



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 1st January – 28th February 2022

The **tollfree inter-agency hotline** accessible between **6am to 9pm, 7 days** a week. *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 for affected populations, the hotline also serves as a mechanism to report abuses in humanitarian assistance. In the context of Covid-19, *Linha Verde 1458* has the capacity and flexibility to assist in the dissemination of correct information about the virus and to forward relevant calls to health service providers.

69,553 Total Cases Registered

91% Feedback Rate
since Jan 1st, 2022

10,670 Total Cases Registered
since 1st January 2022

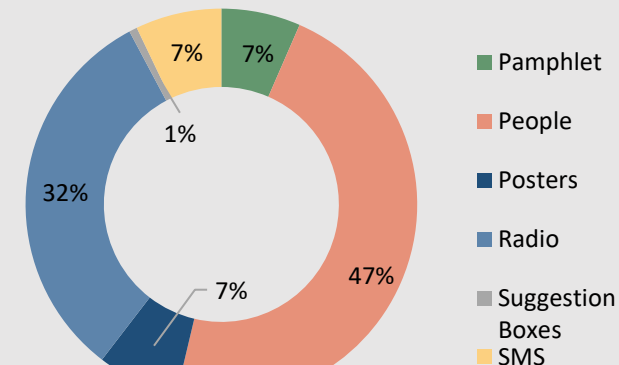


CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 28TH FEBRUARY 2022

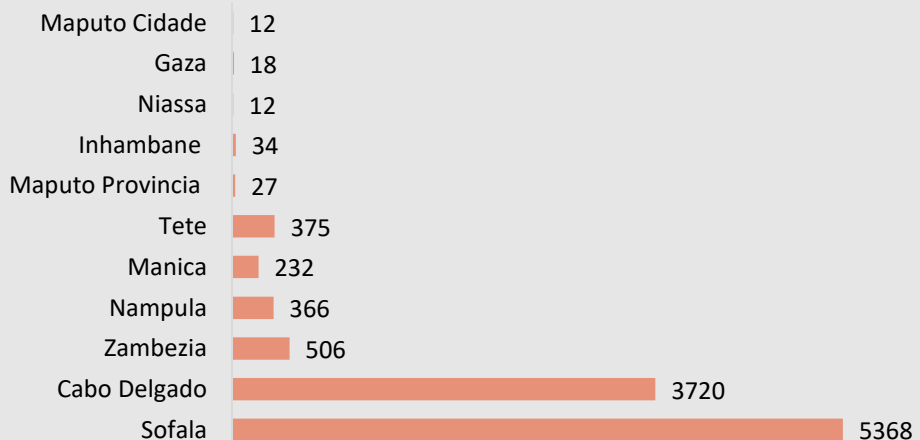
CALLER PROFILE



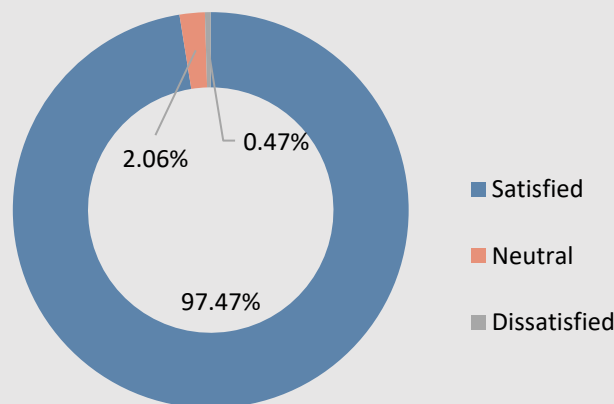
KNOWLEDGE ABOUT LINHA VERDE 1458



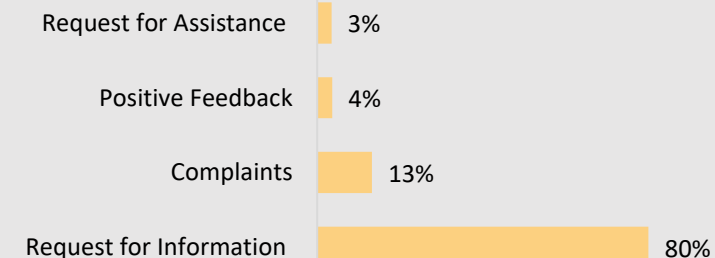
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST MARCH 2021 – 28TH FEBRUARY 2022

1 – 28 February 2022

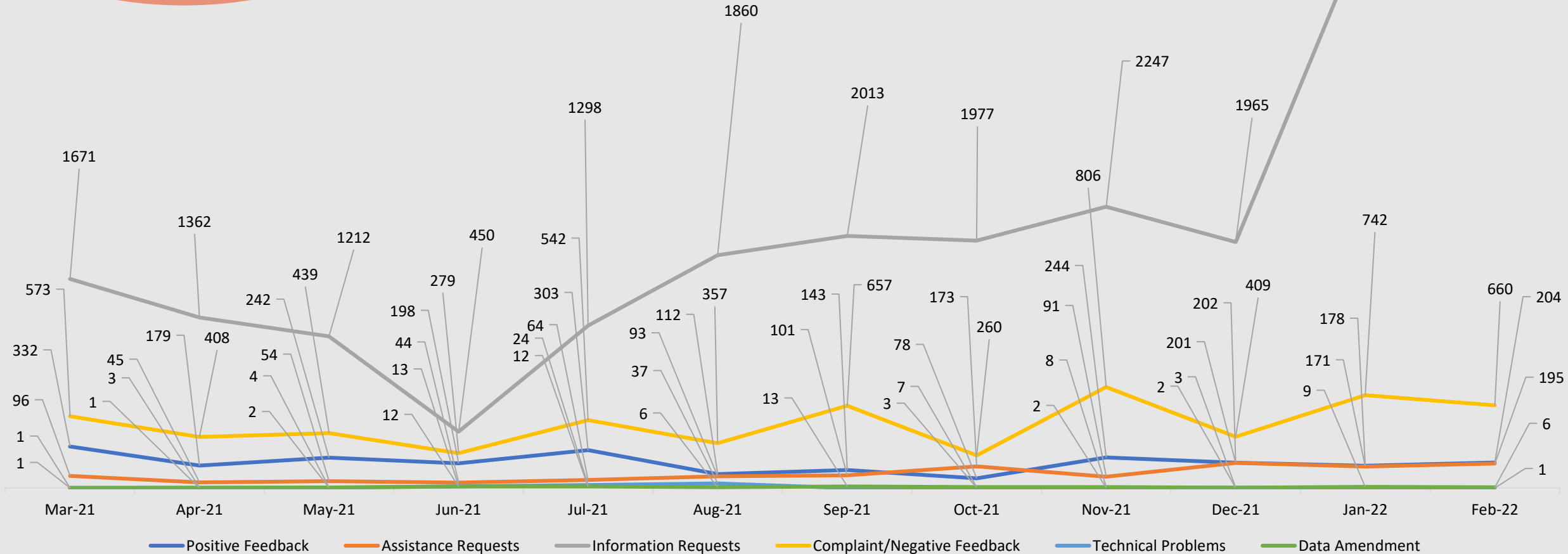
Nr. Total Registered Cases:

5,096

Nr. of calls about Covid-19:

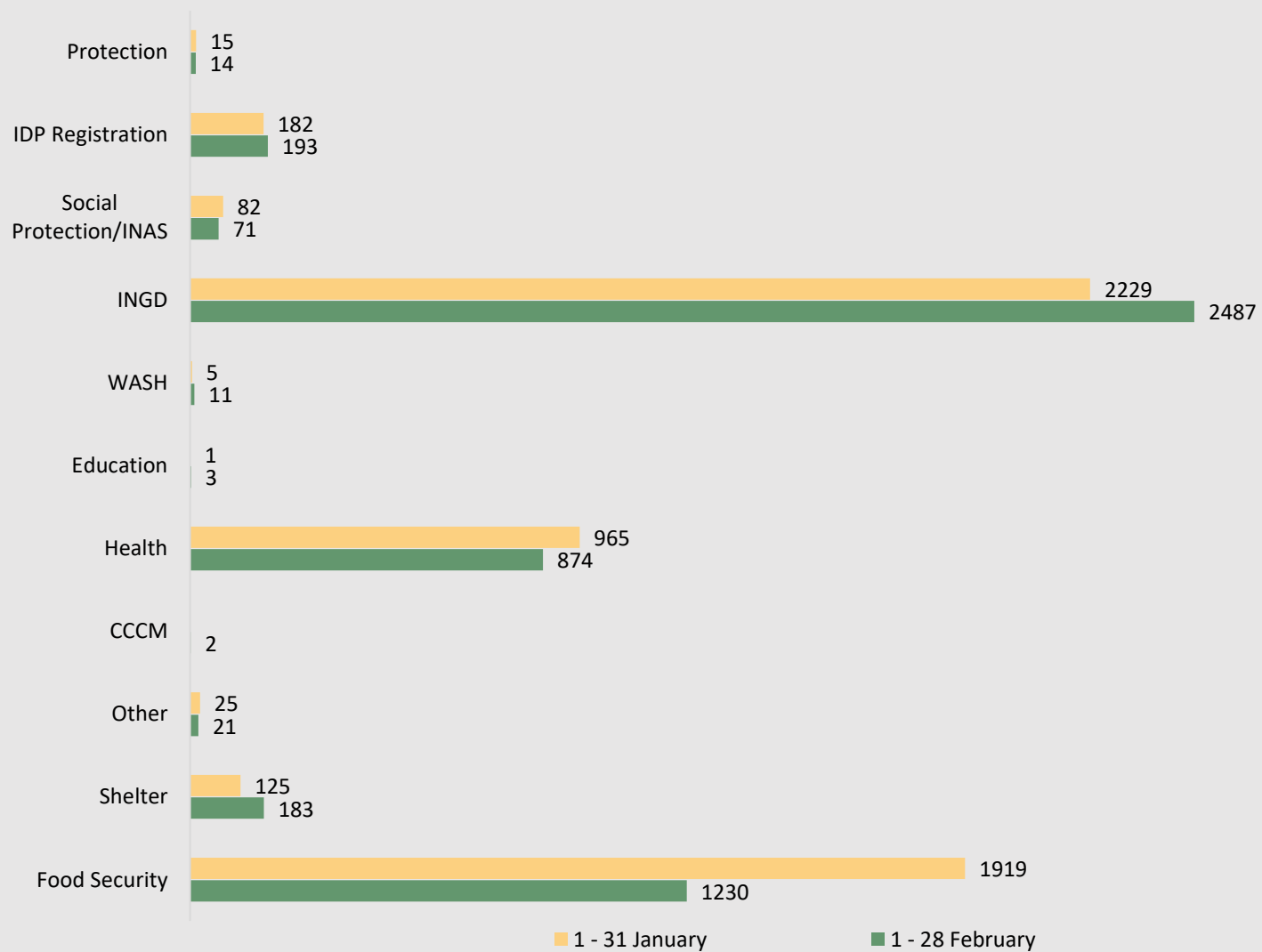
870

49% of the cases registered through Linha Verde 1458 between February 1st – 28th were weather related.



CASES PER SECTOR

1ST JANUARY – 28TH FEBRUARY 2022



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

CASES PER REGION

1ST JANUARY – 28TH FEBRUARY 2022



1st – 28th Feb 2022

Cases Registered:
1609
Feedback provided:
1045

1st – 28th Feb 2022

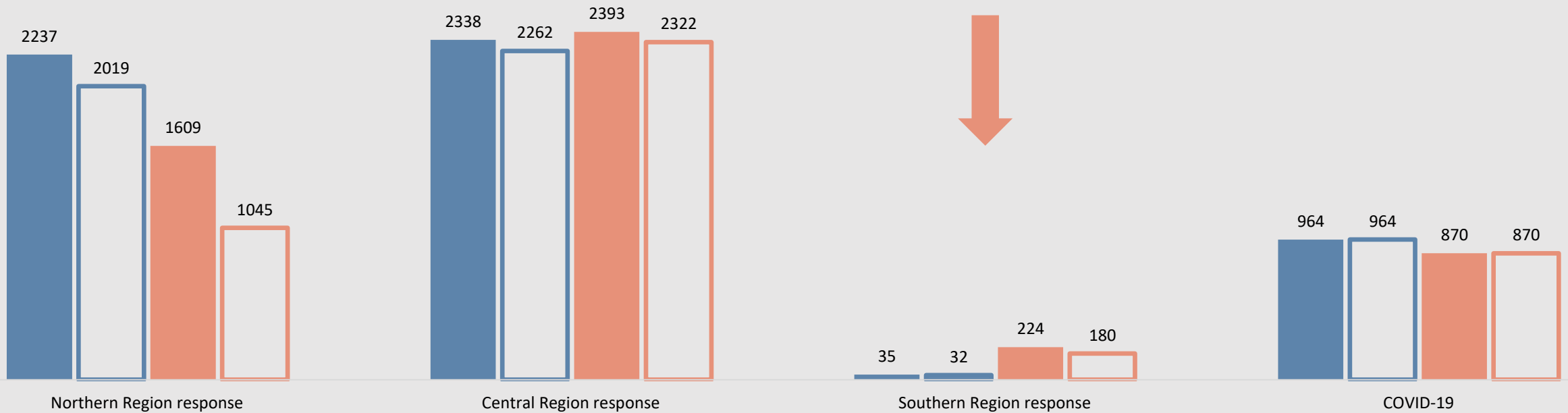
Cases Registered:
2393
Feedback provided:
2322

1st – 28th Feb 2022

Cases Registered:
224
Feedback provided:
180

1st – 28th Feb 2022

Cases Registered:
870
Feedback provided:
870



■ Registered Cases 1 - 31 Jan

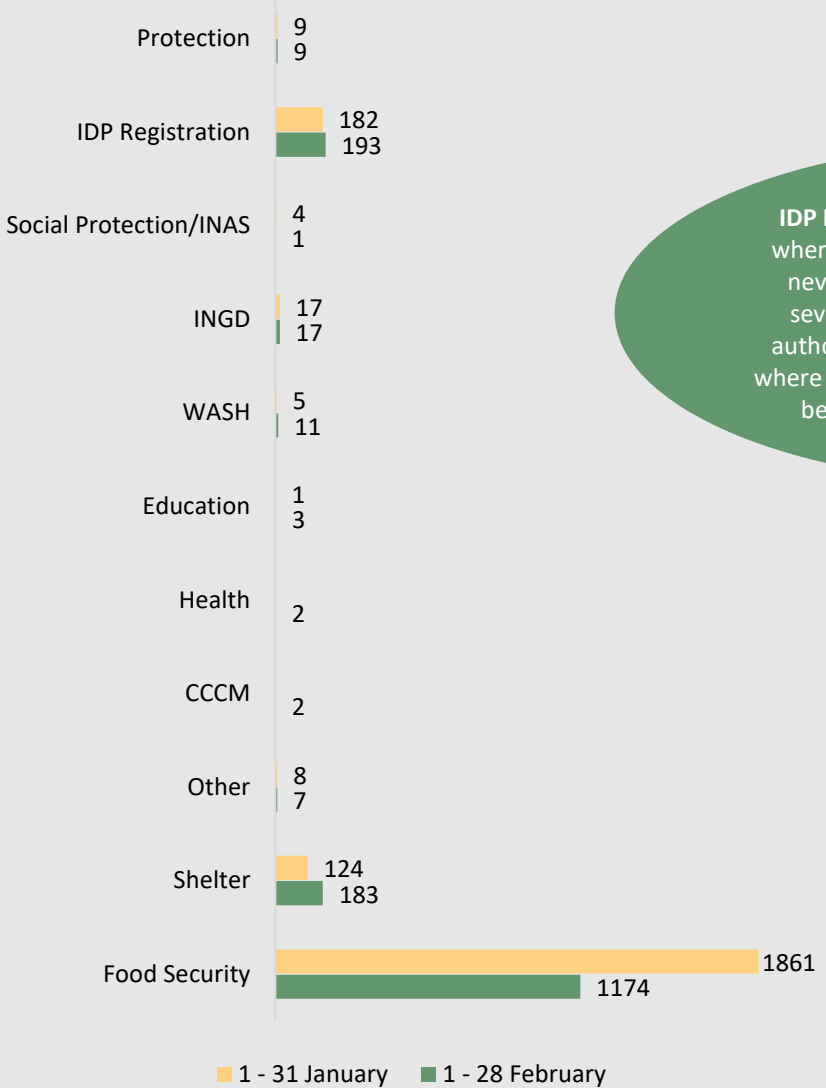
■ Feedback Provided 1 - 31 Jan

■ Registered Cases 1 - 28 Feb

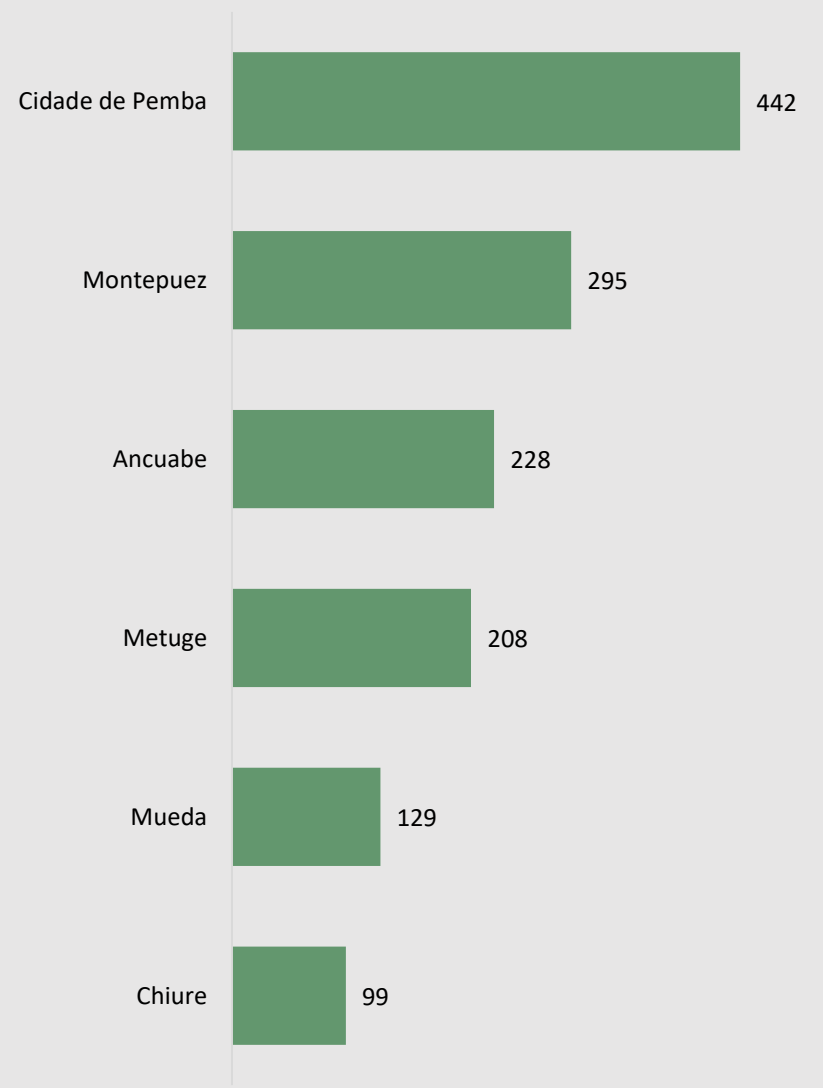
■ Feedback Provided 1 - 28 Feb

NORTHERN REGION RESPONSE CASES PER SECTORS 1ST JANUARY – 28TH FEBRUARY 2022

NORTHERN REGION RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 28TH FEBRUARY 2022



IDP Registration cases are mostly situations where IDPs call to complain that their names never make to the beneficiary lists despite several attempts to register with the local authorities. In a minor scale refer to situation where IDPs call to request info on registration to become beneficiaries of food assistance



■ 1 - 31 January ■ 1 - 28 February

NORTHERN REGION RESPONSE

1ST JANUARY – 28TH FEBRUARY 2022

January
Cases Registered:
2237
Feedback Provided:
90%

February
Cases Registered:
1609
Feedback Provided:
65%

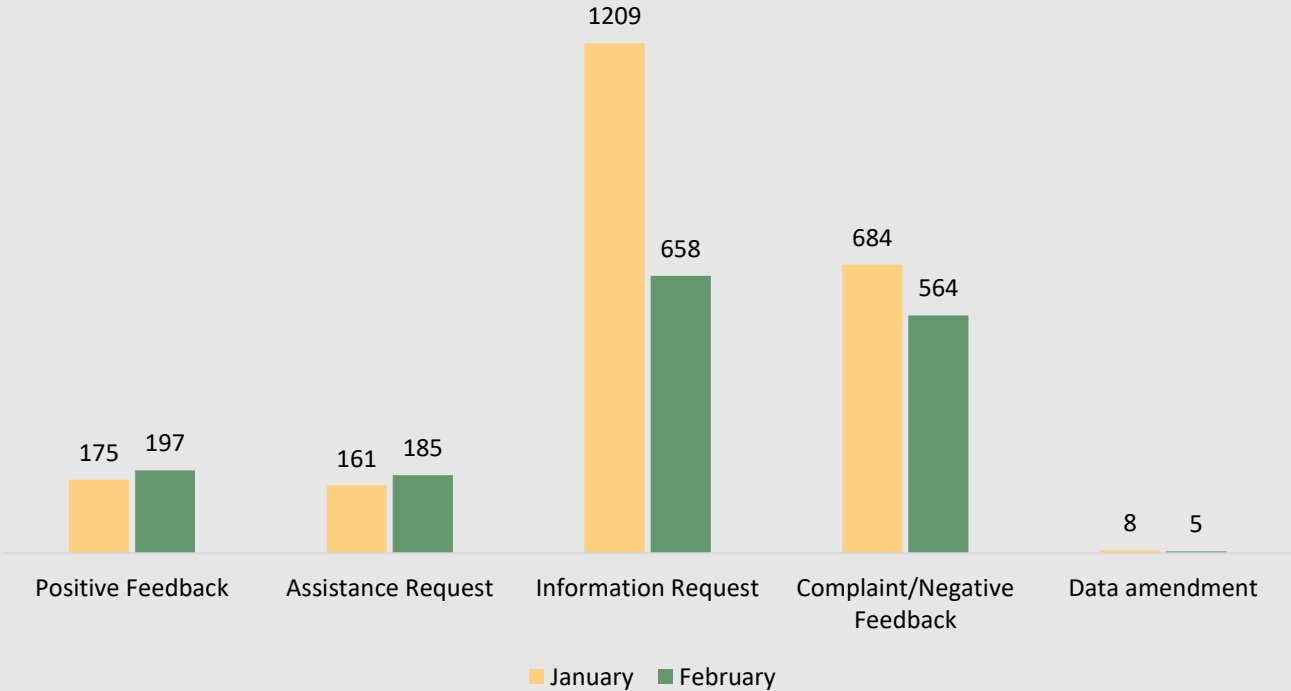
January
Cases Registered:
161
Feedback provided:
5%

February
Cases Registered:
185
Feedback provided:
3%

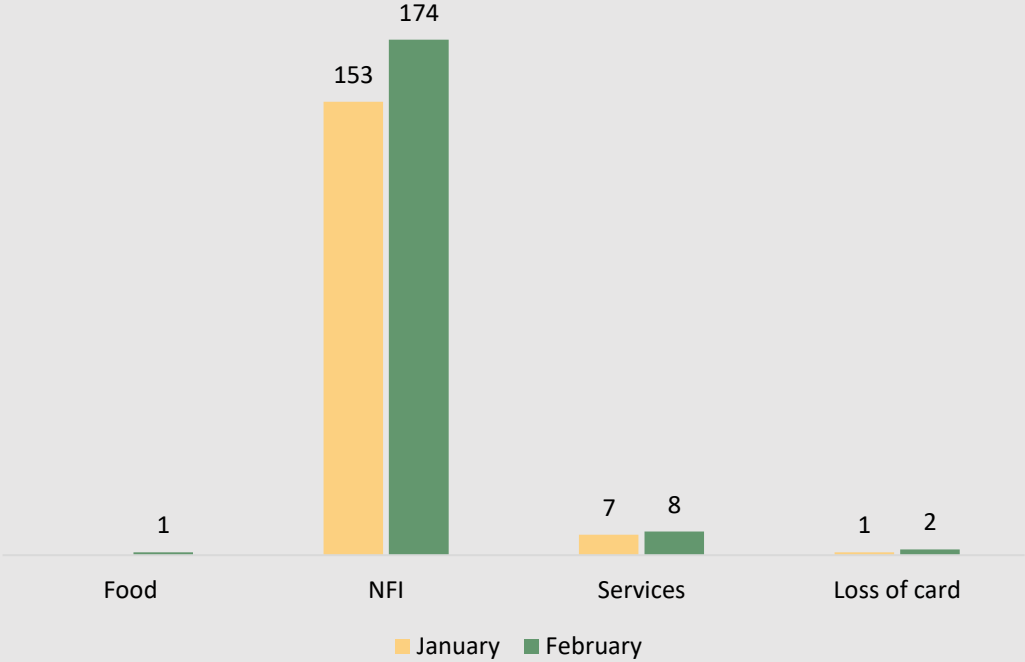


NFI

CASE TYPES



ASSISTANCE REQUEST



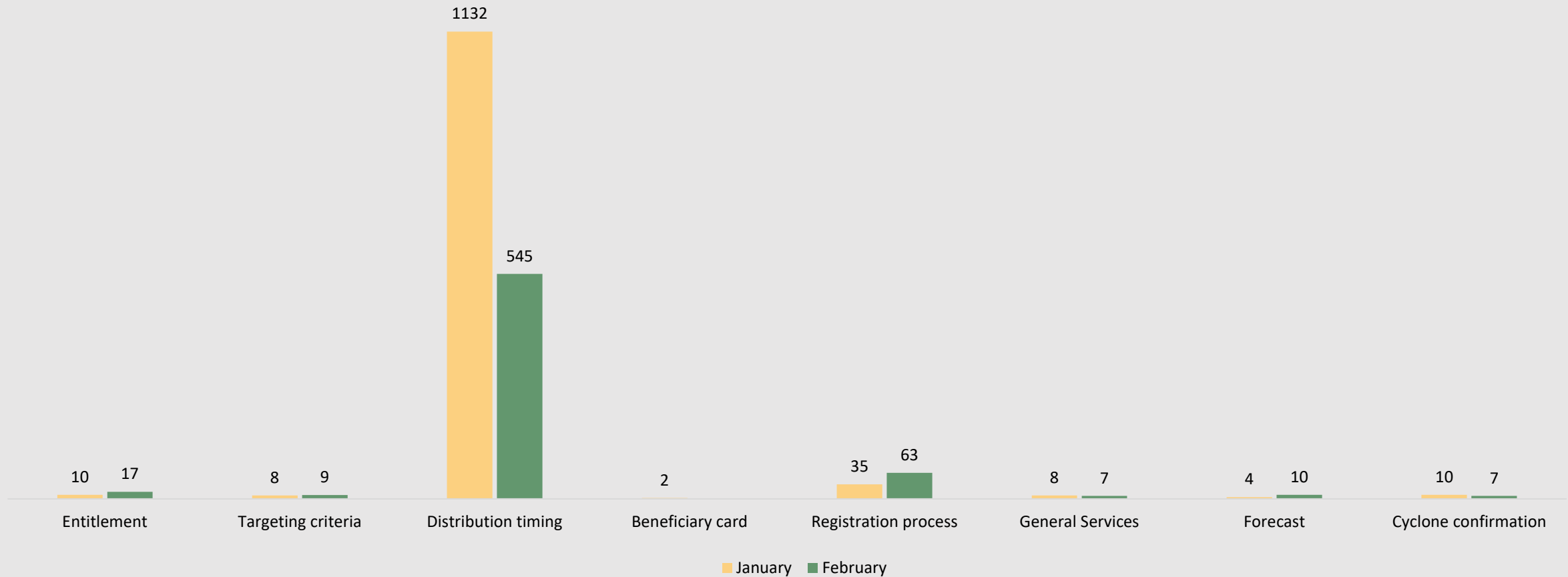
NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST JANUARY – 28TH FEBRUARY 2022

January
Cases registered:
1209
Feedback provided:
98%

February
Cases registered:
658
Feedback provided:
99%



General Services refer to cases which people call to ask what is Linha Verde 1458 and what are its objectives. Additionally, Linha Verde has been sending out sms, as result people call to thank for the received messages or ask for clarifications.

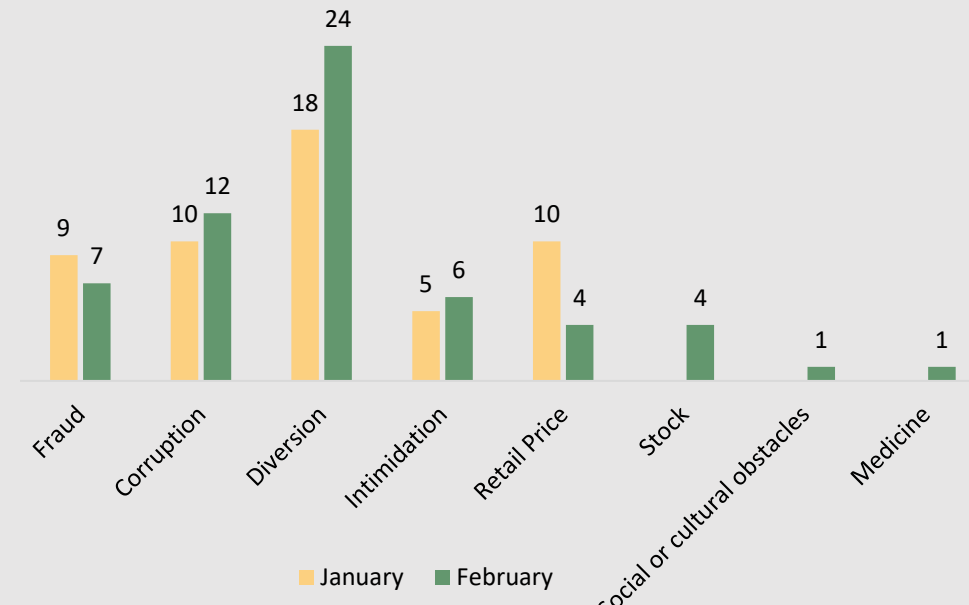
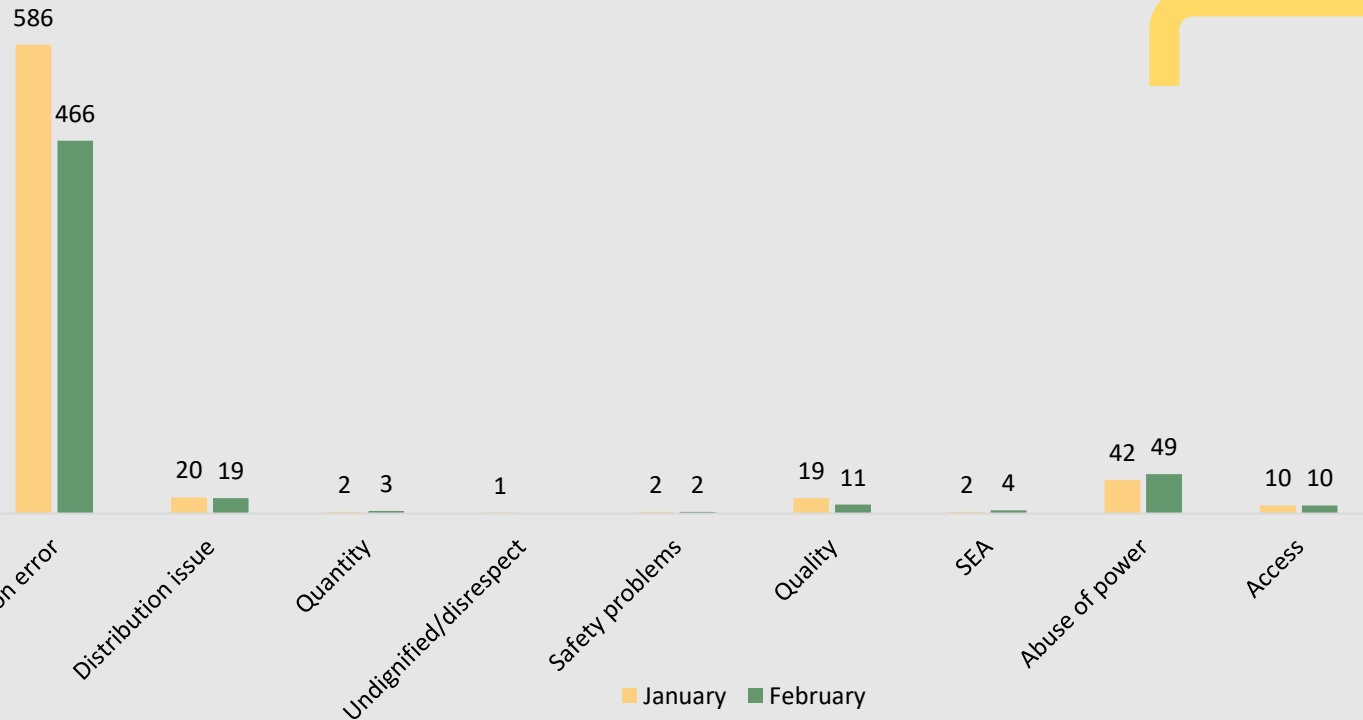


NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1ST JANUARY – 28TH FEBRUARY 2022

NORTHERN REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST JANUARY – 28TH FEBRUARY 2022

A large portion of **exclusion errors** are from IDP's claiming to have been registered various times by local authorities in host communities and continue to not receive assistance

Abuse of power: refers to wrongful acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.
Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance

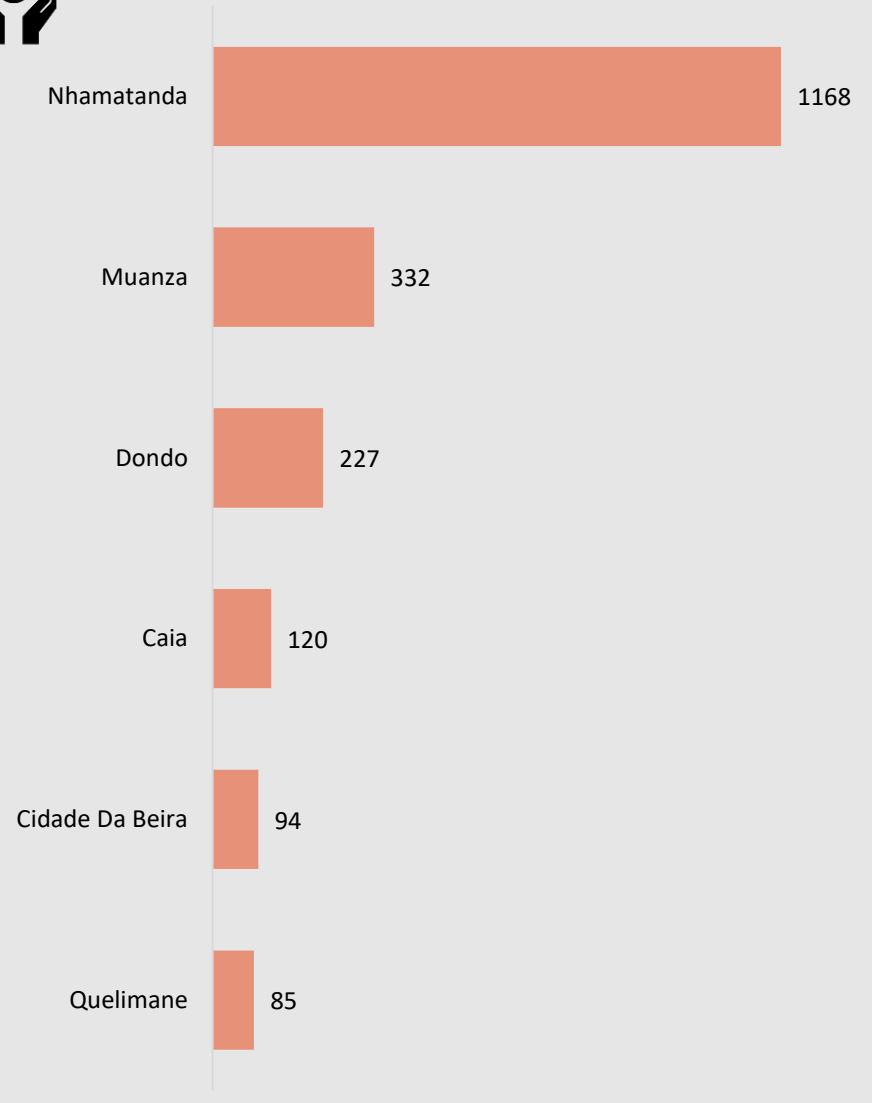
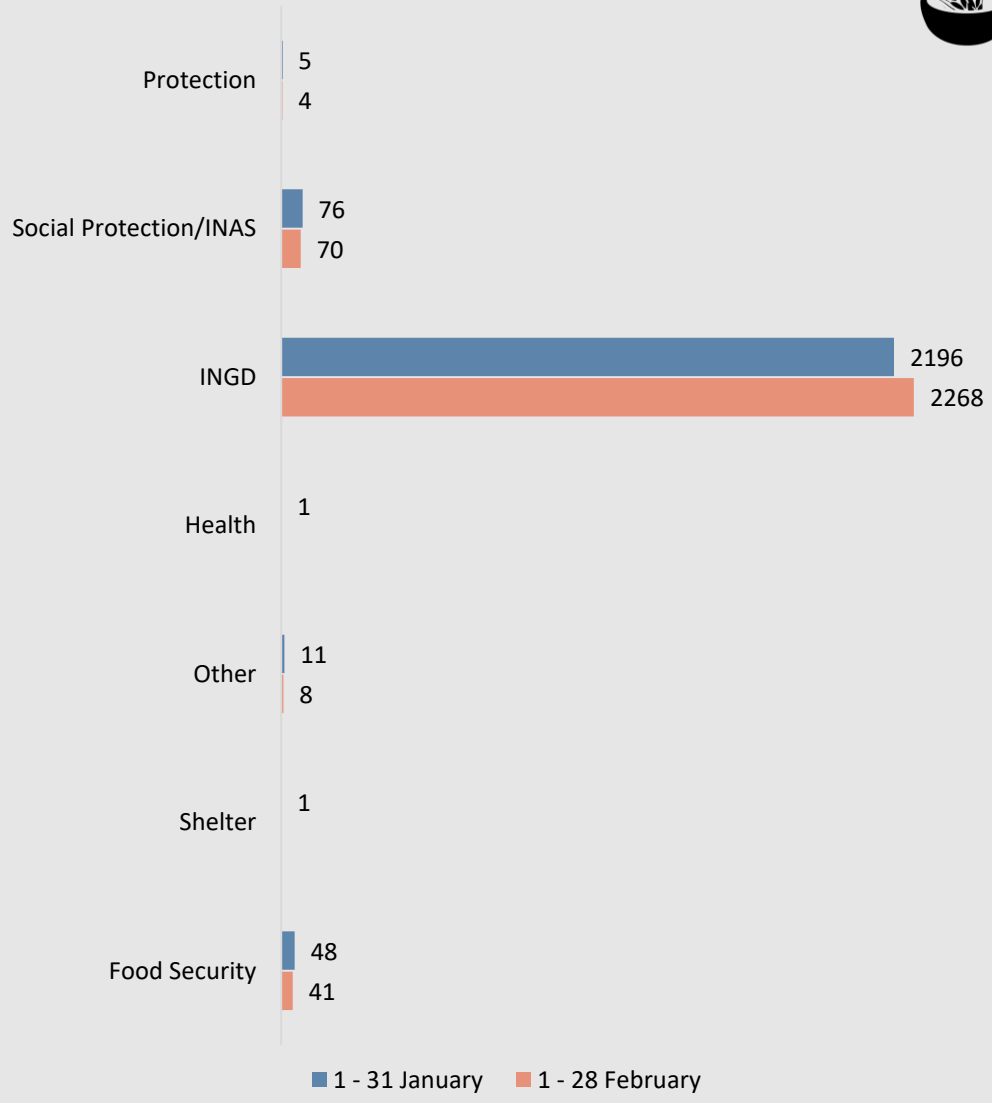


Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION RESPONSE
CASES PER SECTORS
1ST JANUARY – 28TH FEBRUARY 2022**

**CENTRAL REGION RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 28TH FEBRUARY 2022**



CENTRAL REGION RESPONSE

1ST JANUARY – 28TH FEBRUARY 2022

January
 Cases Registered:
2338
 Feedback Provided:
97%

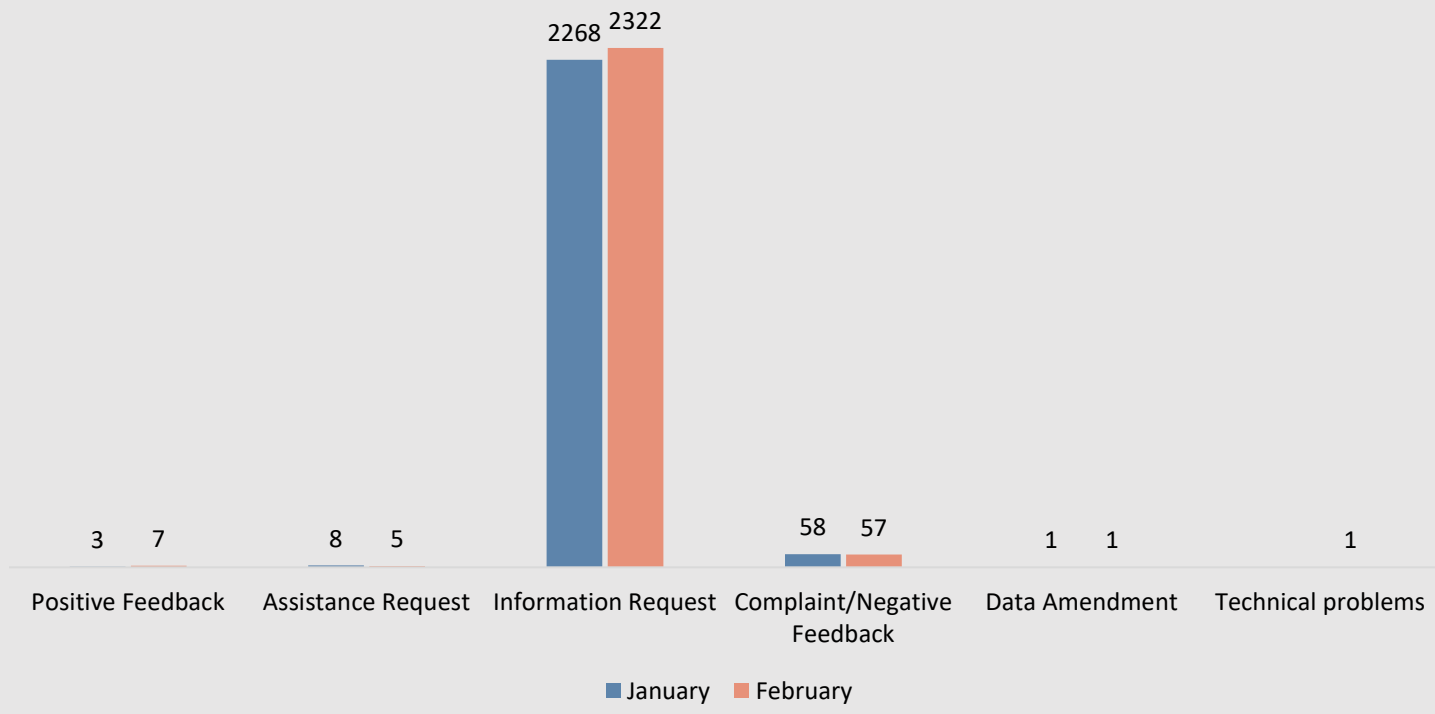
February
 Cases Registered:
2393
 Feedback Provided:
97%

January
 Cases Registered:
8
 Feedback Provided:
38%

February
 Cases Registered:
5
 Feedback Provided:
40%



CASE TYPES



ASSISTANCE REQUEST



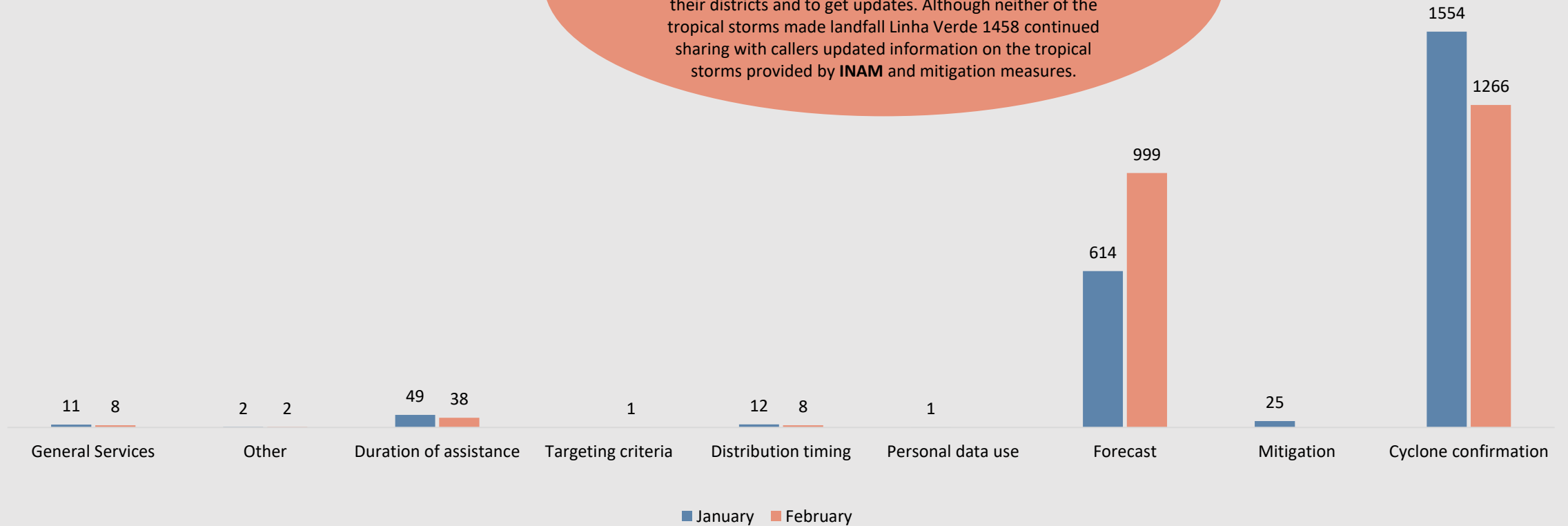
CENTRAL REGION RESPONSE INFORMATION REQUESTS 1ST JANUARY – 28TH FEBRUARY 2022

January
Cases Registered:
2268
Feedback Provided:
99%

February
Cases Registered:
2322
Feedback Provided:
100%



In the wake of the formation of low-pressure systems, **DUMAKO, BATSIRAI** and **EMNATI** that made landfall in Madagascar and predicted to head towards the country, very concerned people called Linha Verde 1458 to get information to confirm whether the storms would affect their districts and to get updates. Although neither of the tropical storms made landfall Linha Verde 1458 continued sharing with callers updated information on the tropical storms provided by **INAM** and mitigation measures.



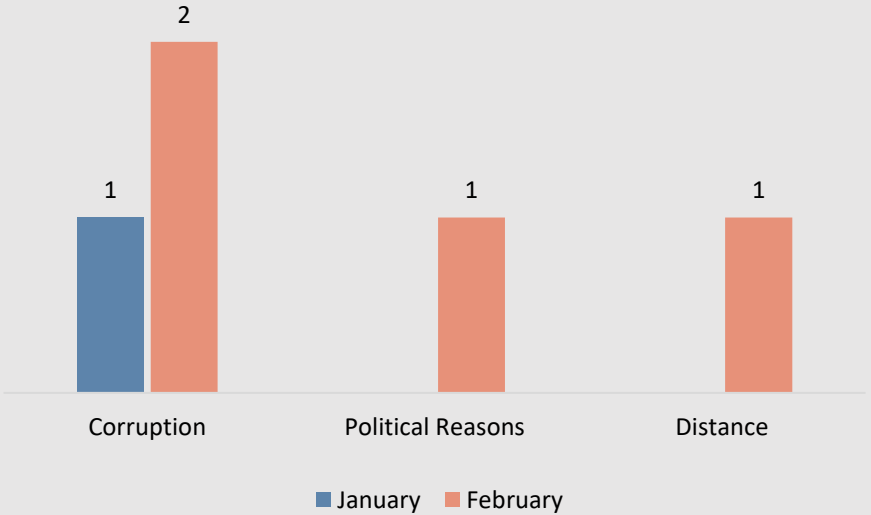
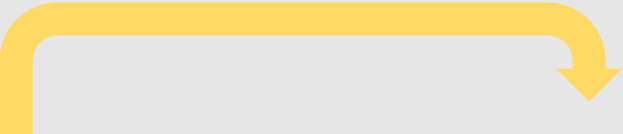
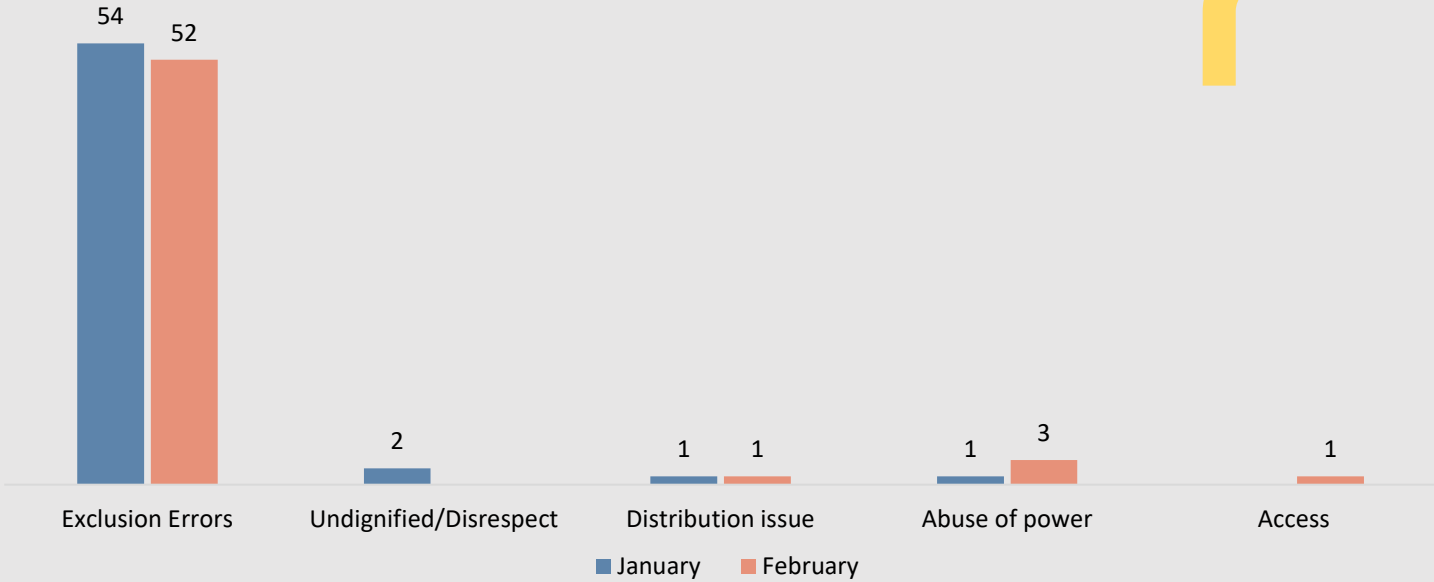
**CENTRAL REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST JANUARY – 28TH FEBRUARY 2022**

**CENTRAL REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST JANUARY – 28TH FEBRUARY 2022**



Abuse of power:
refers to wrongful acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.

Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance

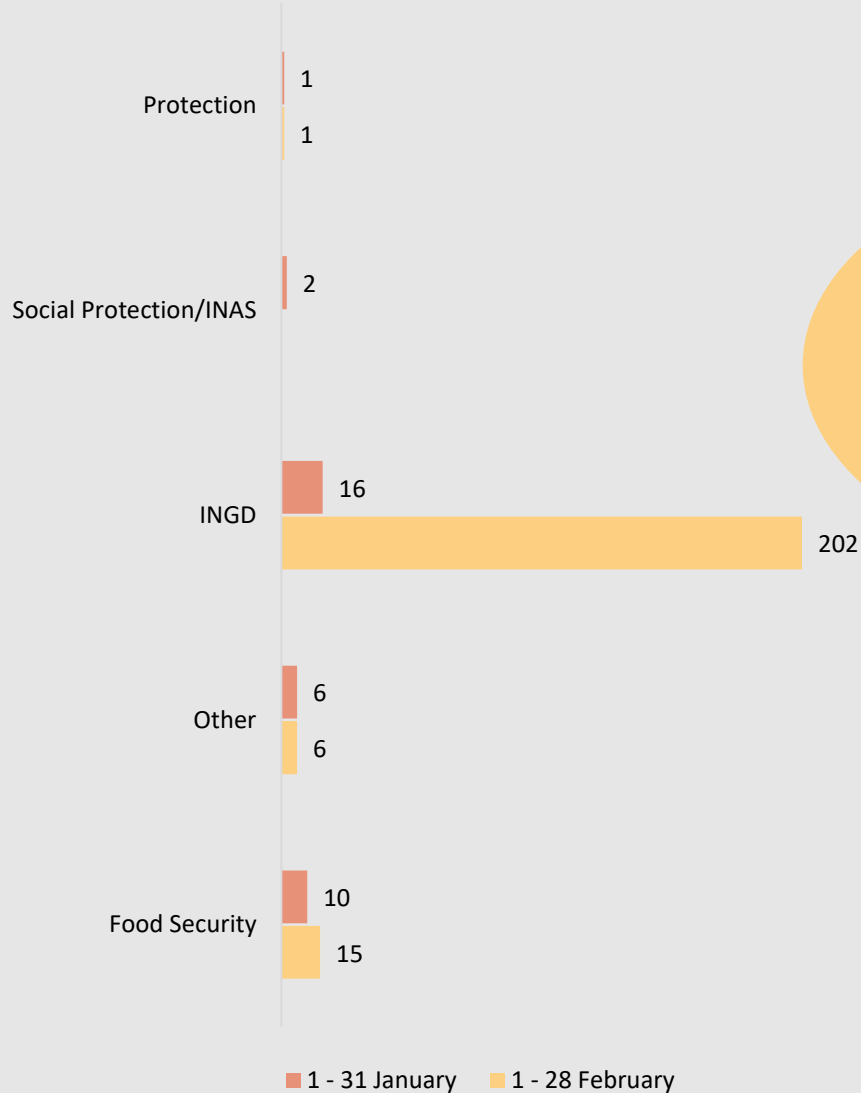


Complaints – Abuses of power

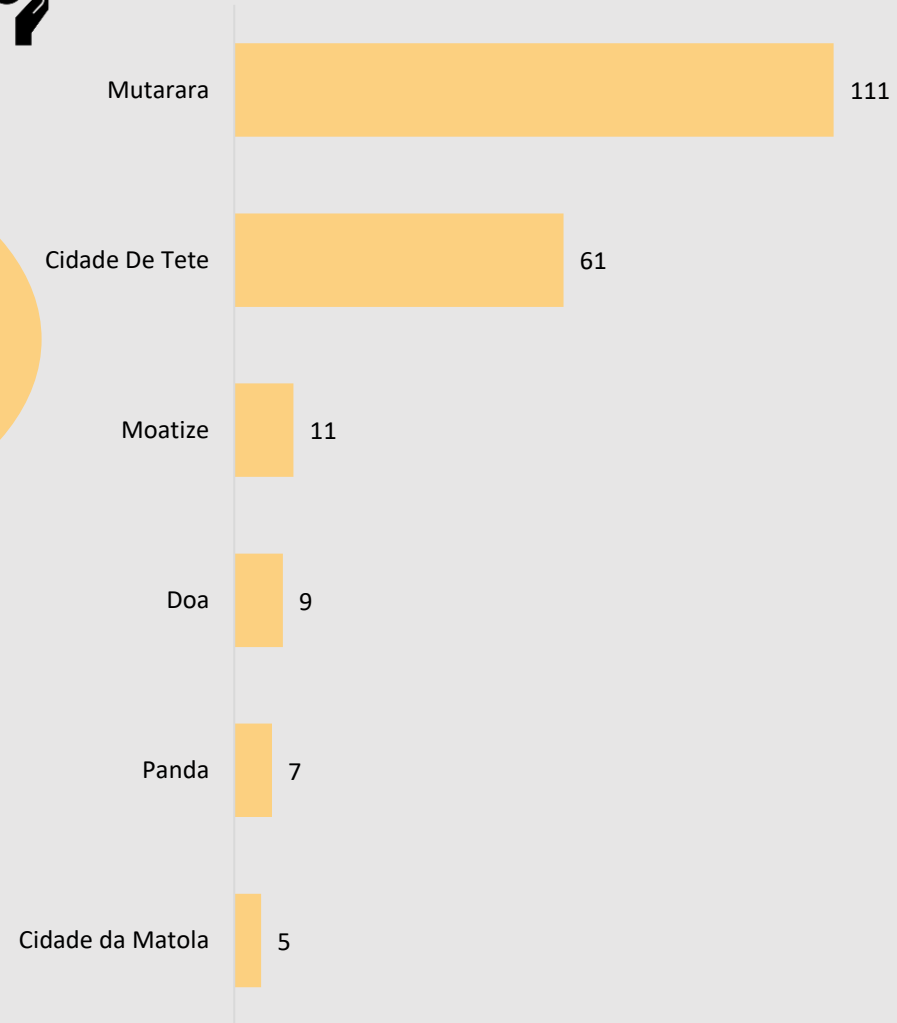
Complaints – Access barriers

SOUTHERN REGION: DROUGHT RESPONSE CASES PER SECTORS 1ST JANUARY – 28TH FEBRUARY 2022

SOUTHERN REGION: DROUGHT RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST – 28TH FEBRUARY 2022



In the wake of the formation of low-pressure systems, **DUMAKO**, **BATSIRAI** and **EMNATI** that made landfall in Madagascar and predicted to head towards the country, very concerned people called Linha Verde 1458 to get information to confirm whether the storms would affect their districts and to get updates. Although neither of the tropical storms made landfall Linha Verde 1458 continued sharing with callers updated information on the tropical storms provided by **INAM** and mitigation measures.



SOUTHERN REGION: DROUGHT RESPONSE

1ST JANUARY – 28TH FEBRUARY 2022



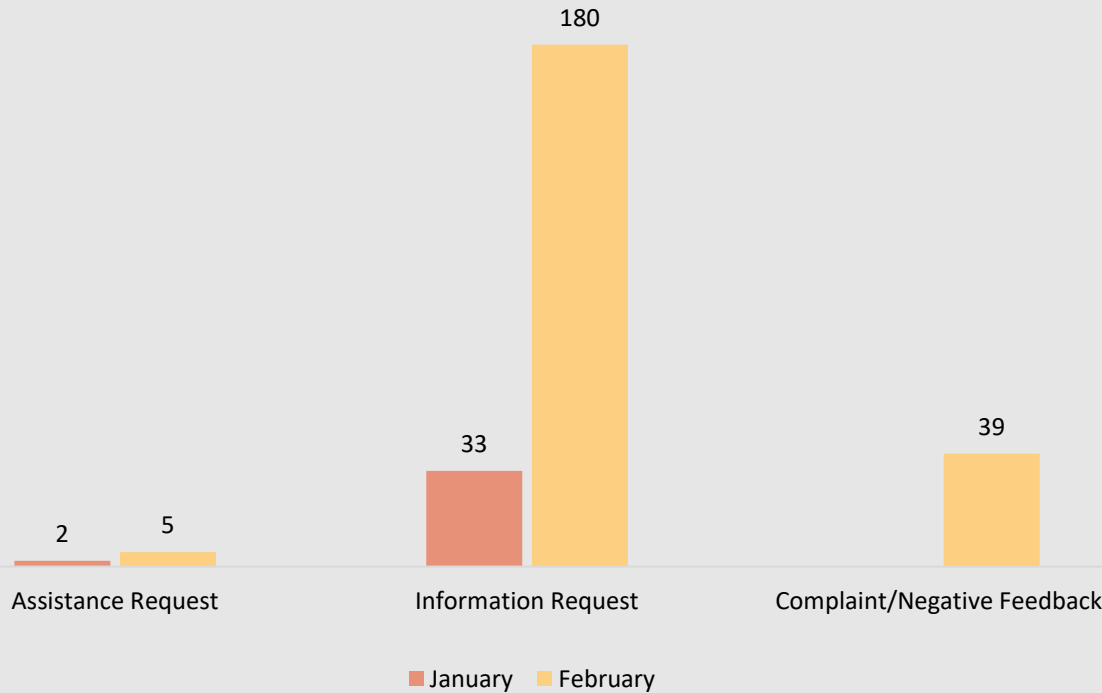
January
Cases Registered:
35
Feedback Provided:
91%

February
Cases Registered:
224
Feedback Provided:
80%

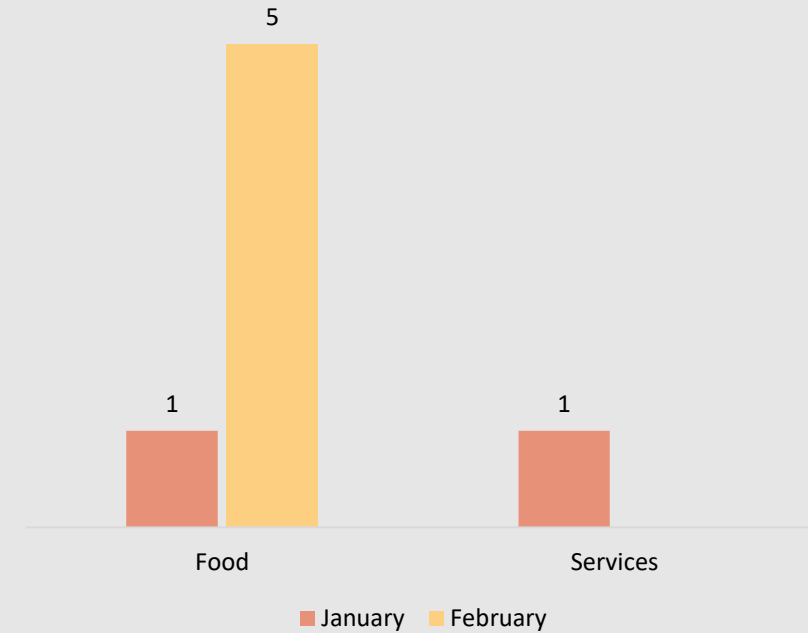
January
Cases Registered:
2
Feedback Provided:
50%

February
Cases Registered:
5
Feedback Provided:
0%

CASES TYPES



ASSISTANCE REQUEST



**SOUTHERN REGION: DROUGHT RESPONSE
INFORMATION REQUESTS
1ST JANUARY – 28TH FEBRUARY 2022**



January
Cases Registered:
33
Feedback Provided:
94%

February
Cases Registered:
180
Feedback Provided:
100%



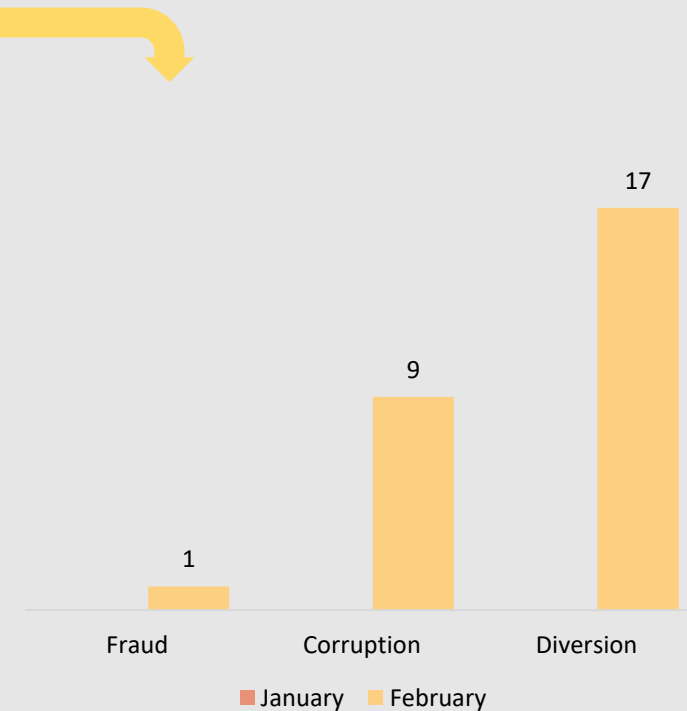
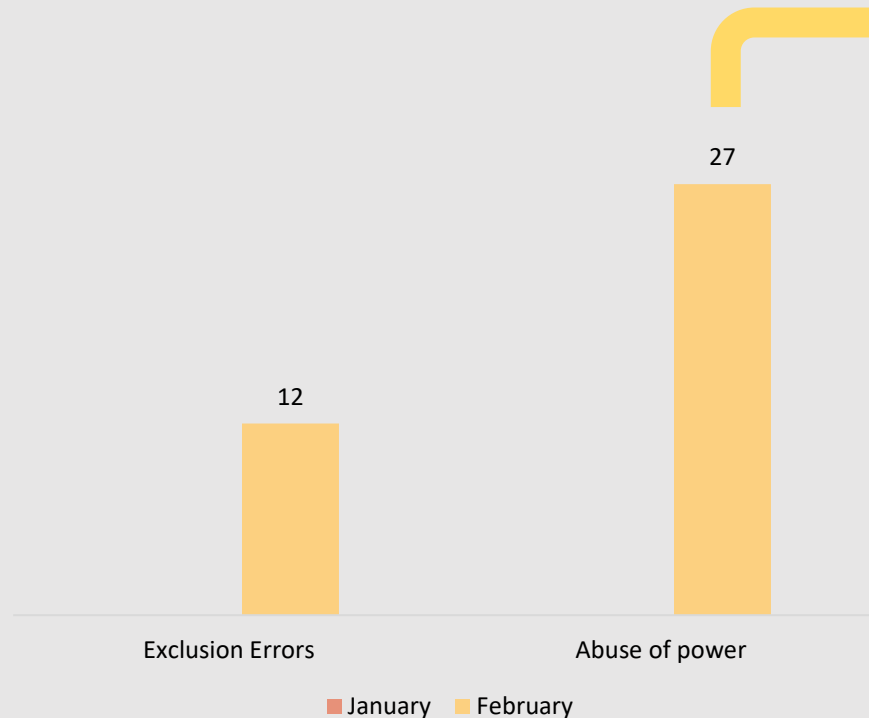
**SOUTHERN REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST JANUARY – 28TH FEBRUARY 2022**



**SOUTHERN REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER
1ST JANUARY – 28TH FEBRUARY 2022**

A large portion of **exclusion errors** are from IDP's claiming to have been registered various times by local authorities in host communities and continue to not receive assistance

Abuse of power: refers to wrongful acts such as corruption, diversion, fraud perpetrated by local leaders and/or humanitarian workers preventing beneficiaries from receiving humanitarian aid.
Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



Complaints – Abuses of power

POSITIVE FEEDBACK
1ST – 28TH FEBRUARY 2022



FOOD SECURITY

"I have been displaced from Mocímboa da Praia since 2020, I currently live in the Resettlement Center of Impire. On February 2nd, 2022 I received the check of 3600MT. I want to say thank you for the support I have been receiving and ask that the project not abandon the displaced, as it has helped many families."

Female, Balama, Cabo Delgado

FOOD SECURITY/SUSTENTA

"I have been a beneficiary of the SUSTENTA project since 2021. We are in total 100 people who received seeds, water pumps and fertilizers on January 28, 2022. I have already launched the seed and I am very satisfied with the work of the partner so I called Linha Verde 1458 to thank you for your support." **Male, Dondo, Sofala**



FOOD SECURITY

"I have been displaced from Muidumbe to Chiure since 2020 due to the armed attacks. I have a family of 6 members. I was registered by the village leader and I live at the Resettlement Center of Marrupa where I am a beneficiary of food assistance provided by WFP and partners. I called Linha Verde 1458 to thank you for the support I received on February 9, 2022 from WFP, in which I received 50kg of rice, 10kg of beans, 4L of oil." **Female, Chiure, Cabo Delgado**

SOCIAL PROTECTION/INAS

"I called to thank INAS for the support it has given us, I received via M-pesa on February 2, 2022 the subsidies from the Social Protection program called PASD-PE COVID-19 in the amount of 4500mt and I feel very happy for this gesture of support. I ask for this program to continue." **Male, Milange, Zambezia**

FOOD SECURITY

"I have been displaced from Mocímboa da Praia since July 2020 and I currently reside in Ancuabe. I am a beneficiary of food assistance from WFP and partners. On 02.25.2022 I received in my community 50kg of rice, 10kg of beans, and 4l of oil. I called to thank you for the support provided." **Female, Ancuabe, Cabo Delgado**

SHELTER

"I have been displaced from Muidumbe to Metuge since 2020 due to the armed attacks. I have a family of 5 people. I was registered by the village leader and I live at the Resettlement Center of Saul 2. I am a beneficiary of the food assistance provided by WFP and partners. I called Linha Verde 1458 to thank the support offered today, February 11, 2022 at the EPC in Saul by the Red Cross where I received a tarp, two blankets, mats, pans and clothes. **Male, Metuge, Cabo Delgado**

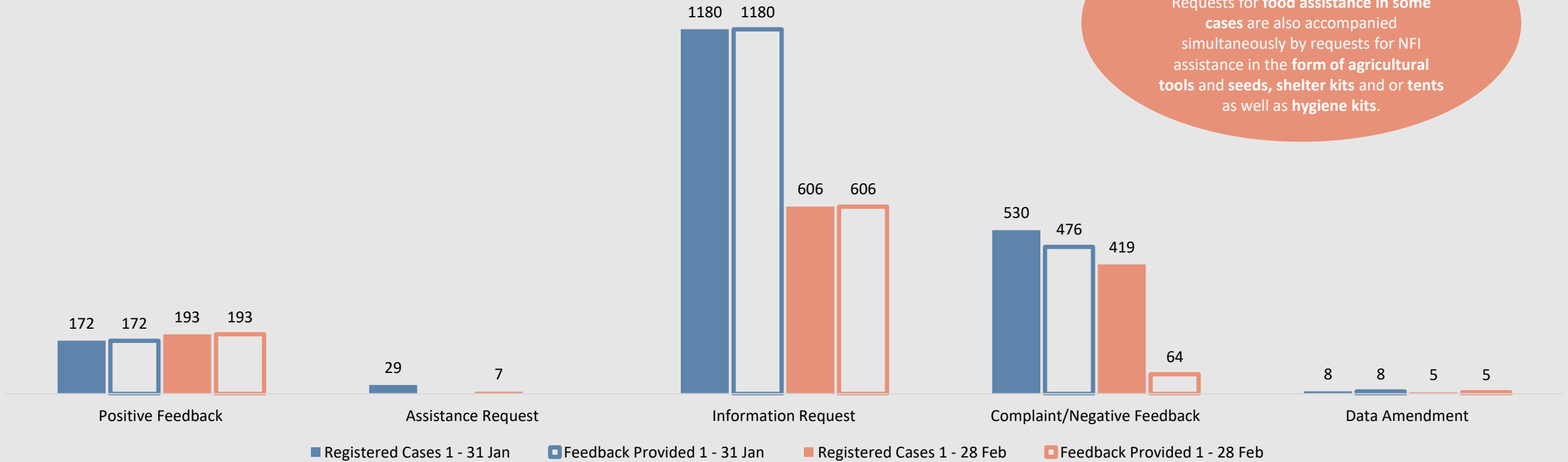
FOOD SECURITY



Sofala	32
Zambezia	1
Manica	8
Nampula	92
Cabo Delgado	1081
Inhambane	9
Gaza	5
Niassa	1
Maputo Provincia	1

1st – 28th Feb 2022
 Cases Registered:
1230
 Feedback Provided:
868

1st – 28th Feb 2022
 96% 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**.



HEALTH



1st – 28th Feb 2022

Cases Registered:

874

Feedback Provided:

870

EDUCATION



1st – 28th Feb 2022

Cases Registered:

3

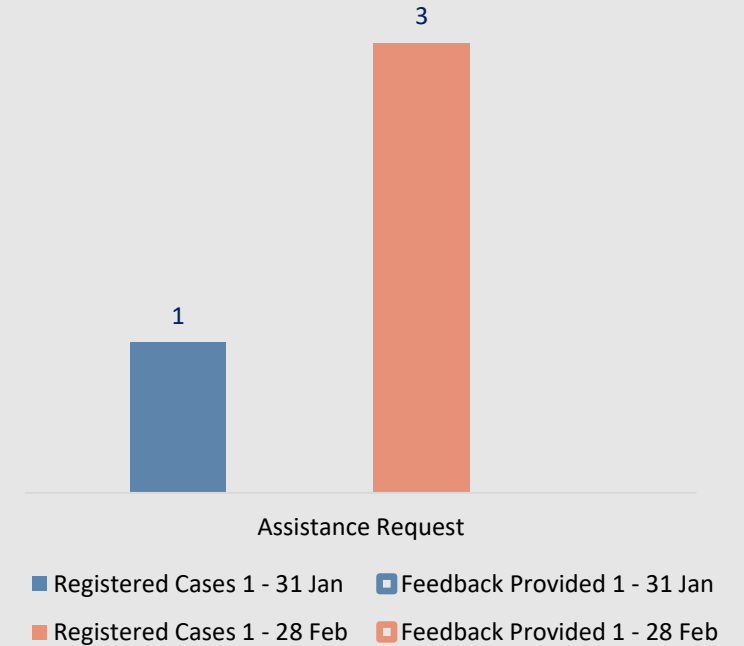
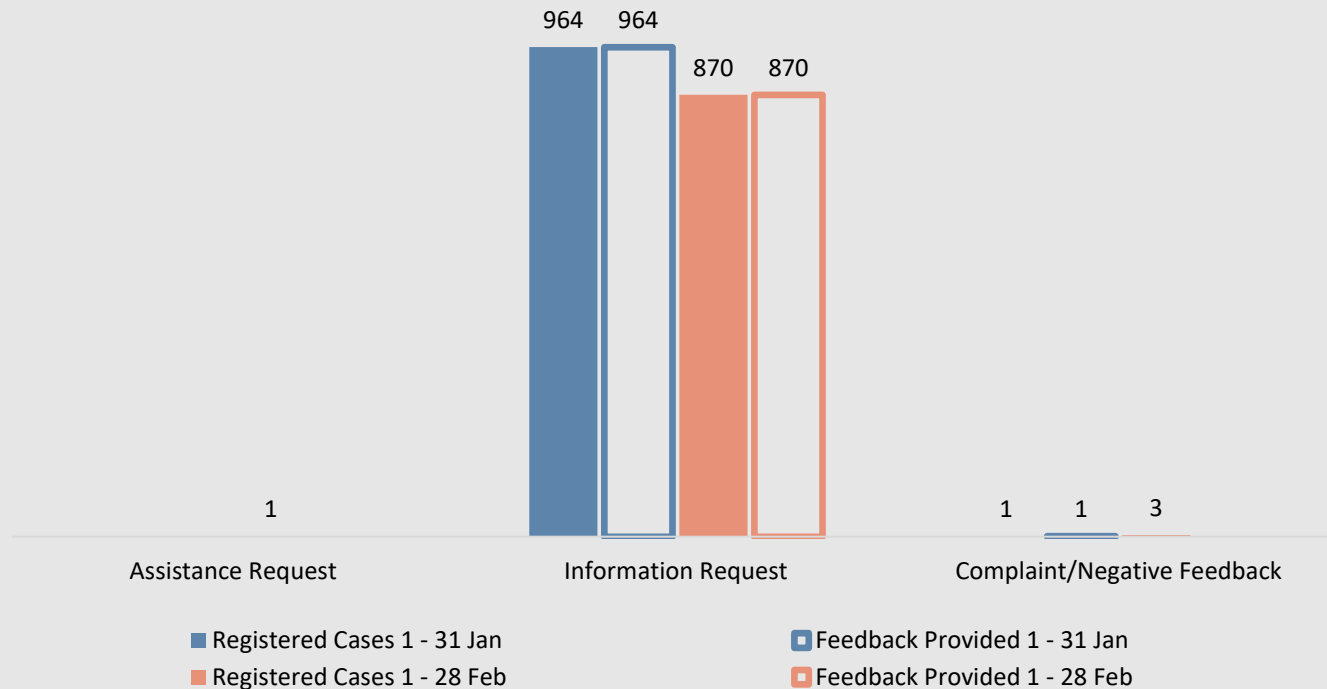
Feedback Provided:

0

Cabo Delgado 3

The **assistance requests** are from students' parents asking for school materials and uniforms. These came from Chiure, Cidade de Pemba and Montepuez.

Sofala	523
Zambezia	90
Manica	53
Tete	77
Nampula	60
Cabo Delgado	46
Inhambane	9
Gaza	6
Maputo Cidade	5
Niassa	1
Maputo Provincia	4



CCCM

SHELTER AND NFI

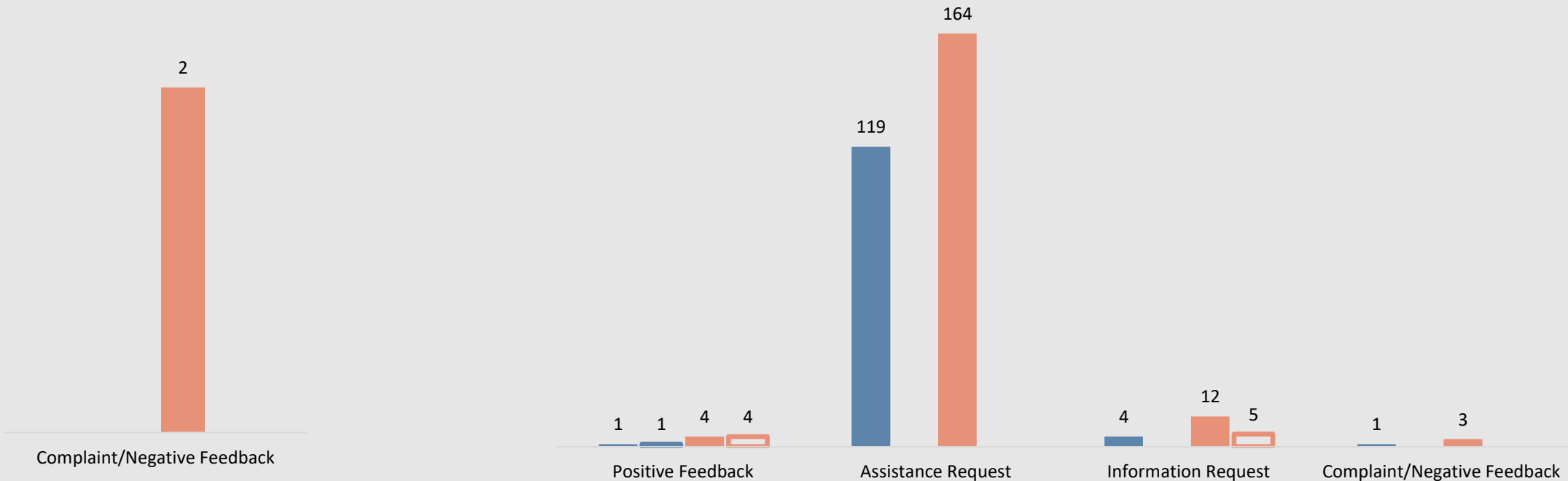


Cabo Delgado 2

1st – 28th Feb 2022
 Cases Registered: 2
 Feedback Provided: 0

1st – 28th Feb 2022
 Cases Registered: 183
 Feedback Provided: 9

Nampula 1
 Cabo Delgado 182



■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan
■ Registered Cases 1 - 28 Feb ■ Feedback Provided 1 - 28 Feb

■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan
■ Registered Cases 1 - 28 Feb ■ Feedback Provided 1 - 28 Feb

IDP REGISTRATION

PROTECTION



1st – 28th Feb 2022

Cases Registered:

193

Feedback Provided:

187

1st – 28th Feb 2022

Cases Registered:

2

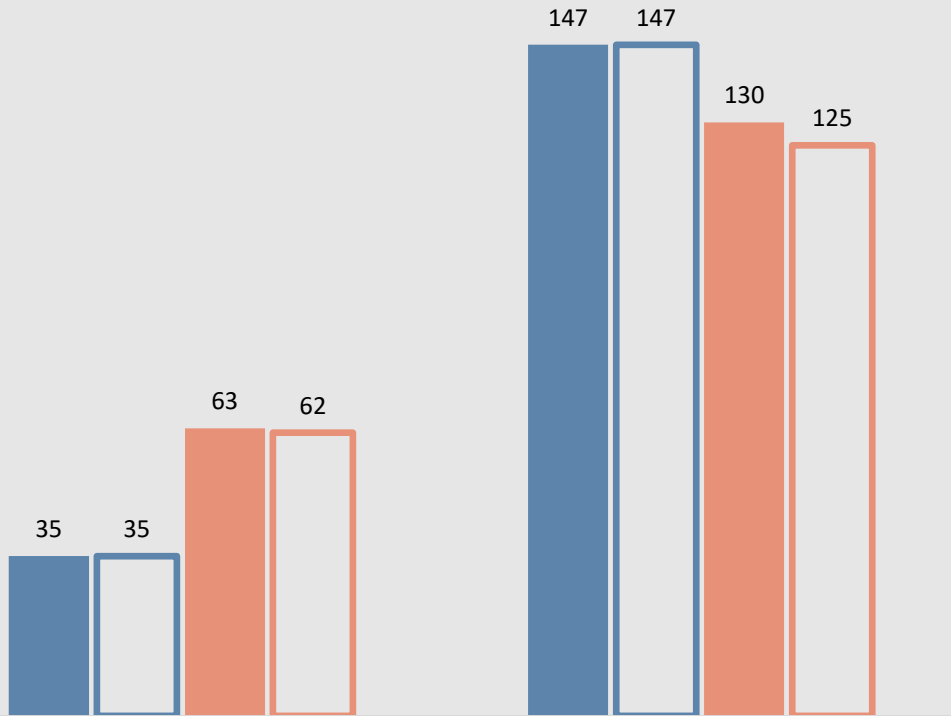
Feedback Provided:

2

Cabo Delgado

2

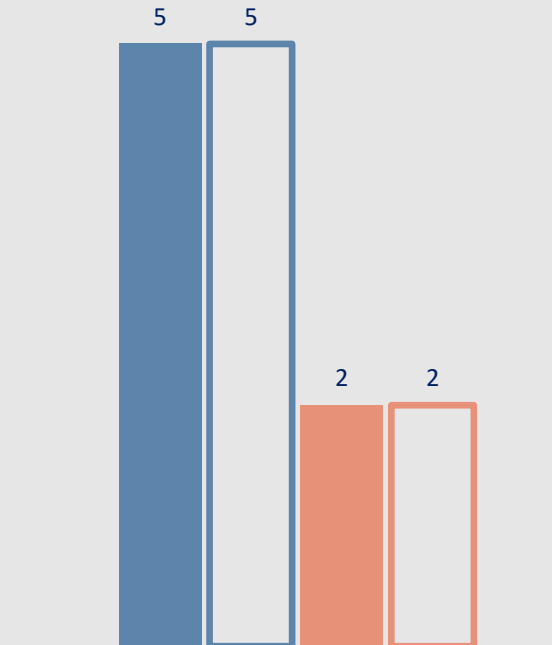
Nampula	8
Cabo Delgado	185



Information Request

Complaint/Negative Feedback

■ Registered Cases 1 - 31 Jan □ Feedback Provided 1 - 31 Jan
■ Registered Cases 1 - 28 Feb □ Feedback Provided 1 - 28 Feb



Assistance Request

■ Registered Cases 1 - 31 Jan □ Feedback Provided 1 - 31 Jan
■ Registered Cases 1 - 28 Feb □ Feedback Provided 1 - 28 Feb

INGD

WASH

Sofala	2096
Manica	54
Tete	199
Inhambane	1
Zambezia	118
Cabo Delgado	1
Nampula	16
Maputo Provincia	2

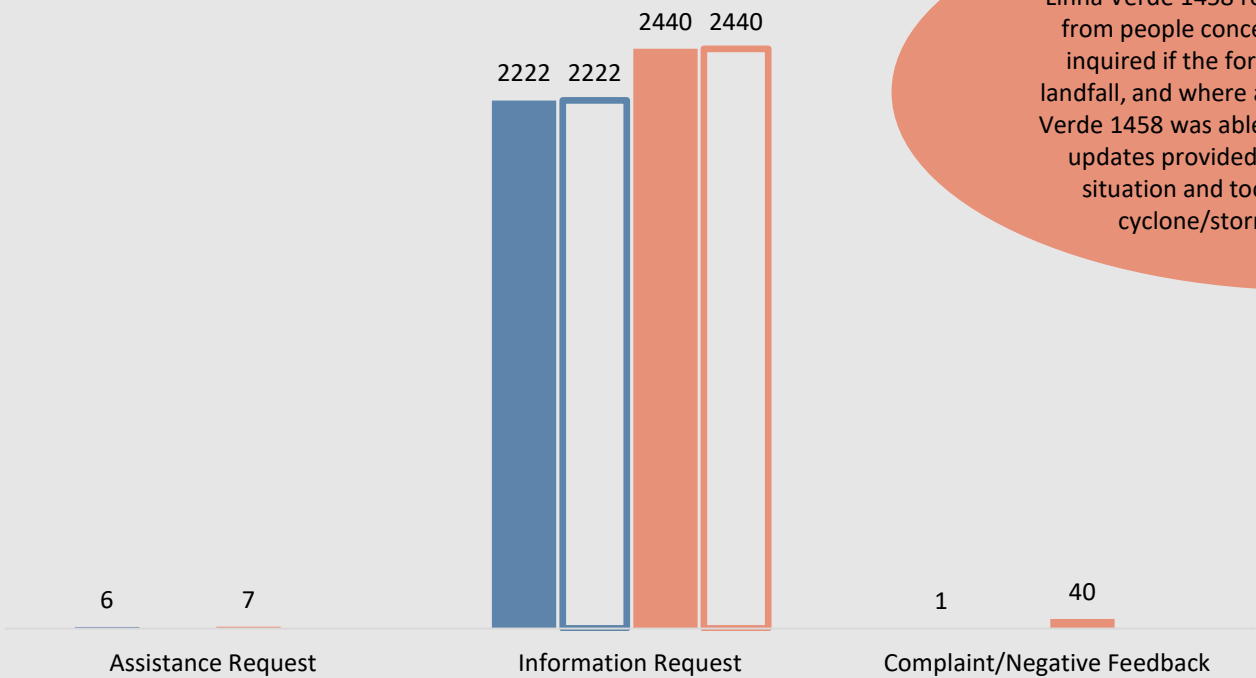
1st – 28th Feb 2022
 Cases Registered: **2487**
 Feedback Provided: **2440**

1st – 28th Feb 2022
 Cases Registered: **11**
 Feedback Provided: **0**



Cabo Delgado 11

During the month of February, similarly to January, Linha Verde 1458 received a great number of calls from people concerned about the weather and inquired if the forecasted storms would made landfall, and where and how it would impact. Linha Verde 1458 was able to inform callers based on the updates provided by **CENOE** and **INAM** on the situation and took the opportunity to share cyclone/storm mitigation measures.



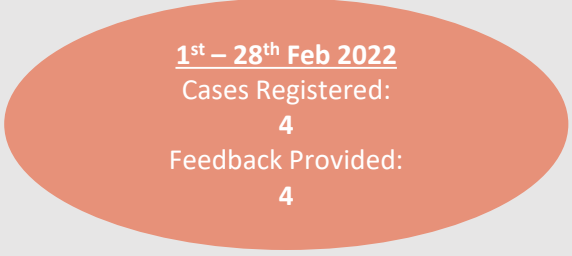
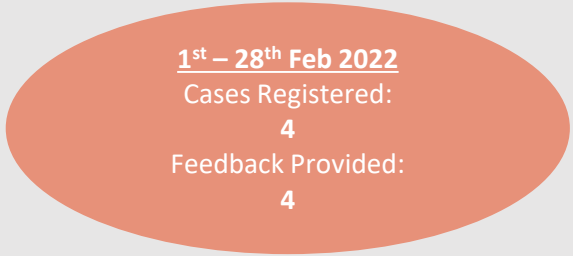
■ Registered Cases 1 - 31 Jan Feedback Provided 1 - 31 Jan
■ Registered Cases 1 - 28 Feb Feedback Provided 1 - 28 Feb

■ Registered Cases 1 - 31 Jan Feedback Provided 1 - 31 Jan
■ Registered Cases 1 - 28 Feb Feedback Provided 1 - 28 Feb

CHILD PROTECTION

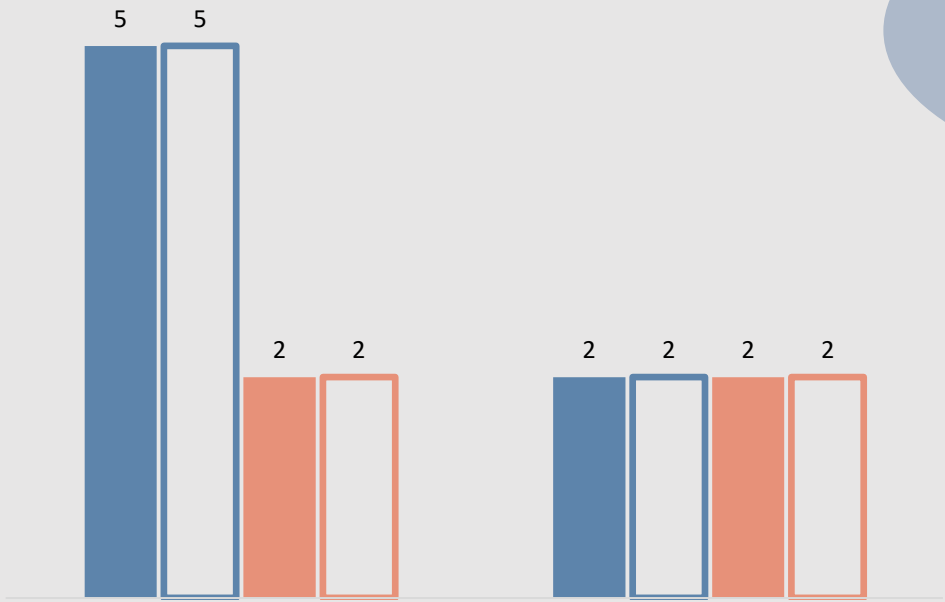


Sofala	1
Manica	1
Nampula	1
Tete	1



Zambezia	2
Nampula	1
Cabo Delgado	1

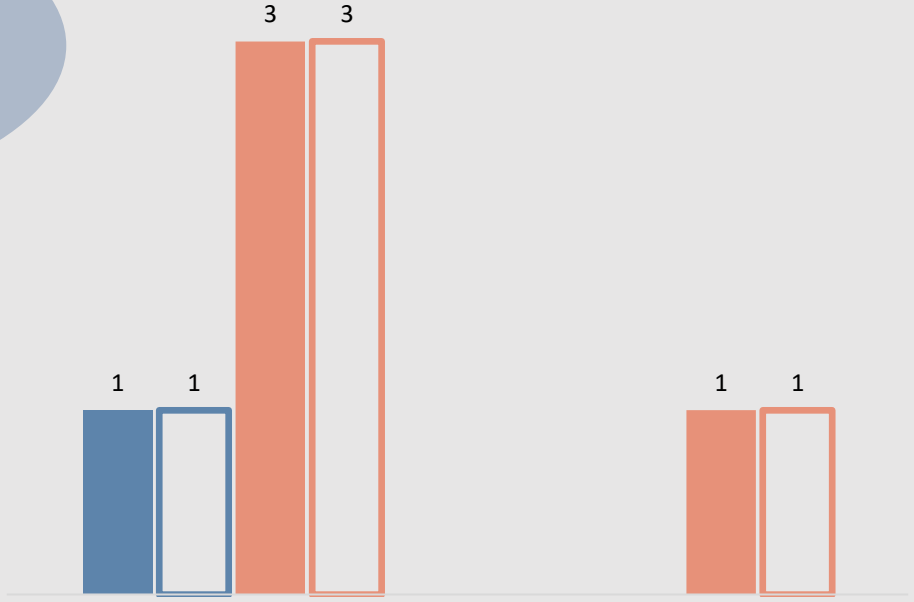
Child Protection cases are referred to **Linha Fala Criança** as well as **GBV** cases are referred to the GBV cluster for resolution and afterwards closed by Linha Verde 1458. However, these cases may take from one to six months for resolution by **Linha Fala Criança** and **GBV cluster**



Assistance Request Information Request

■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan
 ■ Registered Cases 1 - 28 Feb ■ Feedback Provided 1 - 28 Feb

GBV



Assistance Request Information Request

■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan
 ■ Registered Cases 1 - 28 Feb ■ Feedback Provided 1 - 28 Feb

SOCIAL PROTECTION/INAS

Zambezia	70
Cabo Delgado	1



1st – 28th Feb 2022

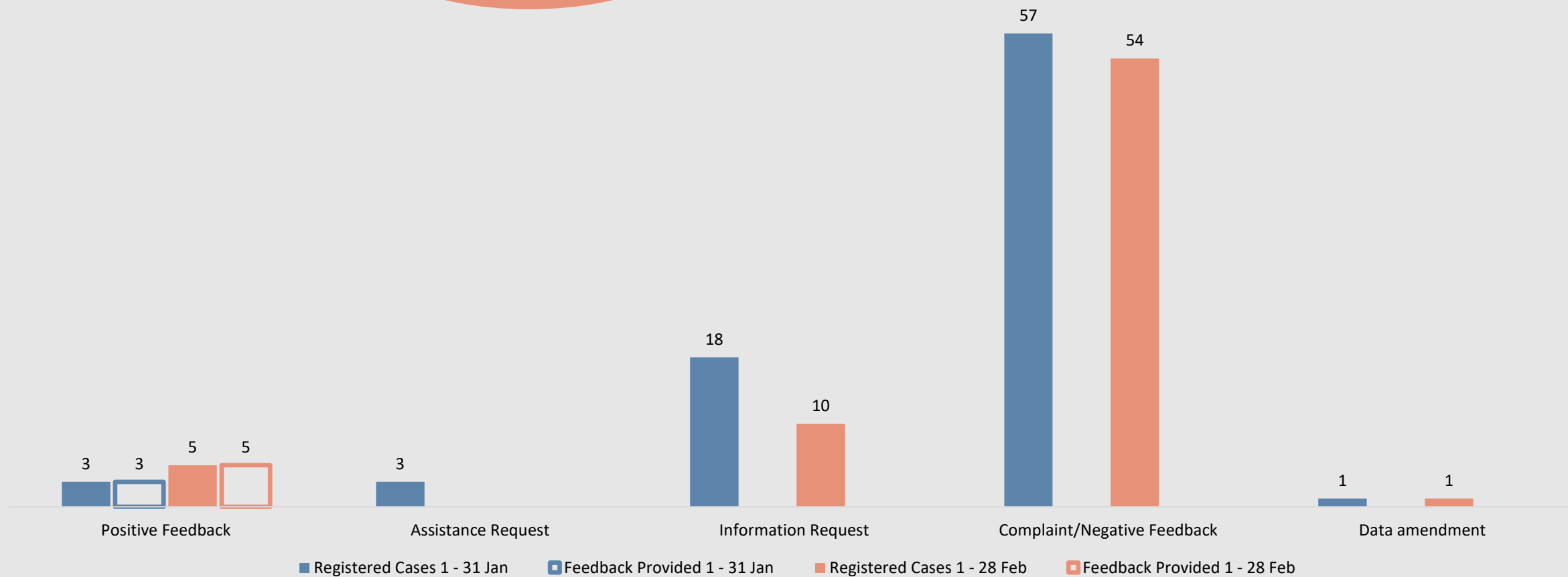
Cases Registered:

71

Feedback Provided:

5

Cases where implementation is being done in **coordination with WFP** are now being shared with WFP provincial and CFM focal points for verification and joint action with INAS focal points, and where INAS is implementing with other partners. **All cases have been shared with INAS**



LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 28TH FEBRUARY 2022

Overview

- ❖ Linha Verde 1458 registered a total of **5,096** cases through the hotline service between the 1st and 28th of February 2022.
 - 47% of cases registered were weather related queries in the context of ongoing alerts of formations of low-pressure systems in the Indian Ocean and Mozambique Channel. People were notably concerned about the effects of the incoming storms and continued to check in to receive up to date information.
 - 32% of cases registered were received from the northern region of the country regarding humanitarian assistance interventions.
 - 17% were Covid-19 related queries.

Northern Region (IDP) Response: 1st – 28th February 2022

- ❖ A total of **1,609** cases were registered from the northern region regarding the ongoing humanitarian assistance. Of these, **1,174** are related to food assistance, **193** are related to IDP registration, **185** are related to shelter assistance and the rest are smaller numbers of cases related to **WASH, Multipurpose cash assistance, Protection**, and weather-related queries.

Food Assistance

- ❖ 553 are information requests, 548 are complaints and 192 are positive feedback.

Information Requests

- ❖ Out of **553** information requests registered,
 - The majority are regarding distribution timing (535). WFP consistently provides the hotline with distribution plans to use monthly to share with beneficiaries who call to confirm information shared at community level or simply to receive information they had missed. The remaining information requests are:
 - **Entitlement**, beneficiaries from Katapua in Chiure, Angalia in Balama and Megarruma in Chiure all ask why they stopped receiving food assistance monthly. Linha Verde 1458 has informed callers that the shortage in funding affecting the frequency in distributions. All beneficiaries from Pemba requested that soap and other hygiene items be added to the list of products that they can redeem with their vouchers.
 - **Targeting criteria**, people from Pemba, Mueda and Ancuabe, called to verify whether the targeting criteria has changed. They mention that they get confused about this because local leaders in charge of lists do not respect the current criteria which is that food assistance is based on status of displacement and vulnerability of displaced persons.

Complaints

- ❖ The 548 registered complaints related to food assistance are divided as follows:
 - **465** are exclusion error claims for people claiming to be beneficiaries. The majority say they have not received assistance in the last distributions because their names are no longer on distribution lists and do not know why. Others say that unknown people to them have received the rations in their place, these callers are urged to arrive at the distribution point early to ensure that they are there when their names are called.
 - Still on exclusion errors, an even smaller number claim to have been registered various times by local authorities and still do not receive assistance. These callers specifically mention that they have never received assistance.
- ❖ **9** complaints citing quality issues were received from Marcune and Marrarange in Montepuez and Manigane in Chiure, beneficiaries continue to complain that the beans are difficult to cook despite being left to soak in water overnight and being left to cook for long hours.
- ❖ **17** complaints citing distribution issues.
 - 8 callers from **Nacala Porto, Meconta and Nacala Velha in Nampula** who claim that WFP did not complete the distribution as some beneficiaries did not receive food assistance because the rations were not enough. They claim that the distribution team did not indicate whether they were coming back or not. Others claimed that WFP team came in for distributions but left without distributing food, and not providing explanation.
 - 9 callers from Marocane, Nanjua A, and Ngewe in Ancuabe, Ntuchi and Nandimba in Mueda, Mahate in Pemba and Nanhupo in Montepuez complain that food distribution teams did not distribute to all beneficiaries as there was not enough food to cover everyone. They also complain that distribution teams did not promise to come back to cover the rest of the beneficiaries who did not receive their rations.
- ❖ **41** reports of **abuses of power** were registered in the last period, in the following order:
 - **24** callers claimed that local leaders force them to share their rations with them as well as saying that local leaders divert food kits for sale. These claims have come in from Rapale and Meconta in Nampula, Nanjua B, Ntique, Megarruma, Muaja and Ngewe in Ancuabe, Paquite, Eduardo Mondlane and Metula in Pemba, Marrarange and Ntele in Montepuez, Nicavaco, Alua and Milamba in Metuge and Katapua in Chiure.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 28TH FEBRUARY 2022

- **11** reports from people who say that local leaders charge between 200-1000mt to non-beneficiaries and to beneficiaries for inclusion in beneficiary lists to receive food assistance. The calls have been received from Nanhupo B and Massasse in Montepuez, Mocone in Nacala Porto, Metula in Pemba, Unidade in Metuge, Nanjua B in Ancuabe, Maningane in Chiure and Mavala in Balama.
- **6** callers claim that local leaders remove the names of beneficiaries to add the names of non-beneficiaries (family members and acquaintances) in lists to receive food assistance. These calls have come from Chuiba, Noviano and Paquite in Pemba, Ntete in Balama, Centro de Lusaka in Montepuez and 25 de Junho in Metuge.
- ❖ A small number of complaints were received from value voucher beneficiaries complaining about the increase in prices of cooking oil, rice and maize meal. Other callers complained of insufficient stock in retail shops. These complaints were received from Gingone and Cariaco in Pemba, Ntele and Upajo in Montepuez, Nanjua B in Ancuabe and Angalia in Balama.
- ❖ All WFP food assistance related cases are shared with the CFM focal point for verification and action.

Registration of IDP's host communities

Information Requests

- ❖ **64** calls were received from IDP's requesting for food assistance and information on how to be registered in the host communities in order to have access to food assistance. The majority of the requests came from Ancuabe (Ngewe, 25 de Junho, Cujupane and Nanjua relocation sites), Pemba (Paquitequete, Natite, Ingonane, Eduardo Mondlane, Josina Machel, Chuiba, Maringanha and Cariaco), Mueda (Lianda), the rest came from Montepuez, Metuge, Chiure, Palma and Meconta in Nampula.

WASH

Assistance requests and Complaints

- ❖ IDP's in Namdimba relocation site requested for additional water points as they reported that they have had issues with the water point, particularly that it can't serve all IDP's at the site. The callers mentioned that they had to pay for water in other locations they had been forced to go and get water from.
- ❖ Callers from Ngonani in Pemba and Namuno requested for soap and buckets.
- ❖ IDP's called to complain about the **violence and intimidation** perpetrated by the local leader during the distribution of sanitary towels, powder soap, capulanas, and soap bars by an implementing partner in Aldeia Unidade in Metuge. They claim that the IDP's complained to the organization that the people receiving assistance were not the most vulnerable and only received assistance because they were friends and acquaintances of local leaders. They told Linha Verde 1458 that the local leader got upset at hearing this and proceeded to beat them and threaten them.

Multi-purpose cash assistance – Norwegian Refugee Council

Information requests

- ❖ **5** people who said they are beneficiaries of the multipurpose cash assistance program called to ask when they would receive the next transfer. Linha Verde 1458 informed that if they already received one transfer that there was not another transfer to follow. The cases have also been shared with NRC focal point.
- ❖ **2** beneficiaries who received the transfers called to confirm receipt and convey their thanks for the assistance provided.

Shelter

Assistance requests

- ❖ A slight increase in the number of shelter related cases was registered by Linha Verde 1458 from 125 last month to **183** between 1st and 28th February 2022:
 - **44** people from **Mueda** (Lianda Relocation Site) requested assistance for **tarpaulins, buckets, grass mats, blankets, pots, and kitchen utensils**.
 - **41** people from **Montepuez** (Massasse, Upajo, Lusaka, Mirate, and Marcune relocation sites) requested for assistance in **tarpaulins, blankets, grass mats, mosquito nets and kitchen utensils**.
 - **37** people from **Ancuabe** (Ngeue, Marocane, Nacussa, Nanona, Gihote, Nanga and Cujupane) requested assistance in **tarpaulins, blankets, mosquito nets**.
 - **36** callers from **Metuge** (Ntocota, Saul 2, 25 de Junho, 25 de Setembro, Nacuta and Nicavaco relocation sites) requested assistance in **tarpaulins, blankets, grass mats, kitchen utensils** some also ask for **agricultural tools**.
 - **10** callers from **Chiure** (Maningane and Katapua relocation sites) requested assistance in **mosquito nets, tarpaulins, blankets, and kitchen utensils**.
 - The remaining assistance requests from **Namuno, Cidade de Pemba, Balama, Ibo** requesting for assistance mainly in **tarpaulins, blankets and kitchen utensils**.

Central Region: 1st – 28th February 2022

- ❖ **2,393** cases have been registered from the central region between the 1st and 28th of February 2022. Of these 2,268 cases are weather related queries.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1ST – 28TH FEBRUARY 2022

Weather related queries

- ❖ As low-pressure systems continued to form one after the other after **tropical storm Ana**, with **Batsirai**, **Dumako and Emnati** affecting Madagascar, people remained on high alert constantly checking in to see if/ when they would make landfall and which provinces and districts would be severely affected. As it turned out none of the following tropical depressions/ tropical cyclones made landfall in Mozambique.

INAS Covid-19 Assistance Program

Complaints

- ❖ Out of the 70 cases registered from Quelimane and Milange regarding the INAS Covid-19 assistance programme, **54** were complaints from beneficiaries, divided as follows:
 - **52 exclusion error** claims mostly from Quelimane. Part of the callers claim that they were registered as beneficiaries during the registration period to receive a mobile phone and a transfer of 4500 meticaís but called to complain that when time came for the distribution of the mobile phones in January and February 2022, their names were not on the list. Others tell Linha Verde 1458 that they received mobile phones but have since not received the transfers while other registered community members had received their transfers.
 - Linha Verde 1458 advised callers to approach INAS district offices and focal points to raise their concerns as this way, action may be taken much quicker.

Information requests

- ❖ A small number of information requests were received regarding distribution timing (when the transfers would be made to beneficiaries) and targeting criteria by one person seeking to be included in the program to receive the assistance.

WFP Food Assistance

Information requests

- ❖ **41** previous WFP food assistance programme beneficiaries from some resettlement sites and a variety of locations including Buzi, Nhamatanda, Chemba, Sussundenga, Dondo called to ask if WFP could consider providing aid to their communities again as they face hunger, and some say they are struggling to grow food because of continued irregular rains.

Protection: 1st – 28th February 2022

- ❖ 14 protection cases were received and registered between the 1st and the 28th of February 2022 (including SEA, GBV, child protection and general protection cases):
 - **4 SEA** claims were registered and referred to the concerned organization PSEA focal point and PSEA national and provincial level coordinators and co-chair.
 - **3 GBV** case reports and 1 information request. GBV case reports have been referred to GBV service providers.
 - **2 reports of child marriage** were registered and referred to Linha Fala Criança. A further **two information requests** to seek clarification on **what is considered as child marriage and why it is against the law**. Linha Verde 1458 operators provided information to callers regarding the illegality of child marriage and its negative effects on the girl child and the society.
 - **2 general protection cases:** 1 assistance request from an IDP in Impire site for an ID (Civil documentation) and 1 case from an IDP who recently fled Meluco having been separated from his wife in the process. He since managed to locate his wife in Mitambo village and is requesting transport support for her to join him in Nanjua Relocation site where he is now based.

Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

1ST JANUARY – 28TH FEBRUARY 2022

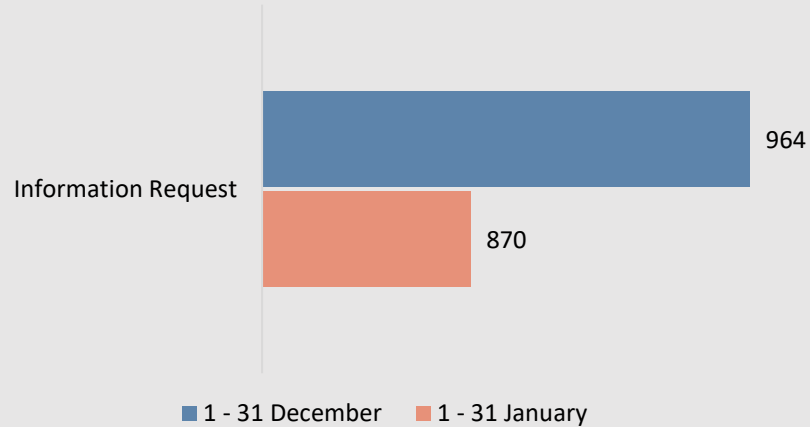
1 – 28 February 2022

Nr. of cases about Covid-19:

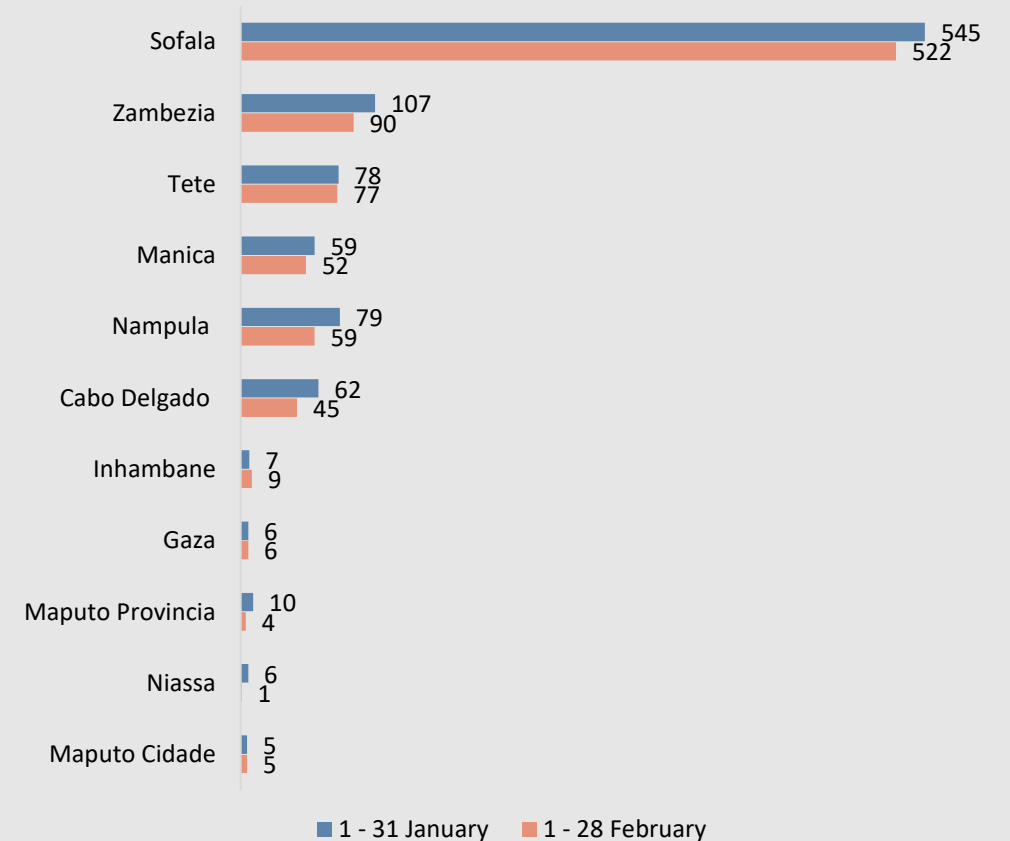
870

17% of the cases registered through the Linha Verde 1458 between February 1st and February 28th were Covid-19 related.

CASE TYPES

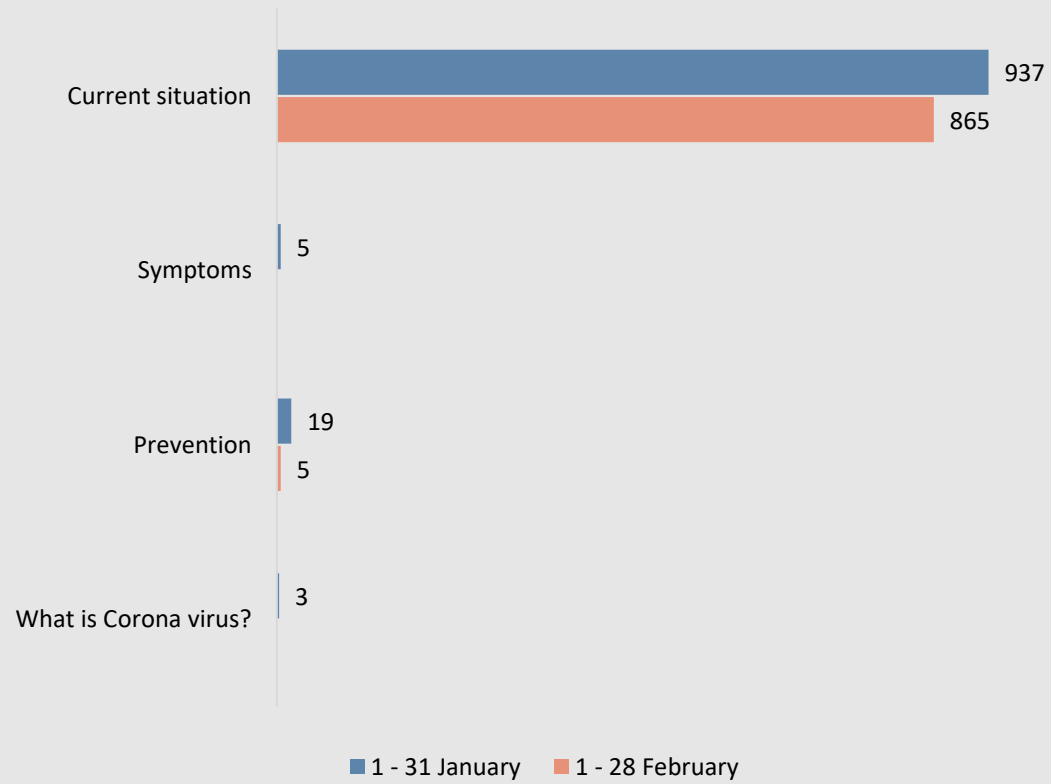


CASES BY PROVINCE

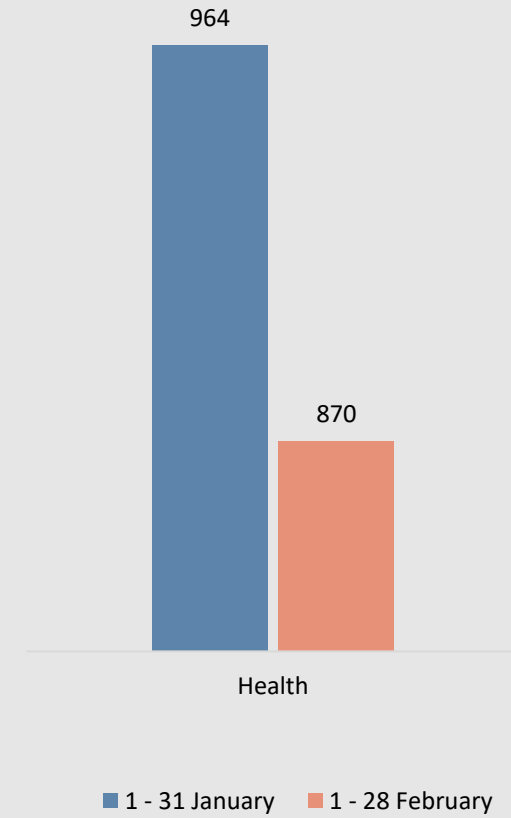


**COVID-19
CASE TYPE BY CATEGORY
SECTORS RELATED
1ST JANUARY – 28TH FEBRUARY 2022**

INFORMATION REQUEST



SECTORS

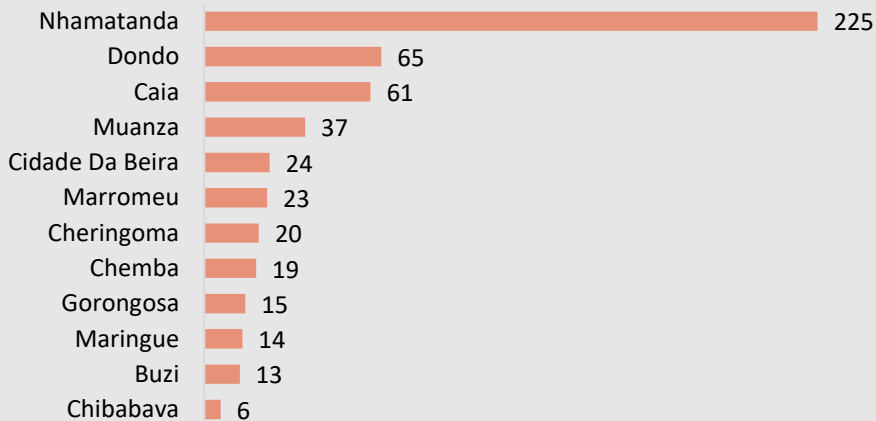




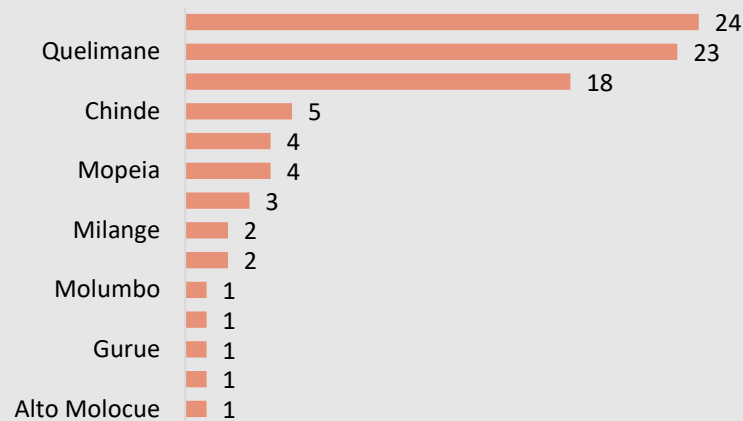
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST – 28TH FEBRUARY 2022

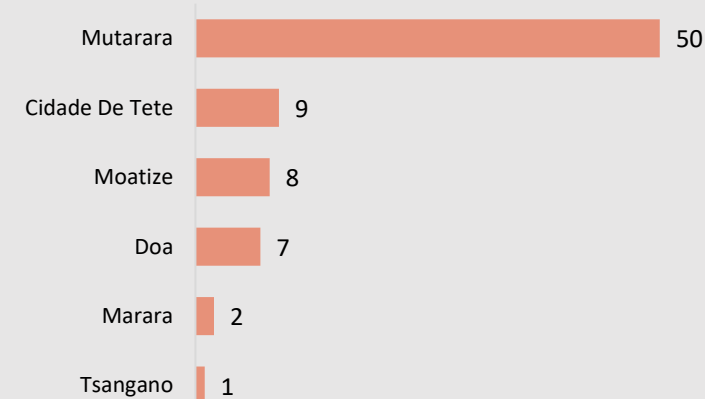
Sofala - 522



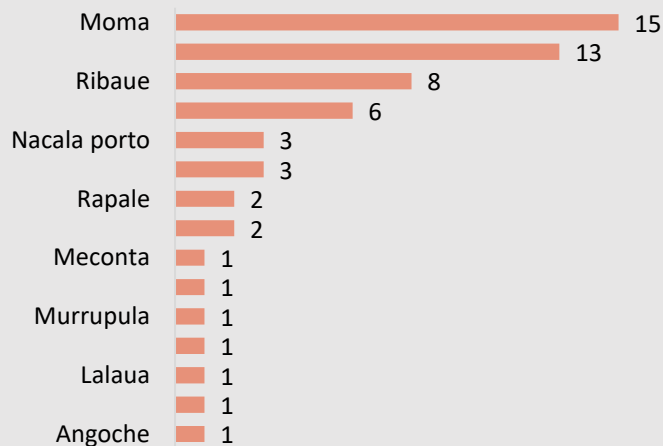
Zambezia - 90



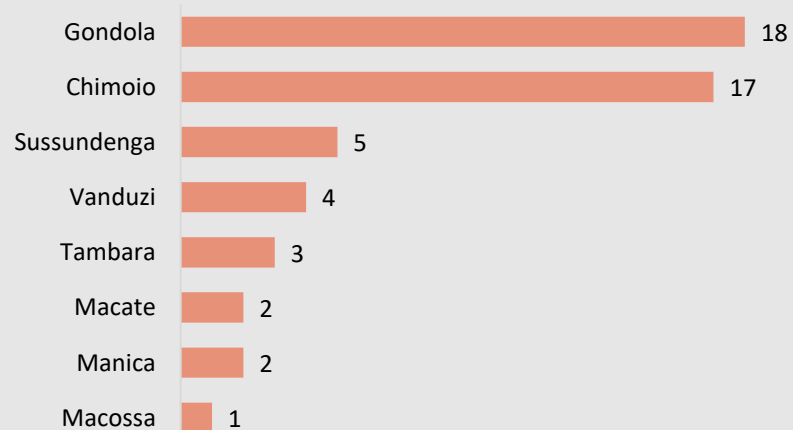
Tete - 77



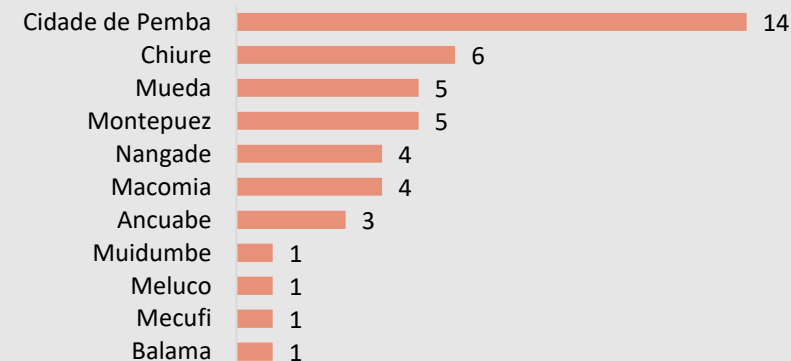
Nampula - 59



Manica - 52



Cabo Delgado - 45



COVID-19: LOCATIONS OF COVID-19 CALLS

1ST – 28TH FEBRUARY 2022



Inhambane - 9

Cidade de Inhambane

5

Panda

3

Inharrime

1

Gaza - 6

Xai-Xai

3

Guija

1

Chigubo

1

Bilene

1

Maputo Cidade - 5

Kamavota

3

KaMpfumo

1

Kamaxaqueni

1

Maputo Provincia - 4

Marracuene

2

Cidade da Matola

2

Niassa - 1

Cuamba

1

NARRATIVE: COVID-19
1ST – 28TH FEBRUARY 2022

Covid-19: 1st – 28th February 2022

- ❖ A steady reduction in the number of cases received relating to Covid-19 has been registered between the month of January and February 2022, with **870** calls during this month. Linha Verde 1458 continues to provide information regarding the pandemic and related case reports in the provinces, although the attention during this time of year tends to shift to weather related events and their impacts.
 - 99% of callers enquire regarding the number of Covid-19 cases registered and 1% regarding prevention.