

# Linha Verde da Resposta à Emergência 1458

Report period: 1<sup>st</sup> March – 30<sup>th</sup> April 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.

**7,831** Total Cases Registered 2024

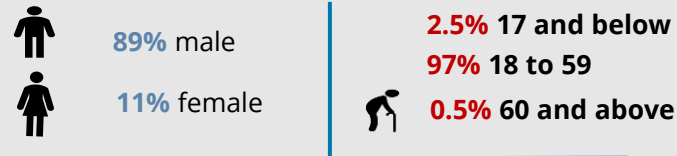
**1,533** Cases Registered April 2024

**92%** Feedback Rate April 2024

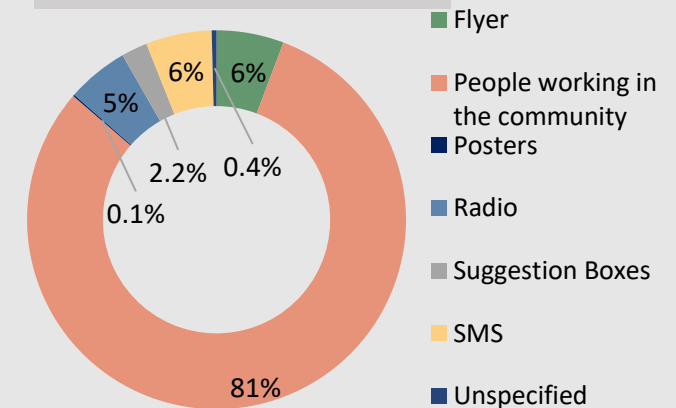


## CUMULATIVE DATA OVERVIEW PERIOD: 1<sup>ST</sup> – 30<sup>TH</sup> APRIL 2024

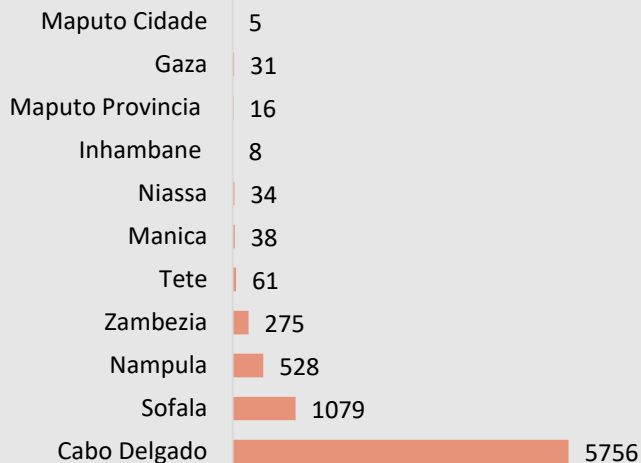
### CALLER PROFILE



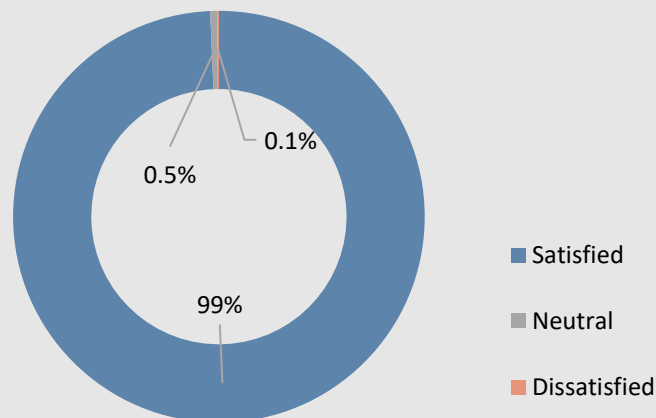
### KNOWLEDGE ABOUT LINHA VERDE 1458



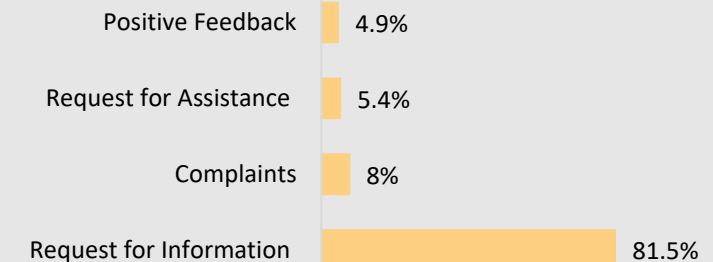
### CASES BY PROVINCE



### SATISFACTION



### CASE TYPE



# TYPES OF CASES REGISTERED PER MONTH

1<sup>ST</sup> MAY 2023 – 30<sup>TH</sup> APRIL 2024

**1<sup>st</sup> – 30<sup>th</sup> April 2024**

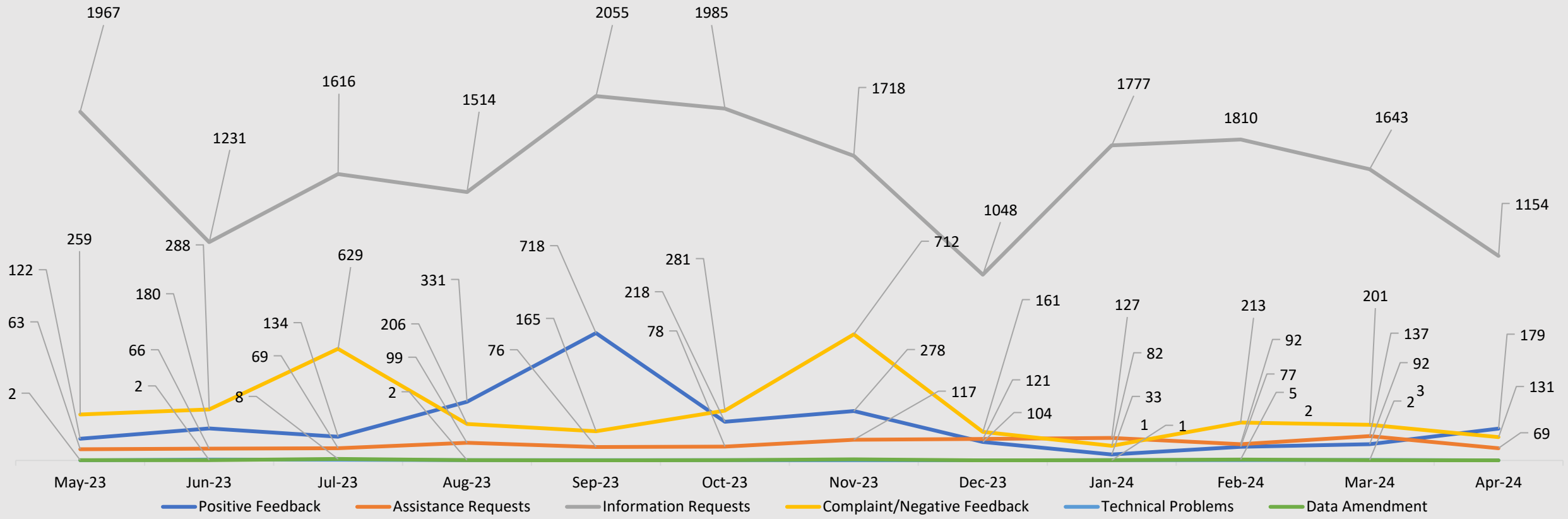
Nr. Total Registered Cases:

**1,533**

Nr. of calls from the 8 northern region:

**1,136**

**74.1%** of the cases registered through Linha Verde 1458 between April 1<sup>st</sup> – 30<sup>th</sup> came from the northern region.



# CASES PER SECTOR

## 1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024



**Food Security** continues to rank first as the sector with most cases with 71.6% 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

1<sup>ST</sup> – 30<sup>TH</sup> APRIL 2024



Cases Registered

**1,533**

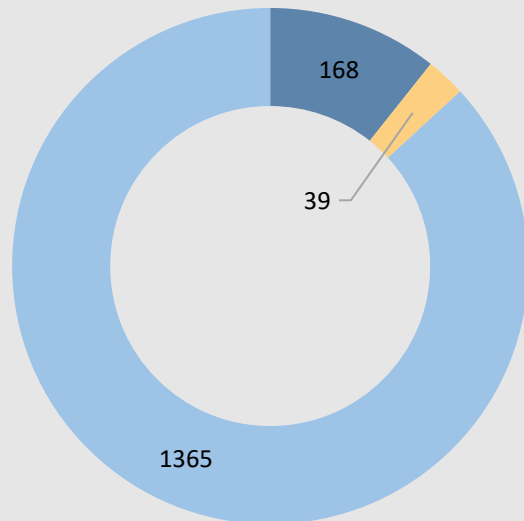
Cases Referred:

**11%**

First Case Resolution:

**89%**

- 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

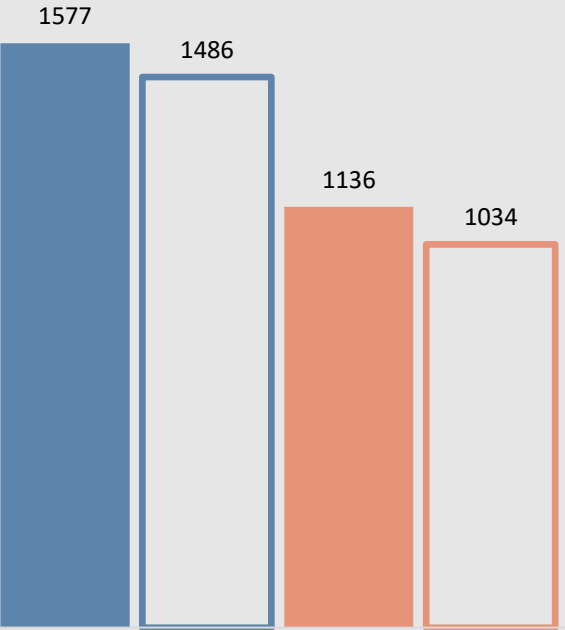
Sectors	Referred Cases	Referred Cases Feedback	First Case Resolution
Food Security	99	38	999
Shelter	30	0	3
Other	1	0	78
CCCM	2	0	0
Health	0	0	6
Education	9	1	0
WASH	7	0	0
Protection	2	0	0
Child Protection	5	0	15
GBV	2	0	2
Social Protection/INAS	1	0	0
IDP Registration	0	0	0
INGD	1	0	129
PSEA	2	0	131
Multi-purpose Cash Assistance	7	0	2
<b>Total</b>	<b>168</b>	<b>39</b>	<b>1365</b>

# CASES PER REGION

## 1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024

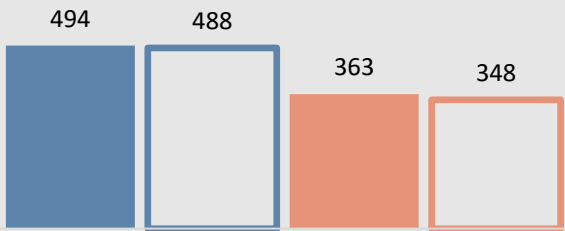


**1<sup>st</sup> – 30<sup>th</sup> April 2024**  
**Cases Registered: 1136**  
**Feedback provided: 1034**



Northern Region

**1<sup>st</sup> – 30<sup>th</sup> April 2024**  
**Cases Registered: 363**  
**Feedback provided: 348**



Central Region

**1<sup>st</sup> – 30<sup>th</sup> April 2024**  
**Cases Registered: 34**  
**Feedback provided: 29**



Southern Region

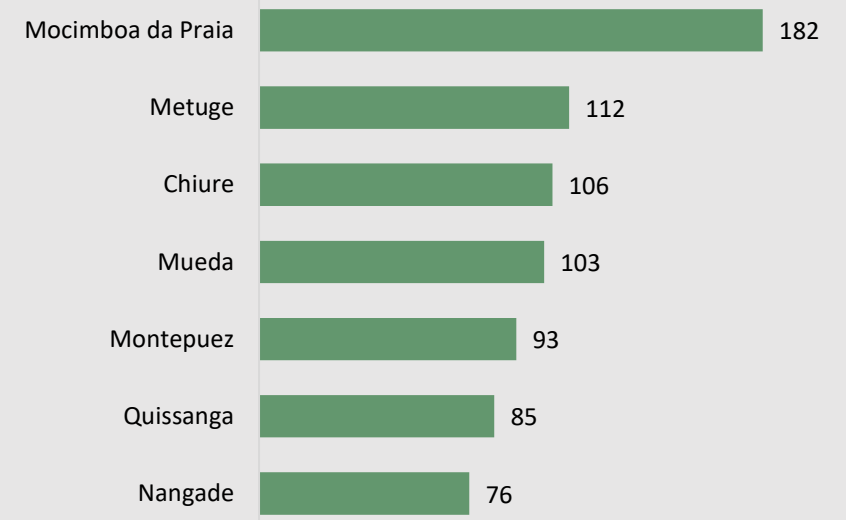
- Registered Cases 1 - 31 March
- Feedback Provided 1 - 31 March
- Registered Cases 1 - 30 April
- Feedback Provided 1 - 30 April

# NORTHERN REGION CASES PER SECTORS 1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024

# NORTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1<sup>ST</sup> – 30<sup>TH</sup> APRIL 2024



**Food Security** cases represent 86.8% of all cases registered from the northern region. Requests for information on food distribution timing account for 63% with a feedback rate of 100%. Sector **Other** refer to inquiries about Linha Verde 1458 objectives



# NORTHERN REGION

## 1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024

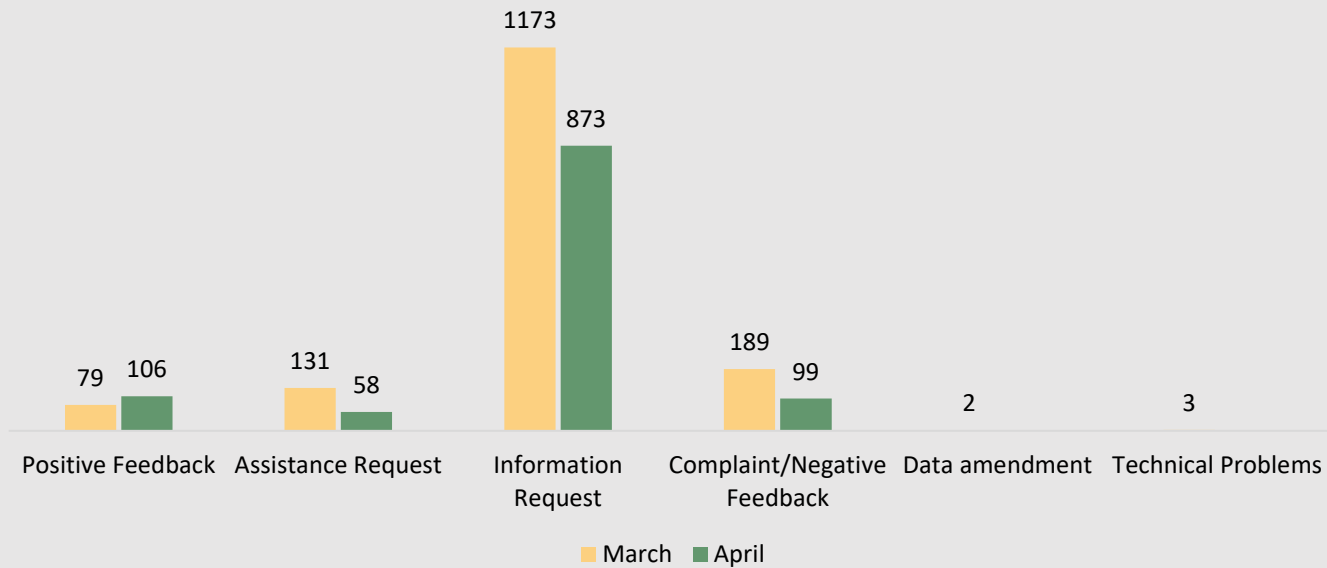
**March**  
Cases Registered:  
**1577**  
Feedback Provided:  
**94%**

**April**  
Cases Registered:  
**1366**  
Feedback Provided:  
**91%**

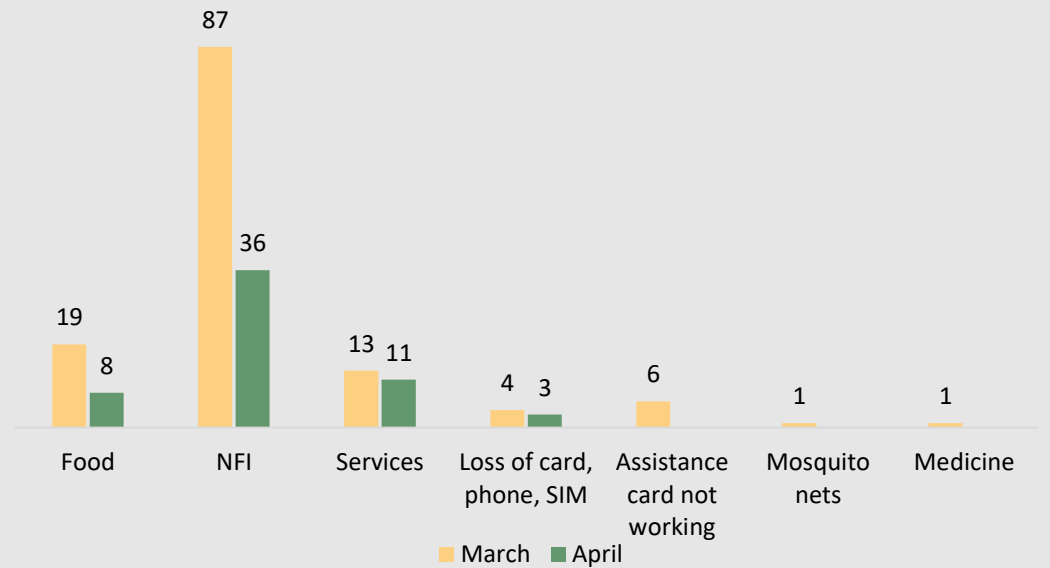
**March**  
Cases Registered:  
**133**  
Feedback provided:  
**74%**

**April**  
Cases Registered:  
**58**  
Feedback provided:  
**14%**

### CASE TYPES



### ASSISTANCE REQUEST



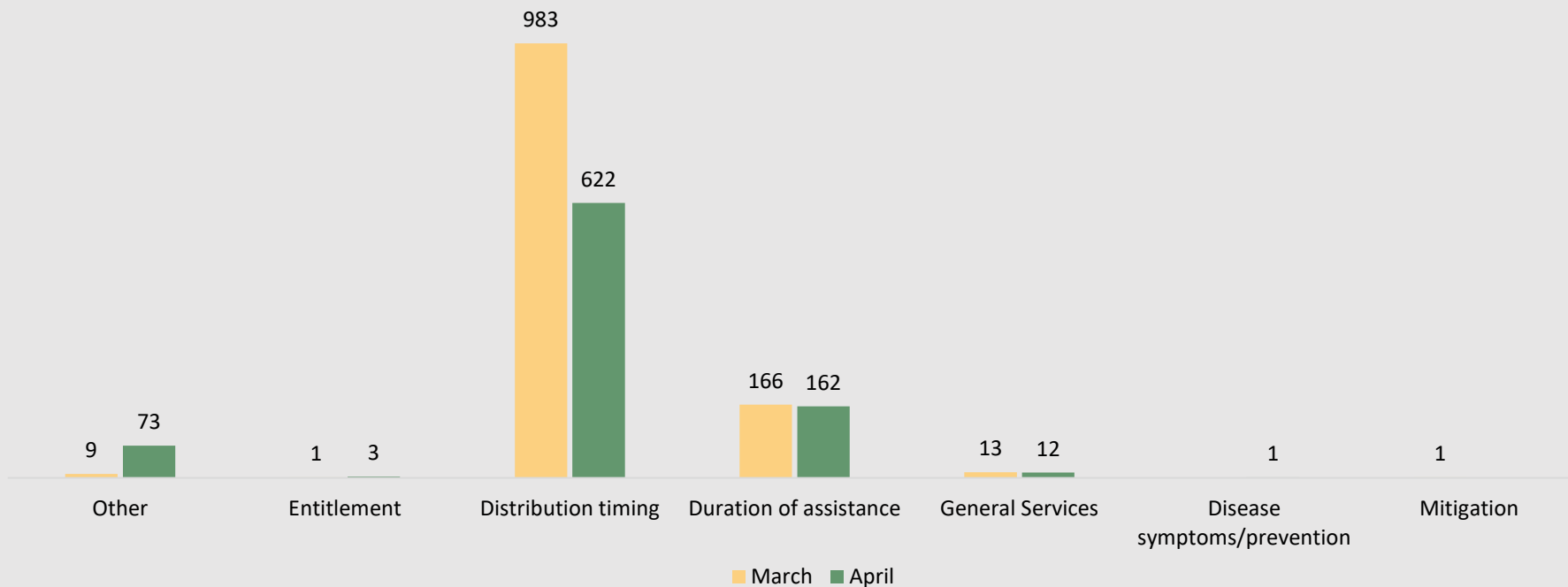
# NORTHERN REGION INFORMATION REQUESTS 1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024



**March**  
Cases registered:  
**1173**  
Feedback provided:  
**100%**

**April**  
Cases registered:  
**873**  
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) has ended and in Chiure, Metuge, Montepuez, and Mueda end from April 2024 onwards





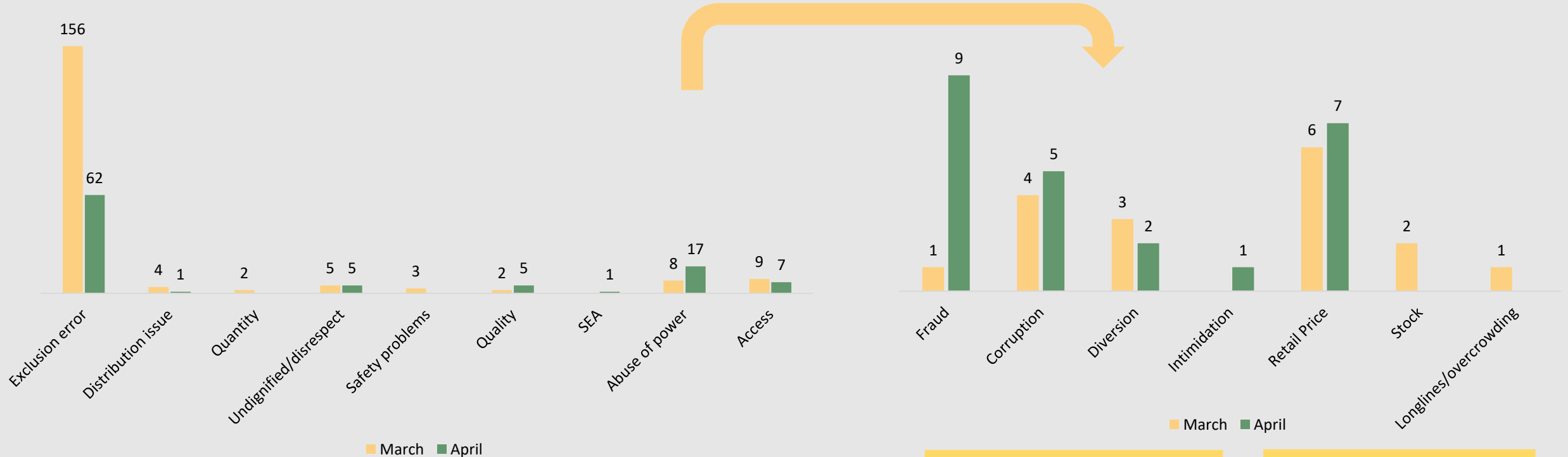
## NORTHERN REGION COMPLAINT/NEGATIVE FEEDBACK 1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024

## NORTHERN REGION BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024

Approximately **30.6%** 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.



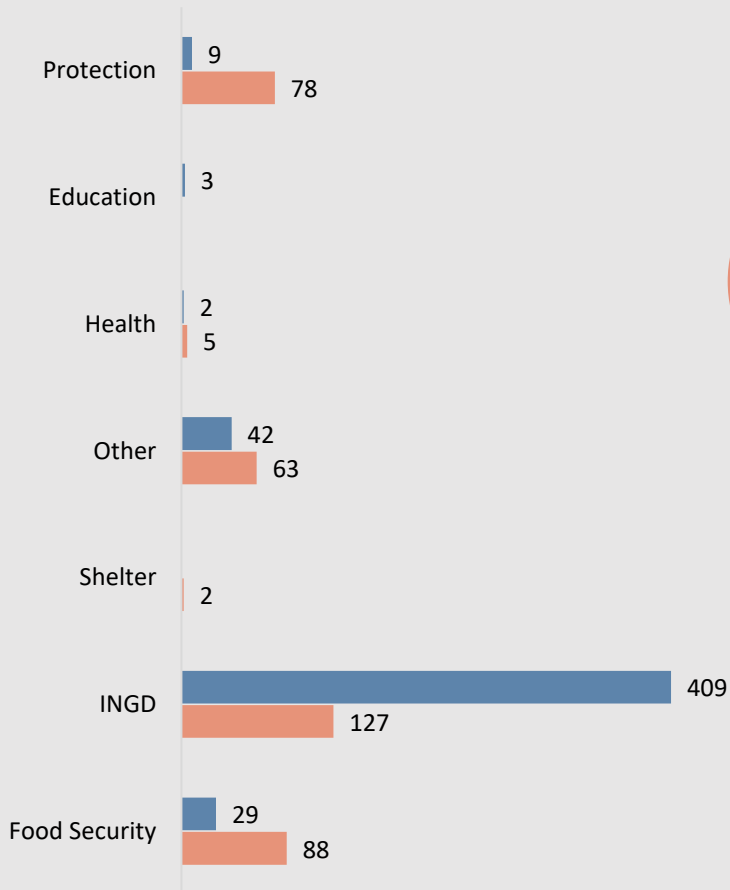
Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION  
CASES PER SECTORS  
1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024**

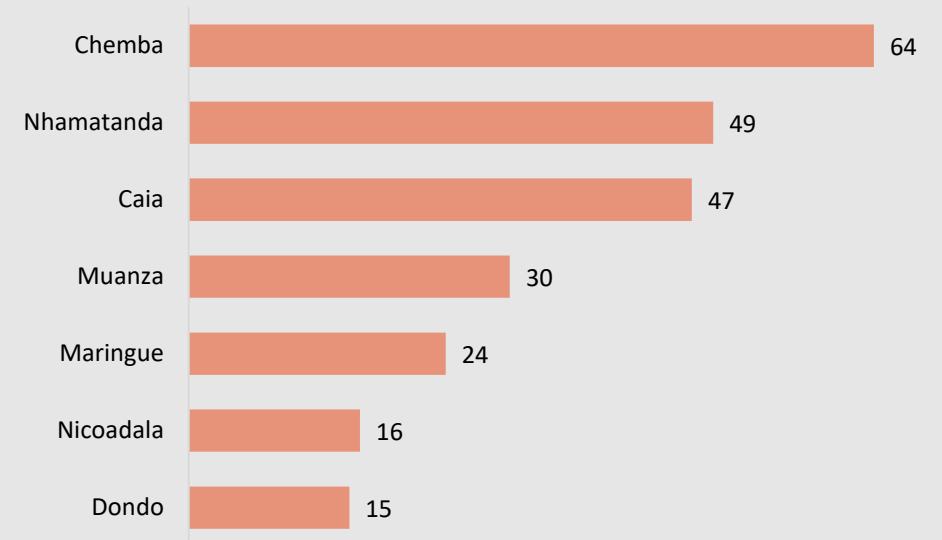


**CENTRAL REGION  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 30<sup>TH</sup> APRIL 2024**



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

■ 1 - 31 March ■ 1 - 30 April



**CENTRAL REGION**  
**1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024**

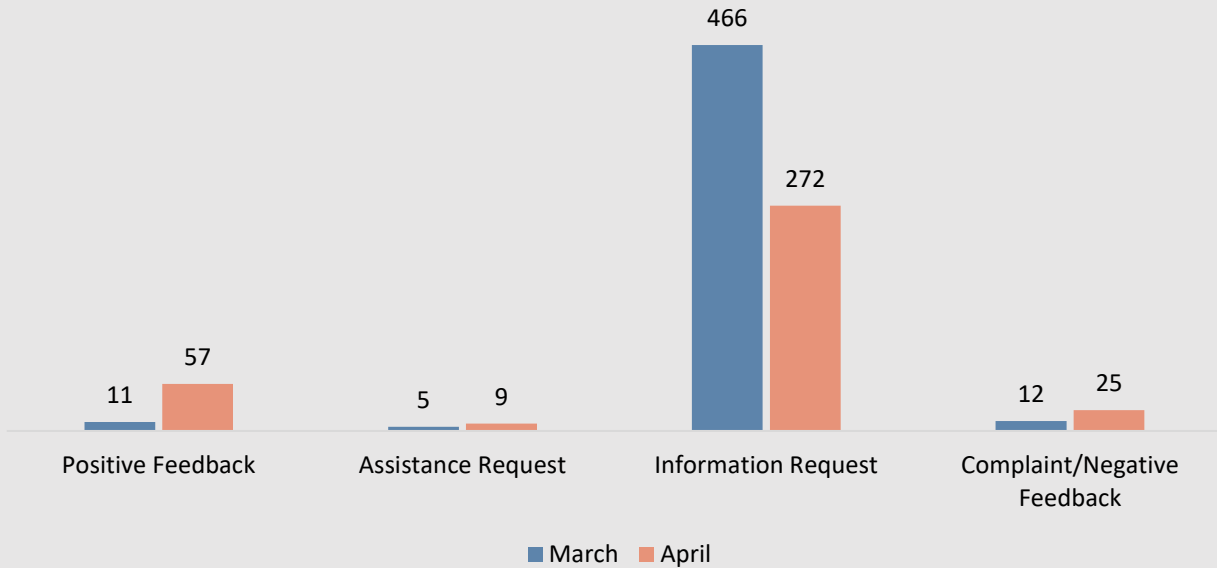
**March**  
Cases Registered:  
**494**  
Feedback Provided:  
**99%**

**April**  
Cases Registered:  
**363**  
Feedback Provided:  
**95%**

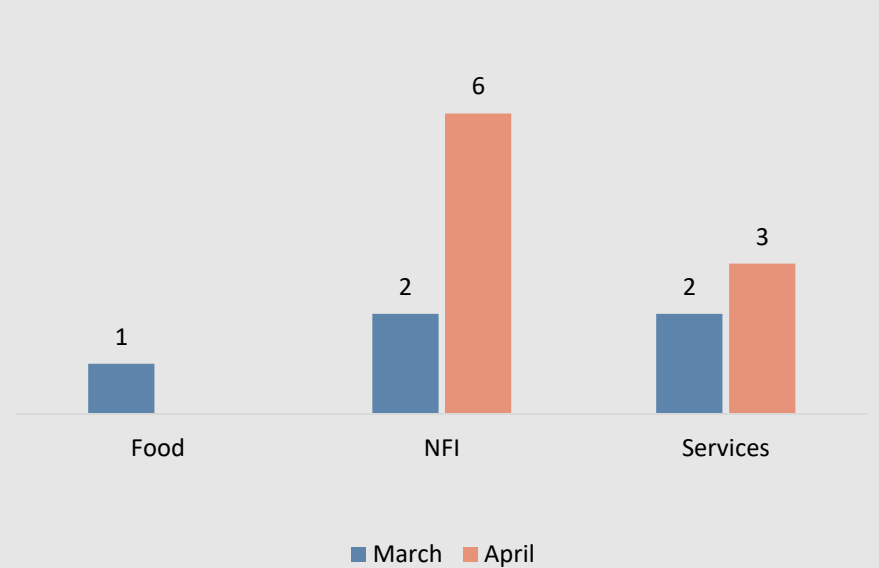
**March**  
Cases Registered:  
**5**  
Feedback Provided:  
**80%**

**April**  
Cases Registered:  
**9**  
Feedback Provided:  
**56%**

**CASE TYPES**



**ASSISTANCE REQUEST**



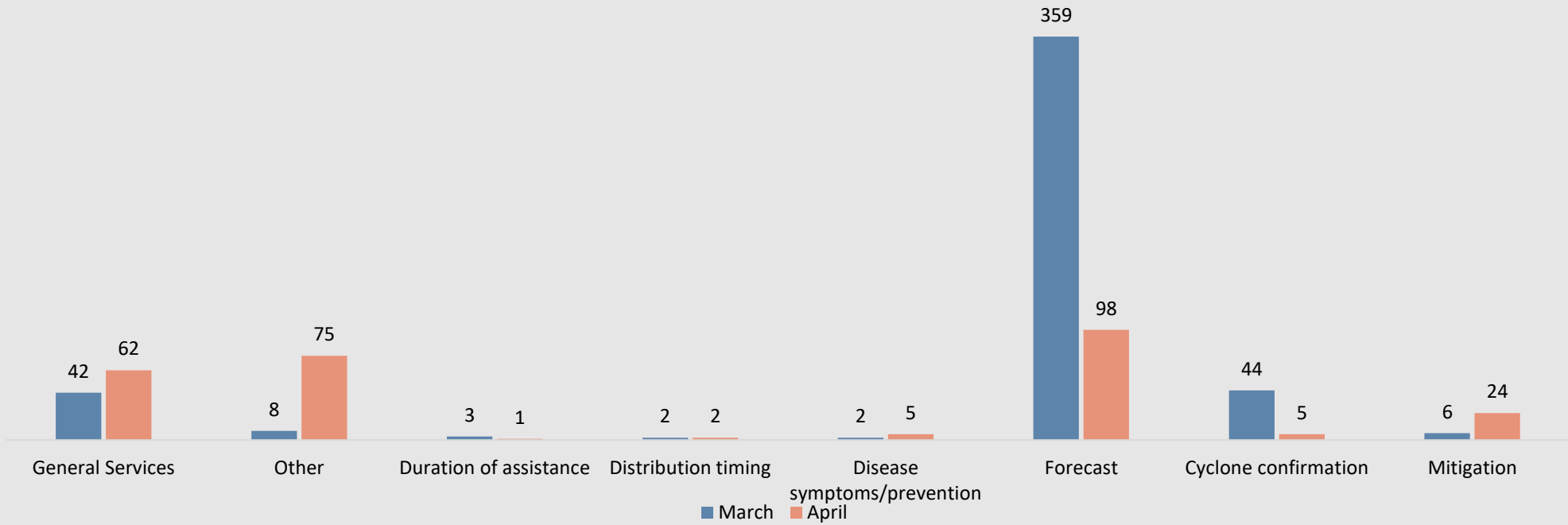
# CENTRAL REGION INFORMATION REQUESTS 1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024



**March**  
Cases Registered:  
**464**  
Feedback Provided:  
**100%**

**April**  
Cases Registered:  
**272**  
Feedback Provided:  
**100%**

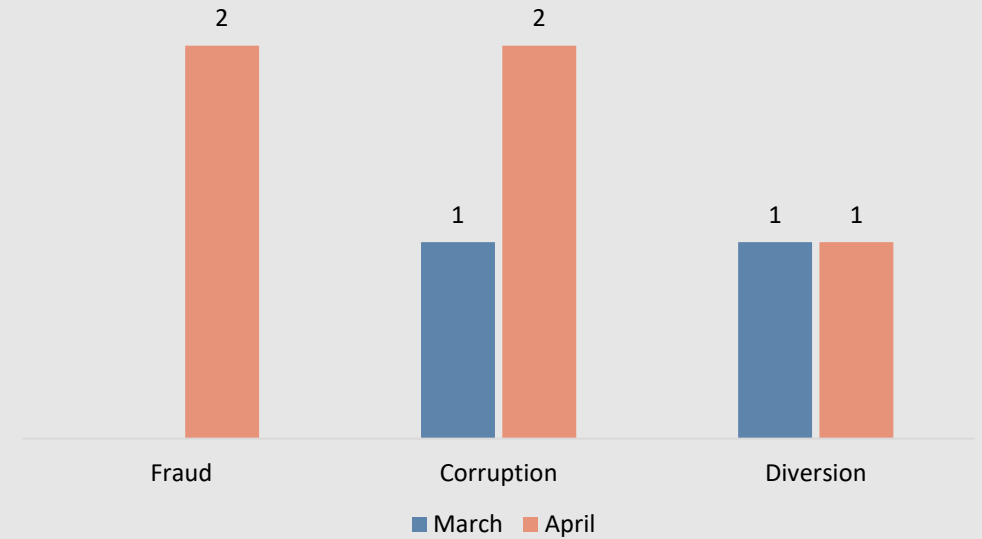
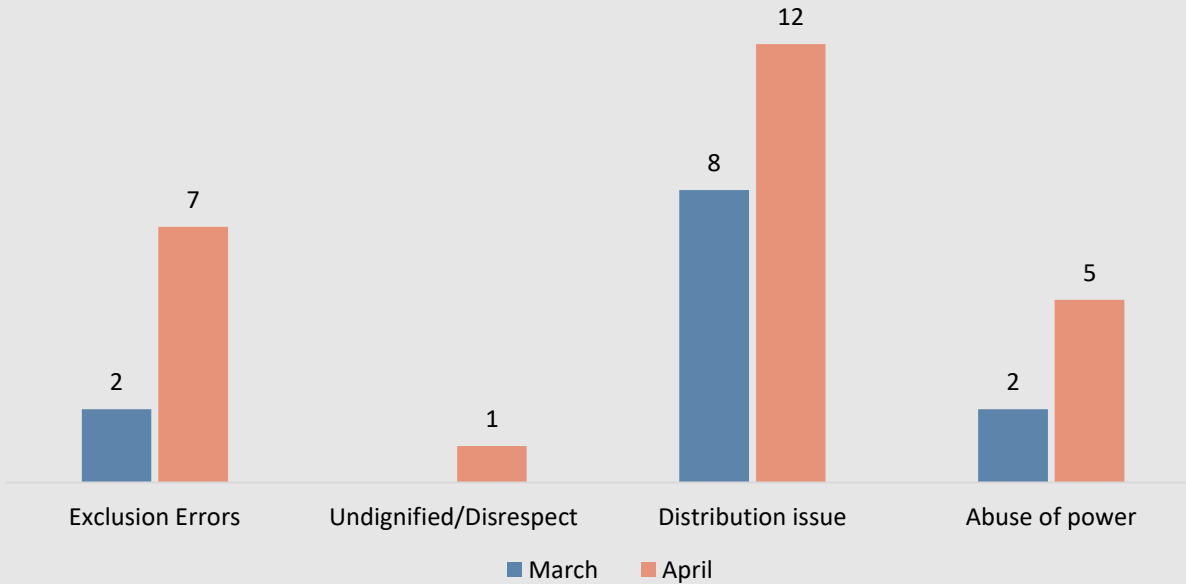
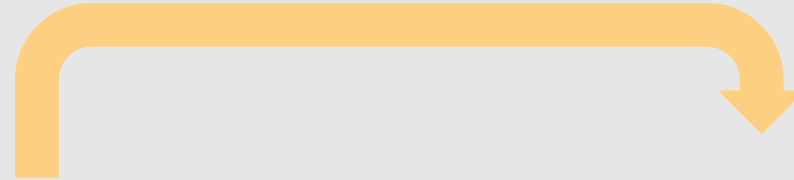
**General Services** refer to inquires about Linha Verde 1458.



**CENTRAL REGION  
COMPLAINTS/NEGATIVE FEEDBACK  
1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024**



**CENTRAL REGION  
BREAKDOWN OF ABUSES OF POWER  
1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024**

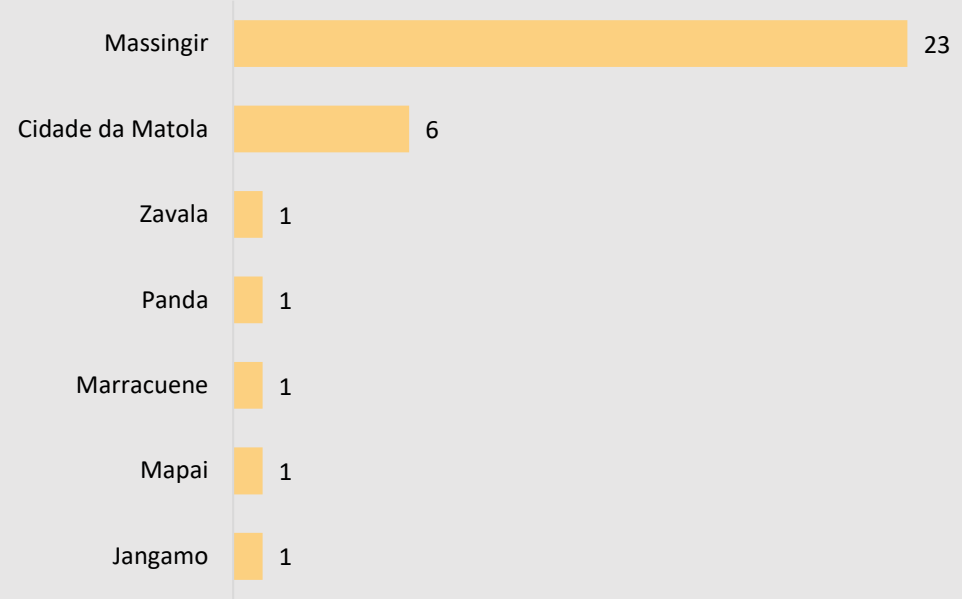
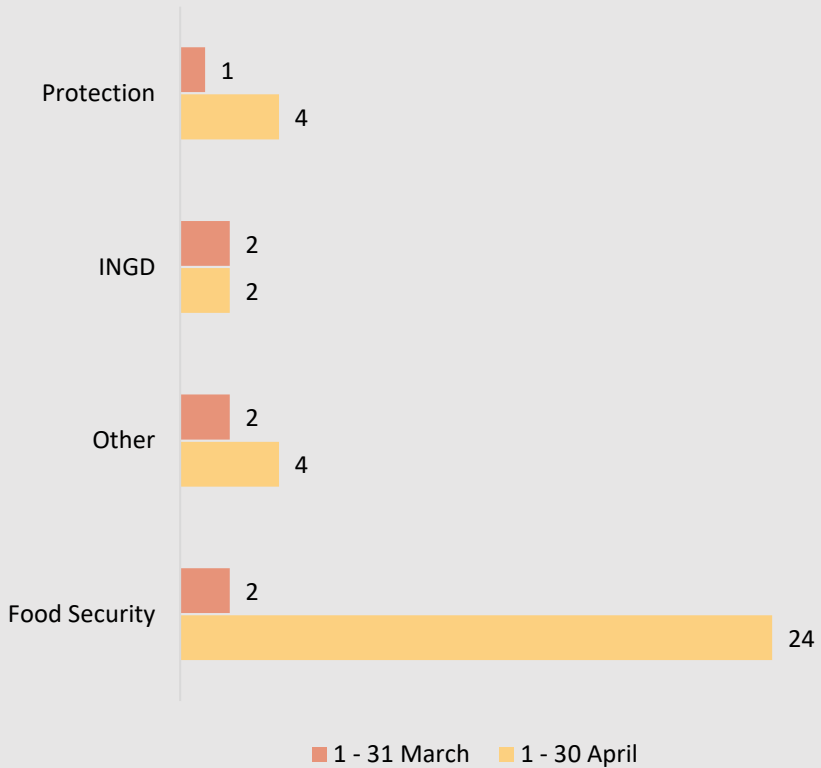


**Complaints – Abuses of power**

# SOUTHERN REGION CASES PER SECTORS 1<sup>ST</sup> MARCH – 30<sup>TH</sup> APRIL 2024

# SOUTHERN REGION CASES PER DISTRICT 1<sup>ST</sup> – 30<sup>TH</sup> APRIL 2024

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



**POSITIVE FEEDBACK**  
**1<sup>ST</sup> – 30<sup>TH</sup> APRIL 2024**



**MULTI-PURPOSE CASH ASSISTANCE**

“On the 15.04.2024 I received 1 mobile phone with SIM card from NRC and I called to thank you for the transfer of 19,000MZN I received via M-pesa by the same organization on the 28th of February. I have been displaced from Mocímboa da Praia to Nangade since 2021. I currently live in R.C. of Ntamba and have a household made up of 7 members. I am a beneficiary of WFP food assistance, where I received last February 50kg of rice, 10kg of beans and 4 liters of cooking oil, which.”  
**Male, Nangade, Cabo Delgado**

**FOOD SECURITY & LIVELIHOODS**

“I am calling to thank you on behalf of my aunt who on 23.04.2024 received a monetary transfer 2540MZN via Mpesa from partner KULIMA and INAS with the aim of reducing and mitigating the effects of the drought. She is a single mother of 2 children, 27 years old, lives in her own cabin with 4 people.” **Female, Chemba, Sofala**

**SHELTER**

“I have been displaced from Quissanga to Chiure since 2020 due to armed attacks and I live in the Maningane resettlement with 7 members of my family. I was registered and I am a beneficiary of food assistance provided by WFP and partners. I call to thank you for receiving a shelter kit that includes 1 tarp, 2 blankets, 2 pans, 5 spoons, 5 knives, 3 kitchen ladles and 1 lamp, but I don't know the name of the organization that provided the support, I just remember that they wore yellow vests.” **Male, Chiure, Cabo Delgado**

**FOOD SECURITY & LIVELIHOODS**

“ I'm from Gaza, district of Massingir, town of Ringane, I live in the village of Matchinguetchingue with my 5 children. I called Linha Verde 1458 to thank the support provided by PMA and partners in drought assistance. I received on 04/24/2024 at Centro Decada Victoria 10kg of Rice, 12.5kg of Flour, 6kg of Beans, 3 liters of cooking oil and 1kg of salt.” **Female, Massingir, Gaza**

**FOOD SECURITY**

“I have been displaced from Muidumbe since October 2020, I currently live in the Province of Nampula, City of Nampula, in the town of Namachilo, in the Mutava Rex neighborhood. I called to thank you for the support I received from WFP on 04/16/2024, 1 password worth 4,230MZN and I was able to buy some products for my family. **Male, Nampula City, Nampula**

**FOOD SECURITY**

“I call to thank you for the food support I received from WFP on 04/18/2024. The kit received contained 1 bag of corn weighing 50kg, 10kg of beans and 4 liters of cooking oil. I have been displaced from Muidumbe since 2020 and currently live in the province of Niassa, city of Lichinga, in the town of Meponda Sede, Namacula community.” **Female, Lichinga, Niassa**

# FOOD SECURITY

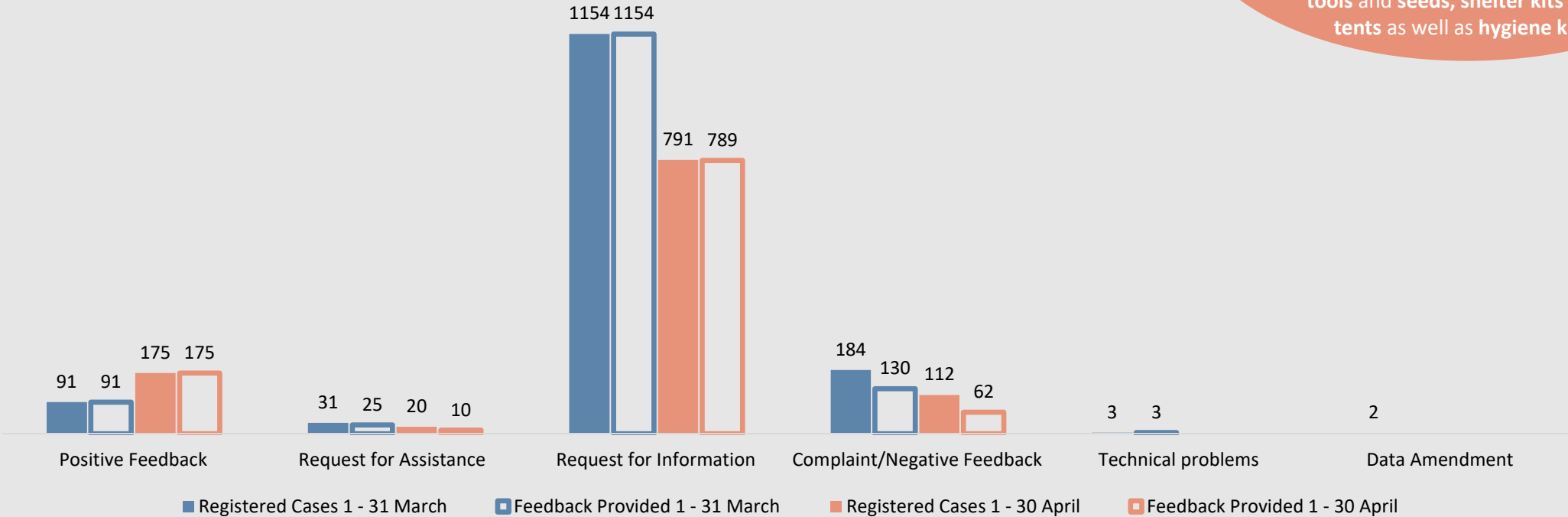
Sofala	72
Zambezia	14
Tete	2
Nampula	81
Cabo Delgado	892
Gaza	24
Niassa	13

Referred Cases	99
Referred Cases Feedback	38
First Case Resolution	999



**1<sup>st</sup> – 30<sup>th</sup> April 2024**  
 Cases Registered: **1098**  
 Feedback Provided: **1036**

**1<sup>st</sup> – 30<sup>th</sup> April 2024**  
**89.8%** 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



1<sup>st</sup> – 30<sup>th</sup> April 2024

Cases Registered:

33

Feedback Provided:

3

Cabo Delgado	31
Sofala	2

Referred Cases	30
Referred Cases Feedback	0
First Case Resolution	3

## WASH



1<sup>st</sup> – 30<sup>th</sup> April 2024

Cases Registered:

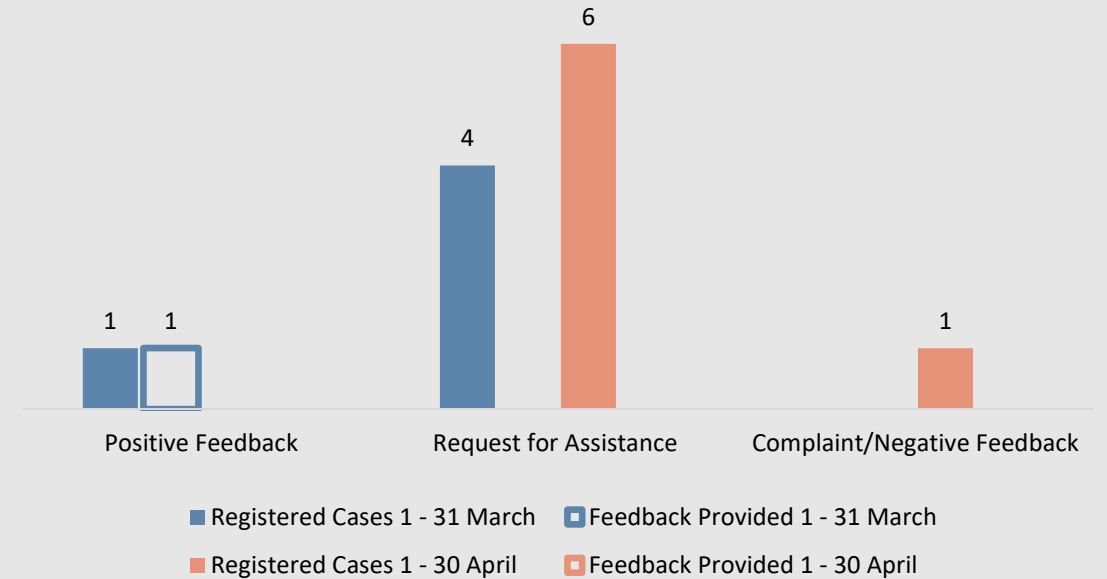
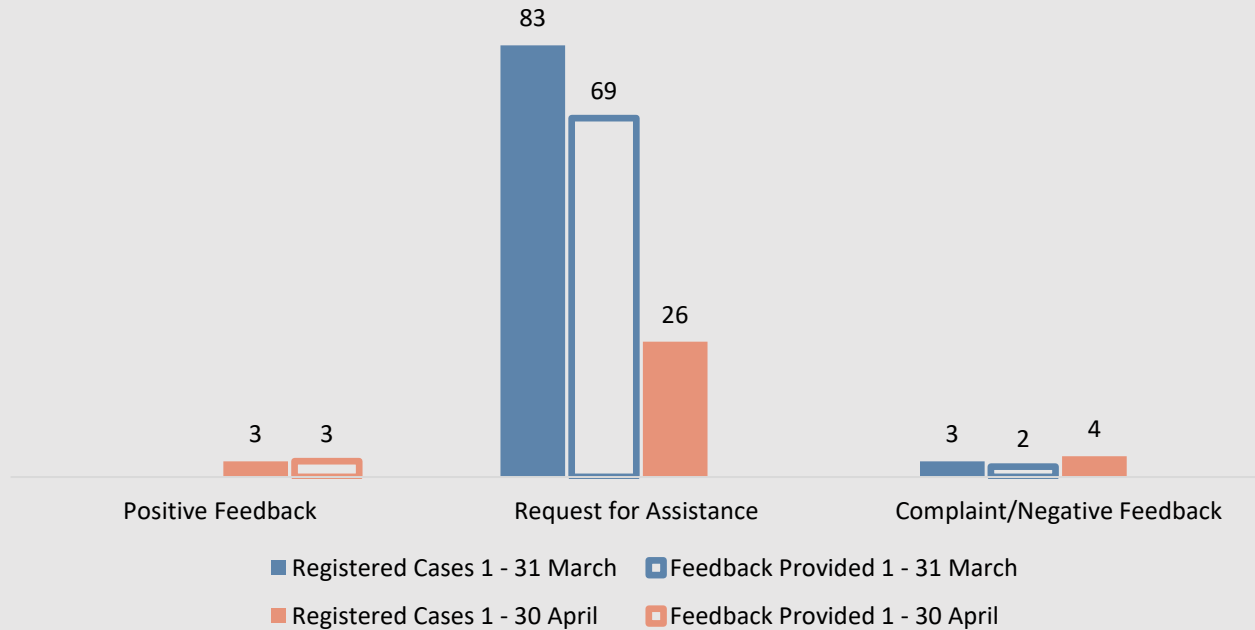
7

Feedback Provided:

0

Cabo Delgado	7
--------------	---

Referred Cases	7
Referred Cases Feedback	0
First Case Resolution	0



# CHILD PROTECTION



Sofala	8
Zambezia	7
Tete	3
Nampula	1
Inhambane	1

Referred Cases	5
Referred Cases Feedback	0
First Case Resolution	15

**Child Protection sector includes:**  
 Rape - 2 cases  
 Forced marriage - 3 cases  
 Forced marriage (info) - 15 cases

**1st – 30th April 2024**  
 Cases Registered: **20**  
 Feedback Provided: **20**

**1st – 30th April 2024**  
 Cases Registered: **4**  
 Feedback Provided: **4**

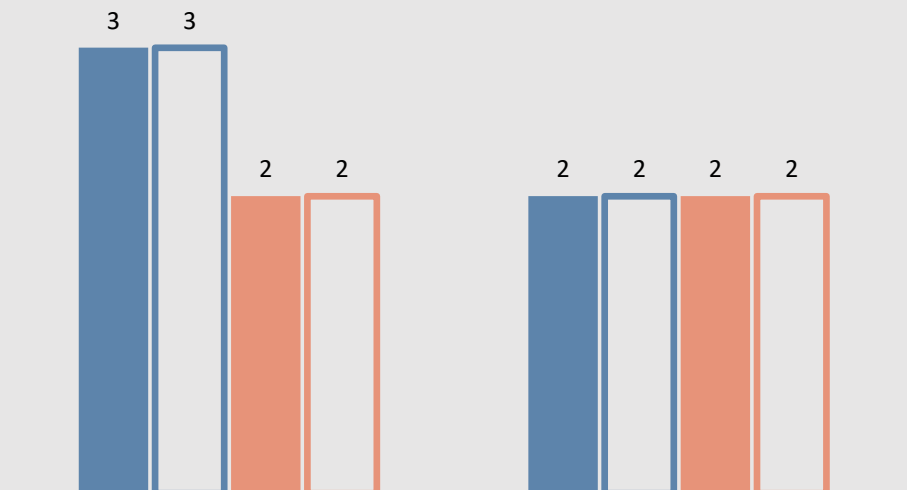
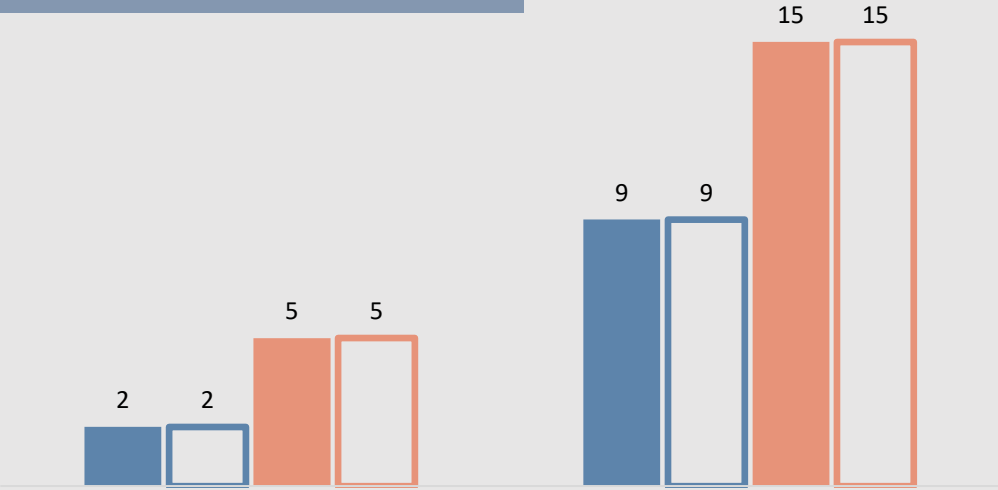
**Child Protection** cases are referred to **Linha Fala Criança 116** as well as **GBV** cases are referred to the GBV sector for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider**. **Forced marriage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

# GBV

Zambezia	2
Maputo Província	2

Referred Cases	2
Referred Cases Feedback	0
First Case Resolution	2

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



Request for Assistance Request for Information  
 ■ Registered Cases 1 - 31 March ■ Feedback Provided 1 - 31 March  
 ■ Registered Cases 1 - 30 April ■ Feedback Provided 1 - 30 April

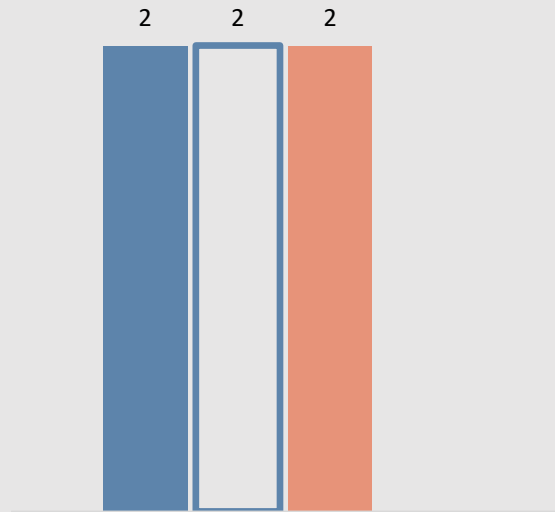
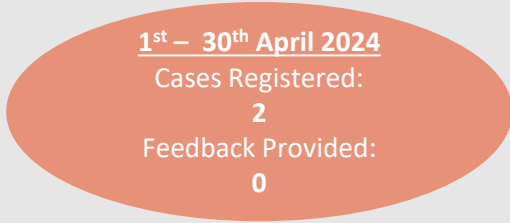
Pedido de Assistência Pedido de Informação  
 ■ Casos Registrados 1 - 31 Março ■ Feedback Fornecido 1 - 31 Março  
 ■ Casos Registrados 1 - 30 Abril ■ Feedback Fornecido 1 - 30 Abril

# PROTECTION



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

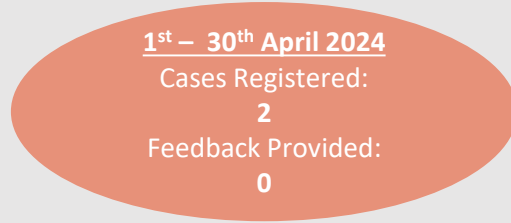
**Protection sector cases**  
Includes:  
Civil documentation - 2 cases



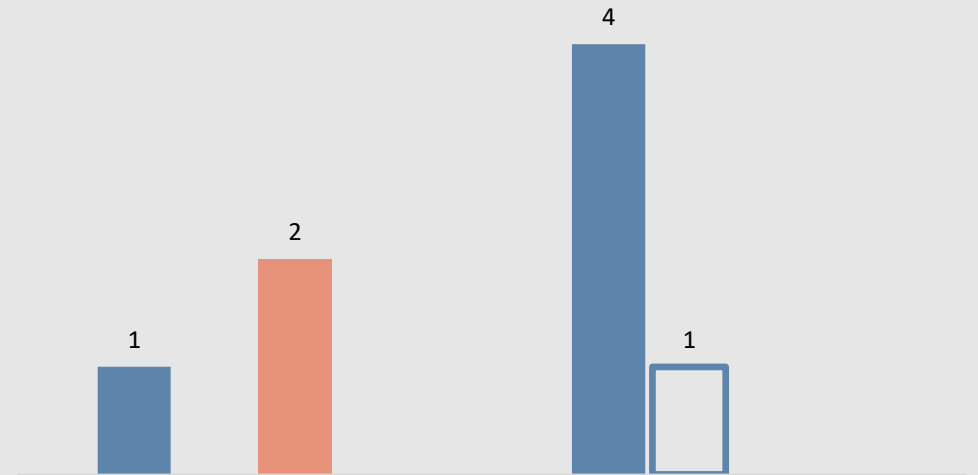
Request for Assistance

■ Registered Cases 1 - 31 March    □ Feedback Provided 1 - 31 March  
■ Registered Cases 1 - 30 April    □ Feedback Provided 1 - 30 April

# CCCM



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



Request for Assistance

Complaint/Negative Feedback

■ Registered Cases 1 - 31 March    □ Feedback Provided 1 - 31 March  
■ Registered Cases 1 - 30 April    □ Feedback Provided 1 - 30 April

## EDUCATION

Nampula	1
Cabo Delgado	8

Referred Cases	9
Referred Cases Feedback	1
First Case Resolution	0

**1<sup>st</sup> – 30<sup>th</sup> April 2024**

Cases Registered:  
9  
Feedback Provided:  
2

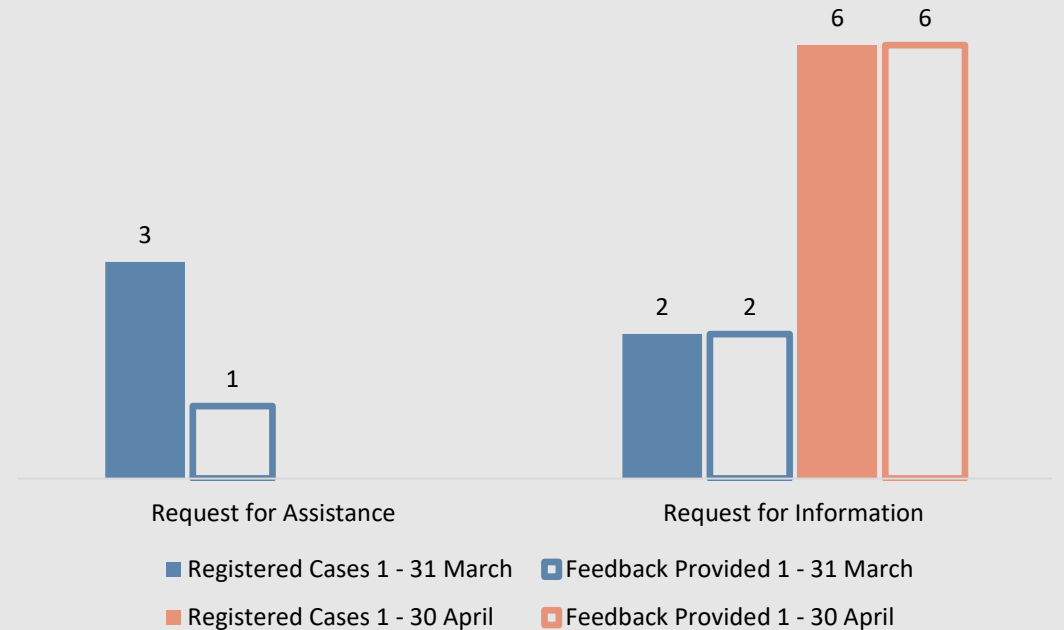
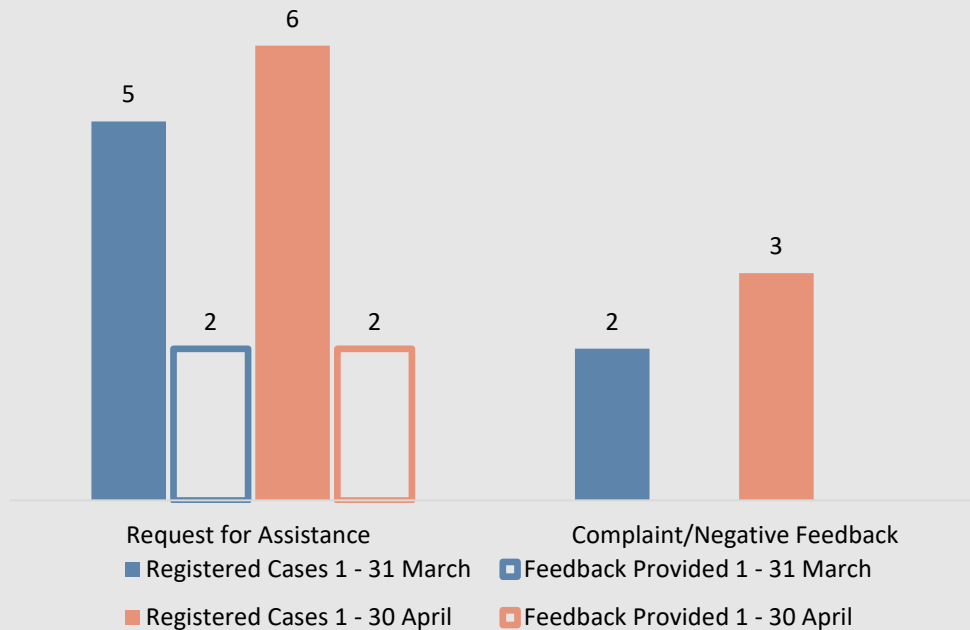
## HEALTH

Sofala	3
Zambezia	2
Nampula	1

Referred Cases	1
Referred Cases Feedback	1
First Call Resolution	2

**1<sup>st</sup> – 30<sup>th</sup> April 2024**

Cases Registered:  
6  
Feedback Provided:  
6



# INGD

1<sup>st</sup> – 30<sup>th</sup> April 2024

Cases Registered:

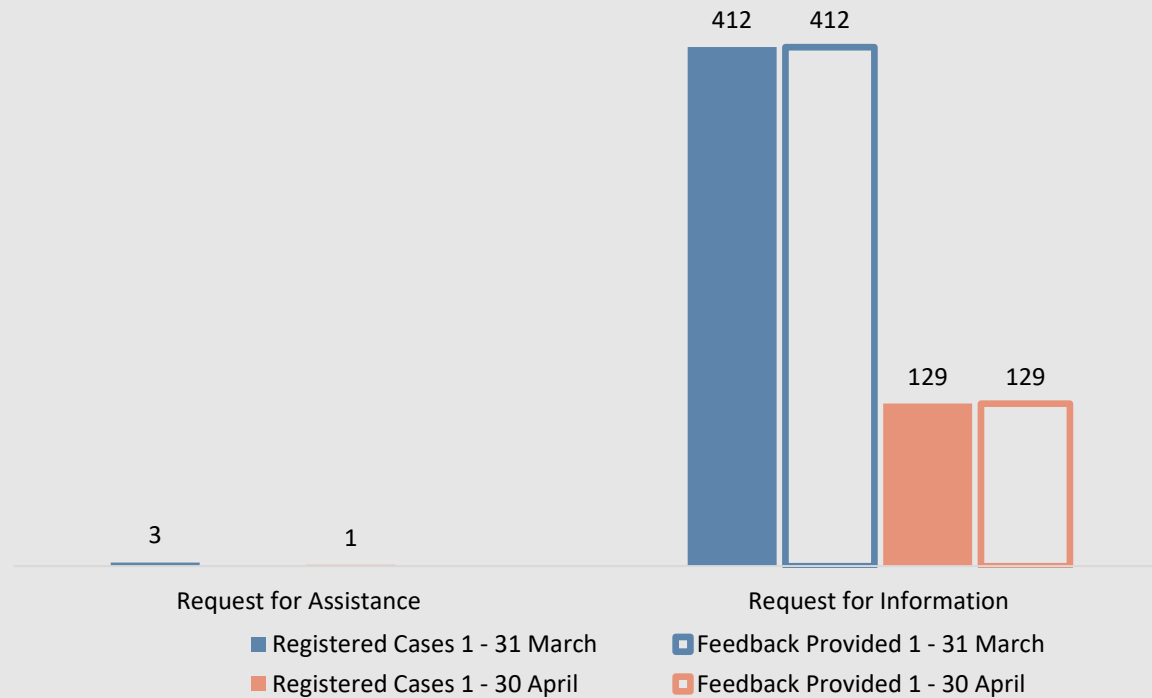
**130**

Feedback Provided:

**129**

Sofala	114
Manica	3
Tete	3
Zambezia	7
Nampula	1
Maputo Provincia	2

Referred Cases	1
Referred Cases Feedback	0
First Case Resolution	129



# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

## 1<sup>ST</sup> – 30<sup>TH</sup> APRIL 2024

### Overview

- ❖ In April 2024 Linha Verde 1458 registered **1,533** cases with an overall feedback rate of **92%**.
  - **89%** of cases closed during the initial call (first case resolution)
  - **11%** of cases were referred to Linha Verde 1458 focal points of the clusters and organizations for verification and feedback, of which **23.2%** were addressed and closed with feedback.

### Interagency Training for Linha Verde 1458 Operators

- ❖ Linha Verde 1458 held refresher training sessions from the 15<sup>th</sup> to the 25<sup>th</sup> of April in coordination with the different humanitarian clusters and agencies. These sessions are part of a regular exercise that aims to update Linha Verde 1458 operators on current humanitarian interventions and improve the hotline's capacity in call handling, referrals, and provision of feedback.
- ❖ Participating in these sessions were the following clusters and agencies: **Food Security, WASH, Shelter, Protection** and **CCCM** clusters, **PSEA Network** and **GBV Aor, INGD-DSSA, Linha Fala Criança 116, UNOPS, FAMOD, and Robobo** (the developer of the Linha Verde 1458 case handling platform).



- ❖ The Linha Verde 1458 operators were divided into two groups that received training during separate sessions to ensure that all operators were covered without interrupting the normal operation of the hotline.

### Linha Verde 1458 sent early warning and PSEA message in collaboration with INGD/ CENOE and the PSEA Network

- ❖ Linha Verde 1458 in coordination with INGD/CENOE sent early warning SMSs in the context of the rainy season. The SMSs reached **994** people, all of whom had previously contacted Linha Verde 1458.

SMS	Date	Text (sent in Portuguese)	Provinces/districts	Users reached
1	04.04.2024	INAM reports on the occurrence of heavy rains, thunderstorms and winds in the city and province of Maputo, Gaza and Inhambane.	Maputo Maputo Provincia, Maputo Cidade, Gaza e Inhambane (Zavala, Inharrime, Mabote e Funhalouro)	<b>994</b>
2	04.04.2024	DNGRH reports on the worsening of flooding in the cities of Maputo, Matola, Boane and Xai Xai	Maputo Provincia, Maputo Cidade, Gaza e Inhambane (Zavala, Inharrime, Mabote e Funhalouro)	<b>994</b>
3	04.04.2024	INGD calls for: Stay in safe places, do not travel in flooded areas, do not cross watercourses, get information from authorities about safe shelter	Maputo Provincia, Maputo Cidade, Gaza e Inhambane (Zavala, Inharrime, Mabote e Funhalouro)	<b>994</b>
4	04.04.2024	INGD urges: Docking small vessels in safe locations, not going to sea and withdrawing immediately from low-lying areas.	Maputo Provincia, Maputo Cidade, Gaza e Inhambane (Zavala, Inharrime, Mabote e Funhalouro)	<b>994</b>

- ❖ Linha Verde 1458 in coordination with PSEA Network shared one SMS for awareness raising and prevention of Sexual Exploitation and Abuse (SEA). The SMS reached **44,744** hotline users in in the country.

SMS	Date	Text (Sent in Portuguese)	Provinces/districts	Users reached
	24.04.2024	Humanitarian aid is free. If someone asks you for payment, favour, or sexual action in exchange for registering or receiving aid, say no and call 1458	National	<b>44,744</b>

- ❖ Outgoing SMS messages are part of Linha Verde 1458s shared budget and can be sent out at the request of humanitarian actors reaching anonymized contacts from the Linha Verde 1458 database and/or contacts shared by organizations.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

## 1<sup>ST</sup> – 30<sup>TH</sup> APRIL 2024

### Northern Region (IDP) Response: 1 – 30 April 2024

- ❖ Linha Verde 1458 received **1,136** cases regarding the conflict response in the north of the country. **86.9%** of the cases are related to food security.

#### Food Security

- ❖ **986** cases regarding food security were received, **79.8%** were **information requests**, **10.4%** **positive feedback**, **8.3%** **complaints**, and **1.4%** **assistance requests**.

#### Information Requests

- ❖ **787** requests for information were received and divided as follows:
  - **621** assisted persons requested information about the food **distribution dates**. For the locations where distribution plans were available, Linha Verde 1458 shared the dates and where not available advised callers to consult with local leaders as they are the first receive information locally whenever distribution dates are confirmed. The majority called from **Mocímboa da Praia** and **Quissanga**, and from **Metuge**, **Montepuez** and **Mueda**, where they were informed of the end of assistance from April onwards.
  - **162** persons from locations where food assistance has recently ended due to funding constraints called to confirm the **duration of assistance** as they indicate still face food insecurity. The majority called from **Pemba** and **Ancuabe**
  - **2** callers requested for clarification about **targeting criteria** for food assistance, which Linha Verde 1458 explained that the criteria prioritizes the most vulnerable households.

#### Complaints

- ❖ **82** complaints were registered regarding food security, **53** were claims of **exclusion error**, **15** allegations of **abuse of power**, **7** concerned **access barriers**, **5** of food **quality**, and **1** **distribution issue**.
- ❖ **53** persons complained about **exclusion errors** in the last distribution cycle, of which:
  - **28** from **Mocímboa da Praia** and **Macomia** in Cabo Delgado, **Cidade de Nampula** and **Memba** in Nampula, **Lichinga** in Niassa claimed their names were removed from the assistance list. The cases were referred to WFP CFM focal points for verification.
  - **19** previously assisted households from **Chiure**, **Metuge**, **Montepuez** and **Mueda** had been removed from the assistance and confirmed not to meet the vulnerability-based targeting criteria.
  - **4** claims that people received their assistance without their consent and **2** allegations of exclusion of entire communities in the last distribution cycle.

- ❖ **15** allegations of abuse of power that include:
  - **5** claims of **fraud** indicating that local leaders in **Mocímboa da Praia** and **Pemba** (Cabo Delgado) and **Cidade de Nampula** (Nampula) included names of family members for food assistance and left out most vulnerable households.
  - **5** allegations of **corruption**: **2** from **Mocímboa da Praia** (Cabo Delgado) indicating that a local leader has been charging 1000MZN for registration and another local leader have been charging 1500MZN for each value voucher; **1** from **Nangade** (Cabo Delgado) claiming that distribution teams have been charging beneficiaries to receive food kit; **1** from **Erati** (Nampula) indicating that local leader is charging 100-150MZN for registration; **1** from **Chiure** (Cabo Delgado) claiming that a local leader charged 10MZN for registration. All cases have been received and followed up on or addressed.
  - Claims of **diversion** of food in **Mocímboa da Praia (4)** and of **intimidation (1)** from **Chiure**.
- ❖ **7** callers in **Chiure** and **Mocímboa da Praia** in Cabo Delgado, **Cidade de Nampula** and **Erati** in Nampula reported **access barriers** as food **retail prices** increased following voucher card top-ups and at the same time some claimed that shops charged them higher prices for the same product in comparison to the local customers. Price increases were confirmed, not due to discrimination but rather due the canceled VAT exemption on a range of staple products and due to limited stock of certain products in shops.
- ❖ **5** complaints of **quality** problems: **3** from **Meconta** (Nampula) reporting that the rice distributed had mold; **2** from **Cidade de Pemba** (Cabo Delgado) reporting that the chickens distributed died few days later.
- ❖ **1** report of **distribution issue** from **Mocímboa da Praia** claiming that the distributions teams did not complete the distributions and left without informing when they would return to resume.

#### Assistance Requests

- ❖ **14** requests for assistance were registered and distributed as follows:
  - **8** IDPs and people from host communities in **Mecufi**, **Mocímboa da Praia**, **Muidumbe**, **Metuge** and **Macomia** called to ask for food assistance. For **Mecufi** and **Metuge** Linha Verde 1458 informed that food assistance has ended due to funding constraints. Other cases were referred to WFP CFM focal points for follow-up.
  - **3** assisted persons in **Montepuez** (Cabo Delgado) and **Lichinga** (Niassa) called to ask for replacement for their lost food assistance cards. The requests were referred to WFP CFM focal points for follow-up.
  - **3** persons from **Mocímboa da Praia** and **Chiure** asked for agricultural tools and seeds.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

## 1<sup>ST</sup> – 30<sup>TH</sup> APRIL 2024

### **Shelter and NFIs**

- ❖ Linha Verde 1458 registered **30** cases related to shelter assistance and NFI needs. **26** are requests for assistance, **2** complaints and **2** positive feedbacks.
- ❖ **26** IDPs from **Nangade (6), Mueda (4), Montepuez (3), Metuge (3), Ancuabe (2), Macomia (2), Mocímboa da Praia (2), Balama (1), Palma (1), Cidade de Pemba (1), Muídambe (1)** requested tarpaulins, flashlights, blankets, and kitchen utensils.
- ❖ **2** callers from **Metuge** and **Macomia** complained not receiving payment after hired to work in construction projects.

### **Multi-purpose Cash Assistance (NRC)**

- ❖ **6** IDPs in **Mueda** complained of **exclusion error** for not receiving M-pesa transfers despite receiving a phone and a SIM card while others for not receiving phones nor SIM cards. The cases were referred to focal points for verification and follow up.
- ❖ **1** caller in **Mueda** complained not receiving payment after hired to work in collecting beneficiary data for a project.
- ❖ **1** IDP in **Nangade** requested information about M-pesa transfer dates. Linha Verde 1458 instructed caller to consult with the leader of the center for information on any planned distribution date.

### **WASH**

- ❖ **5** IDPs in **Nangade** and **Mueda** requested increased water supply and constructions of wells.
- ❖ **1** IDP in **Nangade** complained that bathrooms were built close to his house causing a health hazard.
- ❖ **1** IDP in **Mueda** hired to work for a water distribution project complained about not receiving any payment.

### **Central Region: 1 – 30 April 2024**

- ❖ Linha Verde 1458 received **363** cases from the central region. **35%** were weather related inquiries, **20.7%** related to food security and livelihoods, and **3.6%** related to response to cyclone Freddy. Out of the total **74.9%** were **information requests**, **15.7%** **positive feedback**, **6.9%** **complaints**, and **2.5%** **assistance requests**.

### **Food security and Livelihoods**

- ❖ **75** calls were registered, **56** positive feedback, **11** complaints, **6** requests for assistance and **2** requests for information.

- ❖ Of the 11 complaints:

- **7** callers from **Chemba** and **Caia** in Sofala reported **exclusion** from M-pesa transfers despite receiving a phone and SIM card. All cases were referred to WFP CFM focal points for follow up on the referral.
- **4** allegations of **abuse of power**: **2** claims of **corruption** from **Caia** indicating that local leaders charge 1000MZN for registration while demanding from each assisted person portion of the transferred amount; **1** claim **fraud** against a local leader in **Caia** stating that only his family members received the phones and SIM cards to receive the M-pesa transfers excluding the vulnerable; **1** report of **intimidation** in **Caia** claiming that a local leader has been threatening to remove people from the lists if they do not share the food with him. The cases were referred to WFP CFM focal points and the issues addressed with the local government.

- ❖ **6** assisted persons called from **Chemba** and **Maringue** in Sofala requesting additional seeds and agricultural tools as their crops did not yield enough.

- ❖ **2** assisted persons called from **Caia** and **Chemba** to inquire about the M-pesa transfer and seeds distribution dates. Linha Verde 1458 recommended callers to consult with local leaders for any information on distribution schedules.

### **Weather related inquiries**

- ❖ **127** people, majority from **Nhamatanda, Chemba, Maringue, and Muanza** in Sofala, called to ask for the weather updates. Linha Verde 1458 shared the weather forecast provided by INAM and instructed callers to tune in to official channels for timely weather updates and follow safety guidelines.

### **Cyclone Freddy Response**

- ❖ **13** people from **Nicoadala** called to report they have not received the M-pesa transfers despite being registered and having received SIM cards. All cases were addressed by WFP. Linha Verde 1458 informed that all transfers have been concluded and the Freddy response has ended.

### **Southern Region: 1 – 30 April 2024**

- ❖ In the southern region Linha Verde 1458 received **34** cases, which **24** cases were related to food security and livelihoods. **16 positive feedback**, **7 complaints**, and **1 information request**.

- ❖ **7** assisted persons in **Massingir** (Gaza) complained that their food kit did not included beans because it was not adequate for consumption. Linha Verde 1458 informed that the beans needed to dry before distribution, expected to happen in the upcoming days.



# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

## 1<sup>ST</sup> – 30<sup>TH</sup> APRIL 2024

### *Protection*

- ❖ Linha Verde 1458 registered **160** cases regarding protection as follows, which **11** were actual cases and the remainder **148** are requests for information:
  - **5 child protection** cases: **3** reports of **forced marriage** from **Buzi** (Sofala) and **Jangamo** (Inhambane); **2** reports **rape** from **Morrumbala** (Zambezia) and **Memba** (Nampula). All cases were immediately referred to Linha Fala Criança 116 for follow up and action.
  - **2 GBV** cases: **2** reports of **physical assault** from **Cidade da Matola** and **Marracuene** (Maputo Província). Linha Verde 1458 instructed callers on measures they should immediately take and directed them to the services available.
  - **2 protection** cases: **2 IDPs** in Chiure and **Metuge** (Cabo Delgado) requested assistance to obtain a **civil documentation**. The cases were referred to the protection cluster focal points for follow up.
  - **1** report of SEA from **Metuge**.
  - **131** people that received the SMS for PSEA awareness raising called asking for clarification.
  - **15** callers asked about forced marriage and the legal implications.
  - **2** people called to ask about gender-based violence.