

Linha Verde da Resposta à Emergência 1458

Report period: 1st February – 31st March 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.

6,298 Total Cases Registered 2024

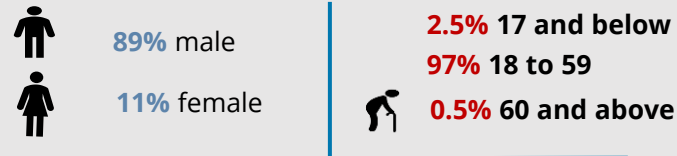
2,078 Cases Registered March 2024

95% Feedback Rate March 2024

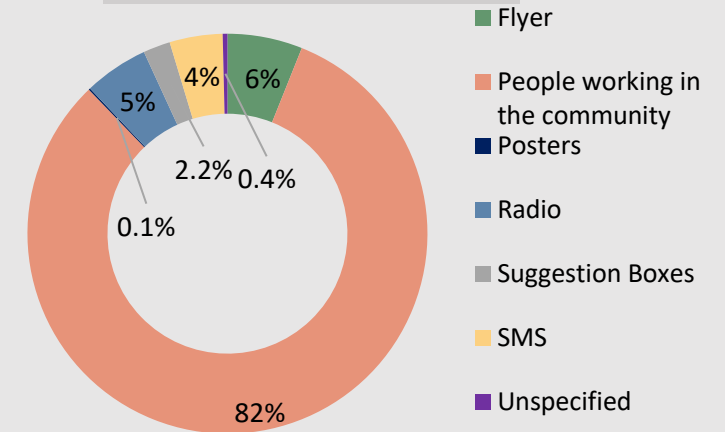


CUMULATIVE DATA OVERVIEW PERIOD: 1ST – 31ST MARCH 2024

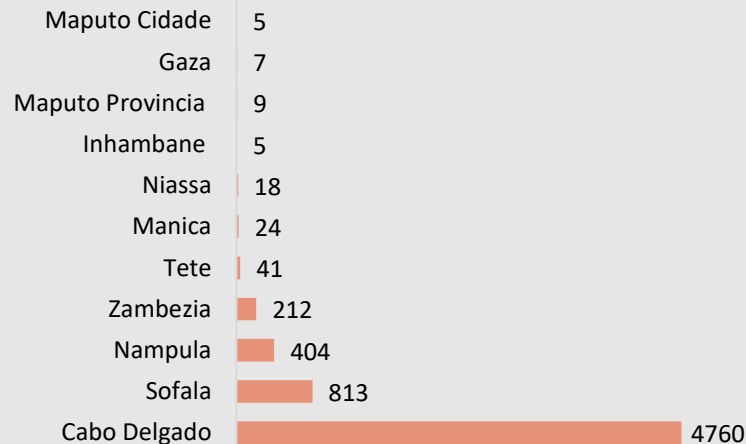
CALLER PROFILE



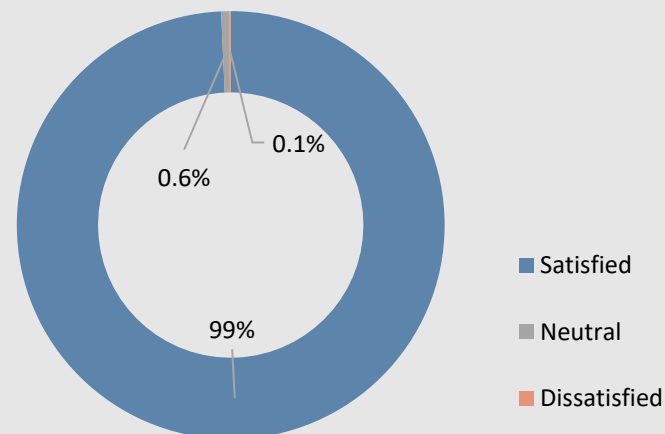
KNOWLEDGE ABOUT LINHA VERDE 1458



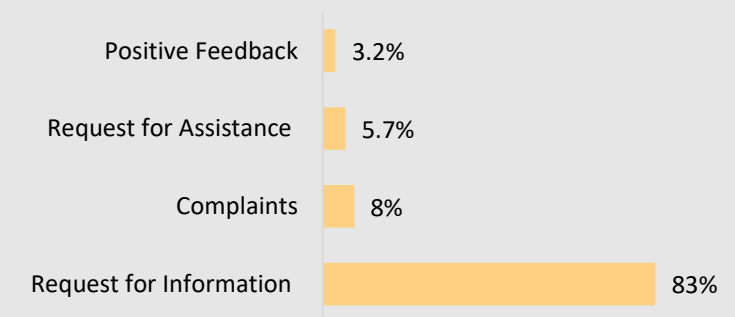
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

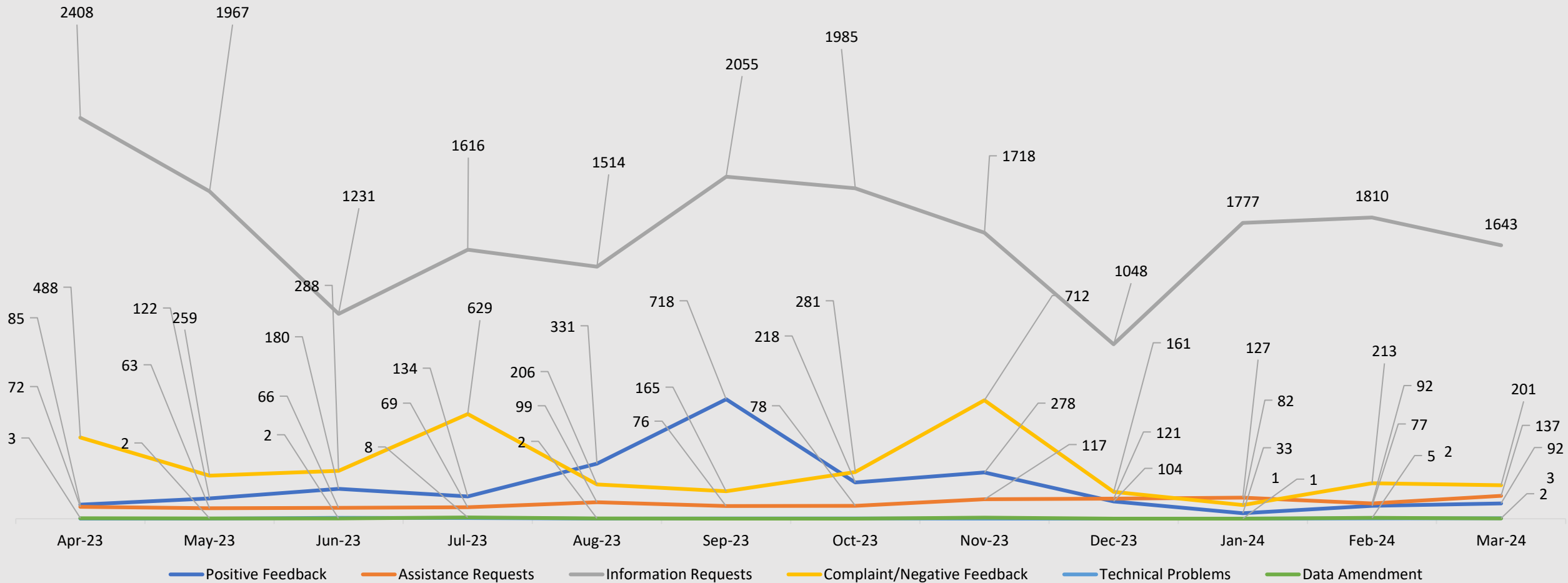
1ST APRIL 2023 – 31ST MARCH 2024

1st – 31st March 2024

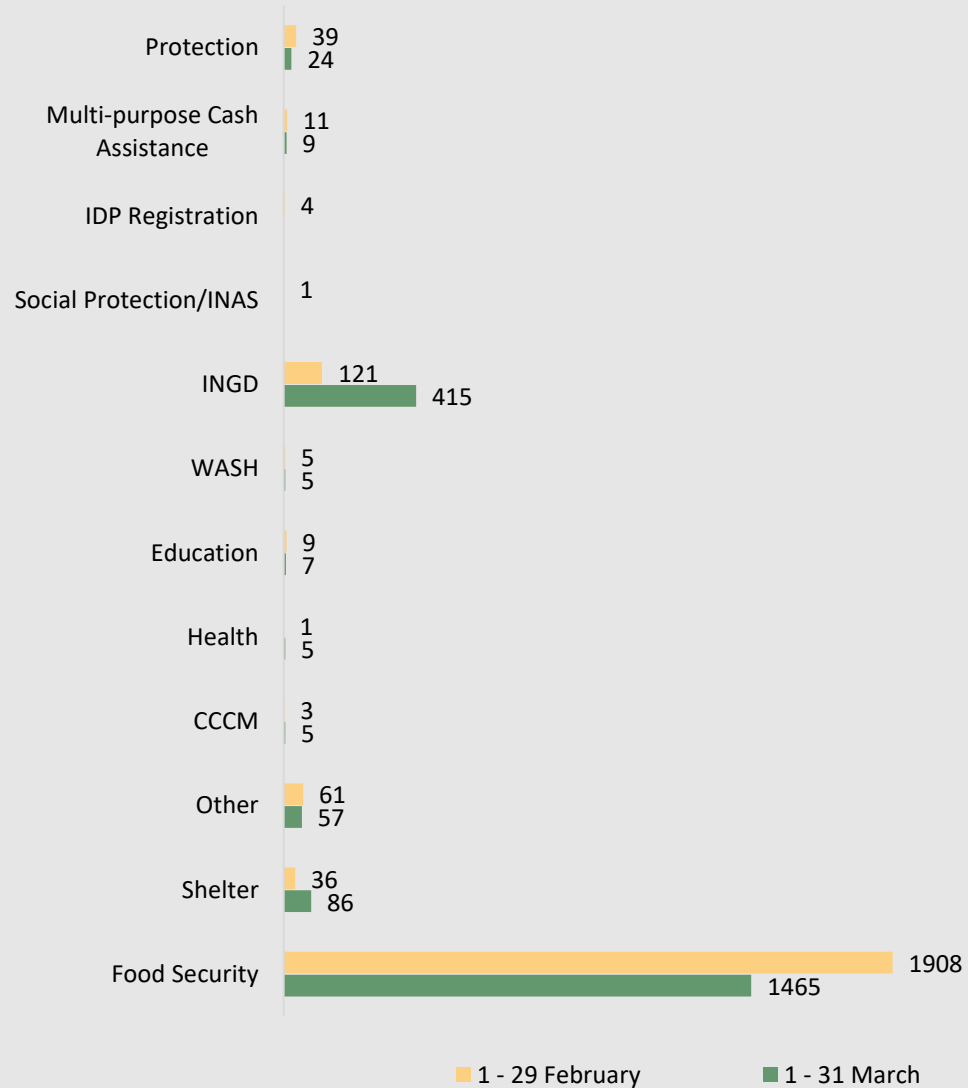
Nr. Total Registered Cases:
2,078

Nr. of calls from the 8northern region:
1,577

75.9% of the cases registered through Linha Verde 1458 between March 1st – 31st came from the northern region.



CASES PER SECTOR 1ST FEBRUARY – 31ST MARCH 2024



Food Security continues to rank first as the sector with most cases with 70.5% of all cases registered at the Linha Verde 1458. This is likely linked to regular awareness campaigns on Linha Verde 1458 and beneficiaries' rights by food security actors during the distributions.

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

FEEDBACK ANALYSIS PER SECTOR

1ST – 31ST MARCH 2024



Cases Registered

2,078

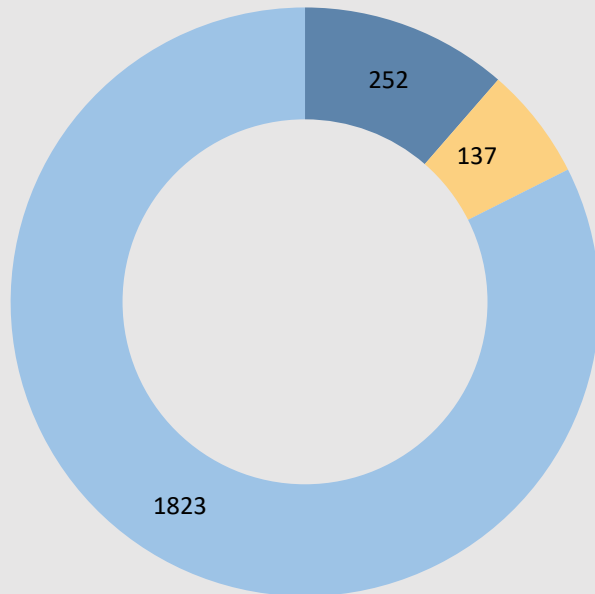
Cases Referred:

12.1%

First Case Resolution:

87.8%

- 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

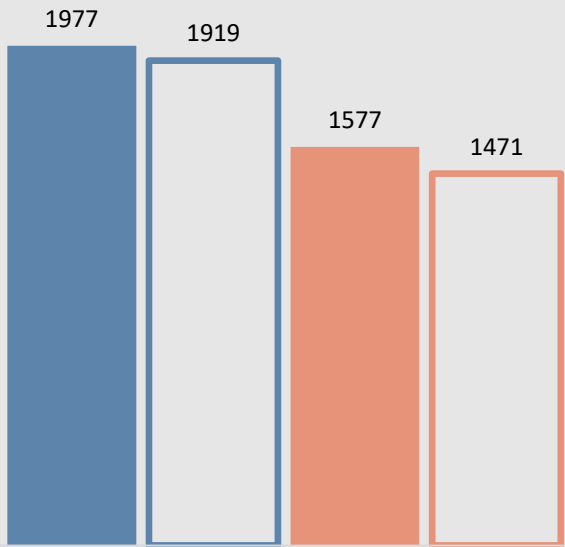
Sectors	Referred Cases	Referred Cases Feedback	First Case Resolution
Food Security	132	55	1333
Shelter	86	71	0
Other	0	0	57
CCCM	5	1	0
Health	1	1	2
Education	5	0	1
WASH	4	0	1
Protection	2	2	0
Child Protection	2	0	9
GBV	3	0	2
Social Protection/INAS	0	0	0
IDP Registration	0	0	0
INGD	3	0	412
PSEA	0	0	6
Multi-purpose Cash Assistance	9	7	0
Total	252	137	1823

CASES PER REGION

1ST FEBRUARY – 31ST MARCH 2024

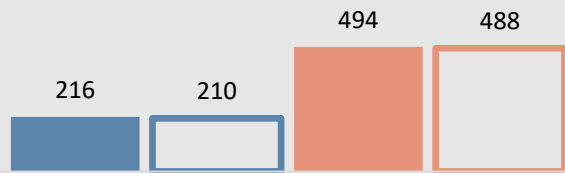


1st – 31st March 2024
Cases Registered: 1577
Feedback provided: 1471



Northern Region

1st – 31st March 2024
Cases Registered: 494
Feedback provided: 488



Central Region

1st – 31st March 2024
Cases Registered: 7
Feedback provided: 7

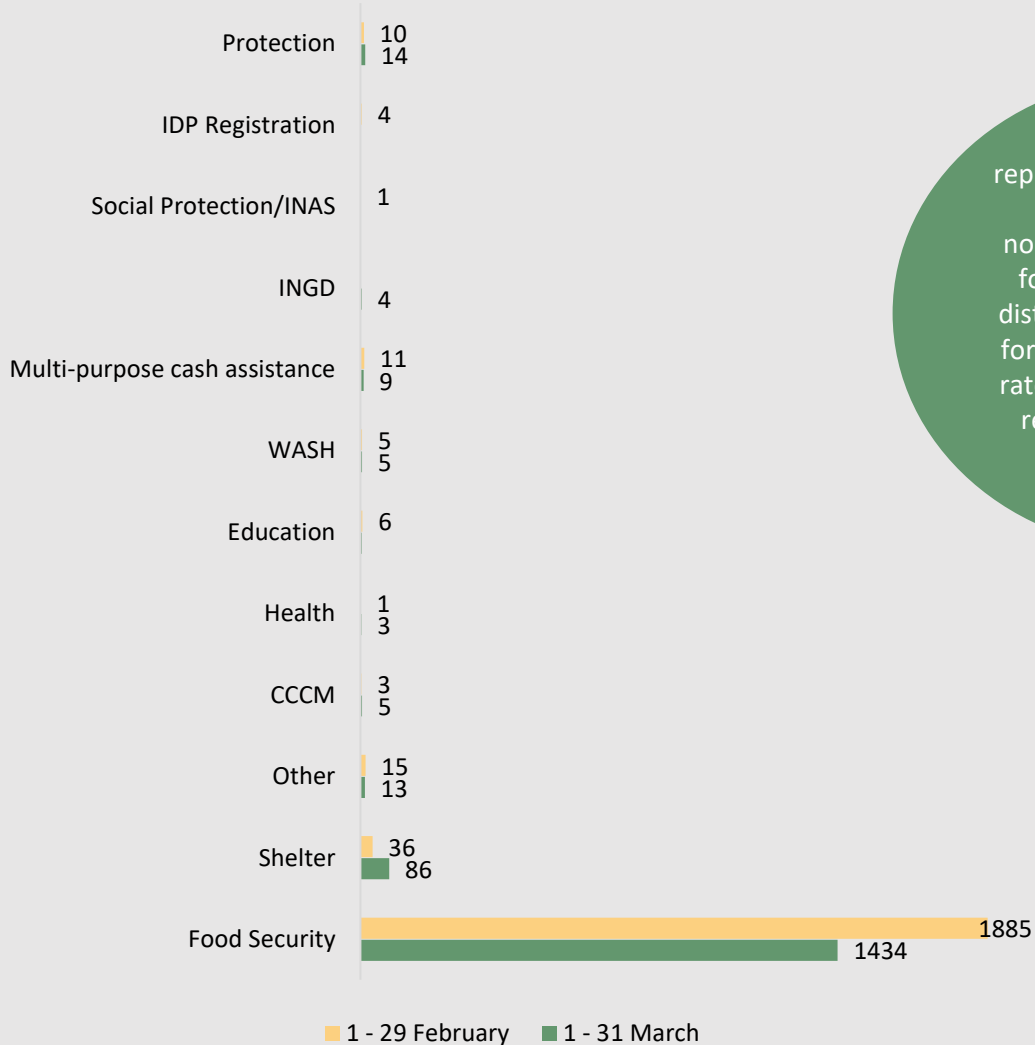


Southern Region

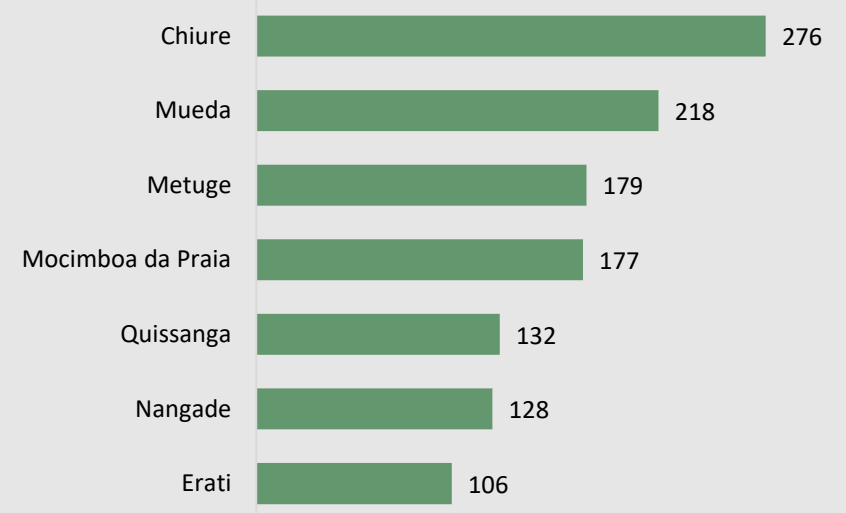
■ Registered Cases 1 - 29 February
 □ Feedback Provided 1 - 29 February
 ■ Registered Cases 1 - 31 March
 □ Feedback Provided 1 - 31 March

NORTHERN REGION CASES PER SECTORS 1ST FEBRUARY – 31ST MARCH 2024

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



Food Security cases represent 90.9% of all cases registered from the northern region. Requests for information on food distribution timing account for 68.5% with a feedback rate of 100%. Sector **Other** refer to inquiries about Linha Verde 1458 objectives



NORTHERN REGION

1ST FEBRUARY – 31ST MARCH 2024

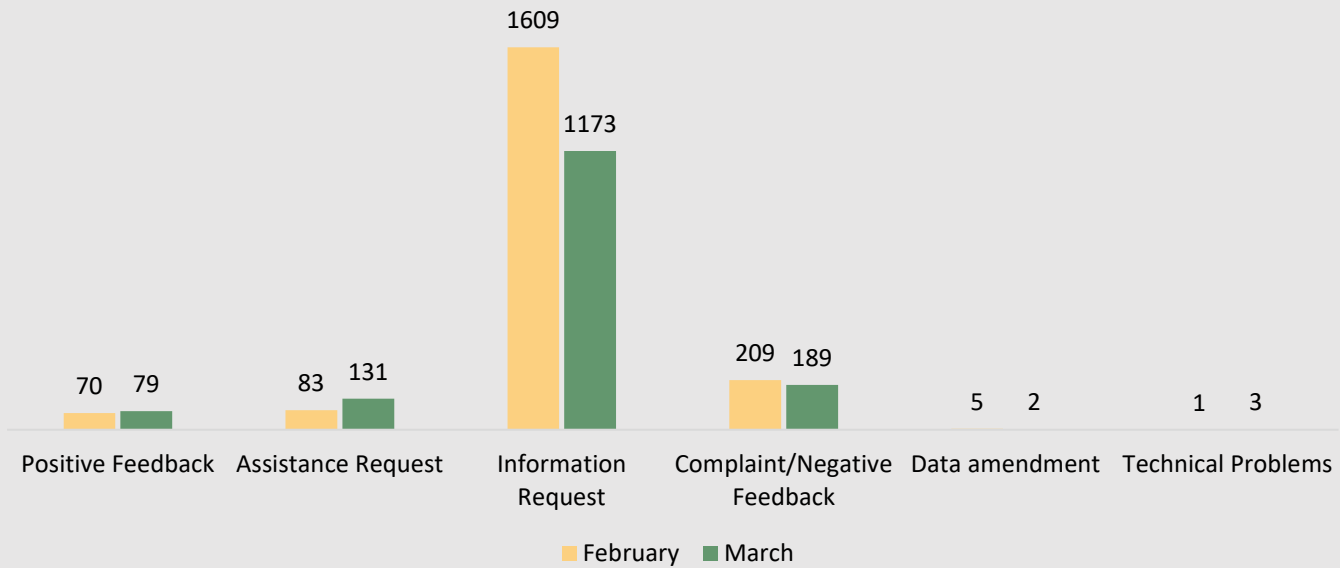
February
Cases Registered:
1977
Feedback Provided:
97%

March
Cases Registered:
1577
Feedback Provided:
93%

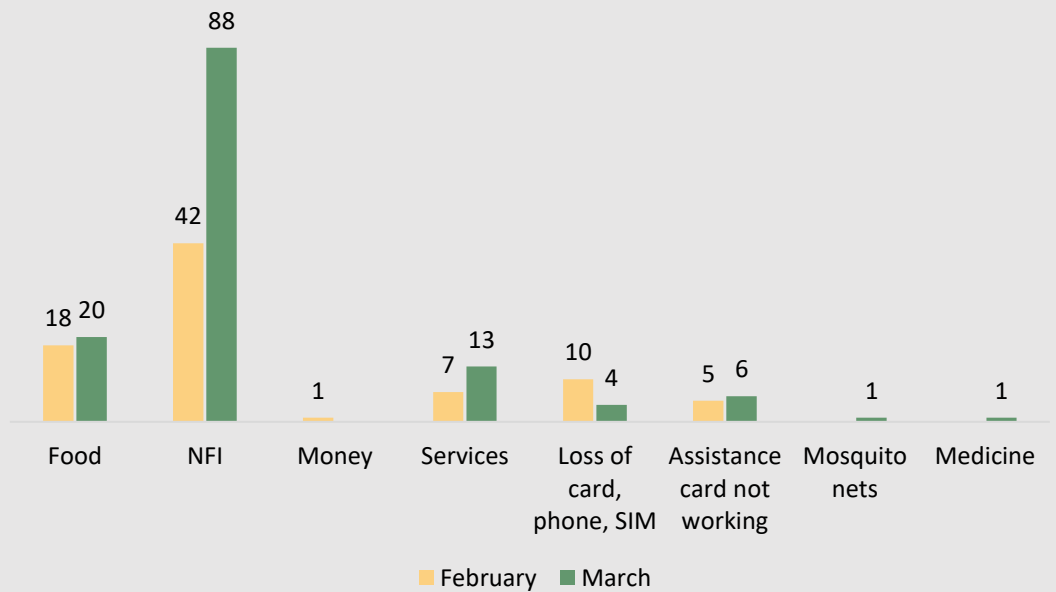
February
Cases Registered:
81
Feedback provided:
64%

March
Cases Registered:
133
Feedback provided:
70%

CASE TYPES



ASSISTANCE REQUEST



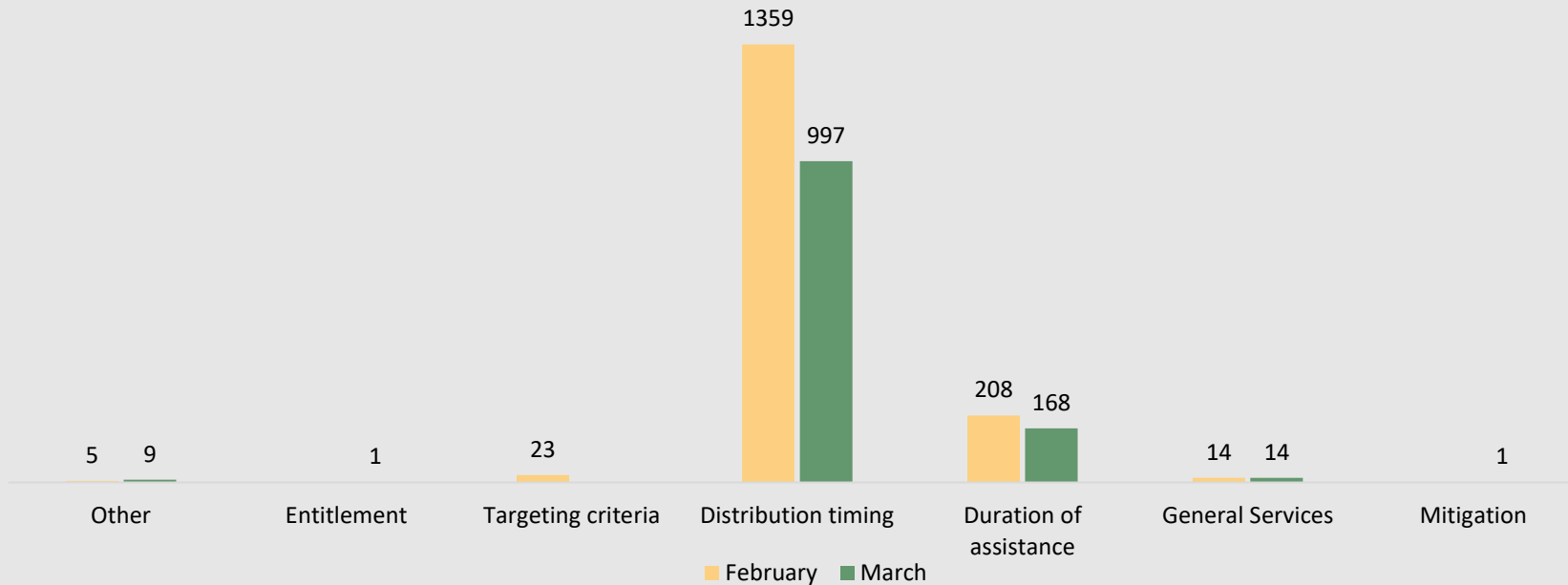
NORTHERN REGION INFORMATION REQUESTS 1ST FEBRUARY – 31ST MARCH 2024



February
Cases registered:
1612
Feedback provided:
100%

March
Cases registered:
1173
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 put hold in Mocimboa da Praia and Macomia due to road access problems e and Quissanga due to security concerns



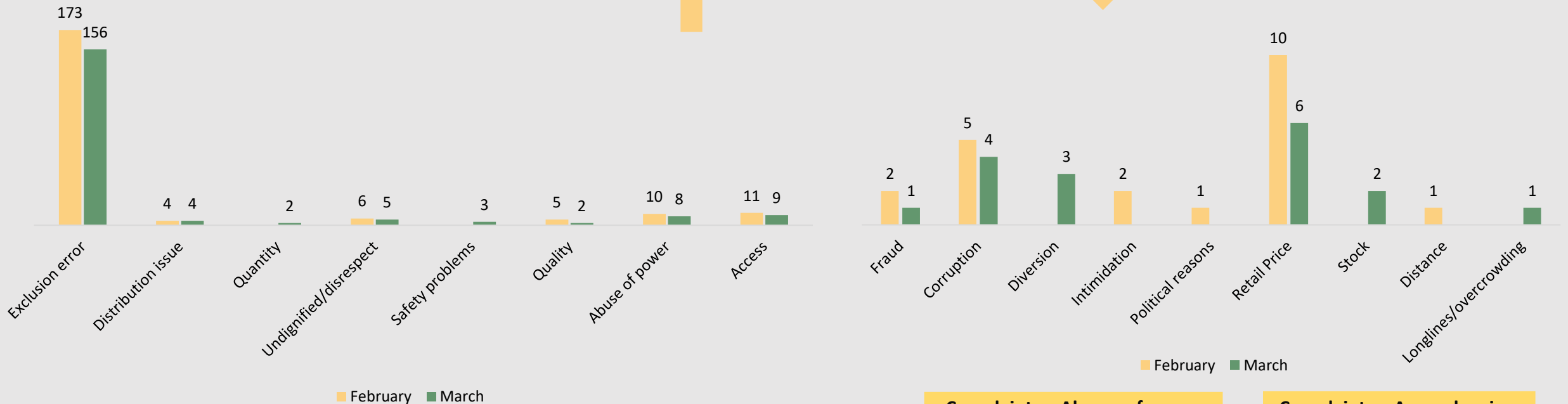
NORTHERN REGION COMPLAINT/NEGATIVE FEEDBACK 1ST FEBRUARY – 31ST MARCH 2024

NORTHERN REGION BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST FEBRUARY – 31ST MARCH 2024

Approximately **43.4%** 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.



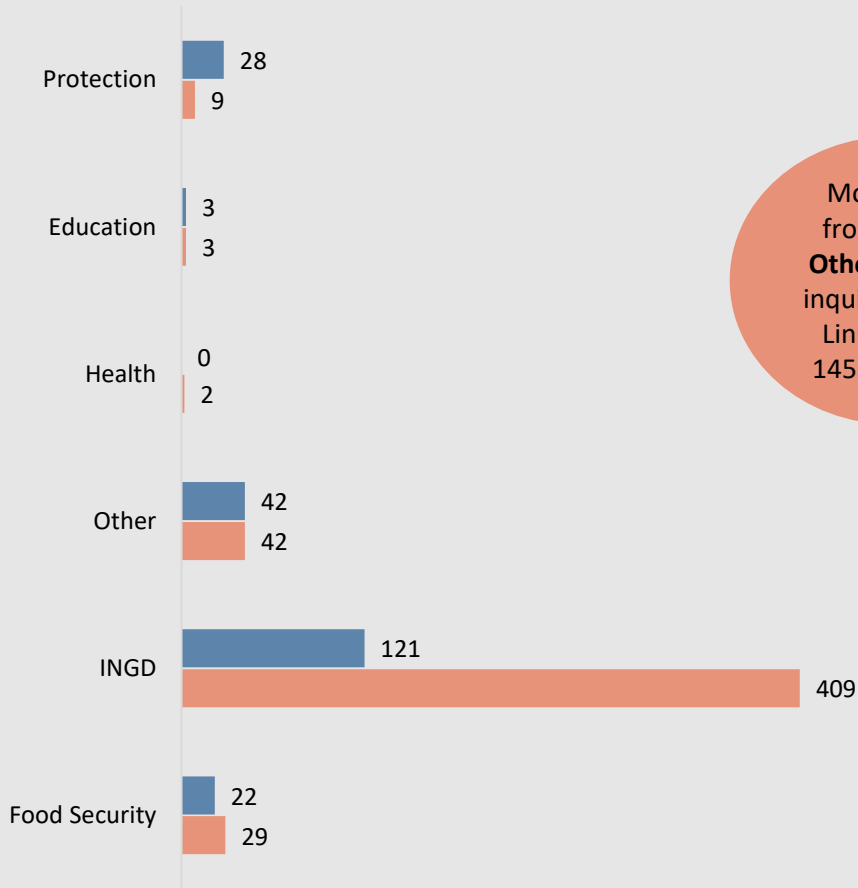
Complaints – Abuses of power

Complaints – Access barriers

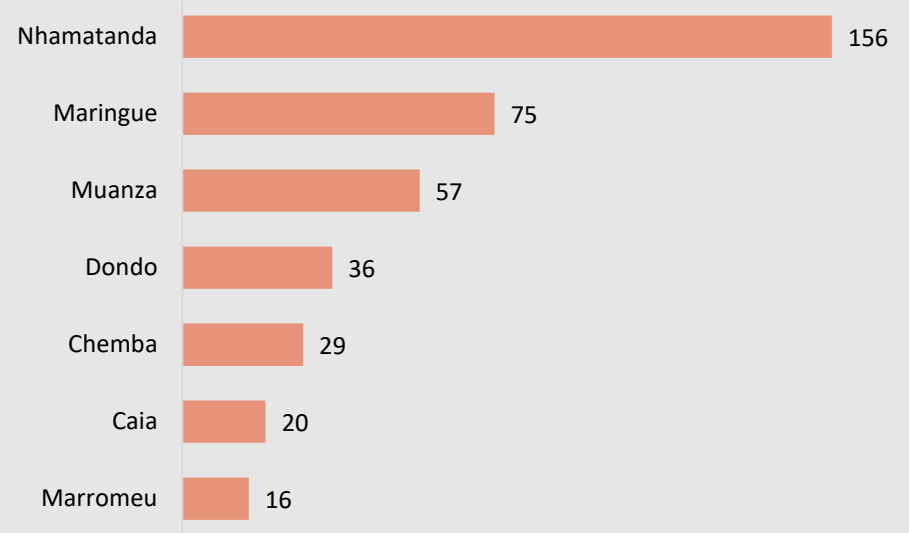
**CENTRAL REGION
CASES PER SECTORS
1ST FEBRUARY – 31ST MARCH 2024**



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



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



■ 1 - 29 February ■ 1 - 31 March

CENTRAL REGION
1ST FEBRUARY – 31ST MARCH 2024

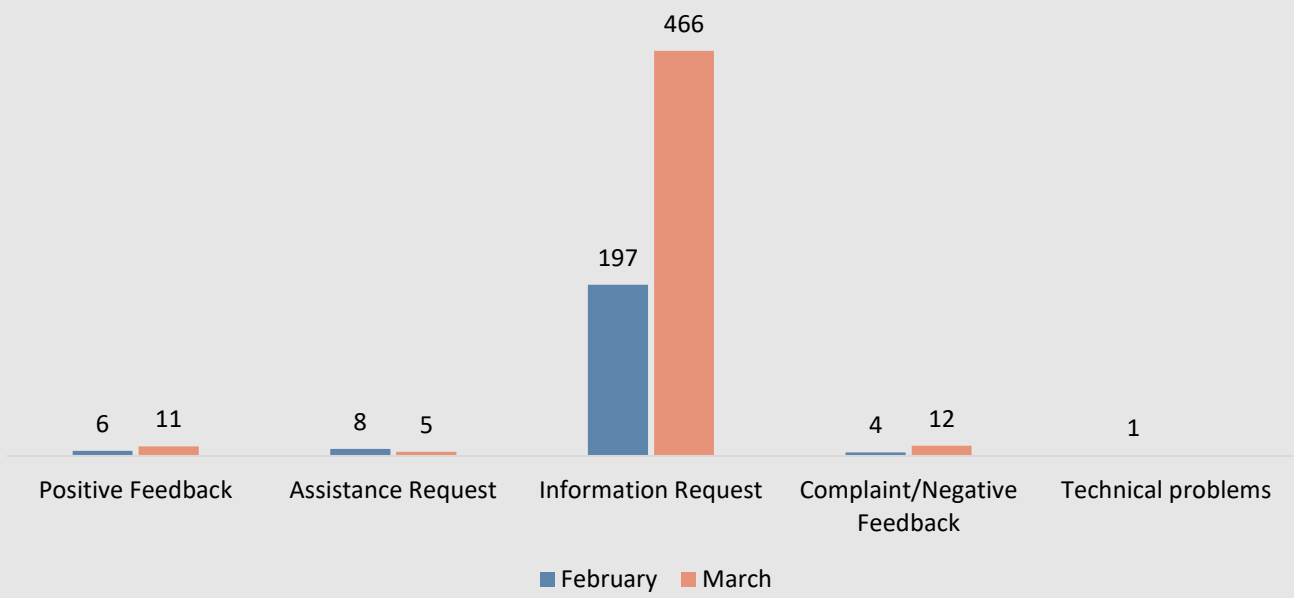
February
 Cases Registered:
216
 Feedback Provided:
97%

March
 Cases Registered:
494
 Feedback Provided:
99%

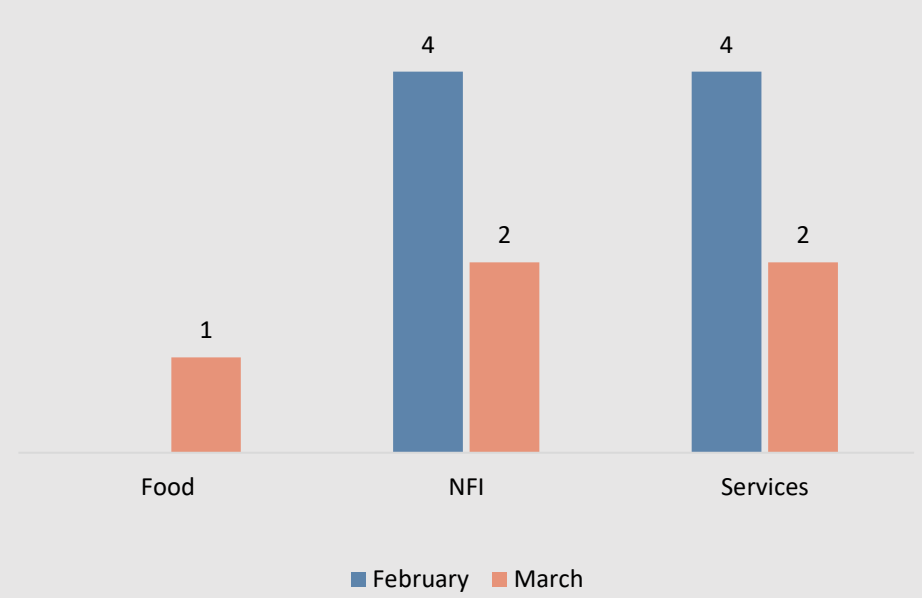
February
 Cases Registered:
8
 Feedback Provided:
63%

March
 Cases Registered:
5
 Feedback Provided:
80%

CASE TYPES



ASSISTANCE REQUEST



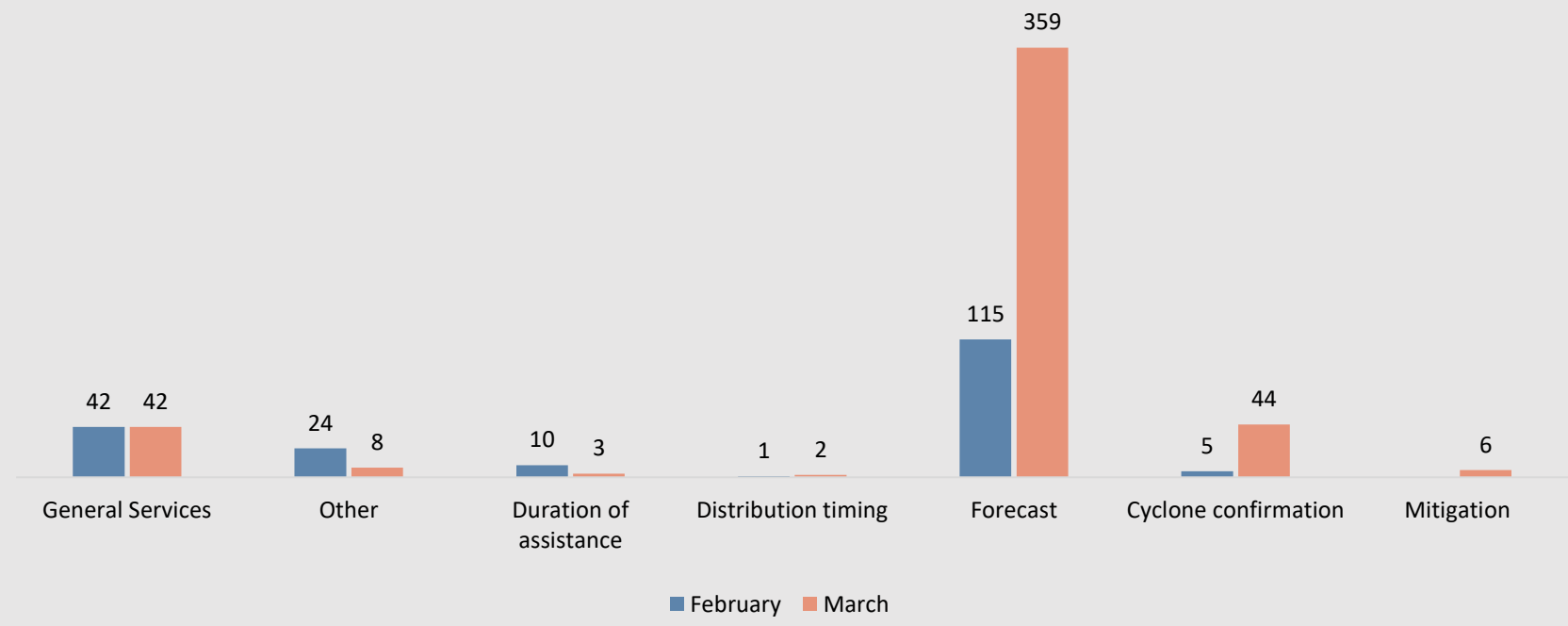
CENTRAL REGION INFORMATION REQUESTS 1ST FEBRUARY – 31ST MARCH 2024



February
Cases Registered:
196
Feedback Provided:
100%

March
Cases Registered:
464
Feedback Provided:
100%

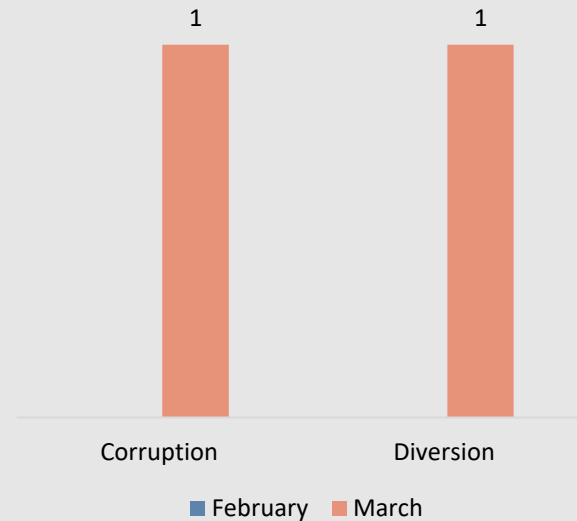
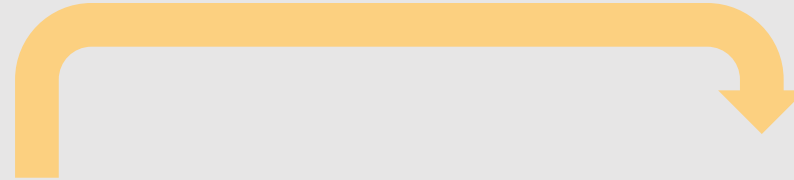
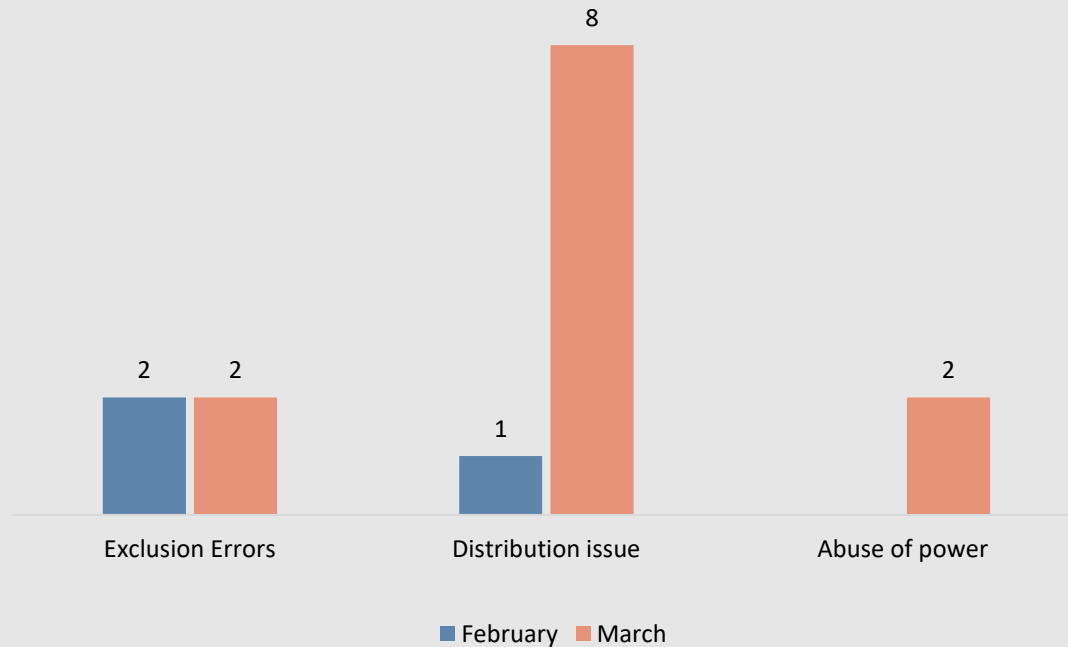
General Services refer to inquires about Linha Verde 1458.



**CENTRAL REGION
COMPLAINTS/NEGATIVE FEEDBACK
1ST FEBRUARY – 31ST MARCH 2024**



**CENTRAL REGION
BREAKDOWN OF ABUSES OF POWER
1ST FEBRUARY – 31ST MARCH 2024**

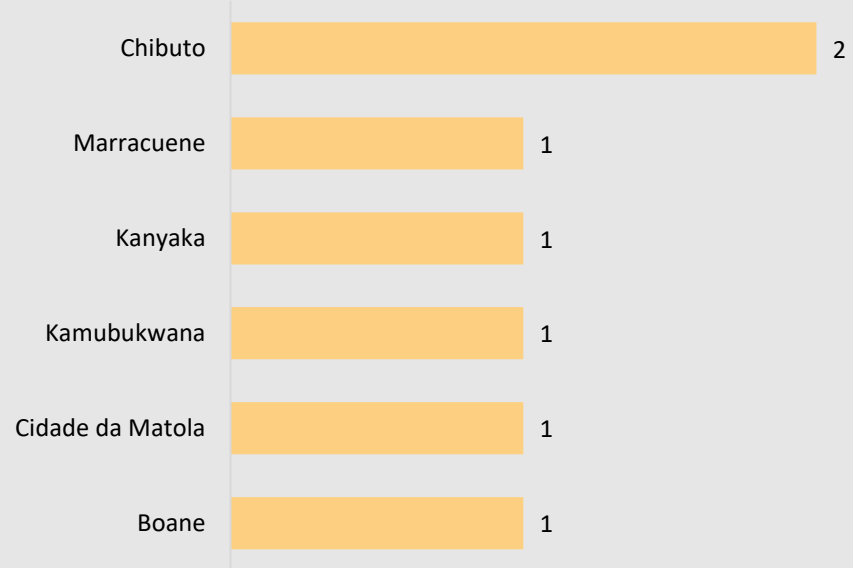
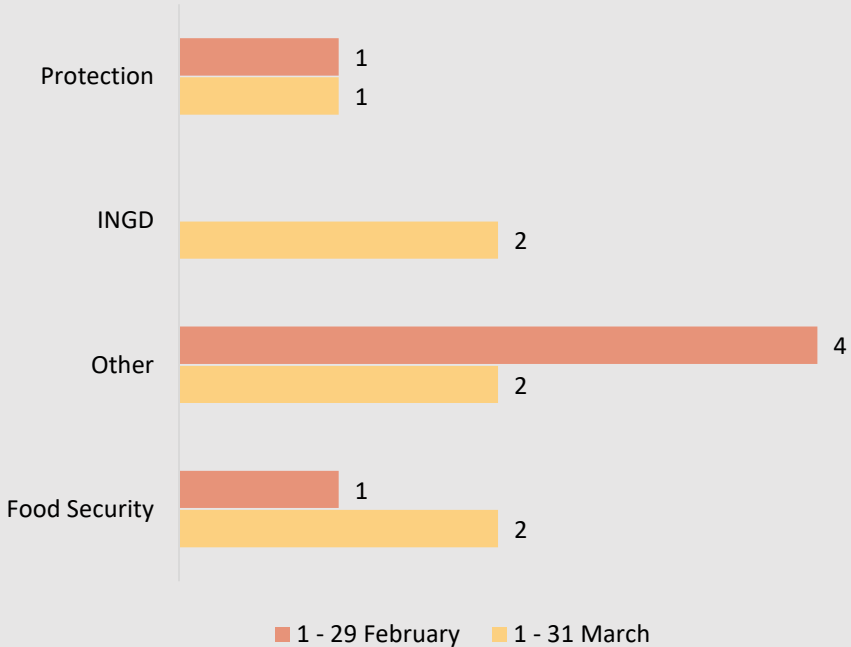


Complaints – Abuses of power

SOUTHERN REGION CASES PER SECTORS 1ST FEBRUARY – 31ST MARCH 2024

SOUTHERN REGION CASES PER DISTRICT 1ST – 31ST MARCH 2024

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



POSITIVE FEEDBACK
1ST – 31ST MARCH 2024



FOOD SECURITY

"I'm calling to thank WFP and partners. On 03/08/2024, I received 1 kit consisting of 50kg of rice, 10kg of beans and 4 liters of cooking oil. The distributions took place at R.C. 21 de Abril. I ask partners to continue aiding for longer. I have been displaced from Chuire, Ocuá to Nampula, Namapa since February 20, 2024 due to the most recent military attacks. I currently live in the Muanona community in a borrowed house, with 5 family members." **Male, Erati, Nampula**

FOOD SECURITY

"I call to thank you for the support of 4,230MZN that I received from the WFP, distributed on 03/23/2024. I have been displaced from Macomia since October 2021. I currently live in the district of Mueda, in the town of Mpeme, in the C.R. of Mpeme." **Male, Mueda, Cabo Delgado**

FOOD SECURITY & LIVELIHOODS

I call to thank you for WFP support in response to the drought that hit the Chibuto district. On March 23, 2024, I received from WFP 1 kit consisting of 10kg of rice, 10kg of beans, 15kg of corn flour, 6 liters of cooking oil and 1kg of salt. I ask partners to continue supporting for a long time. I'm from Gaza, Chibuto in the town of Changanine, I currently live in Bairro 3 in my own house with 5 members of my family." **Female, Chibuto, Gaza**

FOOD SECURITY

"I'm calling to thank you for the support I received from WFP on 03/19/2024, I received the amount of 4,230MZN and went to buy some products for my family to feed ourselves. I have been displaced from Mocímboa da Praia since 2020, I currently live in Chiure, in the Kuphe village." **Female, Chiure, Cabo Delgado**

FOOD SECURITY

"I have been displaced from Palma to Niassa since 2021 due to armed attacks. I live in the administrative post of Cuamba, Namutimbua in a borrowed house with 6 members of my family. I was registered by the neighborhood leader, and I am a beneficiary of the food assistance provided by WFP and partners. I called Linha Verde 1458 to thank you for the support offered by WFP where I received 50kg of rice, 10kg of beans, 4 liters of cooking oil." **Female, Cuamba, Niassa**

WASH/SHELTER

"I have been displaced from Chiure since the 20th of February 2024, to the province of Nampula, district of Erati, Villa de Namapa. I currently live in a borrowed house, along with 6 other people in my family. I am a beneficiary of the assistance provided by PMA and partners. I received today, March 8, 2024, a bucket and 6 pieces of underwear. I'm calling to thank you for your support." **Male, Erati, Nampula**

FOOD SECURITY

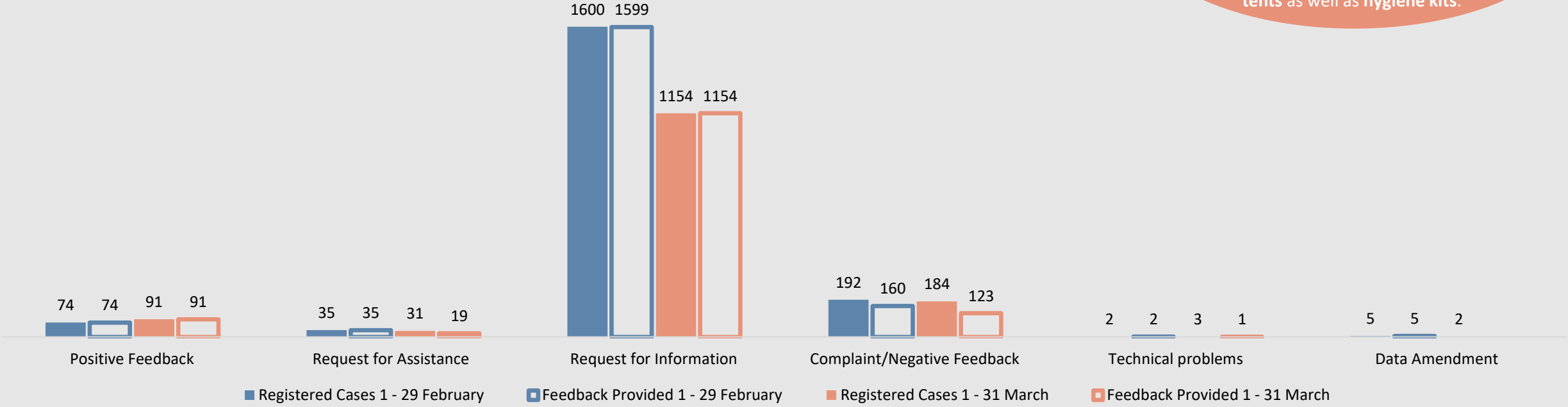
Sofala	17
Zambezia	12
Nampula	122
Cabo Delgado	1311
Gaza	2
Niassa	1

Referred Cases	132
Referred Cases Feedback	55
First Case Resolution	1333



1st – 31st March 2024
 Cases Registered: **1465**
 Feedback Provided: **1388**

1st – 31st March 2024
97.9% 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 March 2024

Cases Registered:

86

Feedback Provided:

71

Cabo Delgado	79
Nampula	7

Referred Cases	86
Referred Cases Feedback	71
First Case Resolution	0

WASH



1st – 31st March 2024

Cases Registered:

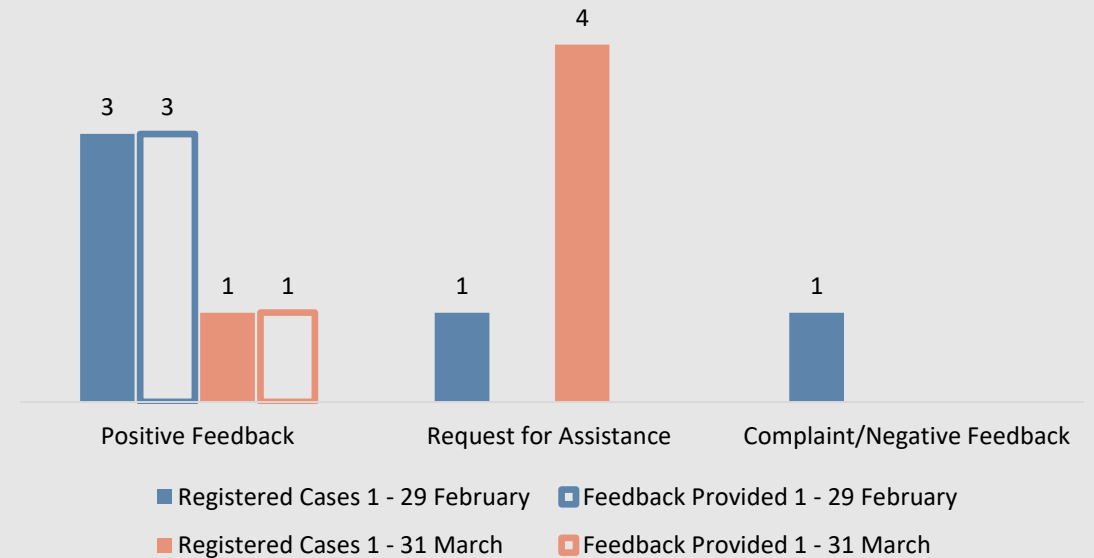
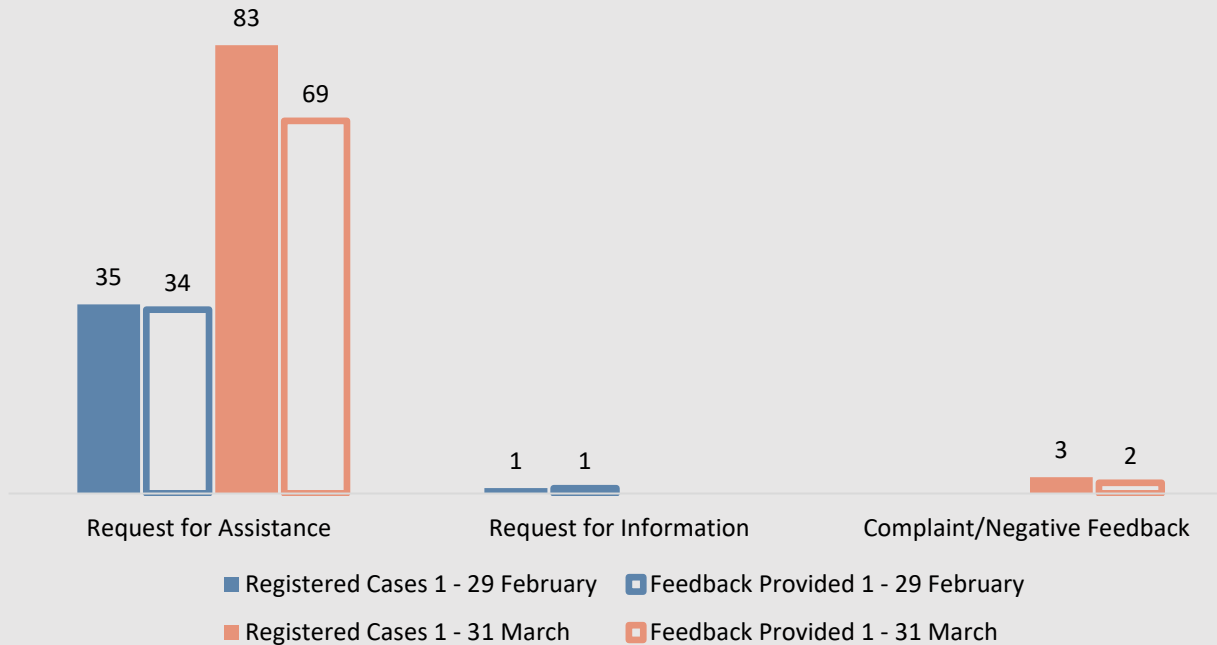
5

Feedback Provided:

1

Cabo Delgado	4
Nampula	1

Referred Cases	4
Referred Cases Feedback	0
First Case Resolution	1



CHILD PROTECTION



Sofala	4
Zambezia	2
Nampula	2
Niassa	1

Referred Cases	2
Referred Cases Feedback	0
First Case Resolution	9

Child Protection sector includes:
 Rape - 2 cases
 Forced marriage (info) - 9 cases

1st – 31st March 2024

Cases Registered: **11**
 Feedback Provided: **11**

1st – 31st March 2024

Cases Registered: **5**
 Feedback Provided: **5**

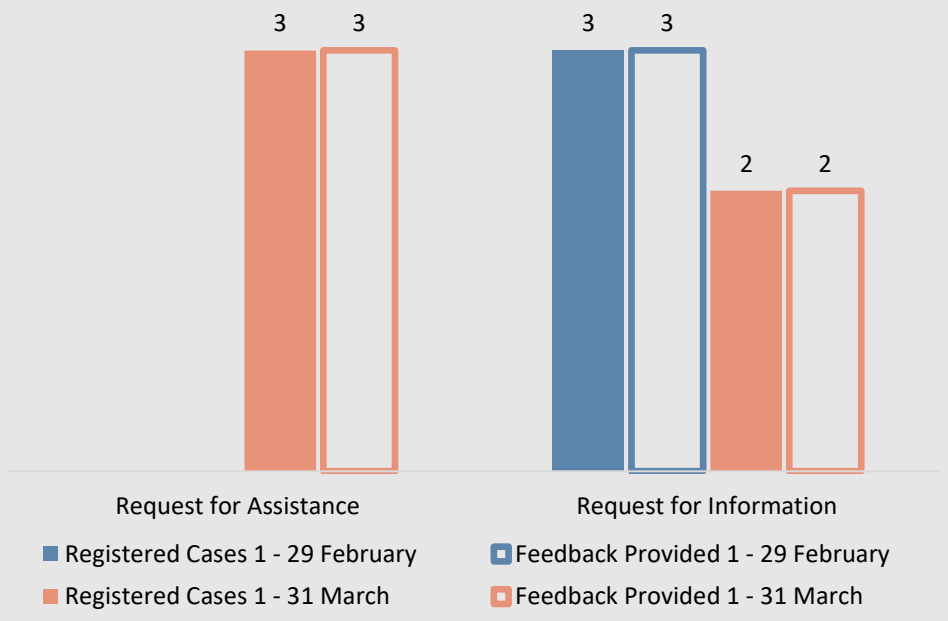
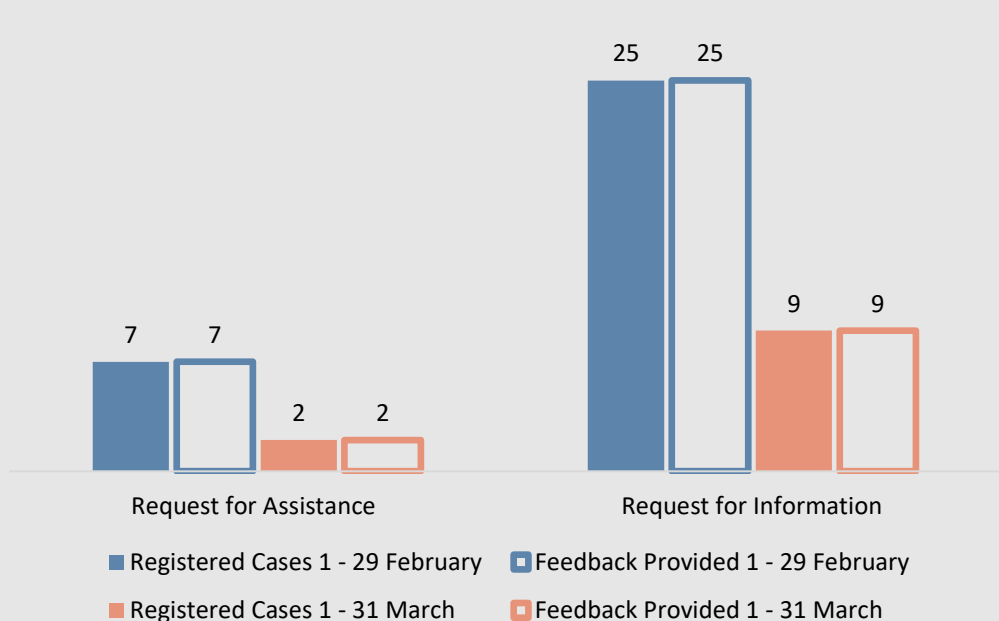
Child Protection cases are referred to **Linha Fala Criança 116** as well as **GBV** cases are referred to the GBV sector for resolution and afterwards closed by Linha Verde 1458. However, these cases may take an undetermined amount of time for resolution by **service provider**. **Forced marriage (info)**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

GBV

Zambezia	2
Nampula	2
Maputo Provincia	1

Referred Cases	3
Referred Cases Feedback	0
First Case Resolution	2

GBV sector includes:
 Rape - 1 case
 Physical assault - 2 cases
 GBV (info) - 2 cases



PROTECTION



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

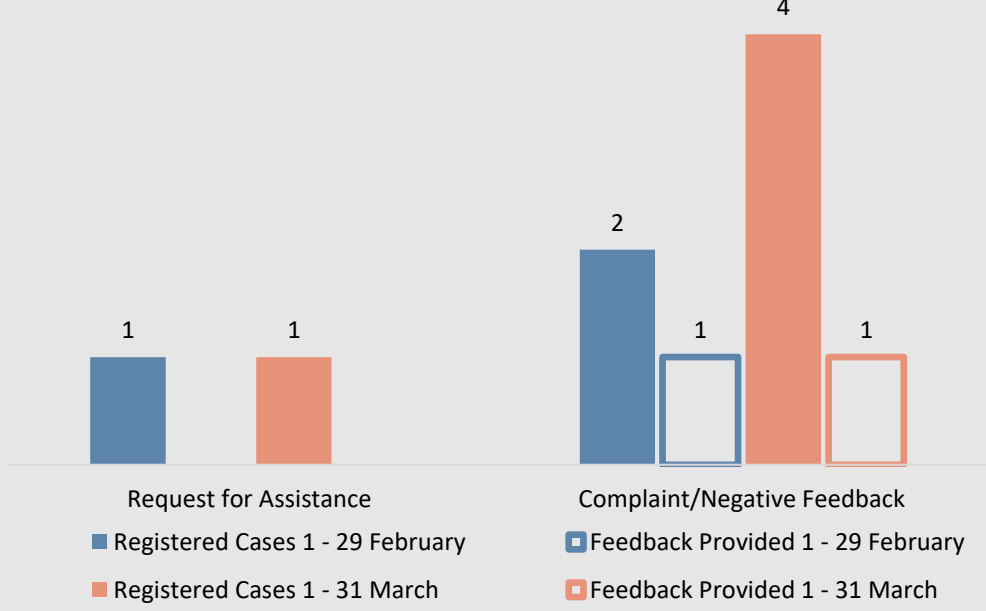
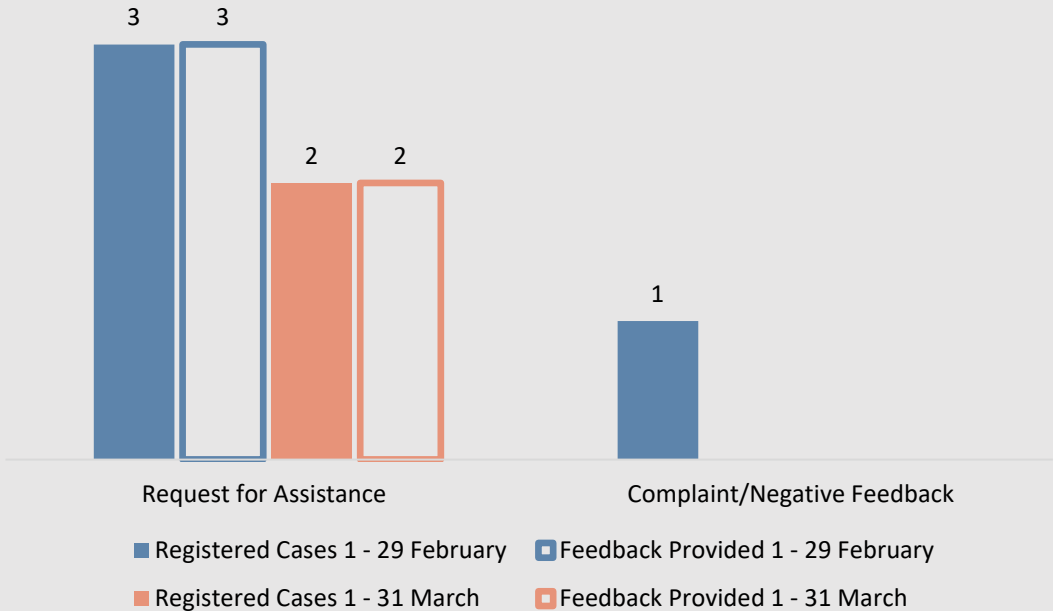
Protection sector cases
Includes:
 Civil documentation - 1 case
 Other - 1 case

1st – 31st March 2024
 Cases Registered:
 2
 Feedback Provided:
 2

1st – 31st March 2024
 Cases Registered:
 5
 Feedback Provided:
 1

CCCM

Cabo Delgado	4
Nampula	1
Referred Cases	5
Referred Cases Feedback	1
First Case Resolution	0



EDUCATION

Zambezia	3
Nampula	1
Cabo Delgado	3

Referred Cases	5
Referred Cases Feedback	0
First Case Resolution	1

1st – 31st March 2024

Cases Registered:
7
Feedback Provided:
2

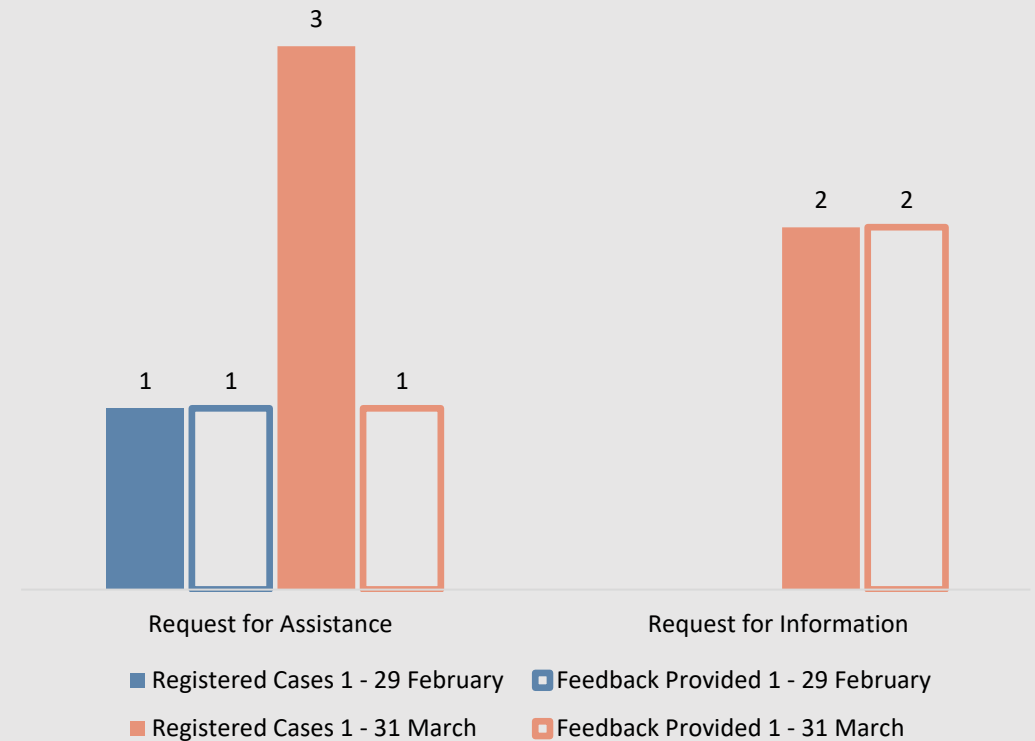
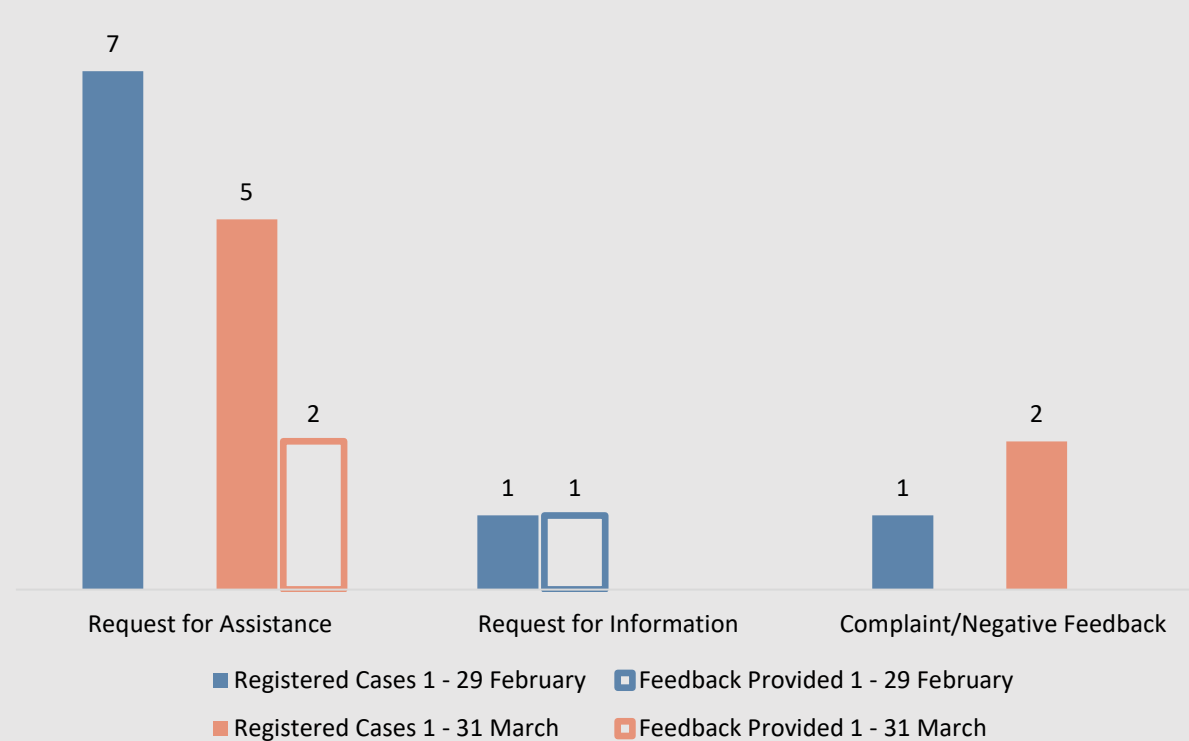
HEALTH

Sofala	2
Cabo Delgado	3

Referred Cases	1
Referred Cases Feedback	1
First Call Resolution	2

1st – 31st March 2024

Cases Registered:
5
Feedback Provided:
3



INGD

1st – 31st March 2024

Cases Registered:

415

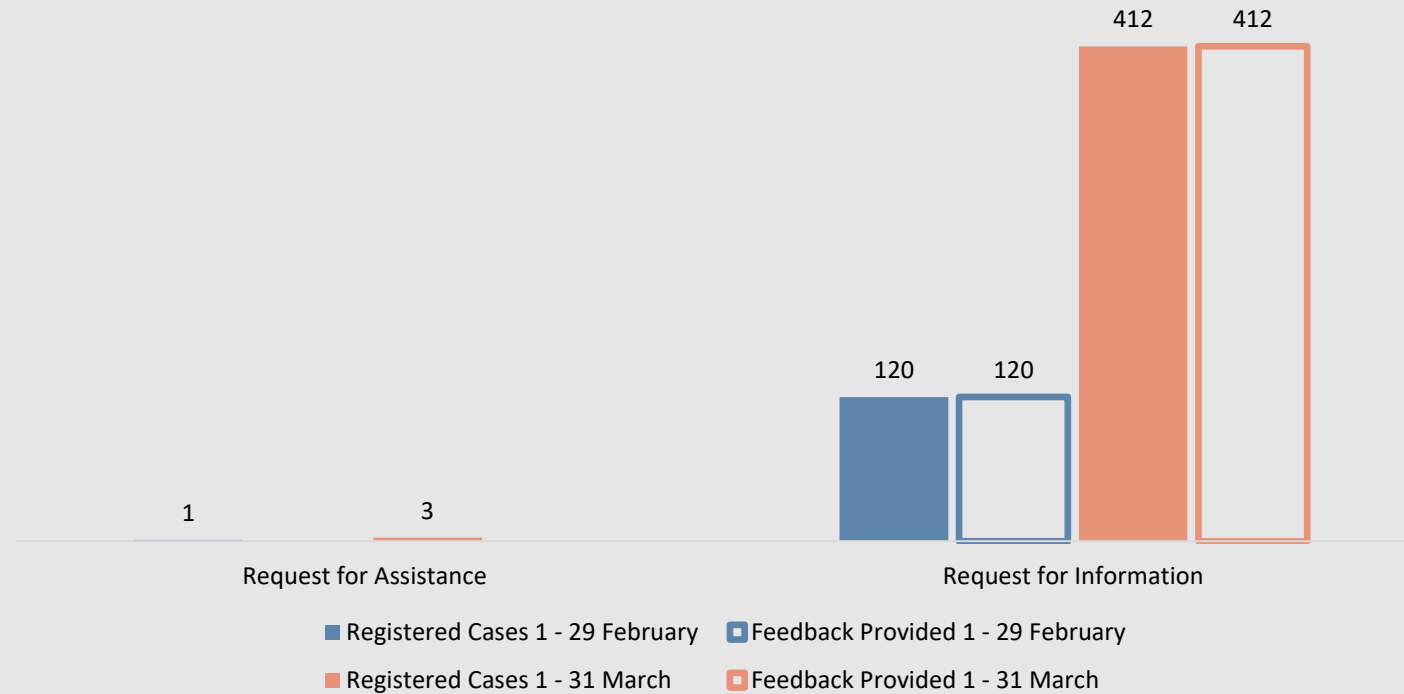
Feedback Provided:

412

Increase number of cases is noticeable due to the Rainy Season and Tropical Storm Filipo that impacted the southern provinces.

Sofala	379
Manica	4
Tete	9
Zambezia	17
Cabo Delgado	3
Nampula	1
Maputo Cidade	1
Maputo Provincia	1

Referred Cases	3
Referred Cases Feedback	0
First Case Resolution	412



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST MARCH 2024

Overview

- ❖ In March 2024 Linha Verde 1458 received a total of **2,078** cases with an overall feedback rate of **95%**.
 - **87.8%** of cases closed during the initial call (first case resolution)
 - **12.1%** of cases were referred to Linha Verde 1458 focal points of the clusters and organizations for verification and feedback, of which **46.8%** were addressed and closed with feedback.

Linha Verde 1458 sent early warning and PSEA messages 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 and tropical storm FILIPO, which made landfall in Inhassoro, Inhambane on the 12 of March 2024. The storm impacted the provinces of Gaza, Inhambane, Maputo and Sofala. Six sms were sent from March 12 to 27 to the hotline users in the areas identified to be at risk of flooding. The SMSs reached **4,536** people, all of whom had previously used Linha Verde 1458.

SMS	Date	Text (sent in Portuguese)	Provinces	Users reached
1	12.03.2024	The DNGRH informs the forecast of an increase in the volume of water runoff from rivers, the occurrence of urban flooding and the risk of erosion, due to intense rains.	Maputo Província	259
2	12.03.2024	INGD urges: Stay in safe places, away from areas at risk of flooding and floods, water courses and follow information from the competent authorities	Maputo Província	259
3	15.03.2024	The DNGRH predicts an increase in water runoff from the Incomati, Umbeluzi, and Maputo rivers, and the occurrence of flooding, in the low-lying areas and along these basins.	Gaza Inhambane Maputo Provincia	1,218
4	15.03.2024	INGD urges: Stay away from areas at risk of flooding, floods, watercourses, remove equipment to safe areas, do not cross drifts.	Gaza Inhambane Maputo Provincia	1,218

SMS	Date	Text (sent in Portuguese)	Provinces	Users reached
5	27.03.2024	INAM reports on the continuation of heavy rains, thunderstorms and winds in the provinces of Manica, Sofala, Zambezia, Niassa, Nampula, and Cabo Delgado.	Maganja da Costa, Namacurra, Quelimane	791
6	27.03.204	INGD urges: Stay in safe places, do not travel in flooded areas, do not cross water courses, inform the authorities about safe shelter	Maganja da Costa, Namacurra, Quelimane	791

- ❖ 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 **25,852** hotline users in Cabo Delgado and district of Erati in Nampula.

SMS	Date	Text (Sent in Portuguese)	Provinces/districts	Users reached
	21.03.2023	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	Cabo Delgado (All districts except Pemba) Erati (Nampula)	25,852

- ❖ The 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.

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

- ❖ In the northern region Linha Verde 1458 received **1,577** cases regarding the conflict response in the north of the country. **90.9%** of the cases are related to food security followed by shelter and NFI at **5.5%**.

Food Assistance

- ❖ **1,434** cases regarding food assistance were received, **80.1%** were **information requests**, **12% complaints**, **5.4% positive feedback**, **2.1% assistance requests** and **0.3%** requests for **data amendment** and assistance for **technical problems**.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST MARCH 2024

Information Requests

- ❖ **1,149** requests for information were received and divided as follows:
 - **982** 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 reach out to local leaders as they are the first to receive information locally whenever distribution dates are confirmed.
 - **166** 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, Ancuabe, and Balama**.
 - **1** assisted person in **Macomia** asked for replacement of maize for rice in the food kit received. Linha Verde 1458 clarified that the composition of kits is determined by different factors, including cost, availability of stock and logistics.

Complaints

- ❖ **172** complaints were received regarding food assistance, **147** were claims of **exclusion error**, **9** allegations of **access barriers** and **8** of **abuse of power**, **3** reports of **distribution issues**, **2** food **quality** issues and **safety problems**.
- ❖ **147** persons complained about **exclusion errors** indicating that they were not assisted in the last distribution cycle.
 - **74** of these, calling from **Chiure, Metuge, Mueda, and Montepuez**, had indeed been removed in the context of the vulnerability-based targeting as not meeting the criteria.
 - **19** persons from **Mocímboa da Praia** and **Muidumbe** in Cabo Delgado, **Cidade de Nampula Meconta** and **Nacala-A-Velha** in Nampula called and claimed their names were removed from the assistance list without any explanation, while **1** assisted person from **Mocímboa da Praia** claimed that someone received his food ration without his consent. These cases were referred to WFP CFM focal points for follow-up.
 - **50** IDPs in **Erati** (Nampula) claimed that they did not receive assistance despite being registered while **2** callers in **Erati** (Nampula) and **1** in **Nangade** (Cabo Delgado) reported that IDPs are being excluded and only persons from the host community received food.
- ❖ **9** assisted persons reported **access barriers** as follows:
 - **6** callers complained that **retail prices** increased following voucher card top-ups in **Mocímboa da Praia, Mueda** and **Chiure** while some also claimed that shops charge them higher prices in comparison to the local customers. Price increases were confirmed, not due to discrimination but rather due to the canceled VAT exemption on a range of staple products and due to limited stock of certain products in shops.

- **2** complaints of delays in the distributions from **Macomia** and **Mocímboa da Praia**. Linha Verde 1458 clarified that due to access problems on the roads, trucks transporting food were unable to reach the distribution points.
- **1** complaint received from **Erati** of **long lines/ overcrowding** at the distribution site.
- ❖ **8** allegations of **abuses of power** that include:
 - **4** complaints of **corruption**: **2** stating that local leaders in **Mocímboa da Praia** in Cabo Delgado have been selling the 4230MZN value vouchers for 1000MZN to people not included in food assistance lists; **1** claiming that a local leader in **Erati** Nampula has been selling food rations for 50MZN to people from the community while excluding IDPs; **1** stating that a local leader in **Nangade** in Cabo Delgado has been selling food rations and giving more than one kit to households.
 - **3** claims of **diversion** of food: **1** report of diversion of school lunches in **Ancuabe** by the school staff; **1** from **Chiure** indicating that local leader demands each assisted person share half of the food with him; **1** allegation of diversion of rice and cooking oil in **Mueda**. All cases were referred to WFP CFM focal points and to INGD for verification.
 - **1** allegation of **fraud** against a local leader in **Mocímboa da Praia** who is reported to have been registering family members and acquaintances while excluding the most vulnerable households from assistance. The case was referred to WFP CFM focal points to INGD for verification. WFP is managing the cases with local government and INGD.
- ❖ **3** reports of **distribution issues**: **2** from **Chiure** claiming that the distributions are disorganized and take very long to complete; **1** from **Metuge** to inform that teams did not complete the distribution and had not returned.
- ❖ **2** complaints of **quality** of the rice and maize purchased in the local shops. Callers are advised to inspect the products in the stores to avoid buying or taking home food inadequate for consumption. The cases came from **Chiure** and **Mueda** and were referred to and addressed by WFP CFM focal points.
- ❖ **2** reports of **safety problems**: **1** from **Mocímboa da Praia** local leaders in have been facing as they are physically assaulted and accused by the population of reducing the number of people in the list to be assisted; **1** in **Nangade** complaining about actors with firearms at distributions, stating that this causes fear and trauma among IDPs as opposed to security.

Assistance Requests

- ❖ **30** requests for assistance were registered and distributed as follows:
 - **19** recently displaced in **Erati** (Nampula) and **Chiure** (Cabo Delgado) people called to ask for food assistance. Callers were informed that the assistance has ended since it was programmed for 1 distribution cycle with duration of 7 days. However, cases were referred to WFP CFM focal points to assess the possibility to provide assistance.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 31ST MARCH 2024

- 6 assisted people in **Chiure** and **Mueda** requested support with their assistance **cards** that were **not working** and could not purchase food. All cases were referred and addressed by WFP CFM focal points.
- 4 called from **Montepuez** and **Metuge** in Cabo Delgado and **Mossuril** in Nampula to ask for replacement of their **lost** food assistance **cards**. The requests were referred and addressed by WFP CFM focal points.
- 1 person from **Montepuez** called to request agricultural tools and seeds.

Shelter and NFIs

- ❖ Linha Verde 1458 registered **86** cases related to shelter assistance and NFI needs. **83** are requests for assistance and **3** complaints.
- ❖ **83** IDPs from **Nangade (39)**, **Mueda (26)**, **Erati (7)**, **Metuge (4)**, **Ancuabe (1)**, **Balama (1)**, **Chiure (1)**, **Ibo (1)**, **Mocimboa da Praia (1)**, **Muidumbe (1)** requested tarpaulins, tents, flashlights, blankets, kitchen utensils, blankets, grass mats, flashlights, buckets, mosquito nets, and bed sheets.
- ❖ **3** callers from **Metuge** and **Quissanga** complained not receiving payment after hired to work in construction projects.

Multi-purpose Cash Assistance (NRC)

- ❖ **8** IDPs in **Muidumbe**, **Nangade** and **Mueda** complained of **exclusion error** for not receiving M-pesa transfers despite receiving a phone and a SIM card. The cases were referred to focal points for verification and follow up.
- ❖ **1** IDP in **Mueda** asked for the distribution date for tarps and phones to receive money transfers. Linha Verde 1458 instructed caller to consult with the leader of the center for information on any planned distribution date.

WASH

- ❖ **5** cases concerning WASH were received **4 assistance requests** and **1 positive feedback**. Callers in **Nangade** requested improved water supply and construction of wells.

Central Region: 1 – 31 March 2024

- ❖ Linha Verde 1458 registered **494** cases from the central region. **84%** were weather related inquiries, **5.9%** related to food assistance and livelihoods, and **2.4%** related to response to cyclone Freddy. Out of the total **94.3%** were **information requests**, **2.4% complaints**, **2.2% positive feedback**, and **1% assistance requests**.

Weather related inquiries

- ❖ **409** people called to ask for weather updates as some became aware of the tropical storm FILIPO approaching inland and wanted to confirm whether it would impact their zones. The majority called from **Nhamatanda**, **Marromeu**, **Muanza**, and **Dondo** in Sofala. Linha Verde 1458 shared the weather forecast provided by INAM and recommended them to tune in to official channels for timely weather updates and follow safety guidelines.

Cyclone Freddy Response

- ❖ **12** calls were received regarding response to Freddy, which **8** called to know when or if they will still receive M-pesa transfers, as they claim they were registered and received SIM cards, but so far some have not received a transfer at all, and others did not receive all planned transfers. The cases were reported from **Nicoadala** and **Namacurra** in Zambezia. Linha Verde 1458 informed callers that WFP is working alongside Vodacom to resolve the technical problems behind the delays, and they should expect to receive the money in the upcoming days.

Protection

- ❖ Linha Verde 1458 received **24** cases concerning protection issues that include:
 - **3 GBV** cases: **2** reports of **physical assault** from **Cidade da Matola** (Maputo Província) and **Rapale** (Nampula); **1** report of **rape** from **Ribaue** (Nampula). Linha Verde 1458 informed about the measures they should take and referred them to the services available locally.
 - **2 child protection** reports of **rape** from **Macomia** (Cabo Delgado) and **Nhamatanda** (Sofala). Both cases were immediately referred to Linha Fala Criança 116 for follow up and action.
 - **2 protection** cases: **1** refugee in **Montepuez** (Cabo Delgado) asked assistance for ID renewal. **1** caller from **Quissanga** (Cabo Delgado) asked for assistance in transportation to move to safe place after insurgents invaded his community. Linha Verde 1458 referred the cases to the protection cluster focal points, who addressed them.
 - **9** callers asked for clarification regarding forced marriage.
 - **6** callers asked for clarification on SEA after receiving the PSEA awareness raising SMS.
 - **2** people called to ask about gender-based violence.