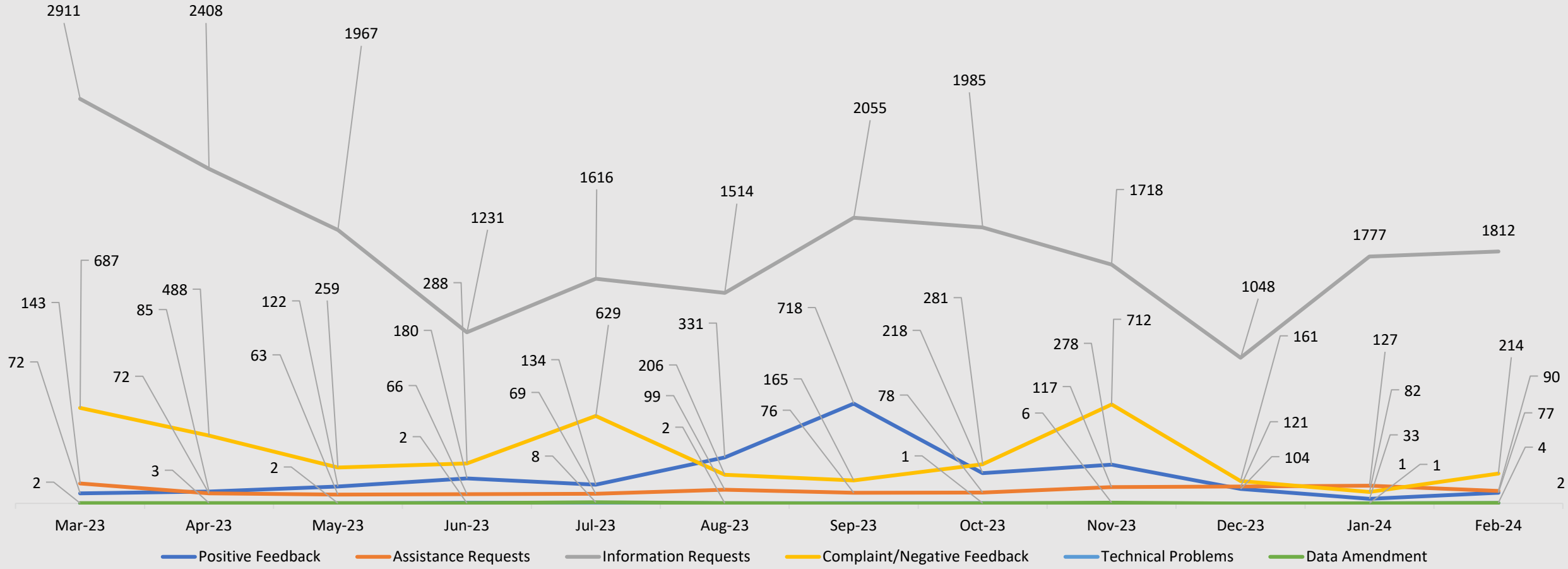
CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

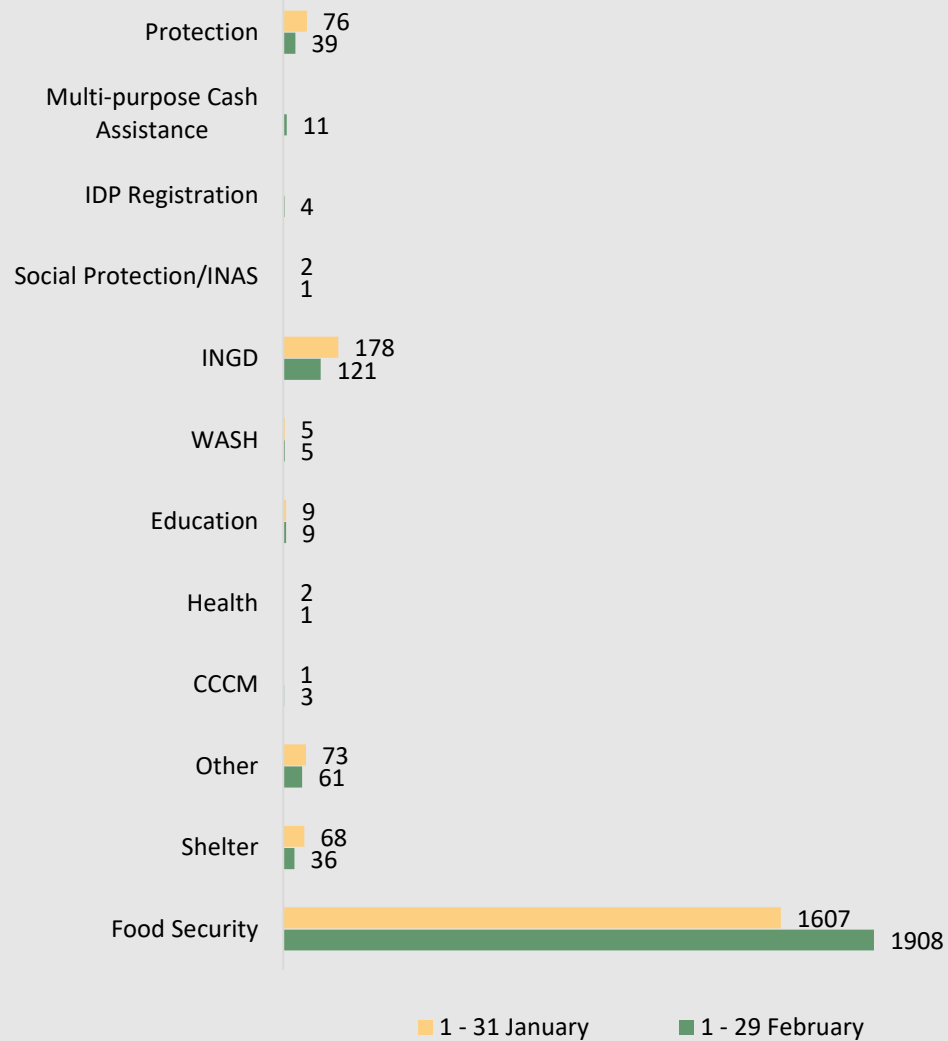
1ST MARCH 2023 – 29TH FEBRUARY 2024

1st – 29th February 2024
 Nr. Total Registered Cases:
2,199
 Nr. of calls from the northern region:
1,977
90% of the cases registered through Linha Verde 1458 between February 1st – 29th came from the northern region.



CASES PER SECTOR

1ST JANUARY – 29TH FEBRUARY 2024



Food Security continues to rank first as the sector with most cases with 86.8% 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 – 29TH FEBRUARY 2024



Cases Registered

2,199

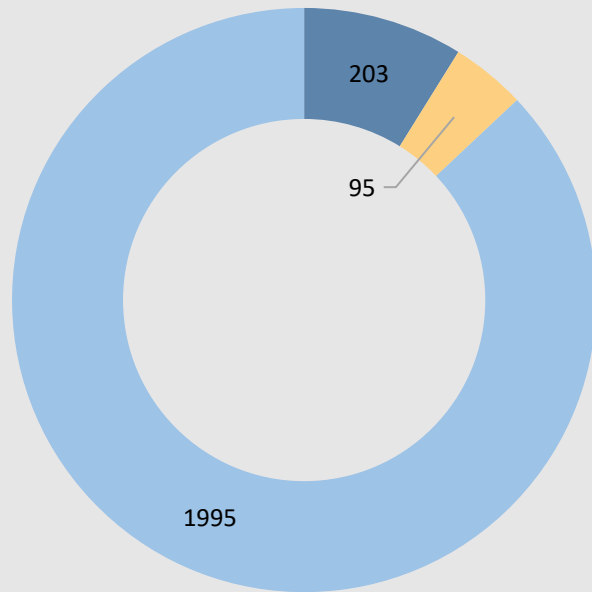
Cases Referred:

9.2%

First Case Resolution:

90.8%

- 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

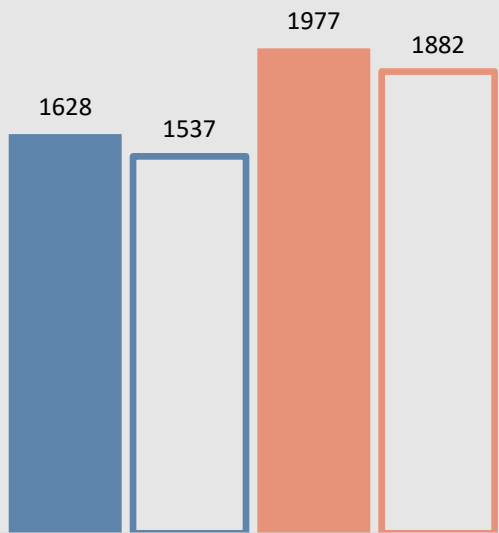
Sectors	Referred Cases	Referred Cases Feedback	First Case Resolution
Food Security	125	65	1783
Shelter	36	26	0
Other	1	0	60
CCCM	3	0	0
Health	1	1	0
Education	7	0	1
WASH	2	0	3
Protection	4	3	0
Child Protection	7	0	25
GBV	0	0	3
Social Protection/INAS	1	0	0
IDP Registration	4	0	0
INGD	1	0	120
PSEA	0	0	0
Multi-purpose Cash Assistance	11	0	0
Total	203	95	1995

CASES PER REGION

1ST JANUARY – 29TH FEBRUARY 2024

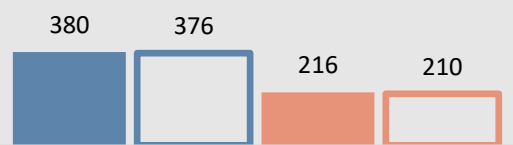


1st – 29th February 2024
Cases Registered: 1977
Feedback provided: 1882



Northern Region

1st – 29th February 2024
Cases Registered: 216
Feedback provided: 210



Central Region

1st – 29th February 2024
Cases Registered: 6
Feedback provided: 6

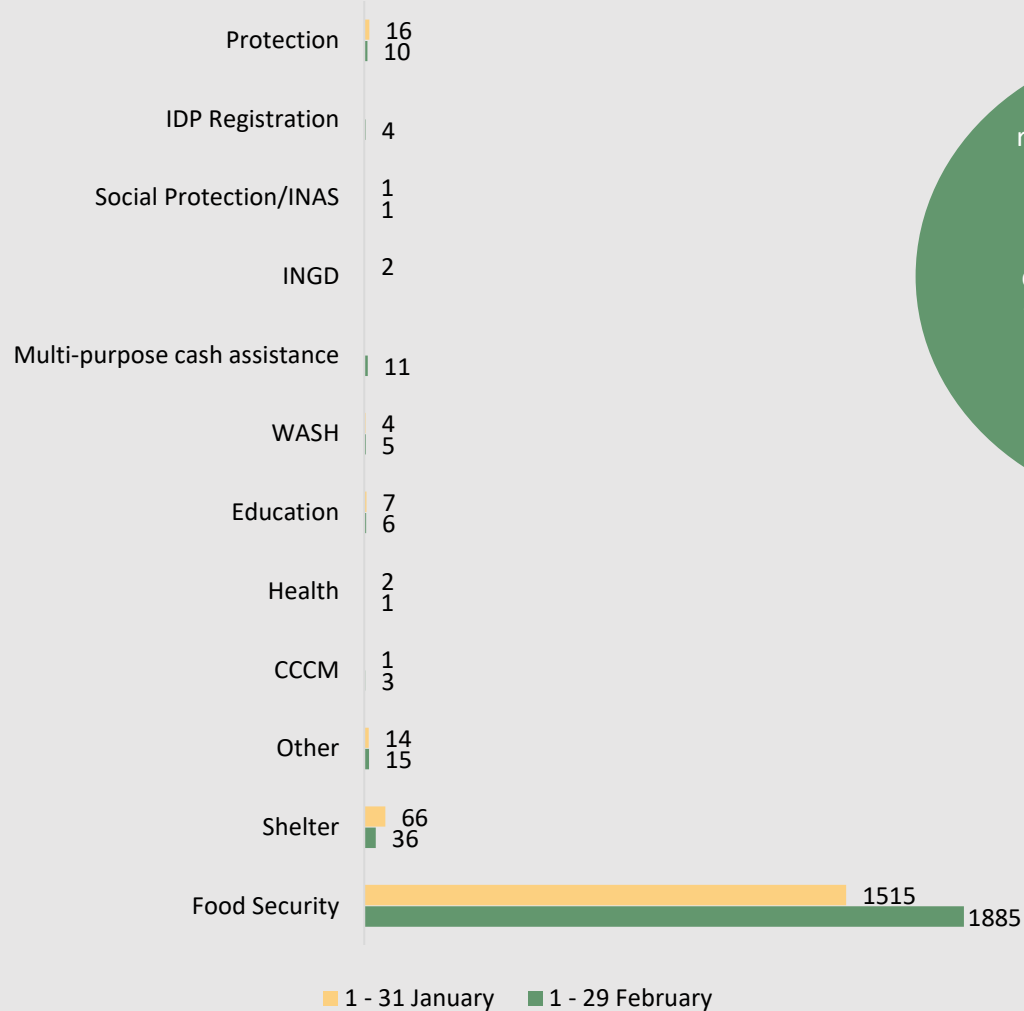


Southern Region

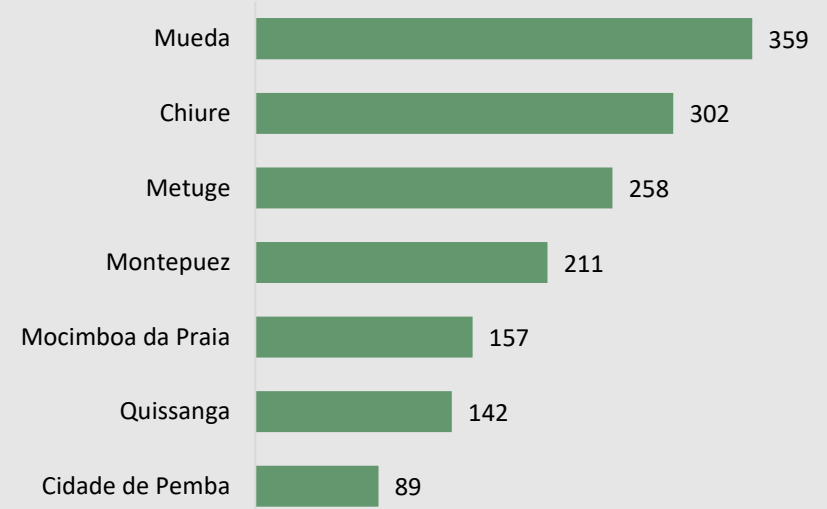
■ Registered Cases 1 - 31 January ■ Feedback Provided 1 - 31 January ■ Registered Cases 1 - 29 February ■ Feedback Provided 1 - 29 February

NORTHERN REGION
1ST JANUARY – 29TH FEBRUARY 2024
CASES PER SECTORS

NORTHERN REGION
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 29TH FEBRUARY 2024



Food Security cases represent 94.4% of all cases registered from the northern region. Requests for information on food distribution timing account for 71.7% with a feedback rate of 100%. Sector **Other** refer to inquiries about Linha Verde 1458 objectives



NORTHERN REGION

1ST JANUARY – 29TH FEBRUARY 2024

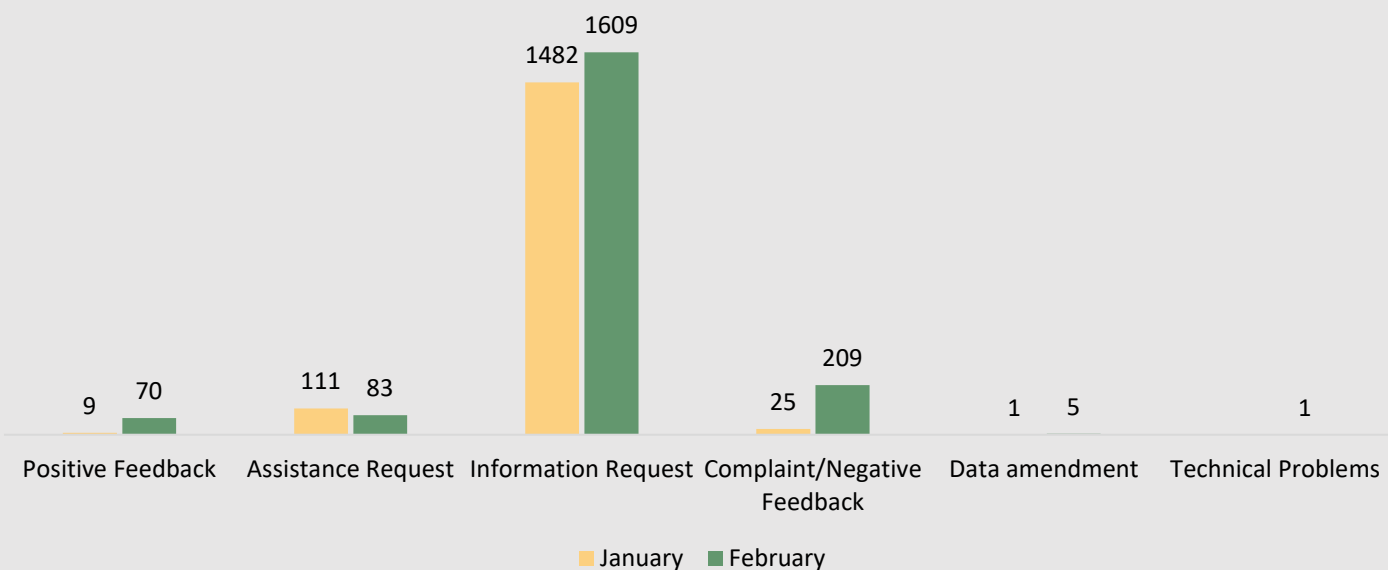
January
Cases Registered:
1628
Feedback Provided:
94%

February
Cases Registered:
1977
Feedback Provided:
95%

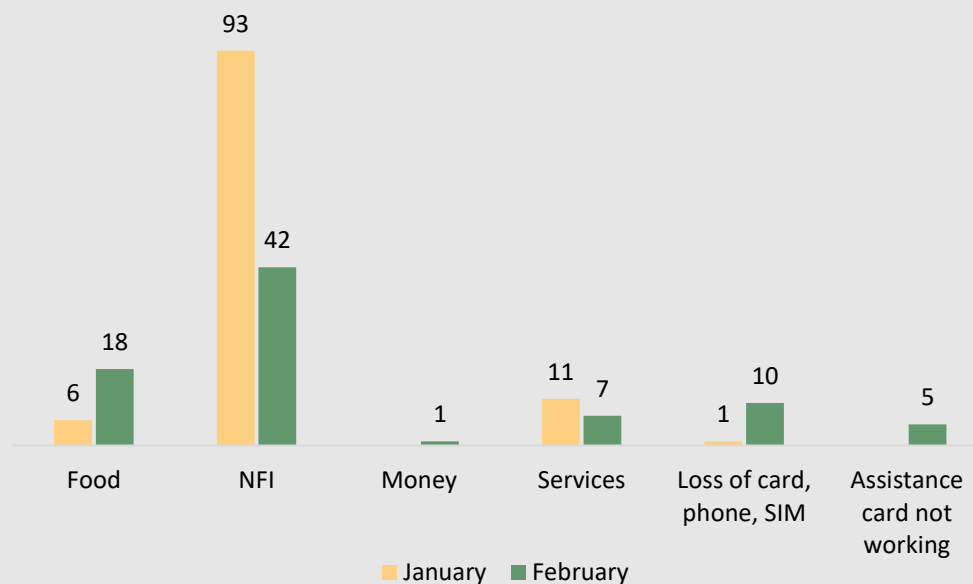
January
Cases Registered:
111
Feedback provided:
24%

February
Cases Registered:
83
Feedback provided:
51%

CASE TYPES



ASSISTANCE REQUEST



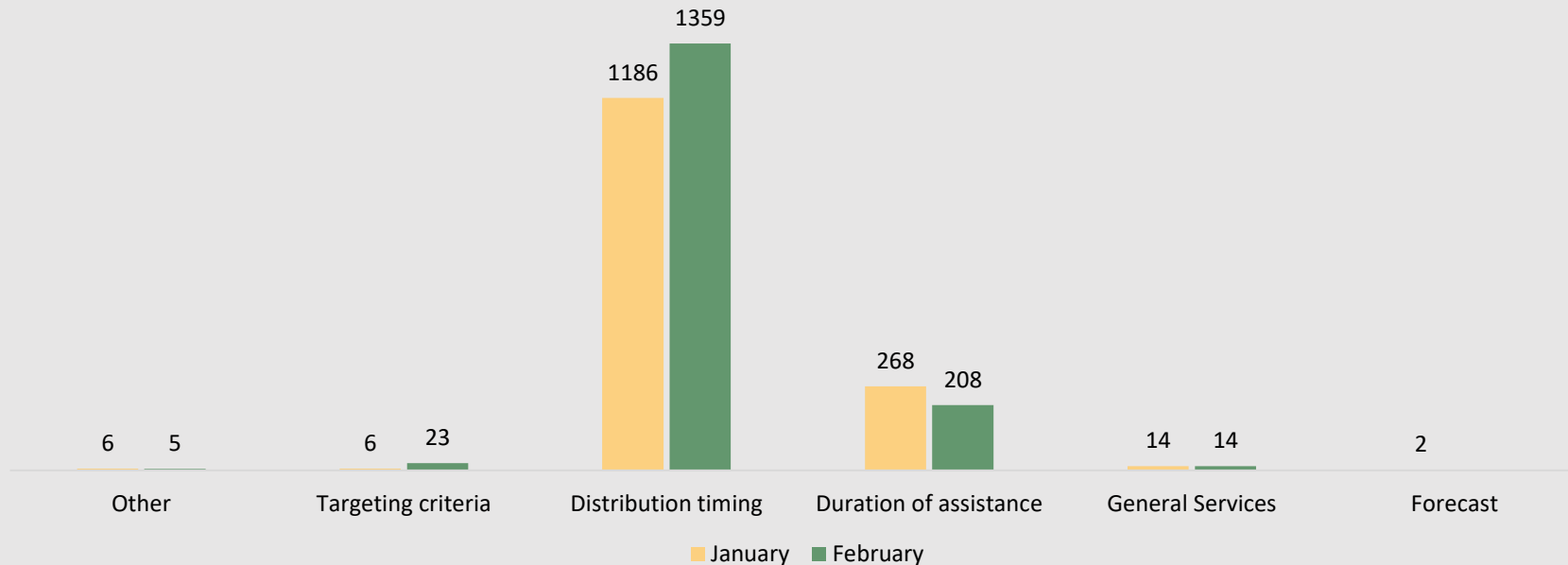
NORTHERN REGION INFORMATION REQUESTS 1ST JANUARY – 29TH FEBRUARY 2024

January
Cases registered:
1482
Feedback provided:
100%

February
Cases registered:
1609
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 and postponed in Chiure and Quissanga due to security concerns



NORTHERN REGION COMPLAINT/NEGATIVE FEEDBACK 1ST JANUARY – 29TH FEBRUARY 2024

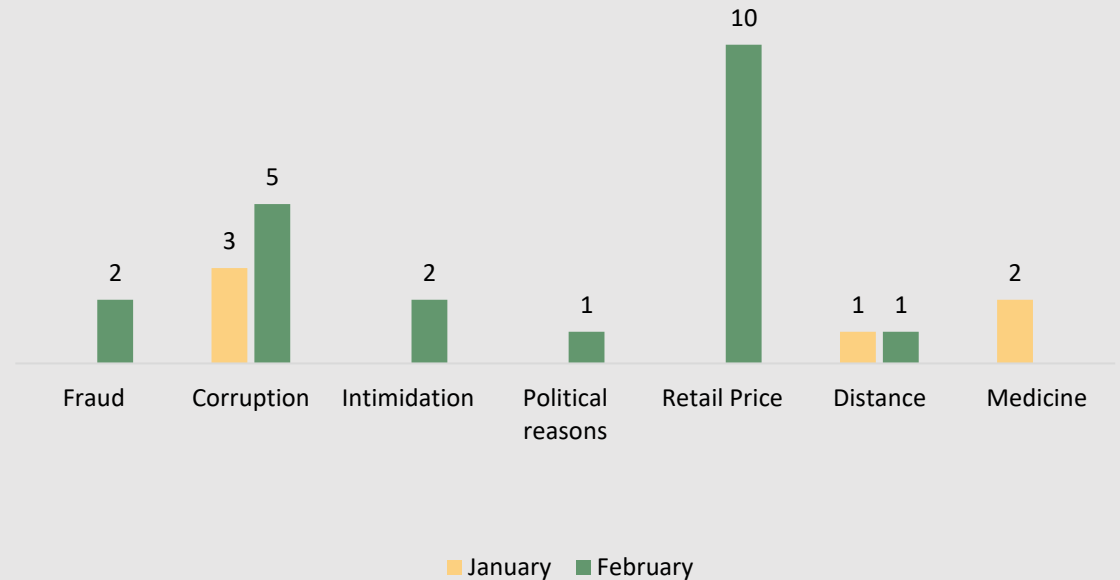
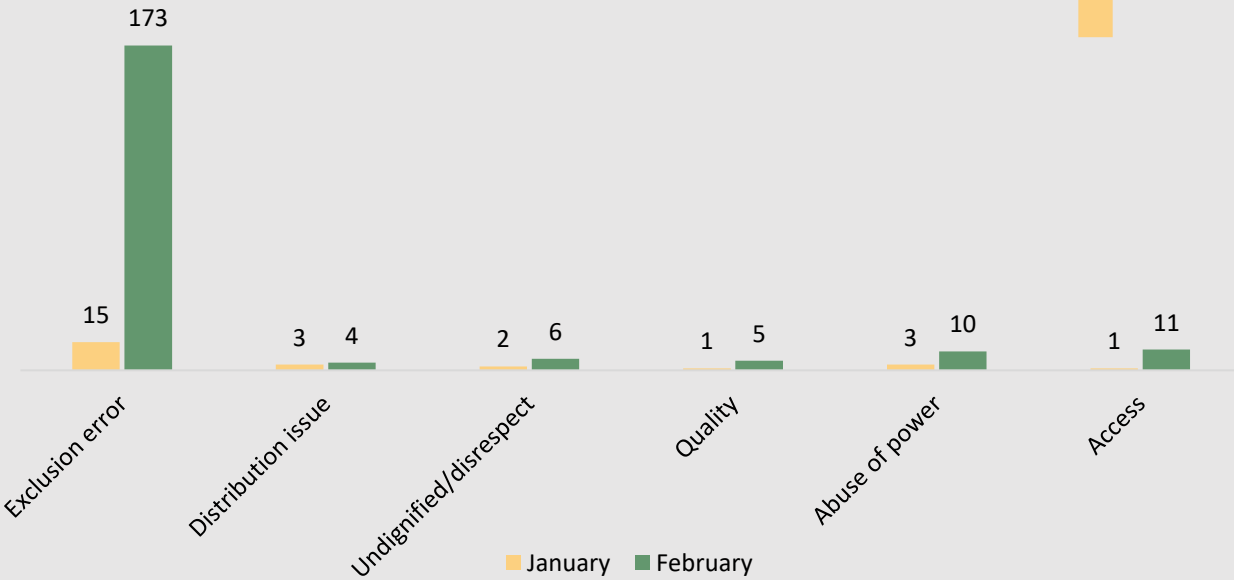
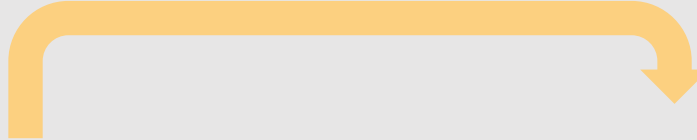
Approximately **35.5%** of **exclusion errors** are from IDPs and some from host communities who were no longer targeted for assistance since they do not meet the vulnerability-based criteria.



NORTHERN REGION BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST JANUARY – 29TH FEBRUARY 2024

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

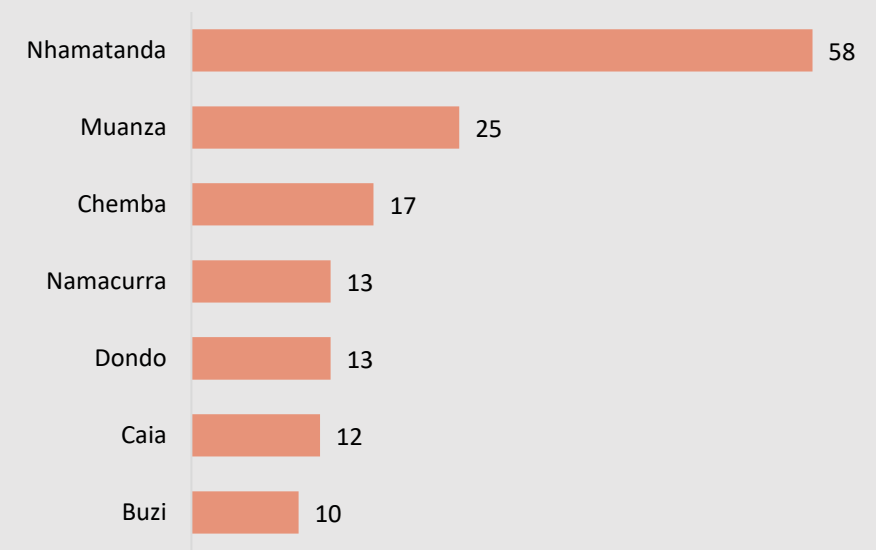
**CENTRAL REGION
CASES PER SECTORS
1ST JANUARY – 29TH FEBRUARY 2024**



**CENTRAL REGION
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 29TH FEBRUARY 2024**



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



CENTRAL REGION
1ST JANUARY – 29TH FEBRUARY 2024

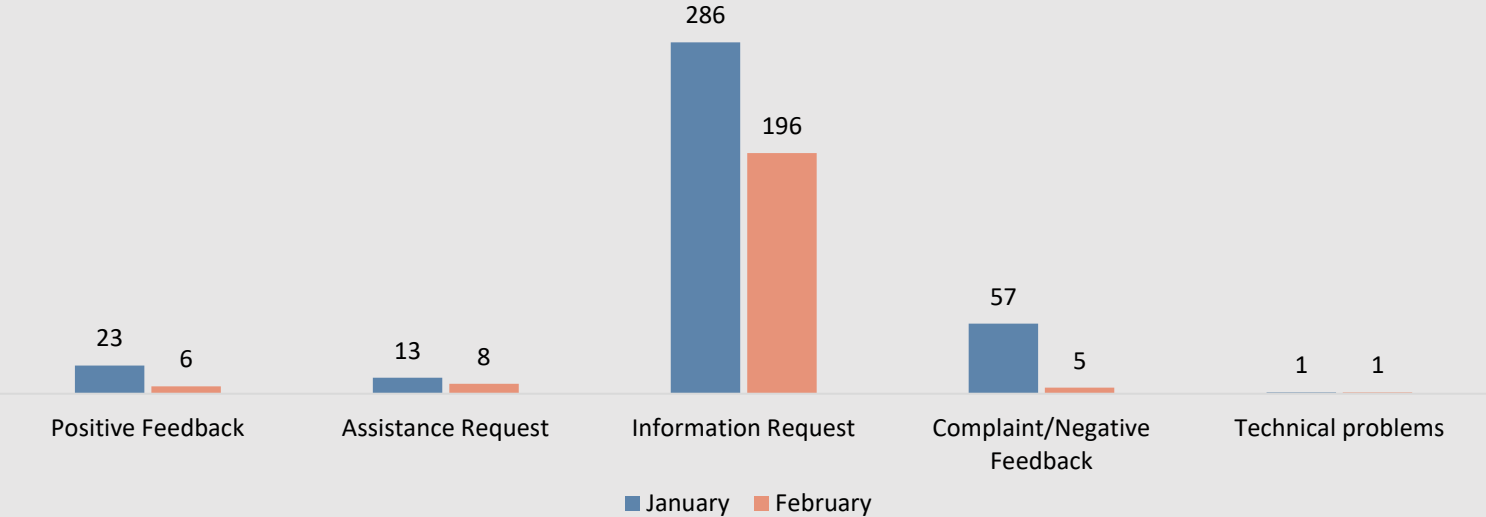
January
 Cases Registered:
380
 Feedback Provided:
99%

February
 Cases Registered:
216
 Feedback Provided:
97%

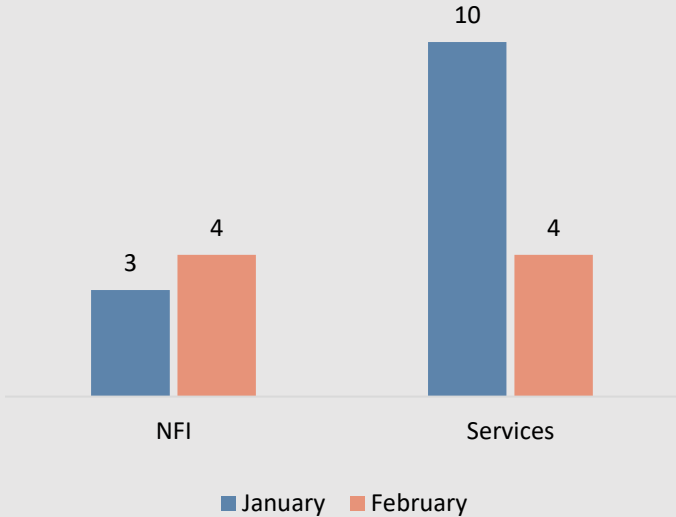
January
 Cases Registered:
13
 Feedback Provided:
92%

February
 Cases Registered:
8
 Feedback Provided:
63%

CASE TYPES



ASSISTANCE REQUEST



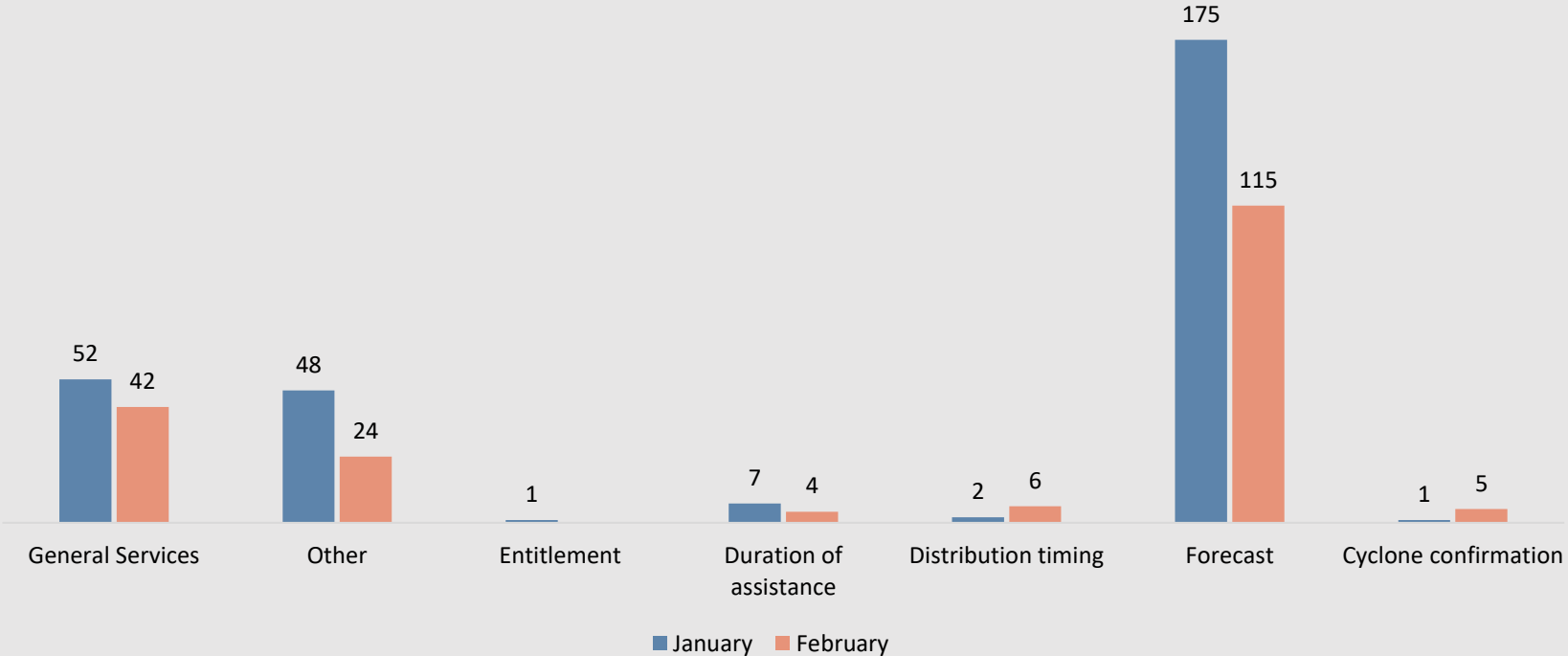
**CENTRAL REGION
INFORMATION REQUESTS
1ST JANUARY – 29TH FEBRUARY 2024**



December
Cases Registered:
286
Feedback Provided:
100%

February
Cases Registered:
196
Feedback Provided:
100%

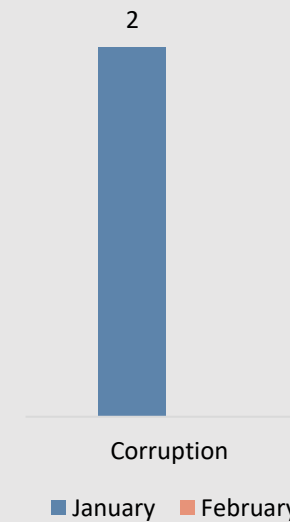
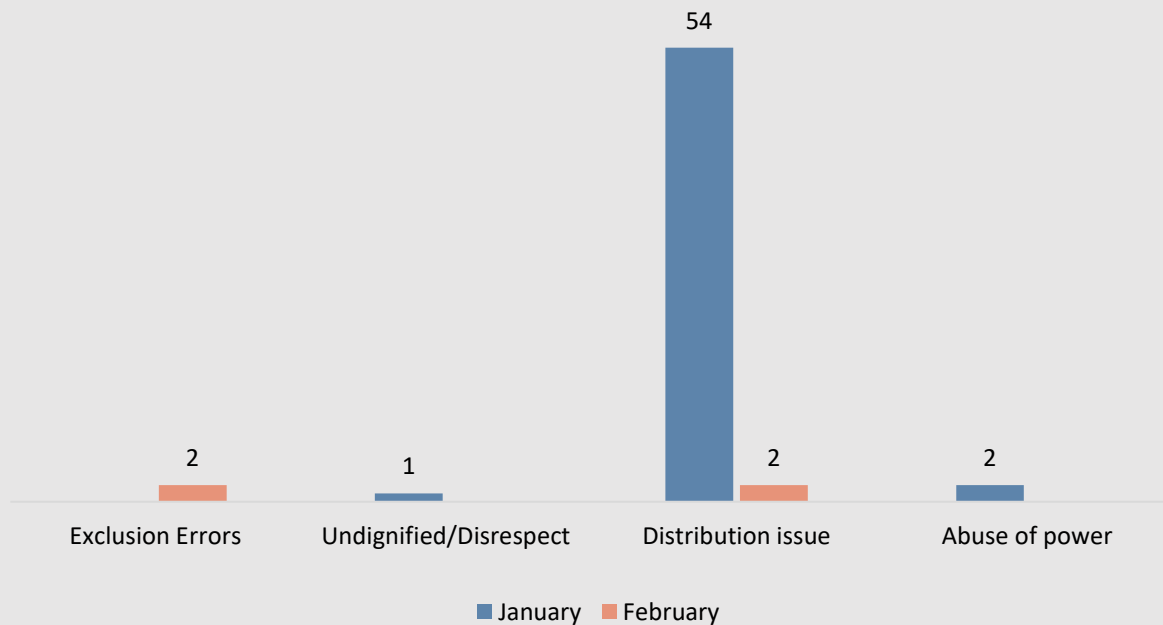
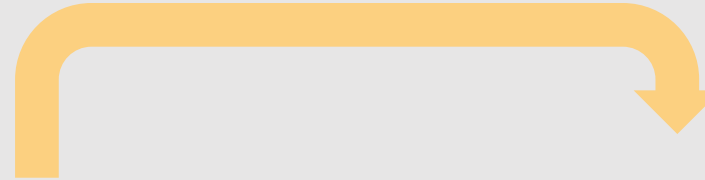
General Services refer to inquires about Linha Verde 1458.



**CENTRAL REGION
COMPLAINTS/NEGATIVE FEEDBACK
1ST JANUARY – 29TH FEBRUARY 2024**



**CENTRAL REGION
BREAKDOWN OF ABUSES OF POWER
1ST JANUARY – 29TH FEBRUARY 2024**

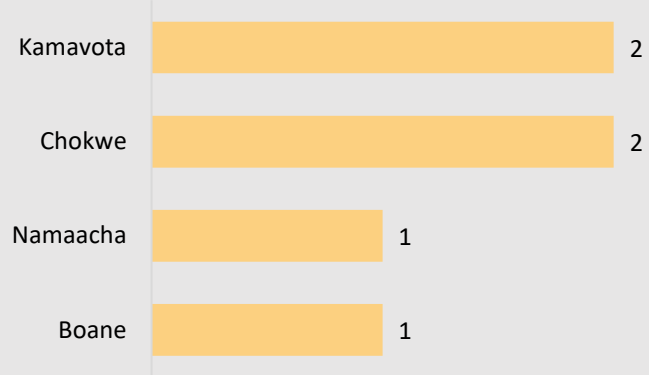
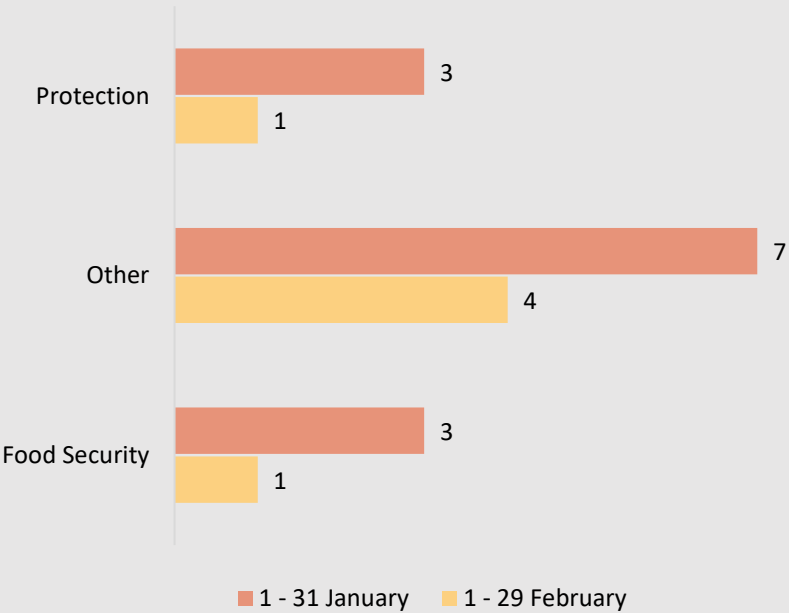


Complaints – Abuses of power

SOUTHERN REGION CASES PER SECTORS 1ST JANUARY – 29TH FEBRUARY 2024

SOUTHERN REGION CASES PER DISTRICT 1ST – 29TH FEBRUARY 2024

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



POSITIVE FEEDBACK
1ST – 29TH FEBRUARY 2024



WASH

"I call to thank you for the assistance I received from the CARITAS project on 02/15/2024. We received 1 kit of non-food goods consisting of buckets, soap, toothpaste and toothbrush. I have been displaced from Muidumbe since October 2020, I currently live in the district of Montepuez, in the village of Namanhumbir headquarters, in the CR of Nanhupo B." **Female, Montepuez, Cabo Delgado**

FOOD SECURITY

"I'm from Chokwe district in Gaza Province and I called to thank PMA/SEPPA for distributing machines to grind corn in my community on February 1, 2024. We were also taught how to use the machines and how to take care of our fields, For this gesture we are very grateful." **Male, Chókwe, Gaza**

FOOD SECURITY

"I called to thank you for the support of 20kg of rice, 2.5kg of beans and 1 liter of cooking oil received on 1/30/2024, in which the brigade was WFP. But I would like to ask you to extend this assistance for a while longer. I have been moving from Mocímboa da Praia to Niassa since April 2022. I currently live in the Mitega community, I have a household made up of 4 members and I am beneficiary of food assistance from WFP." **Male, Lago, Niassa**

FOOD SECURITY & LIVELIHOODS

"I'm from the province of Sofala, district of Chemba in the Dango neighborhood. I call to thank you for receiving 1 hoe, 1 machete, 1 water pump, 1 rake and 1 watering can distributed on 02/17/2024.

The distributions took place in Ntondo and I wanted to encourage partners to continue to assist for longer." **Male, Chemba, Sofala**

FOOD SECURITY

"I call to thank you for the voucher 4,230MZN received on 02/24/2024, in which the brigade was from the Conselho Cristão in partnership with WFP. The distributions took place at the Bispo. Encourages partners to continue aiding for longer. I have been moving from Muidumbe to Nampula since September 2020, I currently live in the Namicopo neighborhood in a borrowed house, with 5 family members." **Female, Cidade de Nampula, Nampula**

FOOD SECURITY

"I call on behalf of my sister to thank you for the support provided by WFP, which received 1 food kit consisting of one 50kg bag of rice, 10kg of beans and 4 liters of oil on 02/08/2024. She has been displaced since 2020, currently living in the district of Muidumbe, in the locality of Muatide, Center of Matambalale." **Female, Muidumbe, Cabo Delgado**

FOOD SECURITY

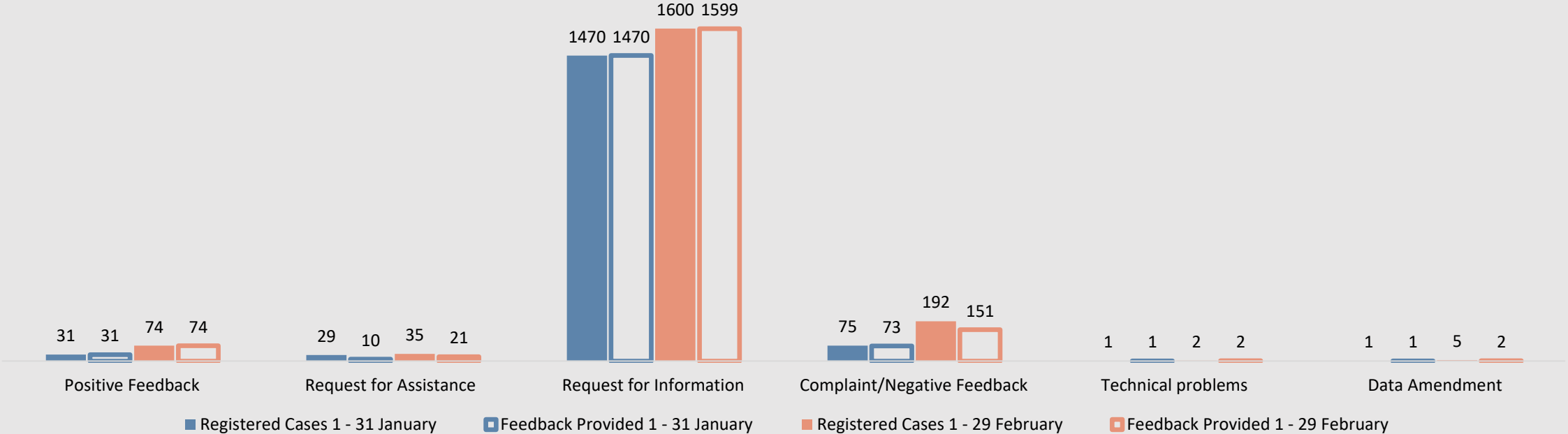
Sofala	7
Zambezia	15
Nampula	144
Cabo Delgado	1736
Gaza	1
Niassa	5

Referred Cases	125
Referred Cases Feedback	65
First Case Resolution	1784



1st – 29th February 2024
 Cases Registered:
1908
 Feedback Provided:
1849

1st – 29th February 2024
98.5% 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 – 29th February 2024

Cases Registered:

36

Feedback Provided:

26

Cabo Delgado	35
Nampula	1
Referred Cases	36
Referred Cases Feedback	26
First Case Resolution	0

WASH



1st – 29th February 2024

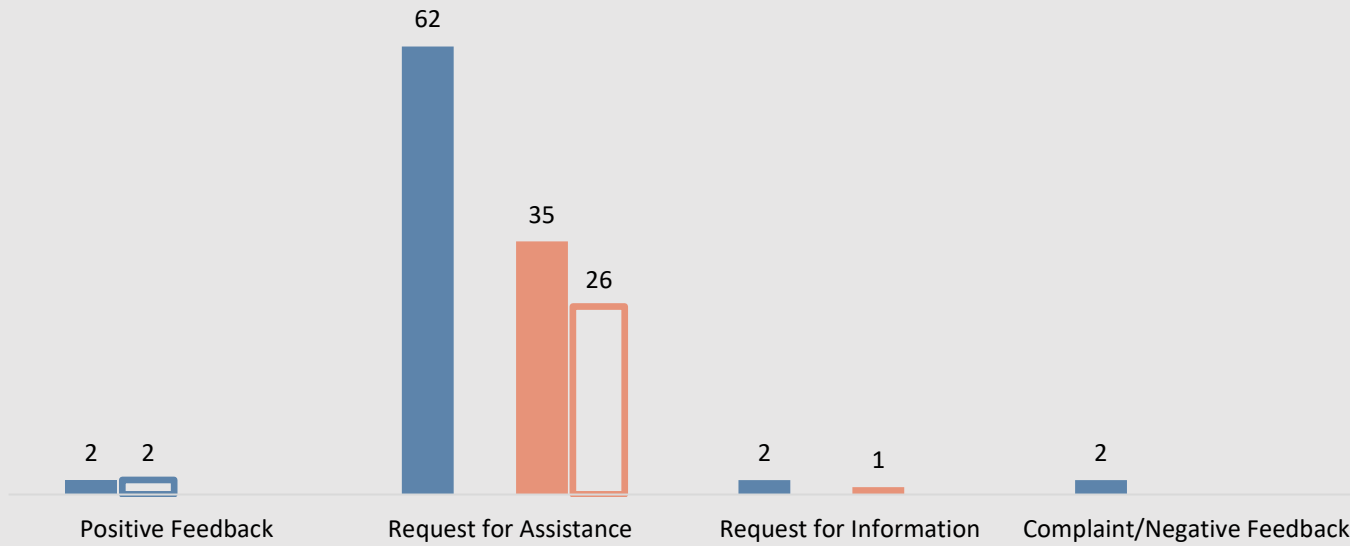
Cases Registered:

5

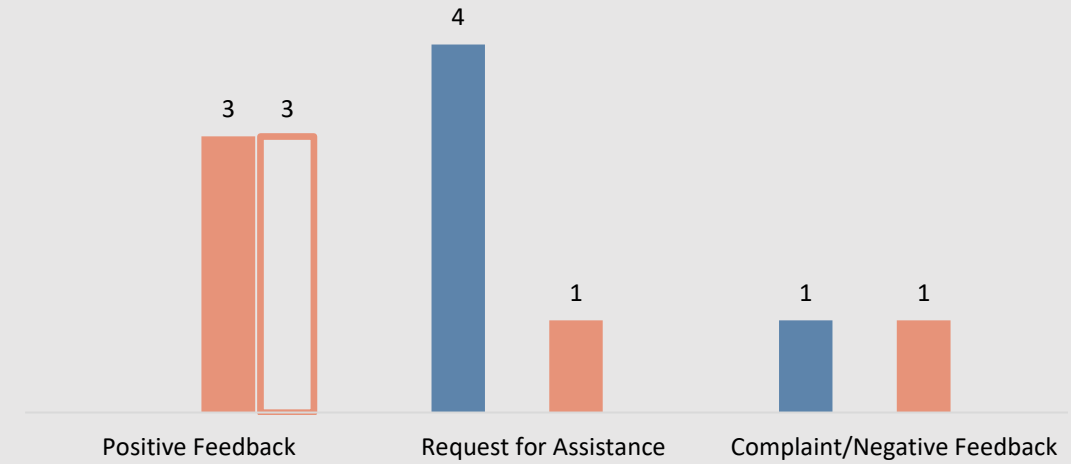
Feedback Provided:

3

Cabo Delgado	4
Nampula	1
Referred Cases	2
Referred Cases Feedback	0
First Case Resolution	3



■ Registered Cases 1 - 31 January
 ■ Feedback Provided 1 - 31 January
■ Registered Cases 1 - 29 February
 ■ Feedback Provided 1 - 29 February



■ Registered Cases 1 - 31 January
 ■ Feedback Provided 1 - 31 January
■ Registered Cases 1 - 29 February
 ■ Feedback Provided 1 - 29 February

CHILD PROTECTION



Sofala	9
Zambezia	12
Manica	2
Tete	1
Nampula	5
Cabo Delgado	2
Maputo Provincia	1

Referred Cases	7
Referred Cases Feedback	0
First Case Resolution	25

Child Protection sector includes:
 Rape - 2 cases
 Sexual assault - 1 case
 Forced marriage - 2 cases
 Denial of resources/opportunities - 1 case
 Psychological/Emotional abuse - 1 case
 Forced marriage (info) - 25 cases

1st – 29th February 2024

Cases Registered:
32
 Feedback Provided:
32

1st – 29th February 2024

Cases Registered:
3
 Feedback Provided:
3

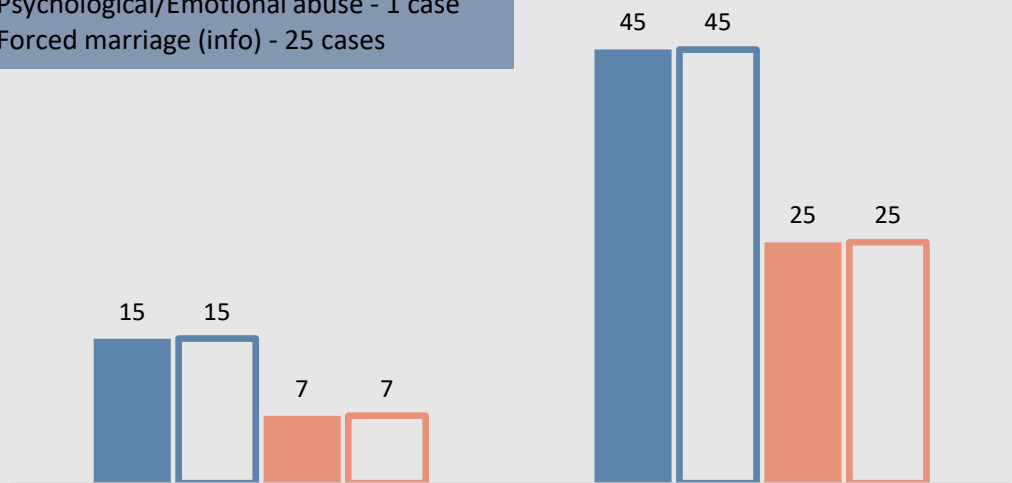
Child Protection cases are referred to **Linha Fala Criança 116** as well as **GBV** cases are referred to the GBV AoR for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider. Forced marriage (info)**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

GBV

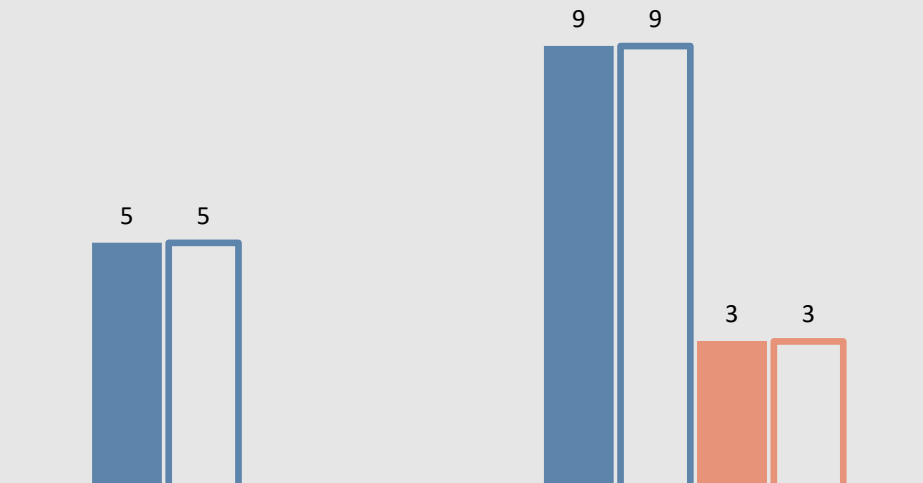
Sofala	3
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Referred Cases	0
Referred Cases Feedback	0
First Case Resolution	3

GBV sector includes:
 GBV (info) - 3 cases



■ Registered Cases 1 - 31 January □ Feedback Provided 1 - 31 January
 ■ Registered Cases 1 - 29 February □ Feedback Provided 1 - 29 February



■ Registered Cases 1 - 31 January □ Feedback Provided 1 - 31 January
 ■ Registered Cases 1 - 29 February □ Feedback Provided 1 - 29 February

PROTECTION



Cabo Delgado	3
Manica	1

Referred Cases	4
Referred Cases Feedback	3
First Case Resolution	0

Protection sector cases includes:
 Civil documentation - 1 case
 Disability - 1 case
 Other - 2 cases

1st – 29th February 2024

Cases Registered:
 4
 Feedback Provided:
 3

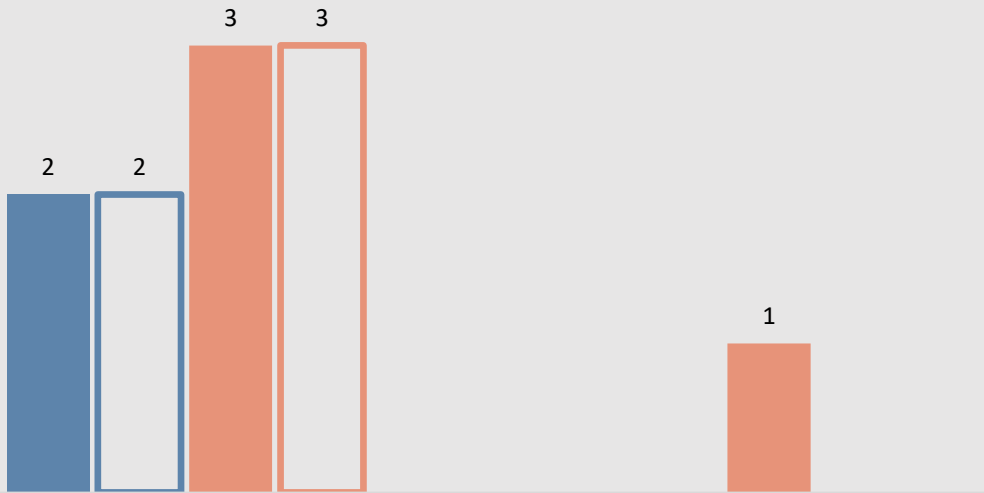
1st – 29th February 2024

Cases Registered:
 3
 Feedback Provided:
 0

CCCM

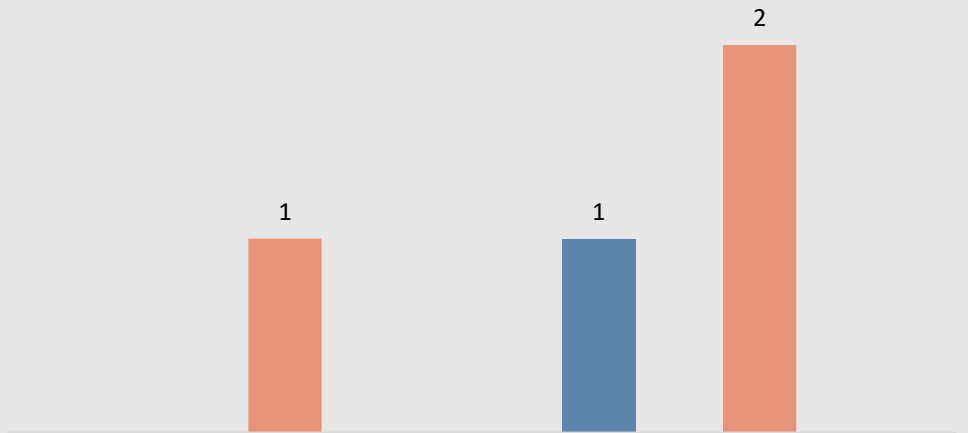
Cabo Delgado	3
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Referred Cases	3
Referred Cases Feedback	0
First Case Resolution	0



Request for Assistance Complaint/Negative Feedback

■ Registered Cases 1 - 31 January ■ Feedback Provided 1 - 31 January
 ■ Registered Cases 1 - 29 February ■ Feedback Provided 1 - 29 February



Request for Assistance Complaint/Negative Feedback

■ Registered Cases 1 - 31 January ■ Feedback Provided 1 - 31 January
 ■ Registered Cases 1 - 29 February ■ Feedback Provided 1 - 29 February

IDP REGISTRATION

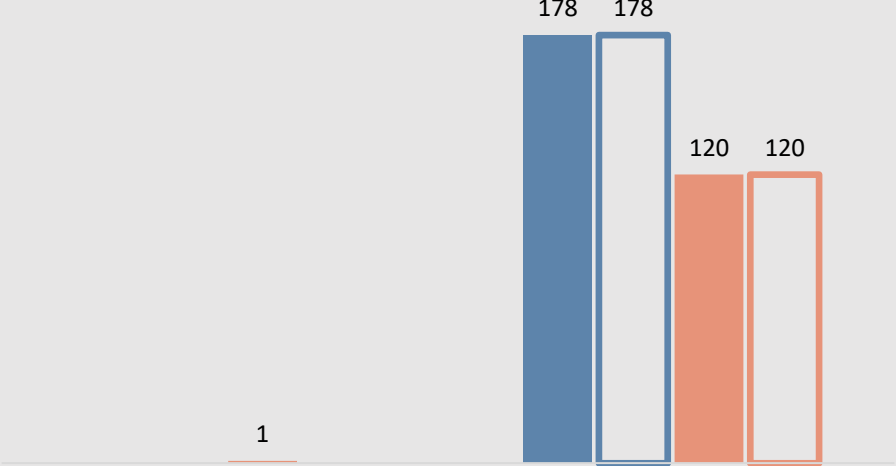
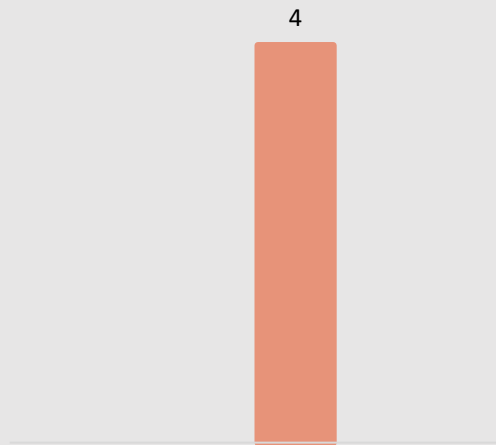
INGD

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

1st – 29th February 2024
 Cases Registered: **4**
 Feedback Provided: **0**

1st – 29th February 2024
 Cases Registered: **121**
 Feedback Provided: **120**

Sofala	115
Zambezia	3
Tete	3
Referred Cases	1
Referred Cases Feedback	0
First Call Resolution	120



■ Registered Cases 1 - 31 January □ Feedback Provided 1 - 31 January
■ Registered Cases 1 - 29 February □ Feedback Provided 1 - 29 February

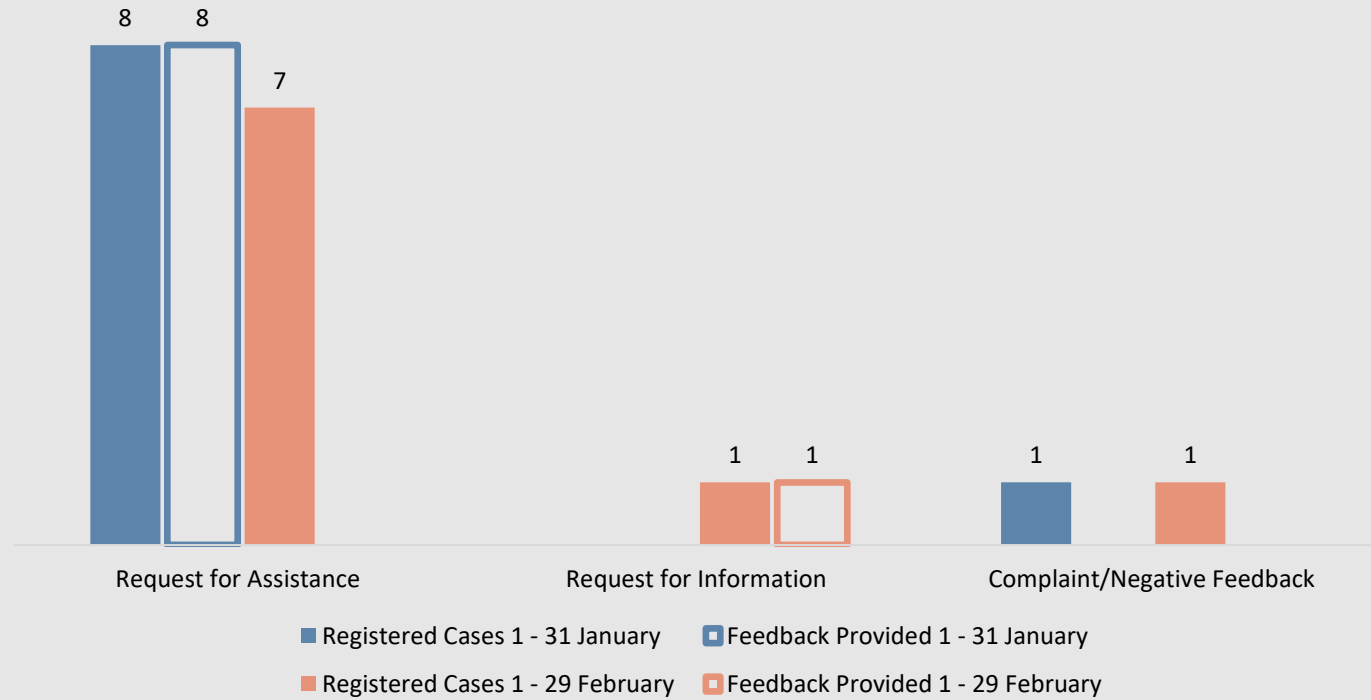
■ Registered Cases 1 - 31 January □ Feedback Provided 1 - 31 January
■ Registered Cases 1 - 29 February □ Feedback Provided 1 - 29 February

EDUCATION

Sofala	1
Zambezia	2
Nampula	2
Cabo Delgado	4

Referred Cases	7
Referred Cases Feedback	0
First Case Resolution	1

1st – 29th February 2024
Cases Registered:
9
Feedback Provided:
1



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 29TH FEBRUARY 2024

Overview

- ❖ In February 2024 Linha Verde 1458 received a total of **2,199** cases with an overall feedback rate of **95%**.
 - **90.8%** of cases closed during the initial call (first case resolution)
 - **9.2%** of cases referred to Linha Verde 1458 focal points of the clusters and organizations for verification and feedback, of which **47%** were addressed and closed with feedback.

Northern Region (IDP) Response: 1 – 29 February 2024

- ❖ In the northern region Linha Verde 1458 received **1,977** cases regarding the conflict response in the north of the country. **94%** of the cases are related to food security followed by shelter and NFI at approximately **2%**.

Food Assistance

- ❖ **1,885** cases regarding food security were registered, of which **84.3%** were **information requests**, **10% complaints**, **3.6% positive feedback**, **1.8% requests for assistance**, and **0.3%** requests for **data amendment** and assistance for **technical problems**.

Information Requests

- ❖ **1,589** requests for information were received and divided as follows:
 - **1,358** assisted people requested information about the food **distribution dates**. Linha Verde 1458 informed the planned dates for locations where plans were shared, on locations where plans were not shared advised callers to consult with local leaders since they are the first to be informed locally whenever distribution dates are confirmed. People calling from **Chiure** and **Quissanga** were informed that the planned distributions were suspended due to security concerns following the most recent military attacks. In some locations in **Mueda**, the food assistance ended in the beginning of the year at the direction of the district Government and callers in these locations were informed. The majority called from **Chiure**, **Mueda**, **Metuge**, **Montepuez**, **Mocímboa da Praia** and **Quissanga**.
 - **208** callers from **Ancuabe**, **Balama**, **Chiure**, **Ibo**, **Namuno**, **Palma** and **Pemba** asked about the **duration of assistance** and the next distribution dates. Callers were informed that due to funding constraints the food assistance ended in January 2024.
 - **23** assisted people requested clarification about the **targeting criteria** and wanted to verify the information they received in their communities about overall reduction of number of people receiving food assistance. Callers were informed that the selection criteria were tightened due to financial constraints and only households in extreme vulnerability conditions will be assisted. The cases came from **Metuge**, **Mueda**, **Montepuez**, **Mocímboa da Praia**, **Chiure** and **Cidade de Nampula**.

Complaints

- ❖ **189** complaints registered were related to food assistance, about **159** were claims of **exclusion error**, **10** allegations of **access barriers** and **9** of **abuse of power**, **7** reports of **distribution issues** and **5** food **quality** issues.
- ❖ **159** callers complained about **exclusion errors** in the last distribution cycle citing that the distributions teams left many unassisted. Most called from **Metuge**, **Mueda**, **Montepuez** and **Chiure**, where vulnerability-based targeting took place. WFP confirmed that all households that attended the distributions were assisted, as such, callers were informed by Linha Verde 1458 that they are no longer on the beneficiary lists since they do not meet the criteria that prioritizes the most vulnerable families. Other cases came from **Nangade** and **Macomia** in Cabo Delgado, **Cidade de Nampula**, **Erati** and **Meconta** in Nampula, where lists are provided by the local government. The cases were referred to the WFP CFM focal for verification.
- ❖ **10** IDPs complained about hiking of **retail prices** in the contracted shops after distributions and some claimed that shops charge them higher prices in comparison to the local customers. The cases were reported from **Meconta** and **Cidade de Nampula** in Nampula, and **Montepuez** in Cabo Delgado. WFP CFM focal points confirmed recent price increases for products such as rice, sugar and cooking oil due to the cancelled exemption of VAT.
- ❖ **9** allegations of **abuses of power** that include:
 - **5** complaints of **corruption** from IDPs in **Nangade** stating that local leaders charge amounts between 350 - 500 MZN to include people that do not meet criteria for food assistance in the lists. The claims were referred to WFP CFM focal points, which were verified and confirmed.
 - **2** claims of **fraud** from **1** recently displaced person in **Erati** and **1** IDP in **Nangade** indicating that local leaders are registering family members and friends while excluding the most vulnerable. The cases were referred to WFP CFM focal points, which confirmed the allegations after verification in **Nangade**, and WFP is managing the case with local government and INGD.
 - **1** allegation of **intimidation** from an IDP in **Cidade de Nampula** where the local leader threatened to remove people from assistance if they do not split the food kits with him. The case was referred for verification.
 - **1** claim of **politization** of assistance where the community leader instructed that during the food distributions only people affiliated to a specific political party should receive food. Linha Verde 1458 explained that all humanitarian assistance is free and not conditioned by political affiliation. The case was referred to and verified by WFP CFM focal points, which in coordination with the Government (INGD) will conduct sensitization on the code of conduct for humanitarian actors.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 29TH FEBRUARY 2024

- ❖ 5 complaints about the **quality** of the food distributed: 4 from **Meconta** in Nampula claimed that the maize purchased in the assigned shop was spoiled. The cases were immediately referred for verification; 1 caller from **Nangade** complained that the rice received had expired, however after verification the distribution teams confirmed that all food is within its expiration date.
- ❖ 4 reports of **distribution issues**: 1 from **Erati** in Nampula to inform that teams did not complete the distribution and had not returned to resume it. 3 from **Mueda** in Cabo Delgado to report interruption of distribution due to bad weather; riots that unfold between community and local force; and due to system failure encountered by the distribution teams.

Assistance Requests

- ❖ A total of 34 requests for assistance were received and distributed as follows:
 - 18 people called to ask for food assistance, which 11 are newly displaced persons in **Erati** Nampula. Other requests came from **Muidumbe**, **Mocimboa da Praia** and **Quissanga** in Cabo Delgado. All cases were referred to WFP CFM focal points to assess the possibility of follow up.
 - 10 assisted people called to report the loss of their food assistance cards and asked for them to be replaced. All requests were referred and addressed by WFP CFM focal points.
 - 5 assisted people from **Mueda** requested assistance because their cards were not working and were unable to purchase food. All cases were referred and addressed by WFP CFM focal points.

Shelter and NFIs

- ❖ Linha Verde 1458 registered 36 cases related to shelter assistance and NFI needs. 35 are requests for assistance and 1 request for information.
- ❖ 35 IDPs from **Mueda (19)**, **Nangade (10)**, **Metuge (2)**, **Quissanga (2)**, **Macomia (1)**, **Meconta (1)**, and **Montepuez (1)** requested tarpaulins, kitchen utensils, blankets, grass mats, flashlights, buckets, rope, construction material, some requested hygiene items, and agricultural tools.
- ❖ 1 IDP in **Mueda**, already registered to receive construction materials from a house reconstruction project asked for the distribution date.

IDP Registration

- ❖ Linha Verde 1458 registered 4 complaints of **exclusion error** regarding IDP registration, which 2 were from newly displaced persons in **Erati** in Nampula and 2 in **Nangade** and **Mocimboa da Praia** in Cabo Delgado. All cases were referred to CFM focal points for follow up.

Education

- ❖ 5 IDPs and members of the host community called to request assistance in school supplies (backpacks, books, notebooks, pens, pencils) and uniform. The requests came from **Meconta** in Nampula, **Chiure**, **Mueda**, and **Mocimboa da Praia** in Cabo Delgado.

Central Region: 1 – 29 February 2024

- ❖ Linha Verde 1458 registered 216 cases from the central region. 56% were weather related inquiries, 6.9% related to response to cyclone Freddy and 3.2% related to food security and livelihoods. Out of the total 91.2% were **information requests**, 3.7% **assistance requests**, 2.8% **positive feedback** and 1.9% **complaints**.

Weather related inquiries

- ❖ 120 people called to ask for weather updates, most called from **Nhamatanda**, **Muanza**, **Chemba** and **Caia** in Sofala. Linha Verde 1458 shared the weather forecast provided by INAM and recommended them to tune in to official channels to get real time updates on the weather and follow safety guidelines.

Cyclone Freddy Response

- ❖ 15 calls were received regarding Freddy response, of which 11 called to know if they will still receive Mpesa transfers, as they claim that they were registered and received SIM cards, but so far some have not received a transfer at all, and others do not receive all planned transfers. The cases were reported from **Namacurra** and **Nicoadala** in Zambezia. 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.

Protection

- ❖ Linha Verde 1458 received 39 cases concerning protection issues that include:
 - 7 **child protection** cases: 2 reports of **rape** from **Angoche** (Nampula) and **Dondo** (Sofala); 1 report of **sexual assault** from **Angoche** (Nampula); 2 reports of forced **marriage** from **Mocuba** (Zambezia) and **Namaacha** (Maputo Província); 1 report of **denial of resources/opportunities** from **Dondo** (Sofala); and 1 report of **psychological/emotional abuse** from **Mocimboa da Praia** (Cabo Delgado). All cases were immediately referred to Linha Fala Criança 116 for follow up and action.
 - 3 **protection** cases: 1 newly displaced in **Chiure** (Cabo Delgado) asked for assistance in transportation to move to Nampula; 1 person with disability in **Gondola** (Manica) asked for a wheelchair; and 1 IDP asked for 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 appropriate.
 - 25 callers asked for clarification regarding forced marriage.
 - 3 people called to ask about gender-based violence.