

Linha Verde da Resposta á Emergência

Report period: 1st January – 28th February 2023

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.

6,869 Total Cases Registered

4,124 Cases Registered Feb 2023

98% Feedback Rate Feb 2023



CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 28TH FEBRUARY 2023

CALLER PROFILE



94% male

6% female

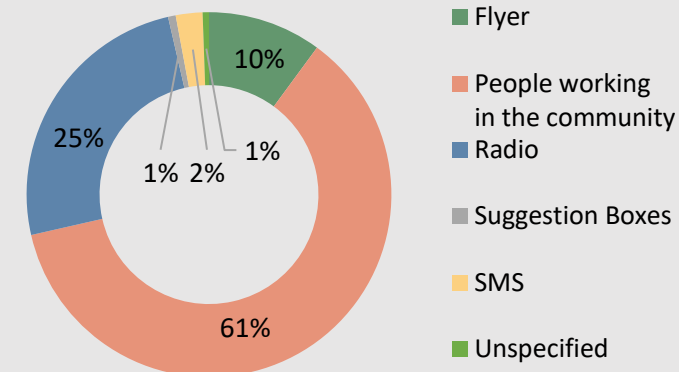


1.5% 17 and below

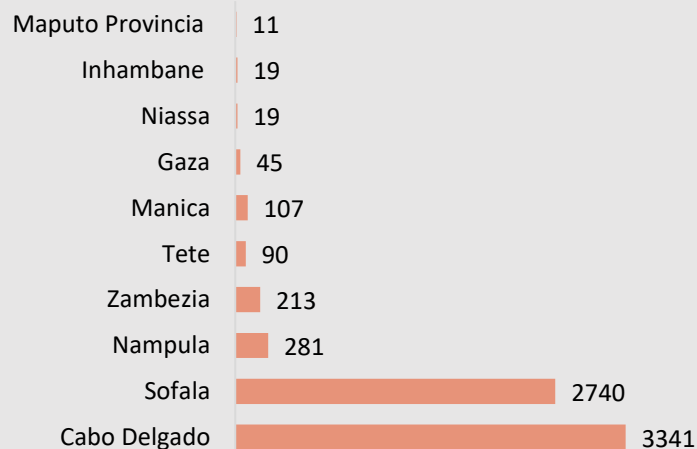
98% 18 to 59

0.5% 60 and above

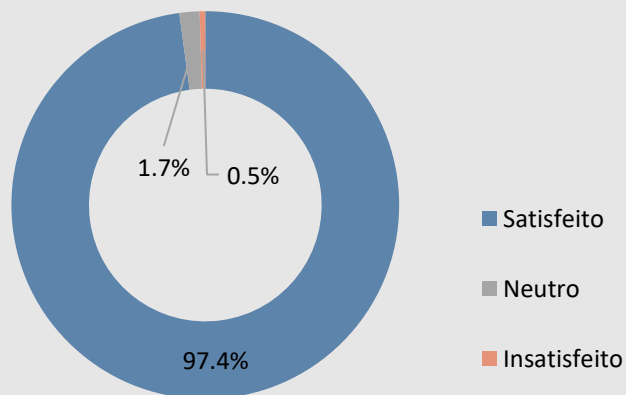
KNOWLEDGE ABOUT LINHA VERDE 1458



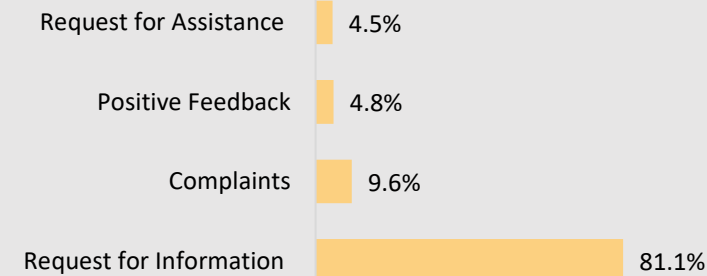
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST MARCH 2022 – 28TH FEBRUARY 2023

1st – 28th February 2023

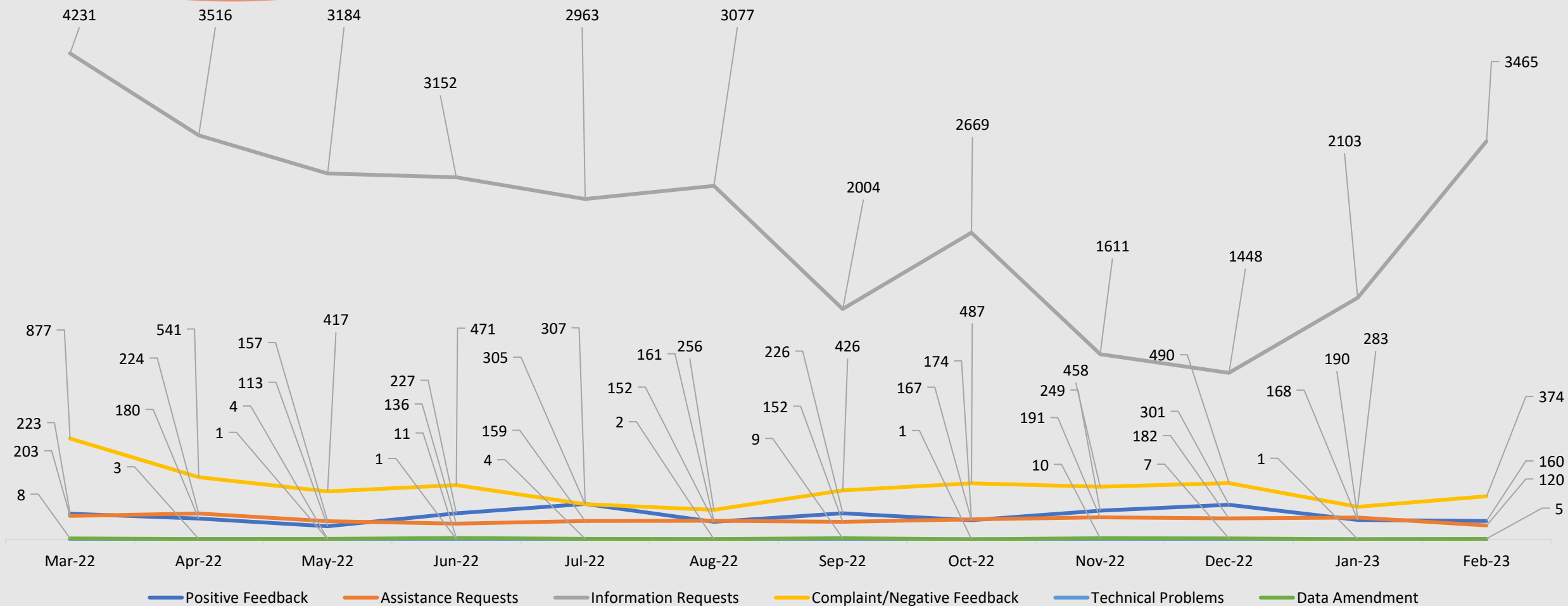
Nr. Total Registered Cases:

4,124

Nr. of calls from the central region:

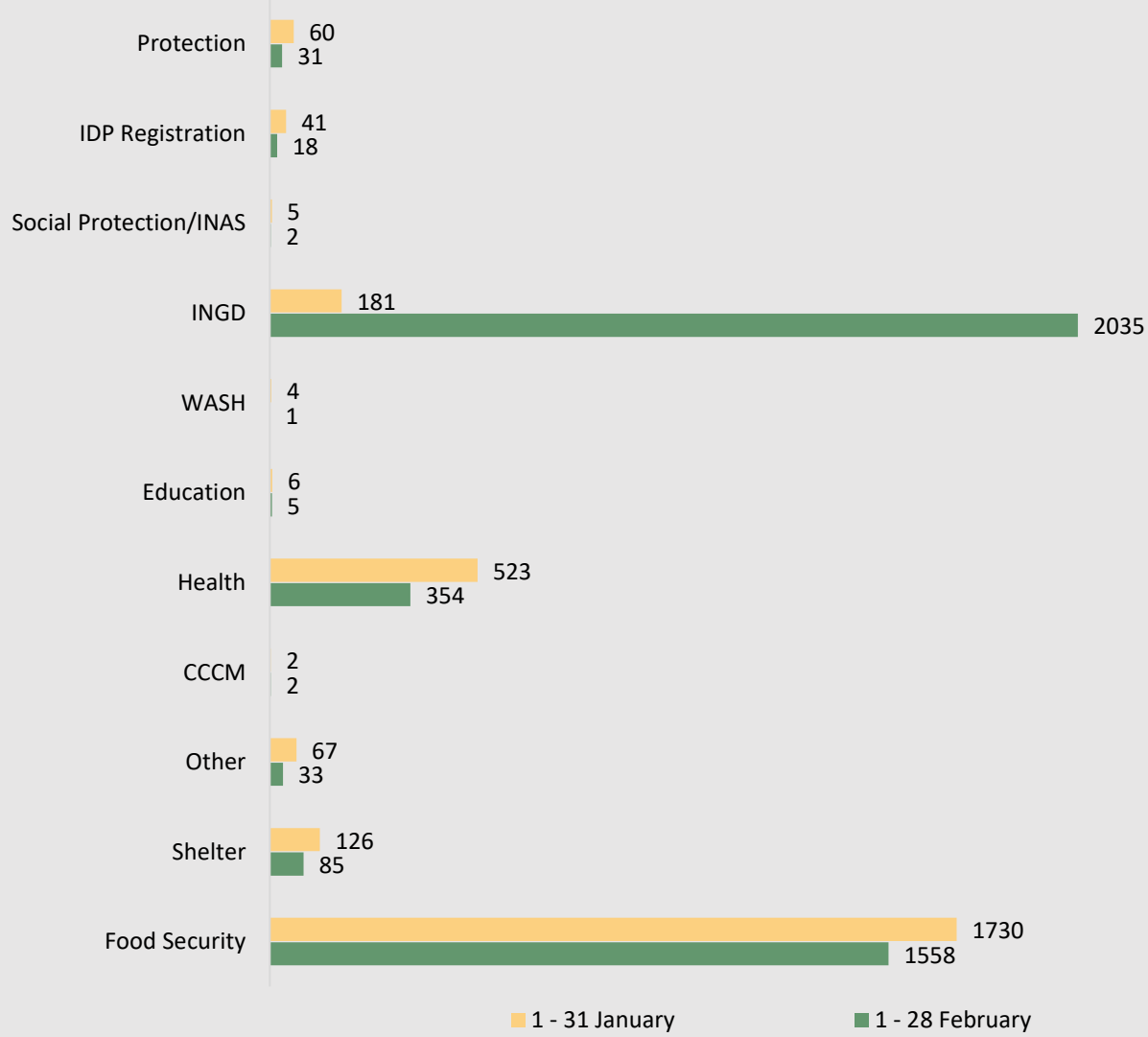
2,069

50% of the cases registered through Linha Verde 1458 between February 1st – 28th came from the central region.



CASES PER SECTOR

1ST JANUARY – 28TH FEBRUARY 2023



In the wake of formation of low-pressure system, tropical storm **Freddy**, the hotline registered an increase in engagement from users seeking updated information about the effects of the storm and associated support. These information requests are captured in association with INGD as the coordinating body of the response. 50% of all cases for the month of February concerned weather events.

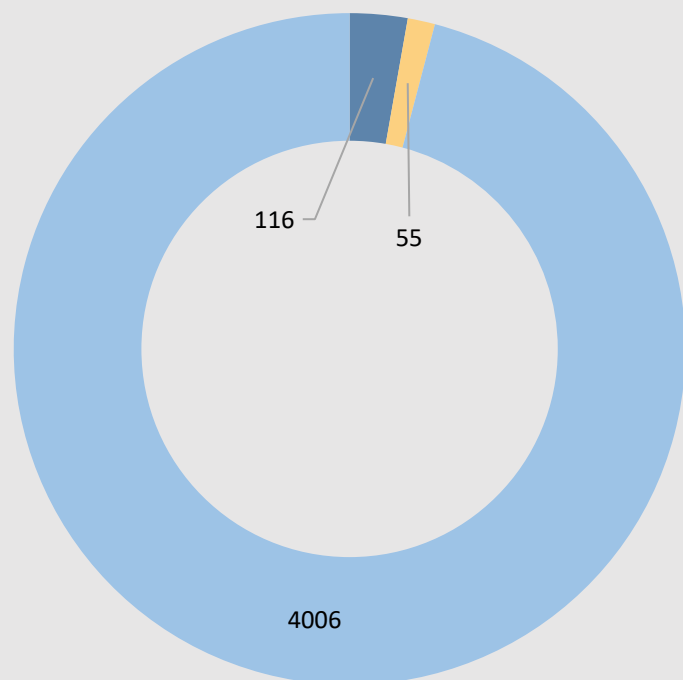
FEEDBACK ANALYSIS PER SECTOR

1ST – 28TH FEBRUARY 2023



Cases Registered
4,124
 Cases Referred rate
2.8%
 First Case Resolution rate
97.2%

The table below shows a breakdown per sector of feedback provided to Linha Verde 1458 callers. 1. **Referred cases** are the nr of cases Linha Verde 1458 shared with cluster focal points and partners that require thorough verification/investigation usually in the field. This is the case for complaints -exclusion errors, abuse of power allegations. 2. **Referred Cases Feedback** is the number of cases that partners and focal points did a follow up on the case, find resolution or guide callers on steps to take to resolve the case. 3. **First Case Resolution** are the cases where Linha Verde 1458 was able to respond to during the very first call. This is the case for "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 | 89 | 55 | 1481 |
| Shelter | 4 | 0 | 81 |
| Other | 0 | 0 | 33 |
| CCCM | 2 | 0 | 0 |
| Health | 0 | 0 | 353 |
| Education | 5 | 0 | 0 |
| WASH | 1 | 0 | 0 |
| Social Protection/INAS | 2 | 0 | 0 |
| IDP Registration | 3 | 0 | 2 |
| INGD | 5 | 0 | 2030 |
| Protection | 5 | 0 | 26 |
| Total | 116 | 55 | 4006 |

❖ In the table Protection sector aggregates cases related to civil documentation, relocation requests, info requests on returns and GBV, Child Protection, PSEA.

CASES PER REGION

1ST JANUARY – 28TH FEBRUARY 2023

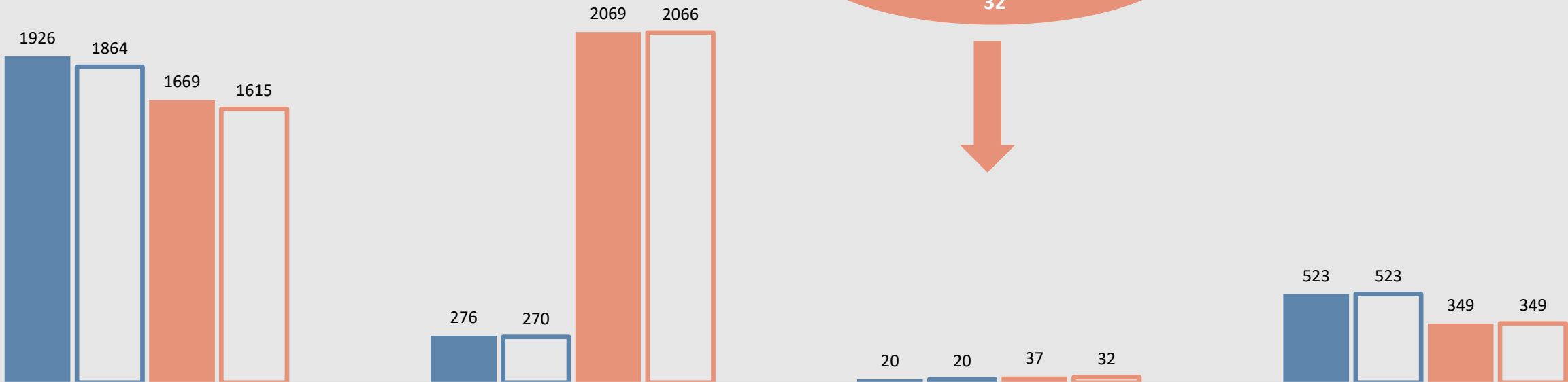


1st – 28th February 2023
Cases Registered:
 1669
Feedback provided:
 1615

1st – 28th February 2023
Cases Registered:
 2069
Feedback provided:
 2066

1st – 28th February 2023
Cases Registered:
 37
Feedback provided:
 32

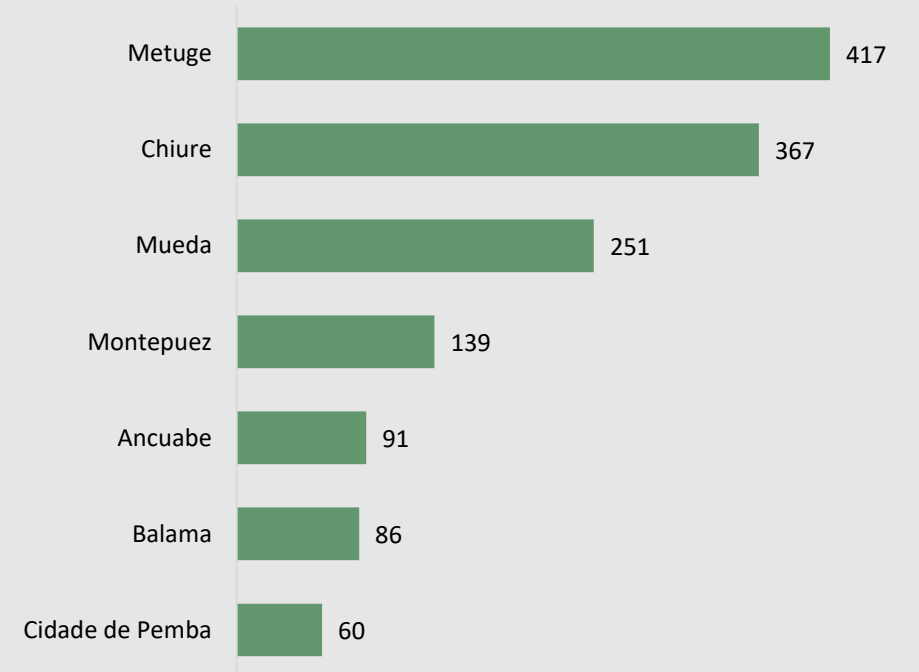
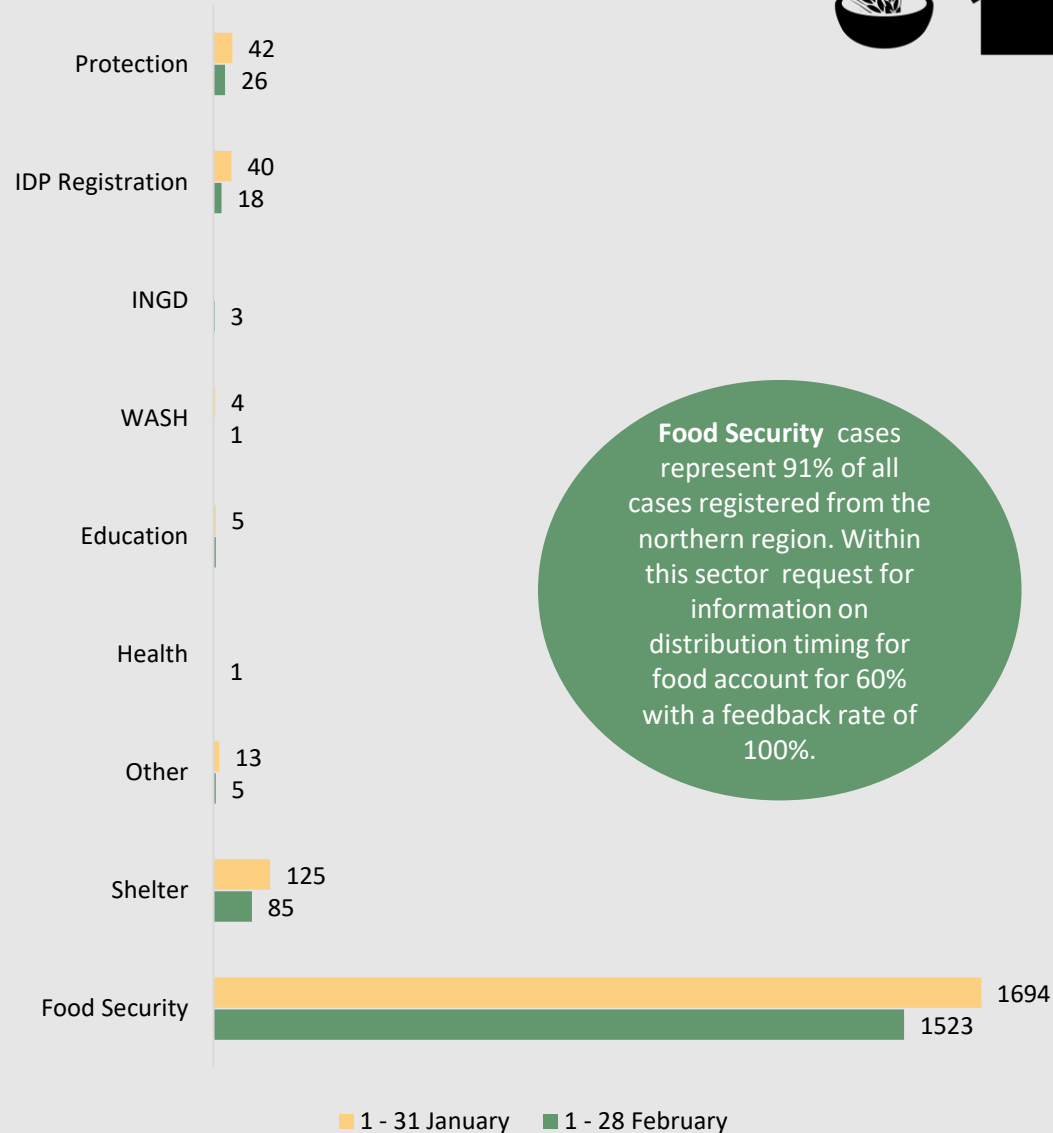
1st – 28th February 2023
Cases Registered:
 349
Feedback provided:
 349



■ Registered Cases 1 - 31 January
 Feedback Provided 1 - 31 January
 ■ Registered Cases 1 - 28 February
 Feedback Provided 1 - 28 February

NORTHERN REGION DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST JANUARY – 28TH FEBRUARY 2023

NORTHERN REGION CASES PER SECTORS 1ST – 28TH FEBRUARY 2023



NORTHERN REGION
1ST JANUARY – 28TH FEBRUARY 2023

January
 Cases Registered:
1926
 Feedback Provided:
97%

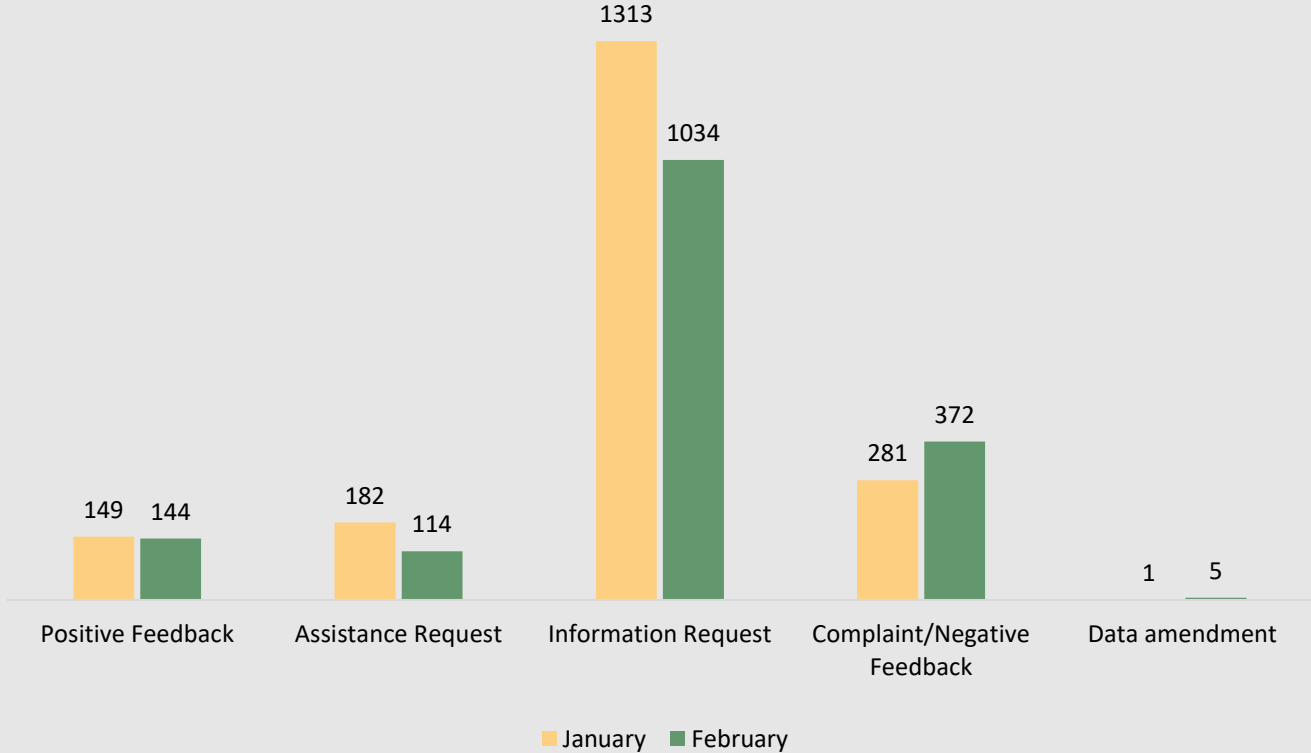
February
 Cases Registered:
1669
 Feedback Provided:
94%

January
 Cases Registered:
182
 Feedback provided:
90%

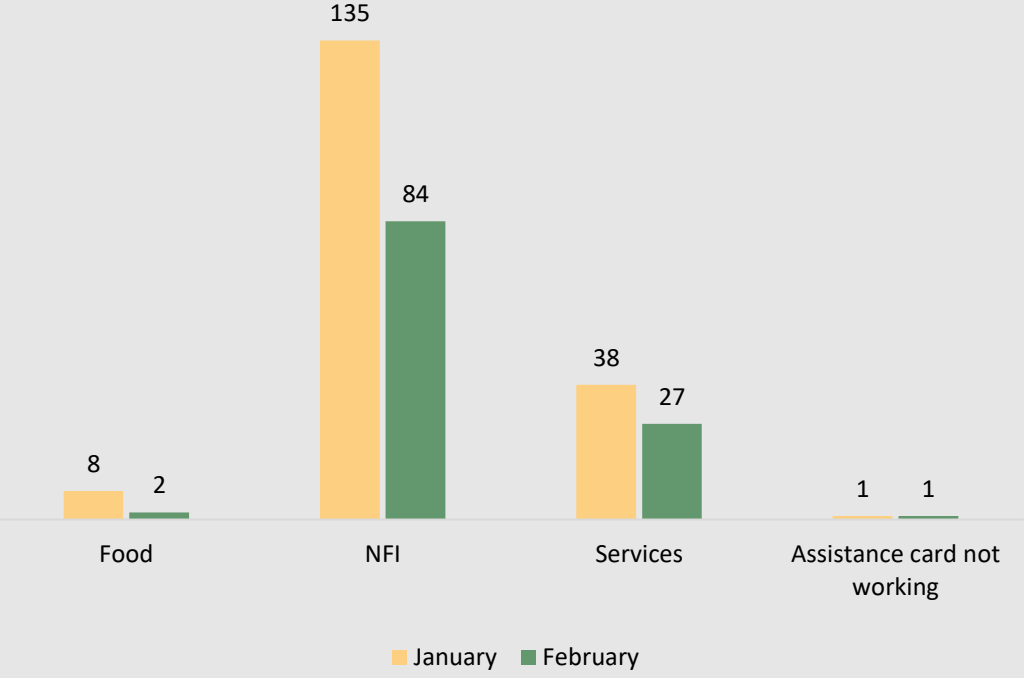
February
 Cases Registered:
114
 Feedback provided:
87%



CASE TYPES



ASSISTANCE REQUEST



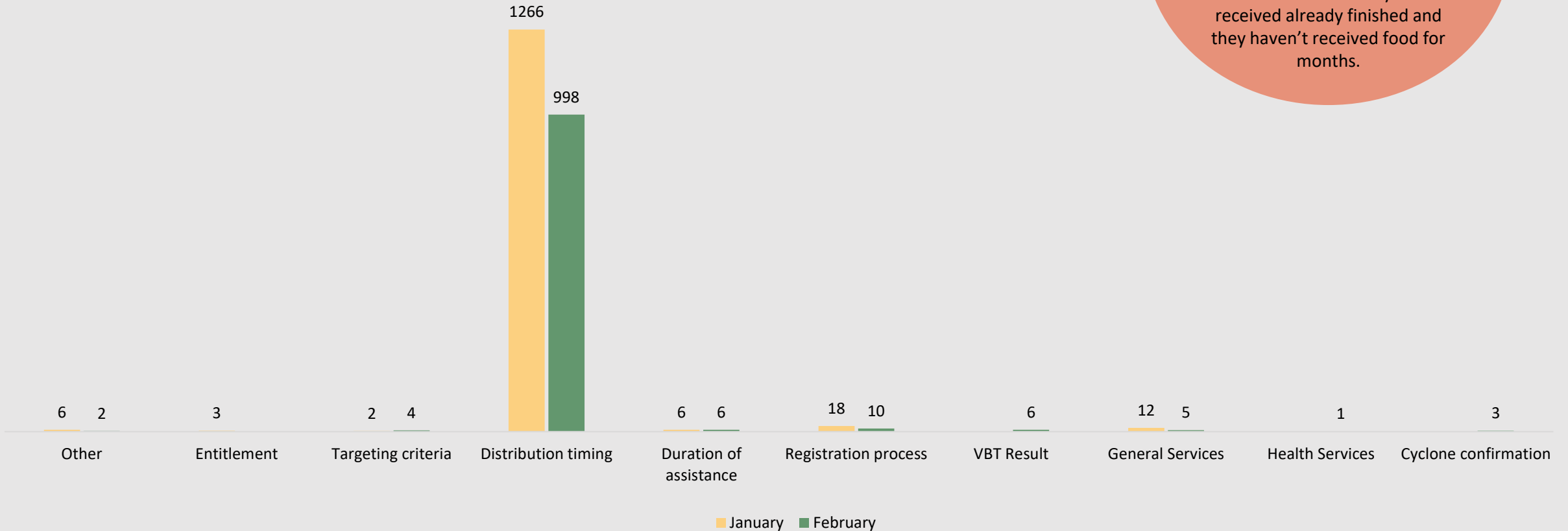
NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST JANUARY – 28TH FEBRUARY 2023

January
Cases registered:
1313
Feedback provided:
100%

February
Cases registered:
1035
Feedback provided:
100%



Linha Verde 1458 registered a considerable decrease of calls regarding **distribution timing**. However, it remains the most predominant information concern. Some of these calls came from assisted hh stating that the rations they last received already finished and they haven't received food for months.



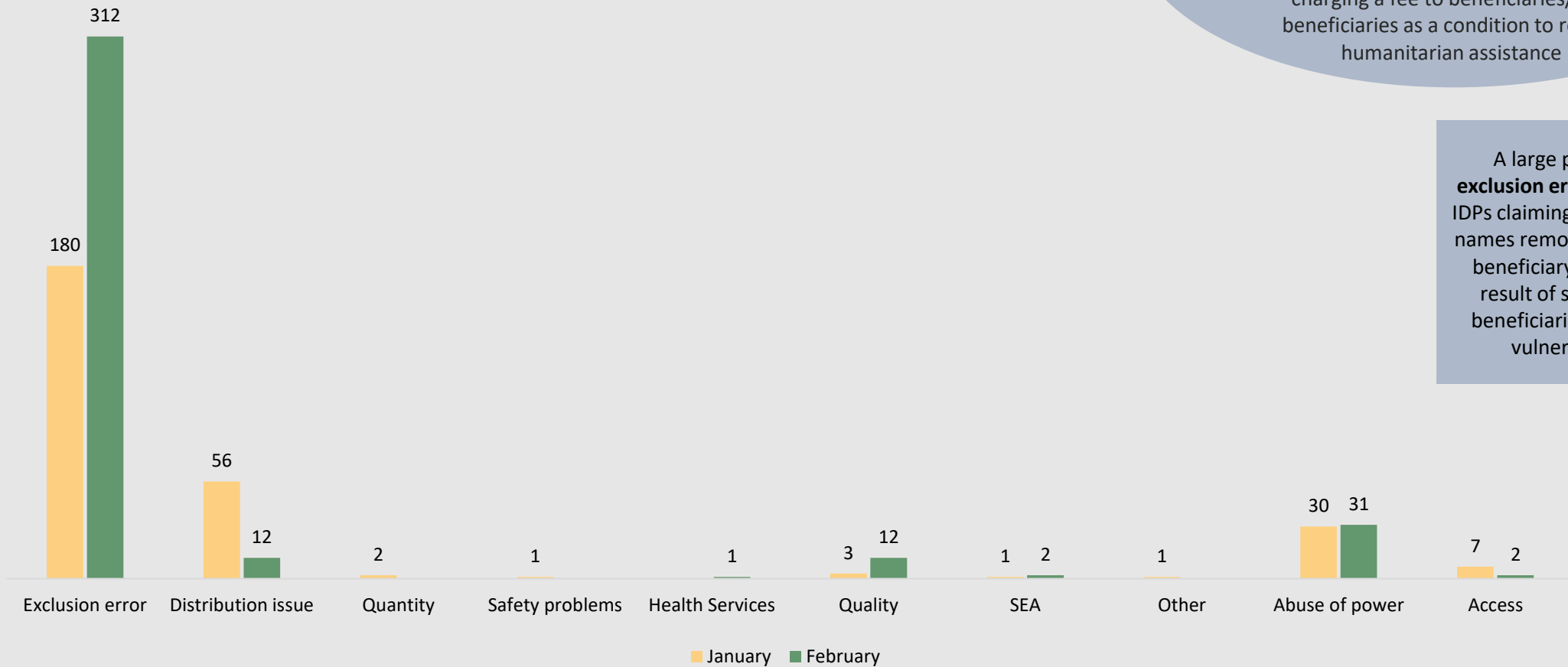
**NORTHERN REGION
COMPLAINT/NEGATIVE FEEDBACK
1ST JANUARY – 28TH FEBRUARY 2023**



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

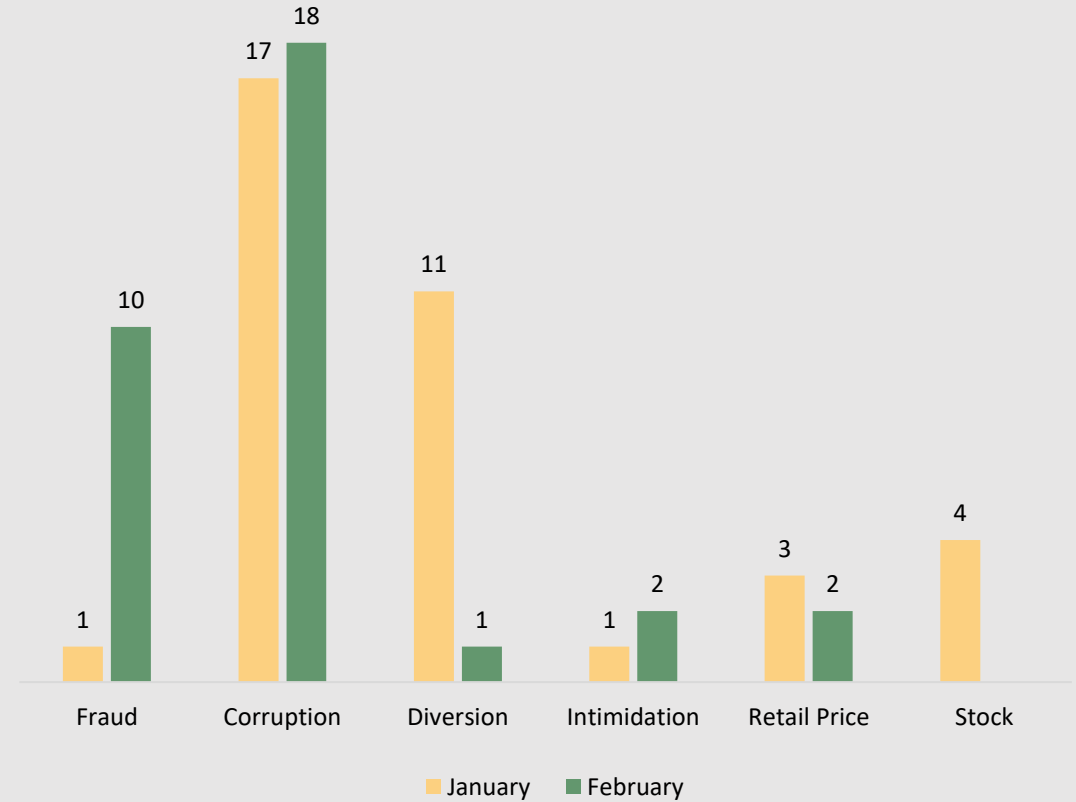
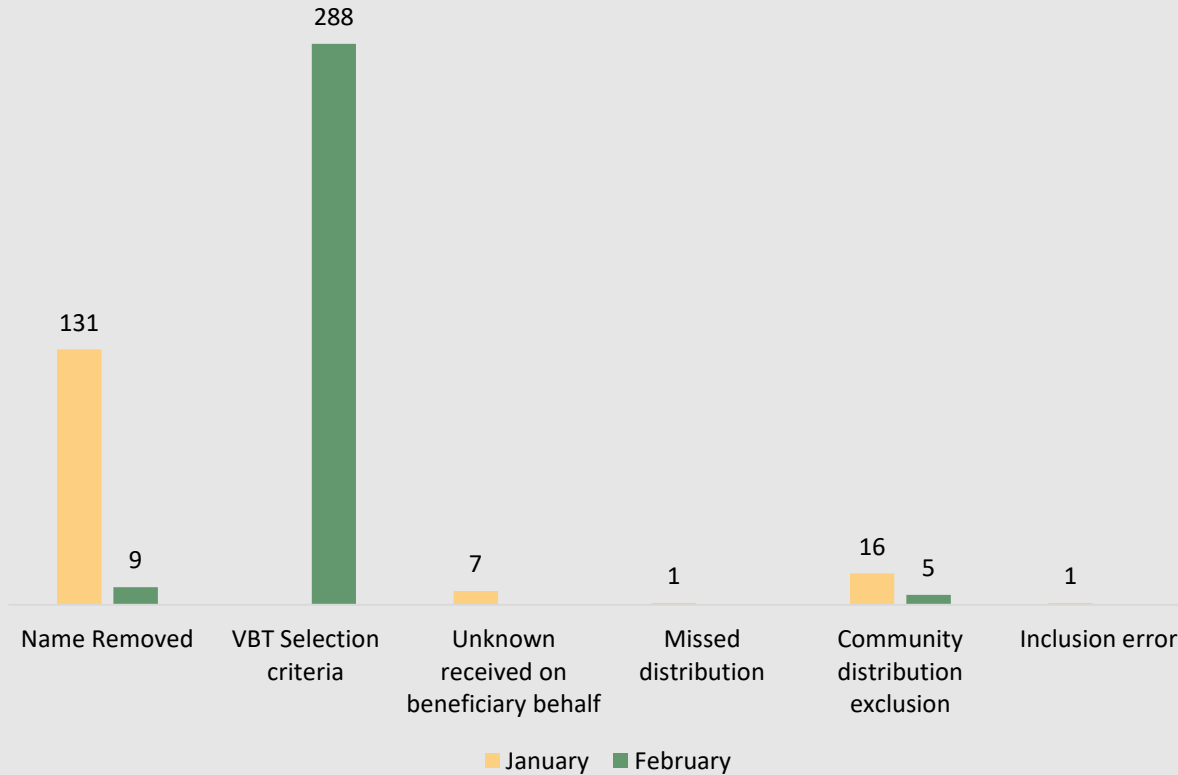
A large portion of **exclusion errors** are from IDPs claiming to have their names removed from the beneficiary lists as the result of selection of beneficiaries based on vulnerability .



**NORTHERN REGION
EXCLUSION ERRORS
1ST JANUARY – 28TH FEBRUARY 2023**



**NORTHERN REGION
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
1ST JANUARY – 28TH FEBRUARY 2023**



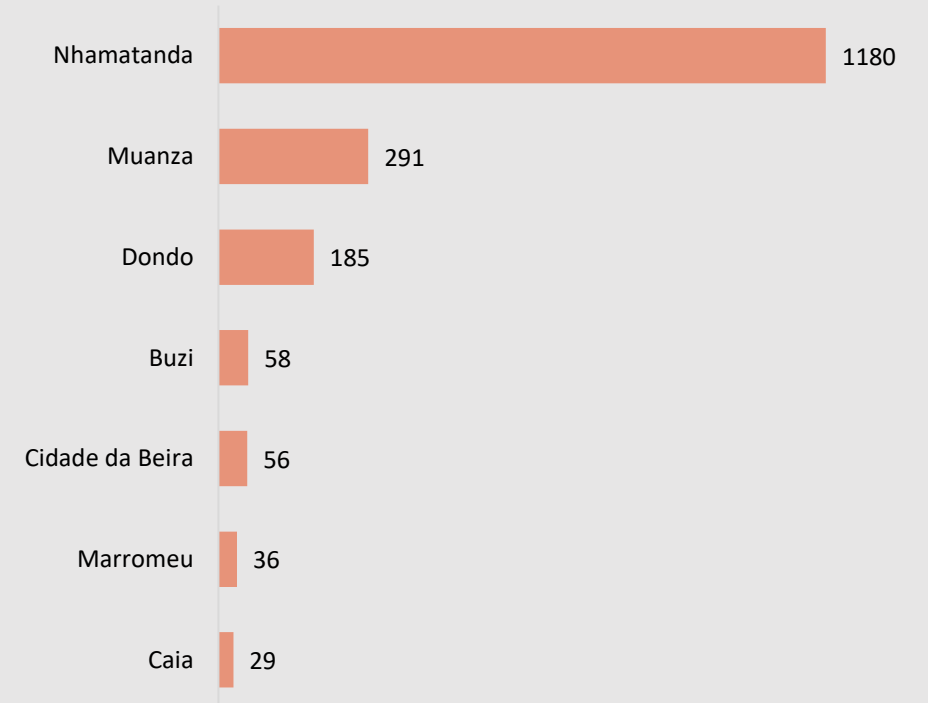
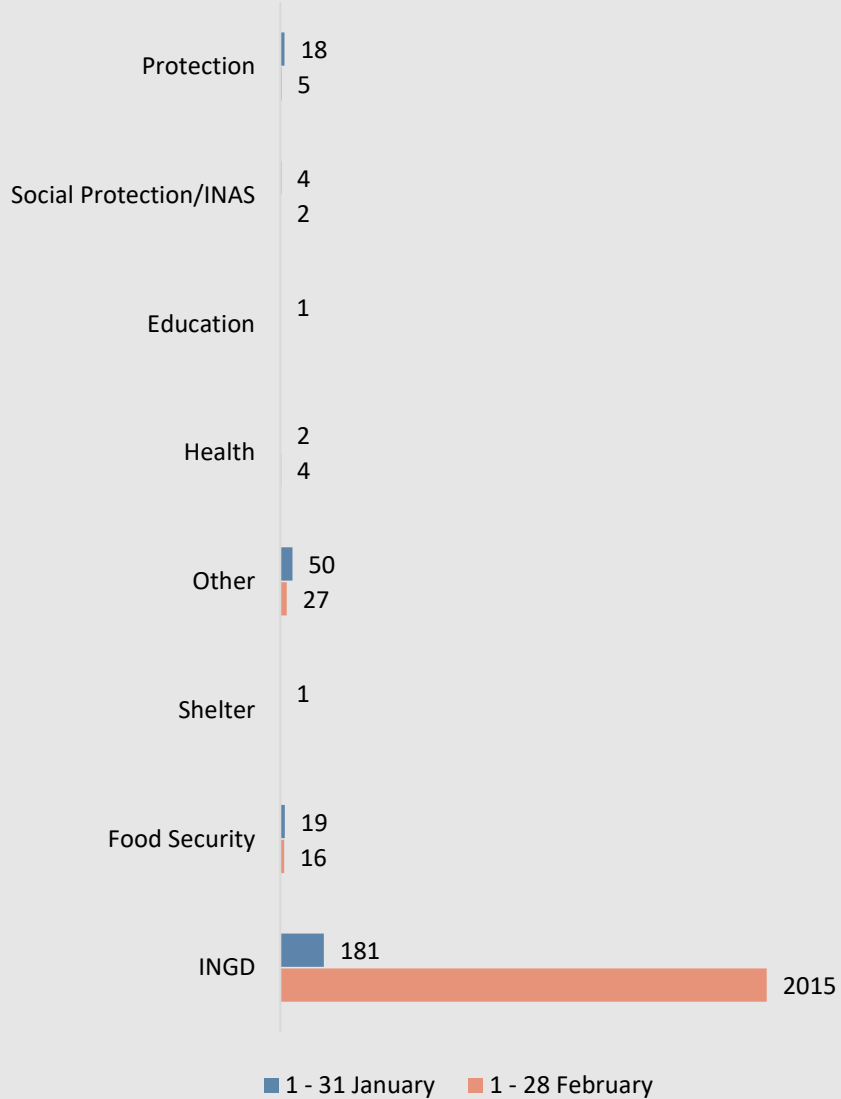
Complaints – Abuses of power

Complaints – Access barriers

**CENTRAL REGION
CASES PER SECTORS
1ST JANUARY – 28TH FEBRUARY 2023**



**CENTRAL REGION
DISTRICTS WITH THE HIGHEST NR. OF
CASES
1ST – 28TH FEBRUARY 2023**



CENTRAL REGION
1ST JANUARY – 28TH FEBRUARY 2023

January
 Cases Registered:
276
 Feedback Provided:
98%

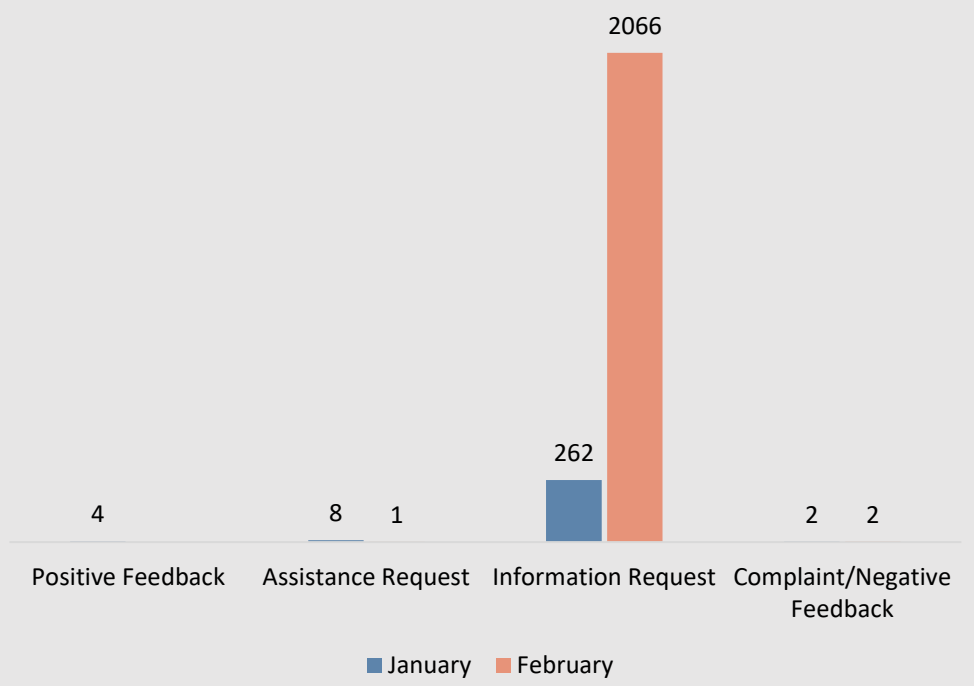
February
 Cases Registered:
2069
 Feedback Provided:
100%

January
 Cases Registered:
8
 Feedback Provided:
50%

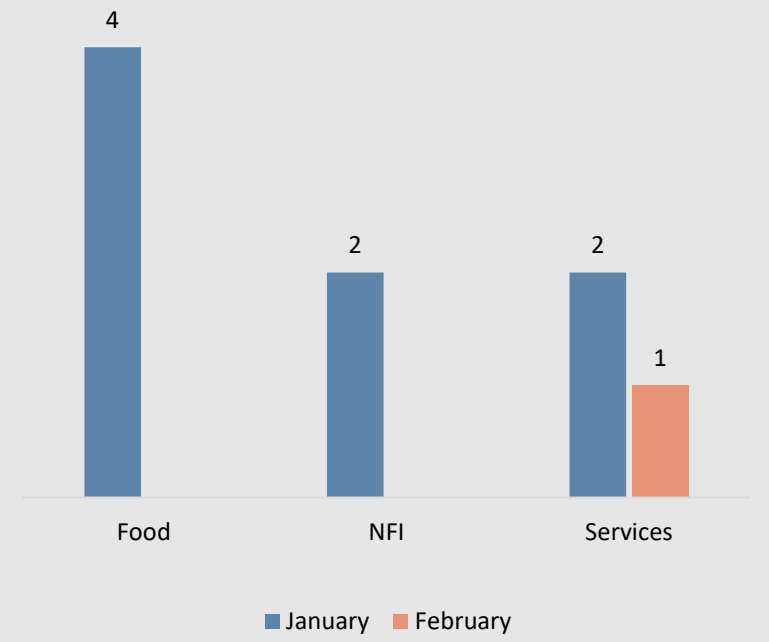
February
 Cases Registered:
1
 Feedback Provided:
100%



CASE TYPES



ASSISTANCE REQUEST



CENTRAL REGION RESPONSE 1ST JANUARY – 28TH FEBRUARY 2023

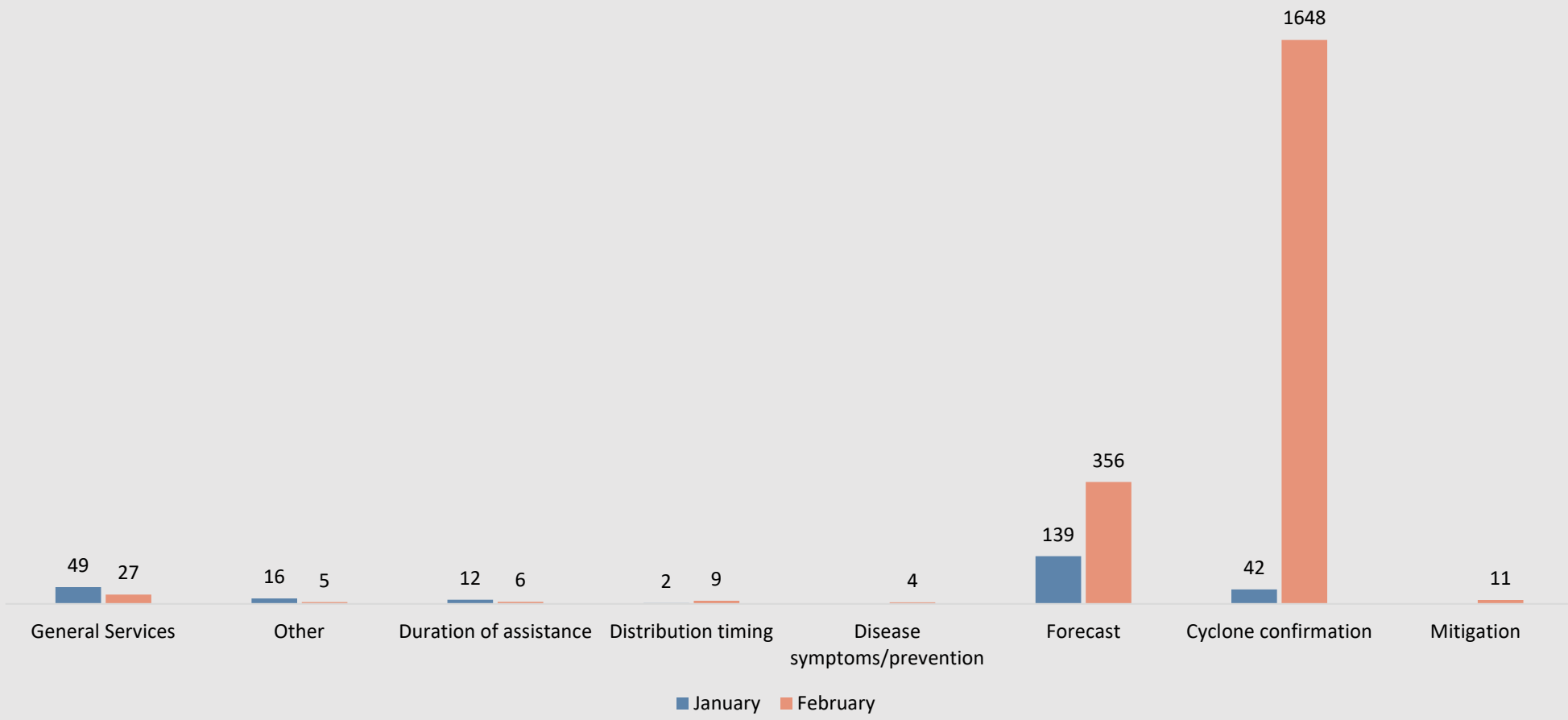
January
Cases Registered:
262
Feedback Provided:
99%

February
Cases Registered:
2066
Feedback Provided:
100%

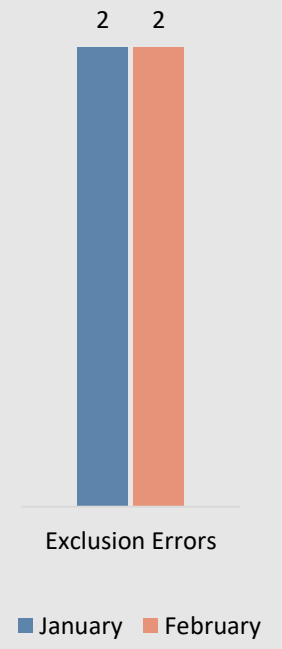


Linha Verde 1458 verified a spike of **Cyclone confirmation** and **Forecast** cases, which are inquiries about the weather as the result of tropical storm Freddy that made landfall in the southern region of the country.

INFORMATION REQUEST



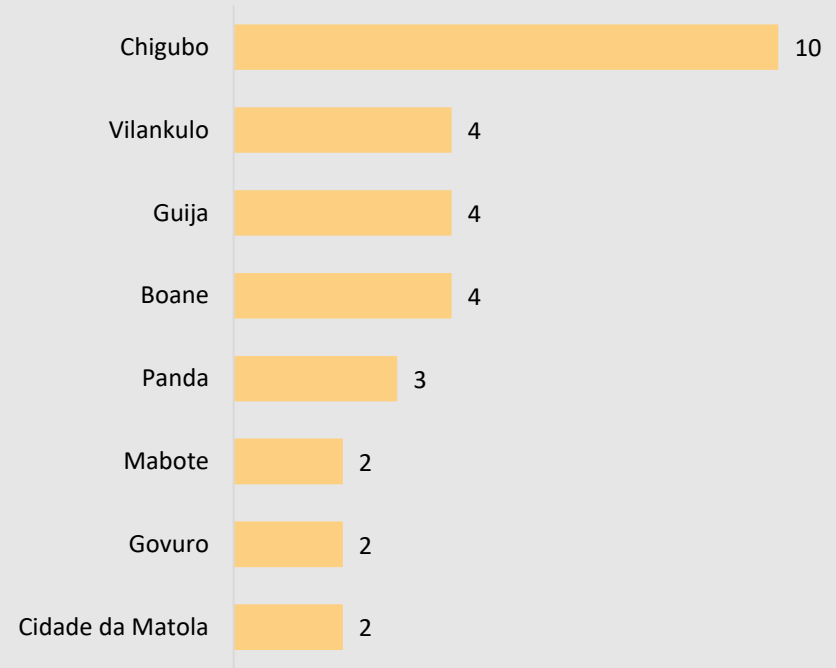
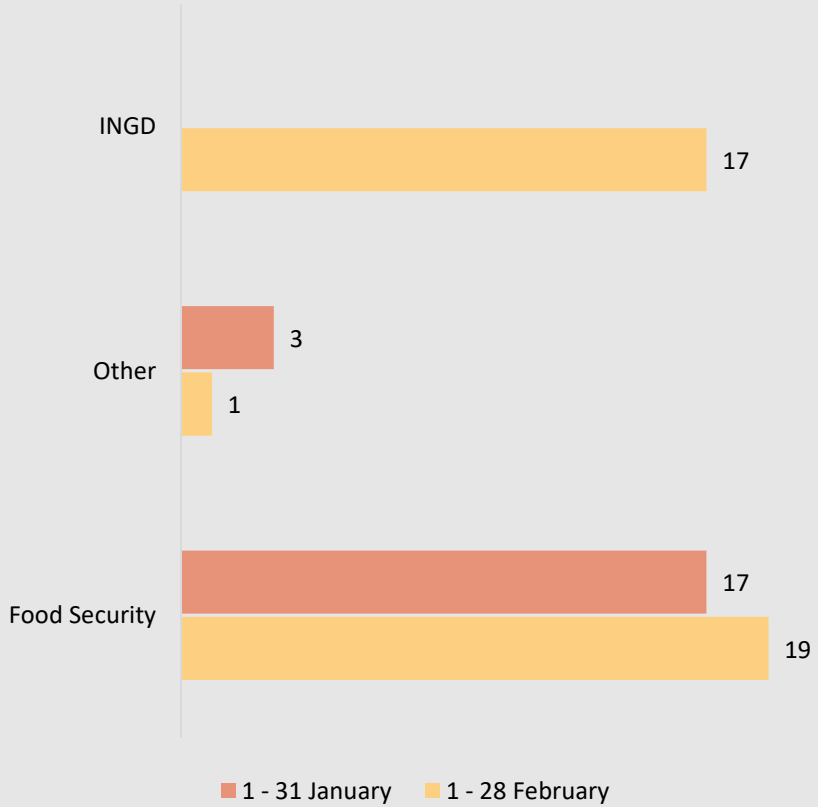
COMPLAINTS



**SOUTHERN REGION
CASES PER SECTORS
1ST JANUARY – 28TH FEBRUARY 2023**

**SOUTHERN REGION
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 28TH FEBRUARY 2023**

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



POSITIVE FEEDBACK
1ST – 28TH FEBRUARY 2023



SHELTER

"I call to thank you for the support in 1 tarpaulin, 2 pans, 5 plates, 5 spoons, 1 knife, 2 bowls received on 16/02/2023 at the community from CARE INTERNACIONAL and I ask the partners to continue assisting for an extended. I am displaced from Ancuabe, village of Nandule to Nacussa since June 6, 2022. I currently live in CR-Nacussa in household with of 8 members." **Male, Ancuabe, Cabo Delgado**

FOOD SECURITY

"I am a native of the province of Gaza in the district of Chigubo, I call to thank you for having received the SEPPA Food Kit in January of the current year, where I received 50kg flour, 20kg rice, 20kg beans, 6 liters, 2kg salt." **Female, Chigubo, Gaza**

SHELTER

1. "I am displaced from Quissanga, I arrived in January 2022 in Meluco. I live in the Menapo resettlement center with 5 members of my family. I was introduced to local structures and registered by the head of the bairro. In December 2022 I received tarpaulin, a blanket, two buckets, two *capulanas*, two pans, two hammers, and two boxes of sanitary pads. I'm calling to thank you for your support." **Male, Meluco, Cabo Delgado**

FOOD SECURITY

"I have been displaced from Mocímboa da Praia to Nacala Porto since 2020. I have a household of 9 members all displaced and we live in shelter. I am a beneficiary of WFP food assistance. On 13/02/2023 I received 50 kg of rice, 10 kg of beans and 4 liters of cooking oil. I'm grateful for the support." **Female, Nacala Porto, Nampula**

FOOD SECURITY

"I have been displaced from Quissanga to the city of Pemba since 2020. I am a beneficiary of food assistance provided by WFP and partners. I received the voucher of 3600MT on 31/01/2023. I called to thank you for the assistance that I have always benefited from since I fled armed conflict." **Female, Cidade de Pemba, Cabo Delgado**

FOOD SECURITY

"I call to say thank you for the support I received from SEPPA on February 21st, which I received 1 voucher for 3,600MT and managed to buy a 50kg bag of rice, 5 liters of cooking oil, a box of broth and 3 packages of pasta, 2 box of raja seasoning and two cans of milk. I have been displaced from Muidumbe since May 2020, currently living in Chiure." **Male, Chiure, Cabo Delgado**

FOOD SECURITY



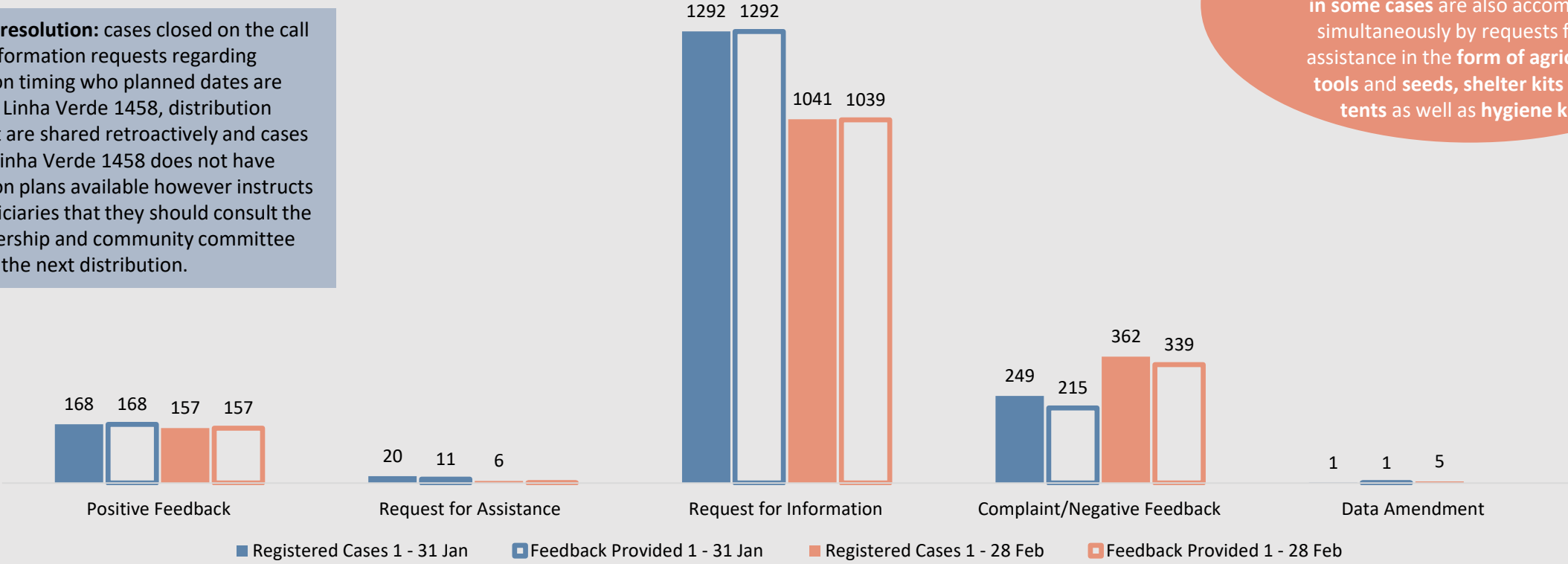
| | |
|--------------|------|
| Sofala | 5 |
| Zambezia | 10 |
| Manica | 1 |
| Nampula | 83 |
| Cabo Delgado | 1450 |
| Inhambane | 2 |
| Gaza | 17 |
| Niassa | 3 |

| | |
|-------------------------|------|
| Referred Cases | 89 |
| Referred Cases Feedback | 55 |
| First case resolution | 1481 |

First case resolution: cases closed on the call include information requests regarding distribution timing who planned dates are shared by Linha Verde 1458, distribution dates that are shared retroactively and cases in which Linha Verde 1458 does not have distribution plans available however instructs the beneficiaries that they should consult the local leadership and community committee regarding the next distribution.

1st – 28th February 2023
 Cases Registered:
1571
 Feedback Provided:
1536

1st – 28th February 2023
98% 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 – 28th February 2023

Cases Registered:

85

Feedback Provided:

81

Cabo Delgado 85

Referred Cases 4

Referred Cases Feedback 0

First Case Resolution 81

WASH



1st – 28th February 2023

Cases Registered:

1

Feedback Provided:

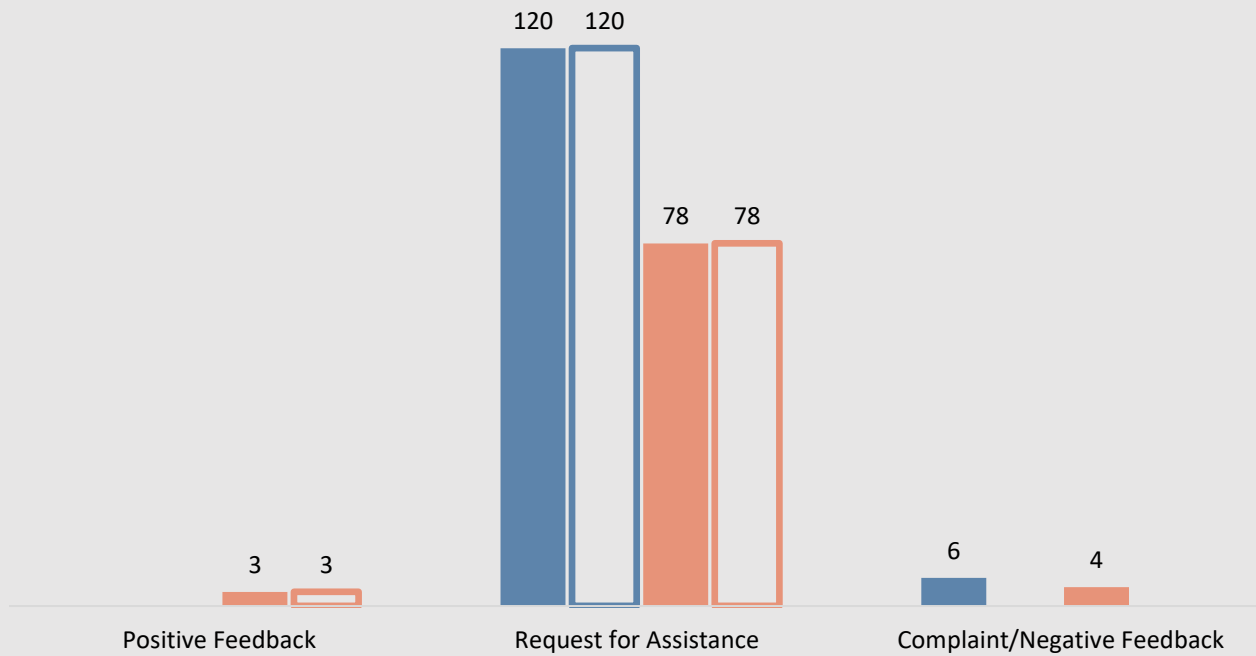
0

Cabo Delgado 1

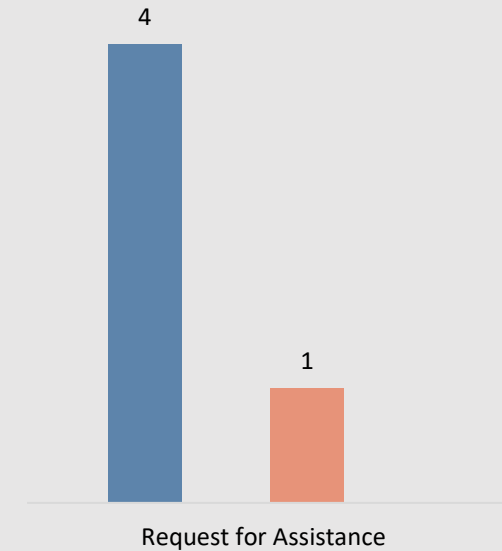
Referred Cases 1

Referred Cases Feedback 0

First Case Resolution 0



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



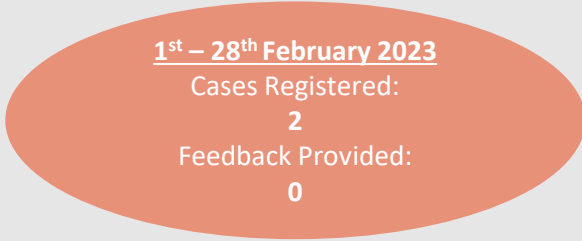
■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan
■ Registered Cases 1 - 28 Feb ■ Feedback Provided 1 - 28 Feb

PROTECTION

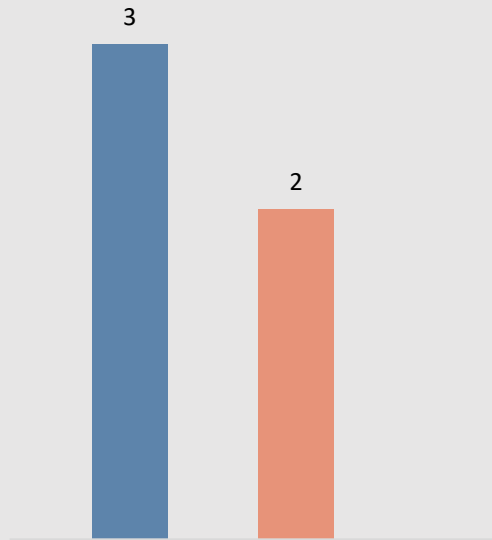
| | |
|--------------|---|
| Nampula | 1 |
| Cabo Delgado | 1 |



| | |
|-------------------------|---|
| Referred Cases | 2 |
| Referred Cases Feedback | 0 |
| First Case Resolution | 0 |



Protection sector cases include:
Civil Documentation - 1 case



Request for Assistance

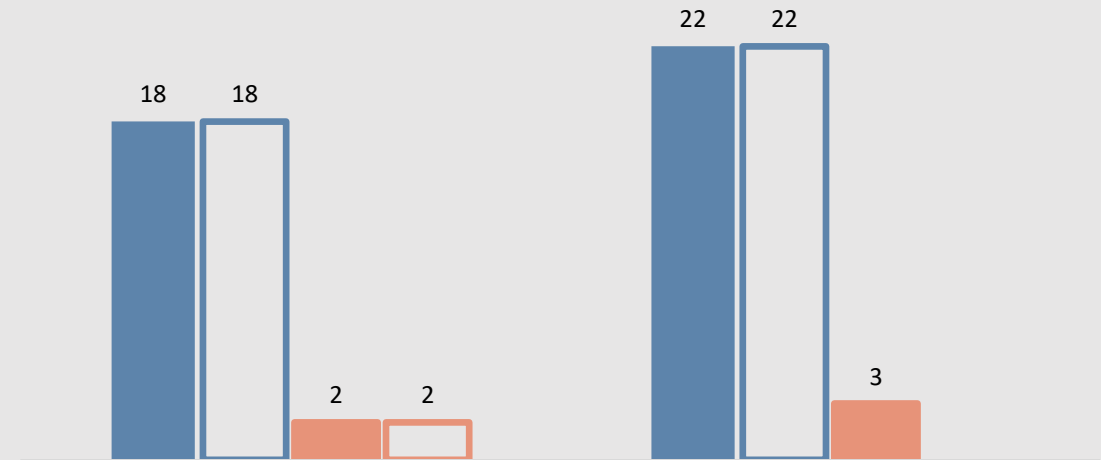
■ Registered Cases 1 - 31 Jan □ Feedback Provided 1 - 31 Jan
■ Registered Cases 1 - 28 Feb □ Feedback Provided 1 - 28 Feb

IDP REGISTRATION

| | |
|--------------|---|
| Cabo Delgado | 5 |
|--------------|---|



| | |
|-------------------------|---|
| Referred Cases | 3 |
| Referred Cases Feedback | 0 |
| First Case Resolution | 2 |



Request for Information

Complaint/Negative Feedback

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

CHILD PROTECTION



| | |
|--------------|---|
| Sofala | 4 |
| Manica | 1 |
| Nampula | 1 |
| Cabo Delgado | 4 |

| | |
|-------------------------|---|
| Referred Cases | 1 |
| Referred Cases Feedback | 0 |
| First Case Resolution | 9 |

Child Protection sector includes:
 Forced marriage – 1 cases
 Forced marriage (info) – 6 cases
 Physical assault – 1 case
 Psychological/ emotional abuse – 2 cases

1st – 28th February 2023

Cases Registered:
10
 Feedback Provided:
10

1st – 28th February 2023

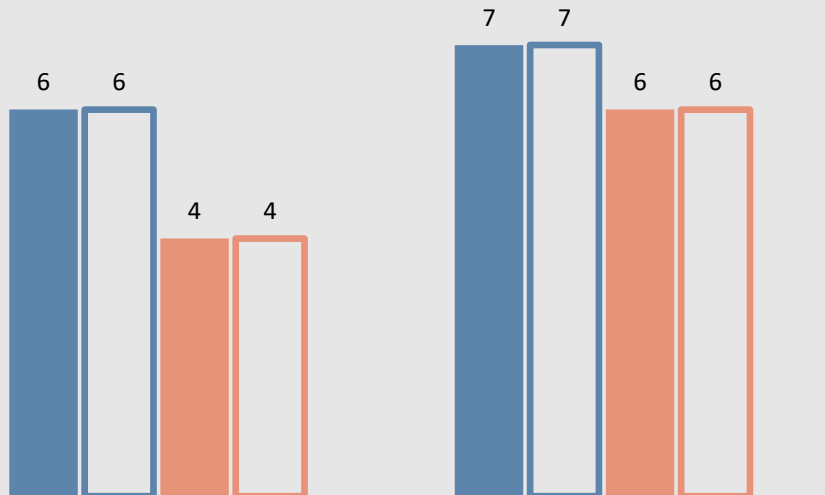
Cases Registered:
17
 Feedback Provided:
17

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 an undetermined amount of time for resolution by **service provider**. **Forced marriage (info)** are cases where callers want to know what forced marriage is.

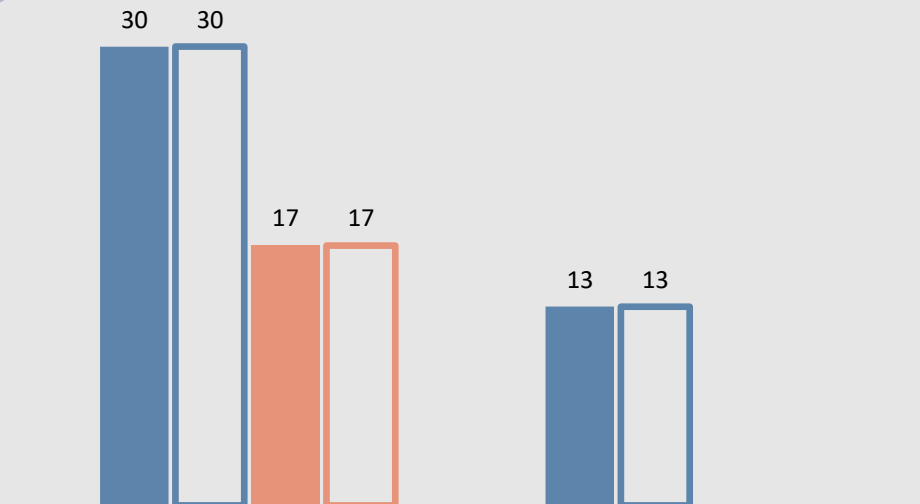
GBV

| | |
|-------------------------|----|
| Cabo Delgado | 17 |
| Referred Cases | 0 |
| Referred Cases Feedback | 0 |
| First Case Resolution | 17 |

GBV sector includes:
 Rape - 1 case
 Physical assault - 2 cases
 Psychological abuse - 14 cases



Request for Assistance Request for Information
 ■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan
 ■ Registered Cases 1 - 28 Feb ■ Feedback Provided 1 - 28 Feb



Request for Assistance Request for Information
 ■ Registered Cases 1 - 31 Jan ■ Feedback Provided 1 - 31 Jan
 ■ Registered Cases 1 - 28 Feb ■ Feedback Provided 1 - 28 Feb

INGD

| | |
|------------------|------|
| Sofala | 1921 |
| Zambezia | 39 |
| Manica | 34 |
| Tete | 21 |
| Nampula | 3 |
| Inhambane | 10 |
| Gaza | 1 |
| Maputo Provincia | 6 |

| | |
|-------------------------|------|
| Referred Cases | 5 |
| Referred Cases Feedback | 0 |
| First Case Resolution | 2030 |

1st – 28th February 2023
 Cases Registered:
2035
 Feedback Provided:
2030

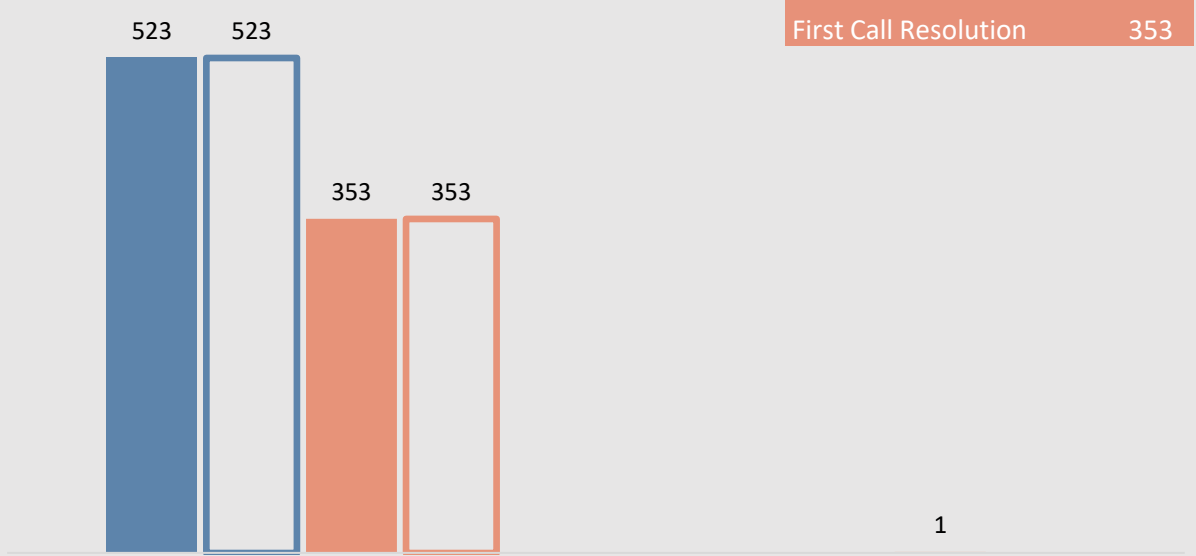
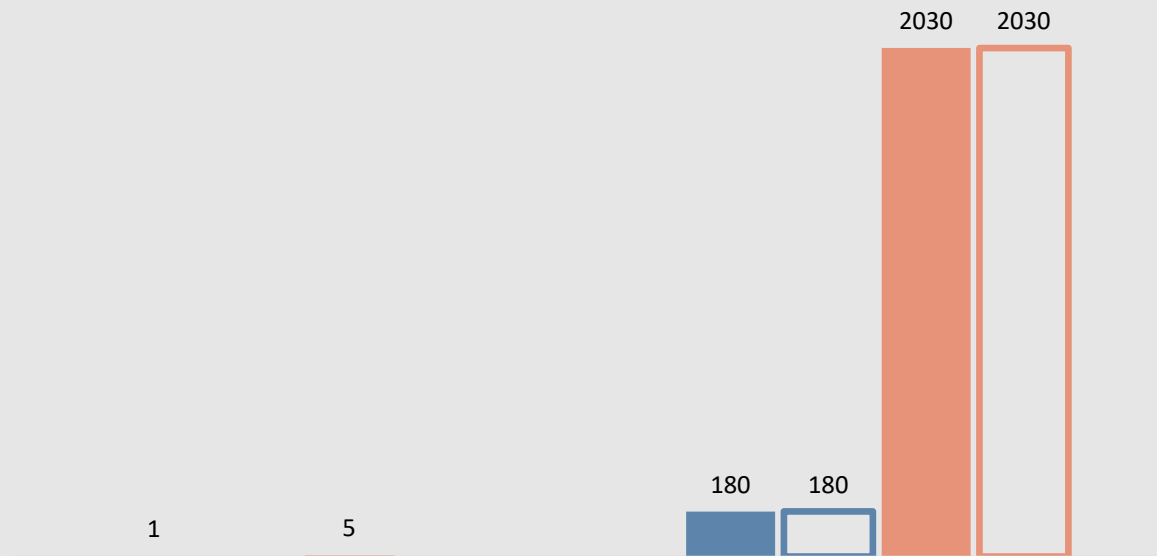
1st – 28th February 2023
 Cases Registered:
354
 Feedback Provided:
353

HEALTH



| | |
|------------------|-----|
| Sofala | 328 |
| Zambezia | 78 |
| Manica | 42 |
| Tete | 40 |
| Nampula | 23 |
| Cabo Delgado | 1 |
| Gaza | 5 |
| Niassa | 4 |
| Maputo Provincia | 2 |

| | |
|-------------------------|-----|
| Referred Cases | 0 |
| Referred Cases Feedback | 0 |
| First Call Resolution | 353 |



■ 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

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1ST – 28TH FEBRUARY 2023

Overview

- ❖ During the month of February 2023, a total of **4,124** cases were registered through Linha Verde 1458, with a feedback rate of **98%**.
 - **93%** of cases were closed during the call (first case resolution)
 - **7%** of cases registered were referred to cluster focal points for verification and feedback, of which 47% have been addressed and closed with feedback.
- ❖ During the current month:
 - **50%** of registered cases come from the central region regarding weather related events, as well regarding cholera and malaria preventive measures.
 - **40.5%** of cases come from the northern region covering concerns related to humanitarian assistance in response to the conflict.
 - **8.5%** are questions regarding Covid-19.
 - **1%** from the southern region.

Linha Verde 1458 Coordination with INGD/CENOE: Early Warning SMS Campaign

- ❖ Linha Verde 1458 in coordination with INGD/CENOE organized an early warning mass SMS campaign in response to the impending severe tropical storm FREDDY. The storm made landfall in Mozambique on the 23rd of February, with its epicenter in the district of Vilankulo, Inhambane. Two messages were sent on the 22nd of February 2023 to the hotline users in the areas identified to be at risk. The campaign reached a total of 37,192 people, all of whom had used Linha Verde 1458 in the past.

| SMS | Date | Text (sent in Portuguese) | Provinces | Users reached |
|-----|------------------|--|--|---------------|
| 1 | 22 February 2023 | The INGD calls on communities in low-lying areas to take precautions and urgently leave for safe places, taking food, water, documents, blankets, clothes, candles | Sofala, Manica, Tete, Zambezia, Inhambane and Gaza | 37,192 |
| 2 | 22 February 2023 | Reinforce roofs, doors and windows, support the elderly, children, the sick, seek shelter from authorities, do not move during rain and strong winds.INGD | Sofala, Manica, Zambezia, Inhambane and Gaza | 29,059 |

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

Training of Linha Verde 1458 Operators in WFPs Vulnerability Based Targeting (VBT) for Cabo Delgado

- ❖ On the 10th of February 2023 Linha Verde 1458 operators received training from WFP in the vulnerability-based targeting (VBT) criteria for the food assistance in Cabo Delgado. The training session provided operators with background information on the new criteria as well as guidance and technical tools to address any related concerns. This training will increase Linha Verde 1458 capacity to respond to the issues raised during the call and close the cases as first case resolution.

Northern Region (IDP) Response: 1 – 28 February 2023

- ❖ In the northern region a total of **1,669** cases were registered relating to the humanitarian assistance. Out of this total, **91%** concerned food security, **5.5%** shelter assistance, **1.1%** registration of Internally Displaced Persons, **1.5%** protection and **0.06%** WASH.

Food Assistance

- ❖ Out of the total **1,523** food security concerns, **67%** were **information requests**, **23.3%** were **complaints**, **9% positive feedback**, **0.4% assistance requests** and **0.3%** requests for **data amendment**.

Information Requests

- ❖ The **1,015** requests for information are divided as follows:
 - **998** people assisted by WFP and partners across Cabo Delgado called seeking information about food distribution dates. Linha Verde 1458 informed about the dates based on the plans shared by partners and when distribution plans were not available Linha Verde 1458 instructed them to contact the local leaders for up to date information once distributions are confirmed.
 - **2 IDPs** called from site of **Tauane** in **Balama** ask about the duration of food assistance as they stated that they were informed by the distribution teams that the assistance was coming to an end. It was clarified that the assistance was coming to an end based on the old targeting criteria, and when resumed it will be based in the vulnerability criteria.
 - **4** beneficiaries of food assistance affected by cyclone Gombe called to ask if they would continue to benefit from the assistance. Linha Verde 1458 informed that the assistance ended last year. The cases came from **Monapo** and **Mogincual** in **Nampula**.

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- **4** IDPs called seeking information about the **targeting criteria**, 2 from Balama and Metuge asked for clarification about the new **vulnerability based targeting criteria (VBT)**. Linha Verde 1458 explained that new criteria is the creation of new beneficiary lists intended to cover only the most vulnerable among the IDPs and the host communities. The other **2** from Balama and Montepuez asked why their names are not in the beneficiary list like their spouses' name are. Linha Verde 1458 clarified that the selection criteria established that only one member per household can be registered to receive food assistance for the entire family.
- **6 IDPs** also beneficiaries called from **Metuge, Chiure, Ancuabe** and **Balama** to inquire if their names made to the new beneficiaries list as part of the vulnerability based targeting criteria exercise that took place between September 2021 to December 2022 in 9 districts of Cabo Delgado: Pemba, Metuge, Chiure, Ancuabe, Balama, Montepuez, Ibo, Namuno and Mueda. Based on the beneficiary vulnerability based list shared by WFP, Linha Verde 1458 was able to inform callers if their households were considered eligible and would continue to receive food assistance once resumed.
- **8 IDPs** called from **Pemba, Montepuez, Metuge, Balama** and **Chiure**. To inquire how they can become beneficiaries of food assistance. Linha Verde 1458 explained the new targeting criteria based on vulnerability, in which assistance is directed only to people who are most at risk of starvation regardless of being internally displaced or from host community.

Complaints

- ❖ **361** complaints were raised concerning food assistance. **307** claims of **exclusion error**, **29** claims of **abuse of power**, **12** complaints regarding **quality** of assistance, **11** reports of **distribution issues**, and **2** claims of **access barriers**
- ❖ Out of the **307** exclusion errors:
 - **288** IDPs and beneficiaries claimed that their names did not appear in the beneficiary list in the last distribution cycle, consequently, did not receive food. Guided by WFP team Linha Verde 1458 **applied during the call a VBT questionnaire to assess** their eligibility. Callers are informed immediately whether they are considered as most vulnerable or not and hence whether they are eligible for assistance or not going forward. The cases came from all 9 districts where VBT is taking place.
 - **9 IDPs** complained that they had their names removed from the beneficiary lists and did not receive food in the last distribution cycle. The cases came from **Mocimboa da Praia, Palma** and **Macomia in Cabo Delgado, Nacala-Porto** and **Rapale in Nampula**.
 - **5** complaints from IDPs in **Metuge** and **Palma** that people unknown to them received their food.

- **5** complaints from IDPs in **Metuge** and **Ancuabe** of exclusion of their entire communities in the food distributions, while distributions still occur in the neighboring communities.
- ❖ For the **29** cases of **abuse of power**, they are distributed as follows:
 - **17** allegations of **corruption** made by IDPs against local leaders, where **9** stated they were charged between **500, 850, 1000 – 2000MT** for registration, **7** stated that on the distribution day they were charged between **250 – 500MT** to received food kits, and 1 charged **3000MT** to have '*declaração*' required for registration to become a beneficiary. These cases came from Chiure, Montepuez, Palma, Metuge in Cabo Delgado and Cidade de Nampula in Nampula.
 - **10** claims of **fraud** stating that people in charge of management of the beneficiary lists removed highly vulnerable groups of IDPs to include members of the community that possess stable sources of income. The cases were from Namuno, Palma, Pemba, Metuge and Mueda in Cabo Delgado, and Rapale in Nampula.
 - **2** cases of **Intimidation** in Montepuez. 1 call from Lusaka site stated that all beneficiaries, IDPs and from host community, are being forced by the site leader to clean up the local hospital without any protective gear and also forced by the Administrative Post chief to do works in the roads covering potholes. Other case from Piloto site where IDPs complained that they are being threatened of exclusion of food assistance if they do not work in the community farm, even though they received seeds and agricultural tools to work on their own farms for their livelihood.
- ❖ **11 distribution issues** raised by beneficiaries, 9 of them complained that distribution teams did not complete the distribution and did not indicate when they would return to finish the process. These cases came from **Chiure, Mocimboa da Praia, Metuge, Montepuez in Cabo Delgado** and **Rapale in Nampula**. 1 beneficiary from the site of Murrocue in Chiure mentioned that the distribution was interrupted due to heavy rain. 1 beneficiary from Ntele site reported that the distribution did not take place due to disagreements between beneficiaries and distribution teams over the beneficiary list used on the distribution day.
- ❖ **12** complaints about poor **quality** of food and seeds distributed:
 - **10** callers in Naminaue and Nyussi sites in Metuge and Miteda in Muidumbe stated that the maize had mold and was not adequate for consumption and those who consumed experienced stomach discomfort and diarrhea. Linha Verde 1458 has referred the cases for the food security cluster for verification and action.
 - Out of the ten callers aforementioned, **8** callers also complained that the beans received do not cook well. Callers were instructed to soak the beans for a few hours prior boiling them.

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- 1 caller in Impire site in Balama claimed that the maize seeds received did not germinate.
- 1 caller from Nacaca site in Montepuez claimed that the rice purchased in the authorized shops had mold and was improper for consumption.
- ❖ 2 claims of **access barriers** regarding the high retail prices in the authorized stores where beneficiaries redeem their vouchers of 3600MT, stating that the amount received doesn't cover their needs. These claims came from **Mpeme site** in **Mueda** and **Marrupa site** in **Chiure**. Callers were informed that WFP actively monitors prices in shops and advised callers to explore alternative shops contracted by WFP for better prices.

Registration of IDPs in host communities

- ❖ A total of 5 cases concerning registration of IDPs were reported, of which **40%** were requests for information regarding the registration process and **60%** were **exclusion errors**.

Information Requests

- ❖ 2 IDPs called from Muidumbe requesting for information about the registration processes as they have recently moved from their places of origin and would like to become beneficiaries of food assistance. Linha Verde 1458 guided them to consult with the local leadership and follow the instructions provided to them.

Complaints

- ❖ 3 IDPs from **Meluco, Macomia, and Quissanga**, complained of exclusion errors as a result of the attempts to register their names in the beneficiary list for food assistance. Linha Verde 1458 emphasizes the continuation in attempts to registration and explains the eligibility criteria that might be preventing them from being included in the beneficiary lists.

WASH

- ❖ 1 request for assistance for water supply services from **30 de Junho** community in **Montepuez**.

Shelter and NFIs

- ❖ A total of **85** cases related to shelter assistance and NFI needs were registered, **92%** are assistance requests, **5%** are complaints and **3%** are positive feedback.

Assistance Requests

- ❖ **Mueda (Nandimba, Lyanda, Mpeme, Eduardo Mondlane, Michau sites): 29** IDPs requested tarpaulins, blankets, kitchen utensils, flashlights, buckets, and a few asked for hygiene items and seeds and agricultural tools.
- ❖ **Nangade (Ntamba and Ntoli sites): 15** IDPs requested tarpaulins, kitchen utensils, flashlights, blankets and few requested seeds and agricultural tools.
- ❖ **Metuge (Nangua I, Ntocota, Bandar, 25 de Junho, Manono, Cahora-Bassa, Ngalane sites): 11** IDPs requested tarpaulins, kitchen utensils, mosquito nets, blankets, grass mats, flashlights, and a few requested hygiene items and seeds for agriculture.
- ❖ **Ancuabe (Nannona, Nanjua A, 25 de Junho, Nankumi sites): 10** IDPs requested tarpaulins, kitchen utensils, blankets, flashlights, grass mats, mosquito nets, and few requested hygiene items, seeds and agricultural tools.
- ❖ **Chiure (Mazeze, Katapua, Oretene, Murrocue sites): 6** IDPs requested tarpaulins, grass mats, flashlights, kitchen utensils, buckets, mosquito nets, and few requested seeds and agricultural tools.
- ❖ **Montepuez (Marcune, Ntele, Namputo sites): 5** IDPs requested tarpaulins.
- ❖ **Mocimboa da Praia (Milamba), 1 Meluco (Minapo site), 3:** IDPs requested tarpaulins, flashlights, kitchen utensils, blankets, mosquito nets, hygiene items, seeds and agricultural tools.

Complaints

- ❖ 2 reports of **exclusion errors** from IDPs in the **sites of Ntocota in Metuge and Nacussa B in Ancuabe** complaining their names were excluded from the distribution lists for shelter items and stated that the assistance has been given only to the host population.
- ❖ 1 claim of **abuse of power** from **Marocane site in Ancuabe** from IDPs who alleged that the leader of the center is **diverting** and selling construction materials donated to improve IDPs shelter conditions.
- ❖ 1 claim from an IDP of **distribution issue** in **Ngalane site in Metuge** who complained that the teams distributing shelter items did not complete the distribution and did not return to resume the distribution.

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Central Region Response: 1 – 28 February 2023

❖ In the central region Linha Verde 1458 registered a total of **2,069** cases with almost 100% being information requests. Most concerns raised are inquiries related to the weather conditions in the wake of severe tropical storm Freddy that made landfall and affected districts in the southern and central provinces. A very small number of people called seeking information about cholera and malaria symptoms and preventive measures.

Weather related queries

❖ A total of **2,015** inquiries about the weather were received by the hotline as people stayed in constant alert in the wake of formation of low-pressure system, tropical cyclone **Freddy I**. People called regularly to monitor the evolution of the storm, to confirm if the storm would make landfall in the country and where. Linha Verde 1458 provided callers with updated information shared by the Instituto Nacional de Meteorologia (INAM) and in coordination with INGD.

Protection

- ❖ A total of **31** cases were registered by Linha Verde 1458. The cases are divided in the following manner:
 - **2 protection cases** from IDPs, one call was received from **Mogincual** in **Nampula** to request assistance to obtain **civil documentation** stating that although registration was done months ago the ID documents were not issued yet while in neighboring communities IDPs already obtained their IDs. One IDP from **Mocímboa da Praia** in **Cabo Delgado** with mobility disability called to request for a wheelchair.
 - **7 child protection cases**, **1** claim of **forced marriage** was from Moma in Nampula and referred to Linha Fala Criança. Additionally, 6 requests for information about forced marriage were received from Machanga, Maringue, Chibabava in Sofala, Sussundenga in Manica, and Namuno in Cabo Delgado.
 - AIFO Community Focal Points registered **17 GBV** cases from persons with disabilities in Montepuez and Metuge. 14 cases of psychological/emotional abuse, 2 cases of physical assault, 1 case of rape. Moreover, AIFO community focal points registered **3** cases of child protection in Metuge from persons with disabilities, 2 related to related to psychological/emotional abuse and 1 related to physical assault.