



**LINHA VERDE**  
DA RESPOSTA A EMERGÊNCIA  
**1458**



# Linha Verde da Resposta á Emergência

Report period; 1<sup>st</sup> February – 31<sup>st</sup> March 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.

**75,096** Total Cases Registered



**90%** Feedback Rate  
since Jan 1<sup>st</sup> 2022

**16,213** Total Cases Registered  
since 1<sup>st</sup> January 2022

## CUMULATIVE DATA OVERVIEW PERIOD: 1<sup>ST</sup> JANUARY – 31<sup>ST</sup> MARCH 2022

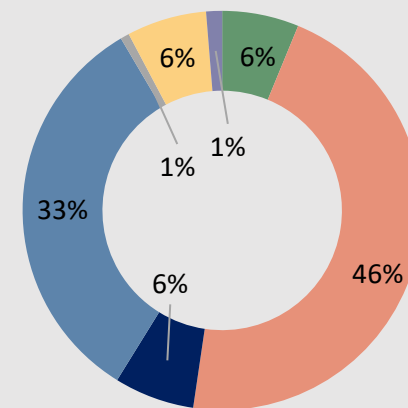
### CALLER PROFILE



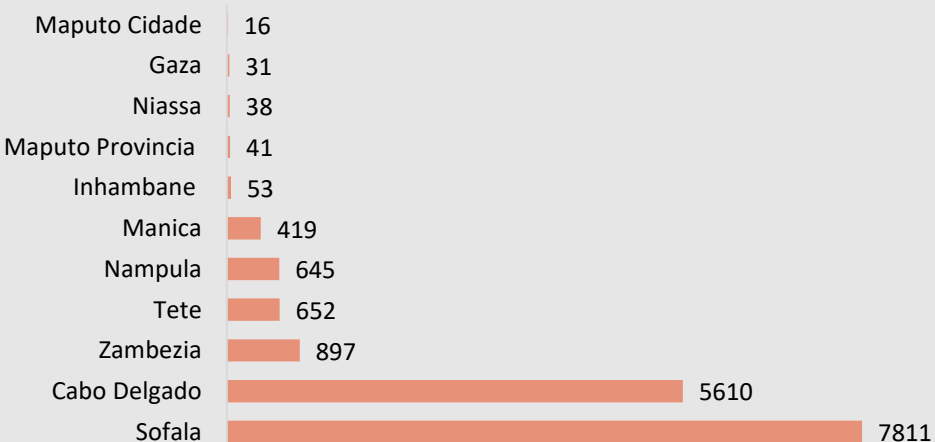
**91%** male  
**9%** female

**2%** 17 and below  
**97%** 18 to 59  
**1%** 60 and above

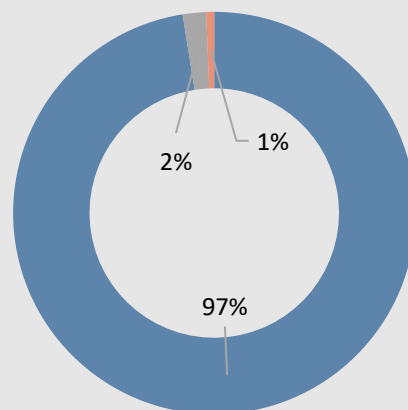
## KNOWLEDGE ABOUT LINHA VERDE 1458



## CASES BY PROVINCE

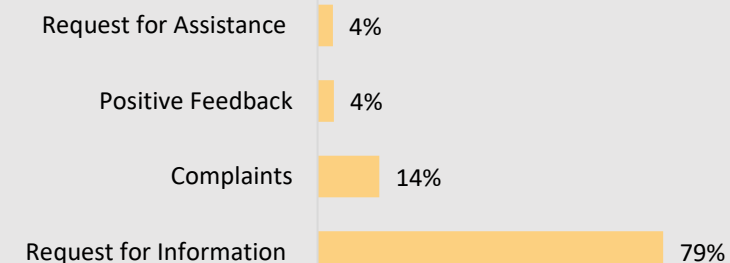


## SATISFACTION



**Satisfied**  
**Neutral**  
**Dissatisfied**

## CASE TYPE



# TYPES OF CASES REGISTERED PER MONTH

1<sup>ST</sup> APRIL 2021 – 31<sup>ST</sup> MARCH 2022

## 1 – 31 March 2022

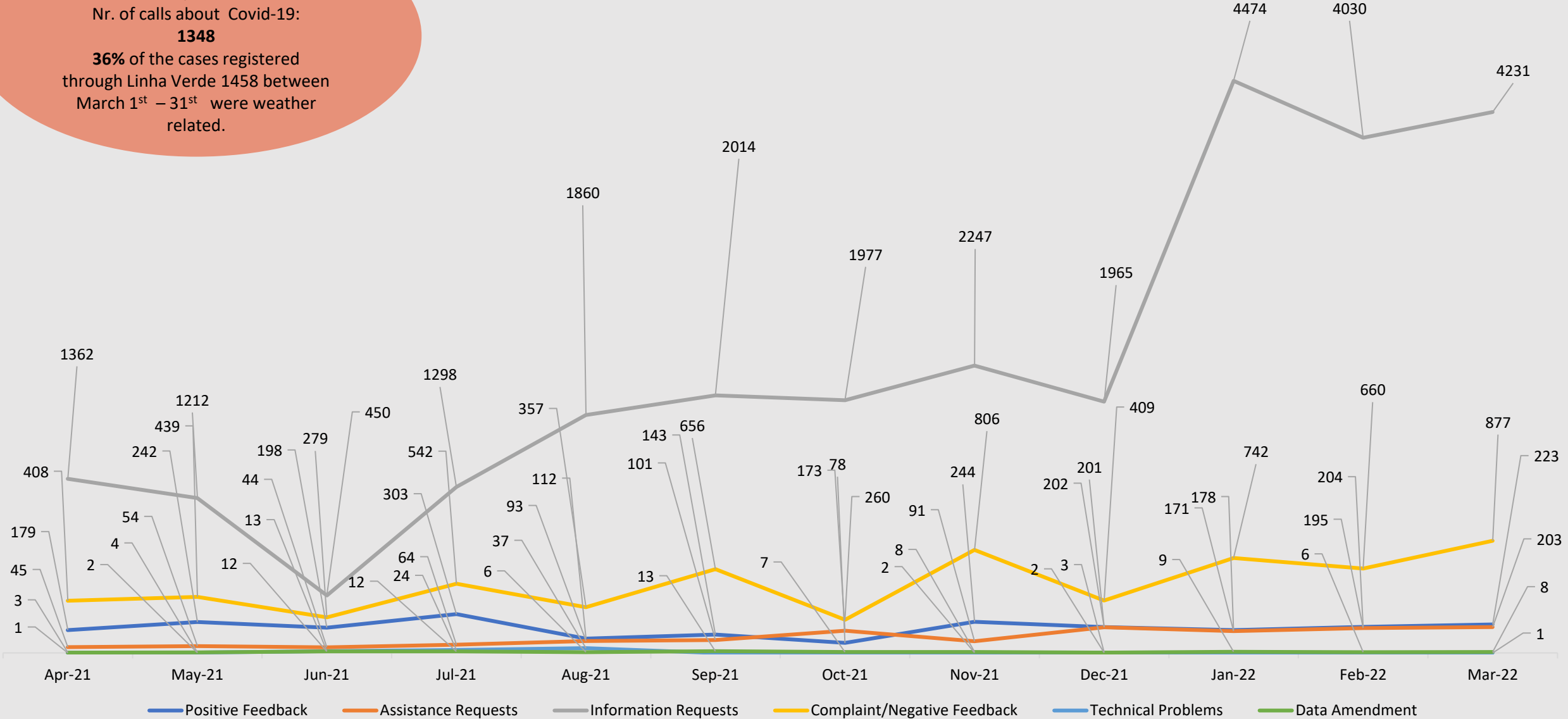
Nr. Total Registered Cases:

**5,543**

Nr. of calls about Covid-19:

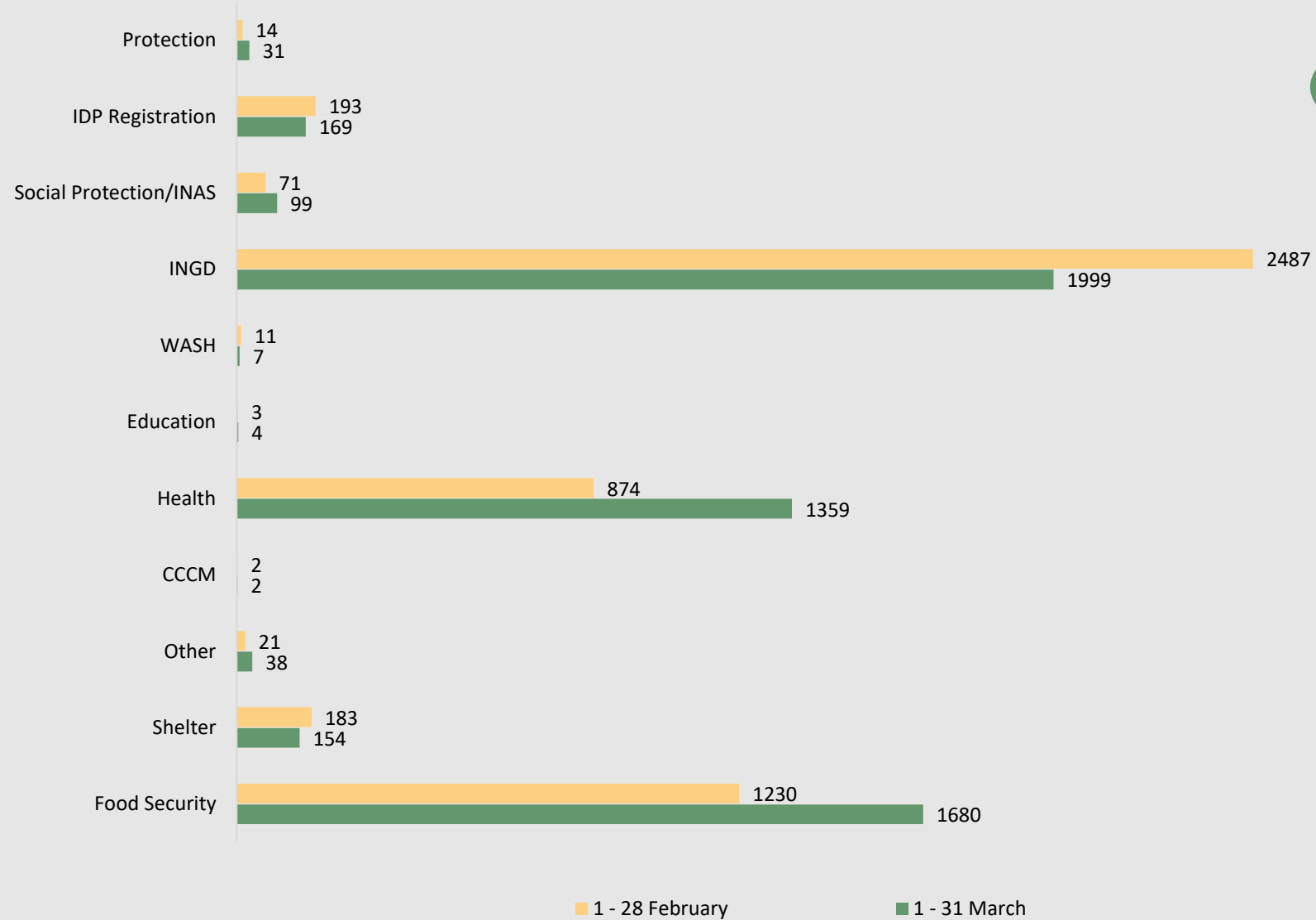
**1348**

**36%** of the cases registered through Linha Verde 1458 between March 1<sup>st</sup> – 31<sup>st</sup> were weather related.



# CASES PER SECTOR

## 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022



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

# CASES PER REGION

## 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022



1<sup>st</sup> – 31<sup>st</sup> Mar 2022

Cases Registered:  
2055  
Feedback provided:  
1496

1<sup>st</sup> – 31<sup>st</sup> Mar 2022

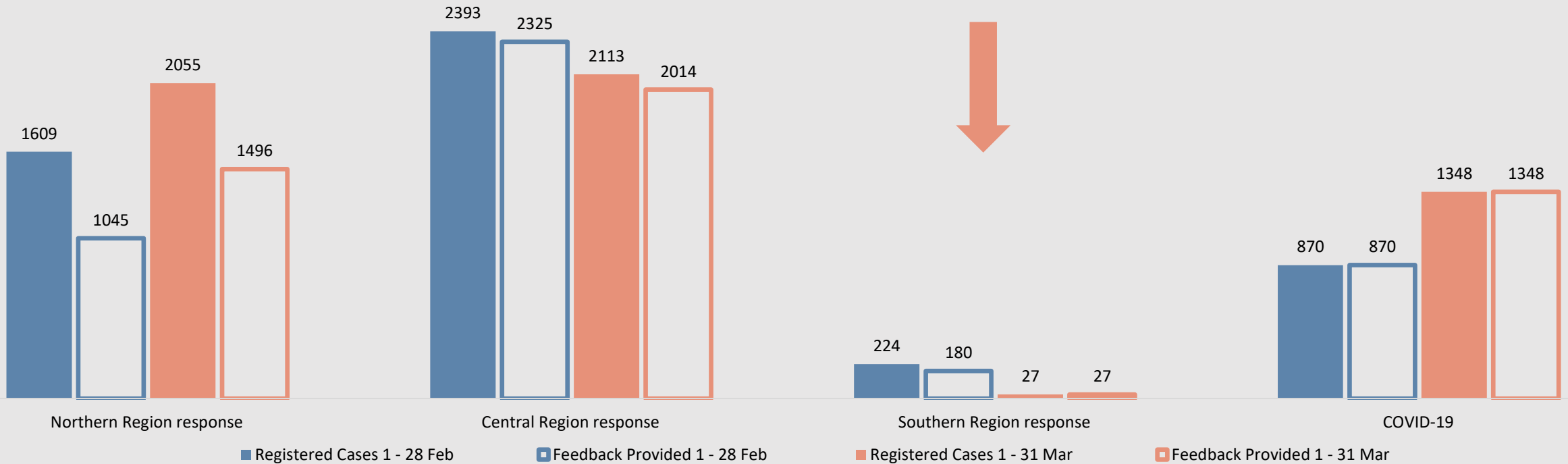
Cases Registered:  
2113  
Feedback provided:  
2014

1<sup>st</sup> – 31<sup>st</sup> Mar 2022

Cases Registered:  
27  
Feedback provided:  
27

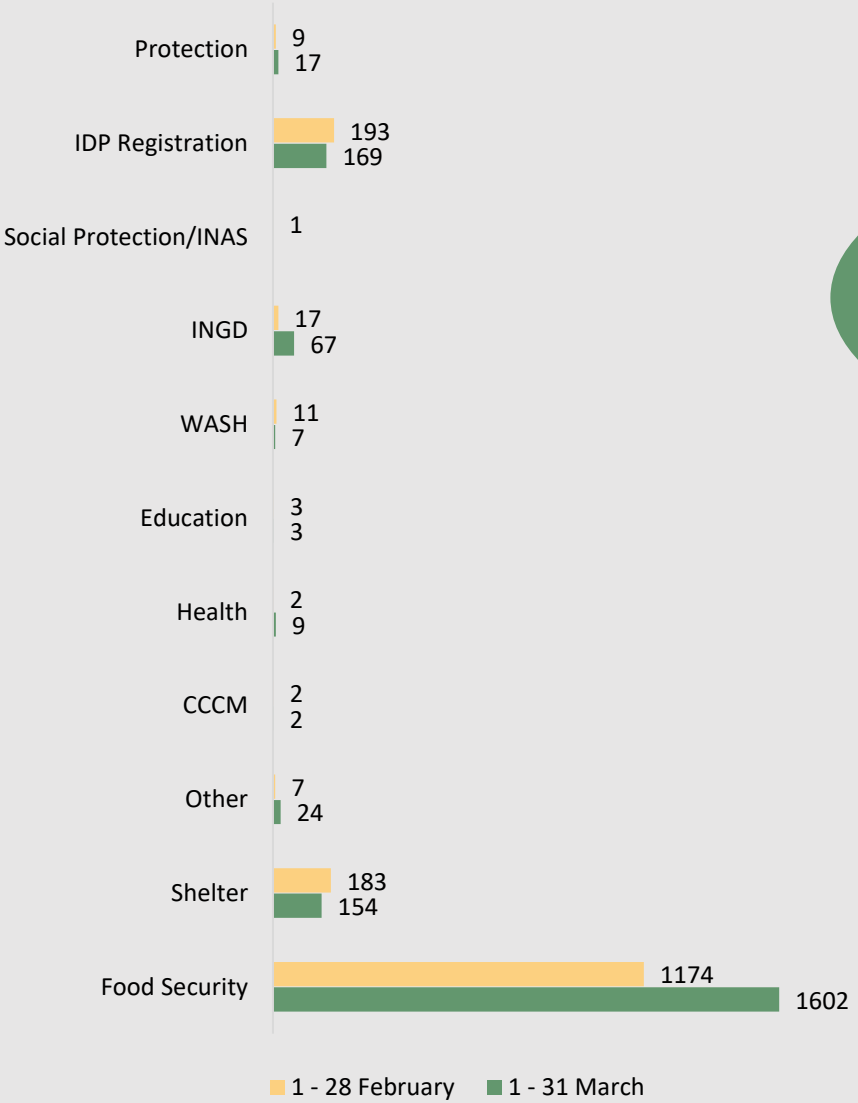
1<sup>st</sup> – 31<sup>st</sup> Mar 2022

Cases Registered:  
1348  
Feedback provided:  
1348

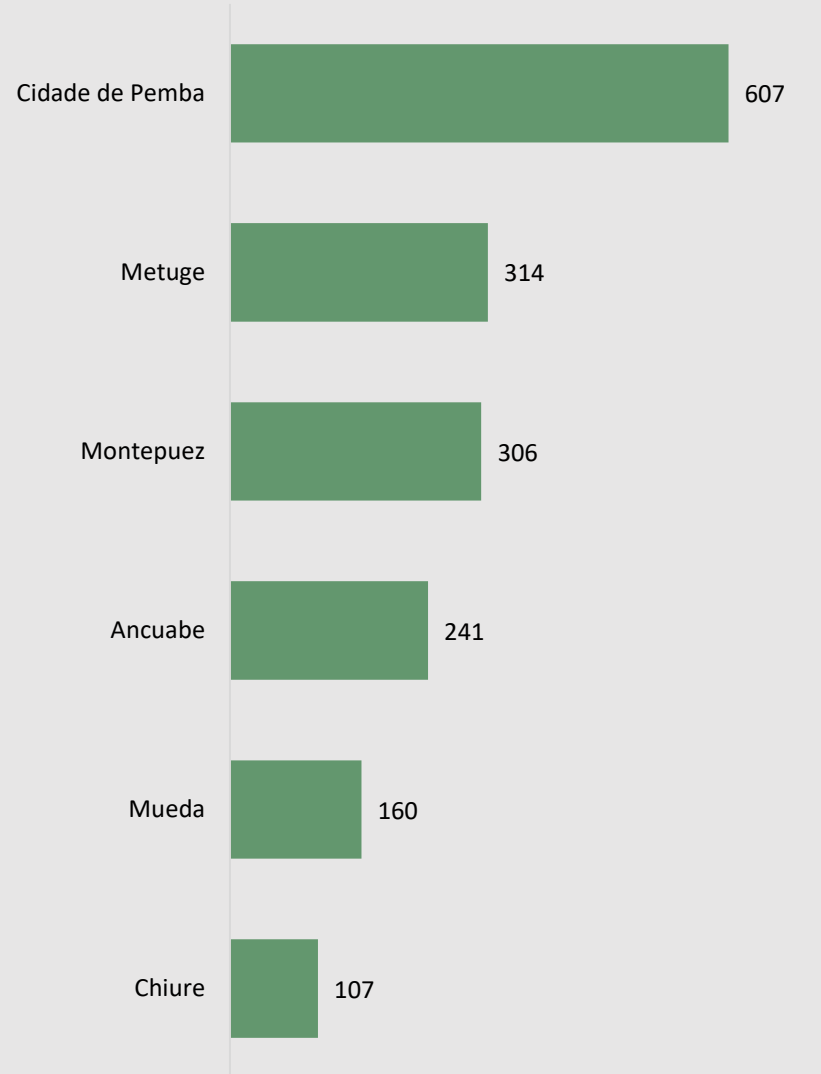


# NORTHERN REGION RESPONSE CASES PER SECTORS 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022

# NORTHERN REGION RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES 1<sup>ST</sup> – 31<sup>ST</sup> MARCH 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



# NORTHERN REGION RESPONSE 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022

**February**  
Cases Registered:  
**1609**  
Feedback Provided:  
**65%**

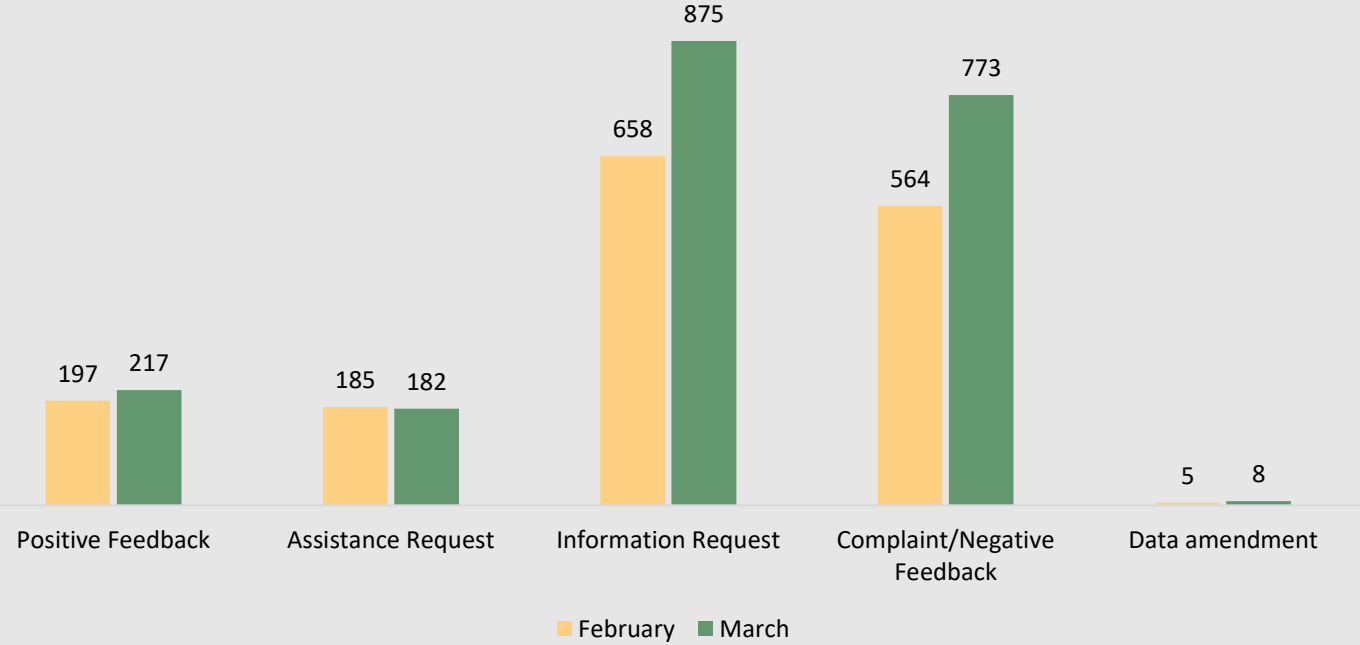
**March**  
Cases Registered:  
**2055**  
Feedback Provided:  
**73%**

**February**  
Cases Registered:  
**185**  
Feedback provided:  
**3%**

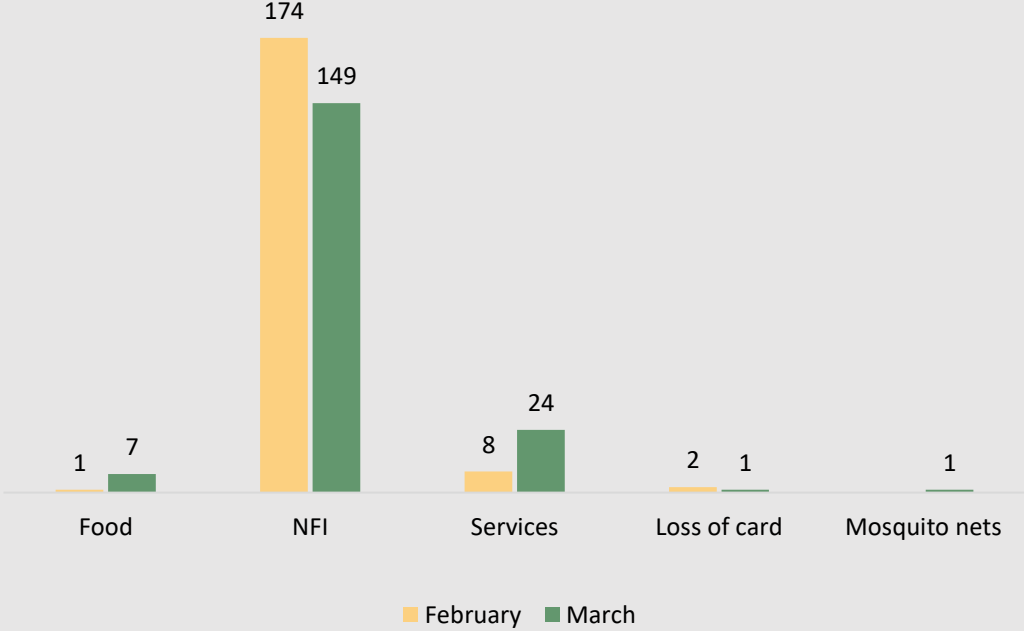
**March**  
Cases Registered:  
**182**  
Feedback provided:  
**27%**



## CASE TYPES



## ASSISTANCE REQUEST



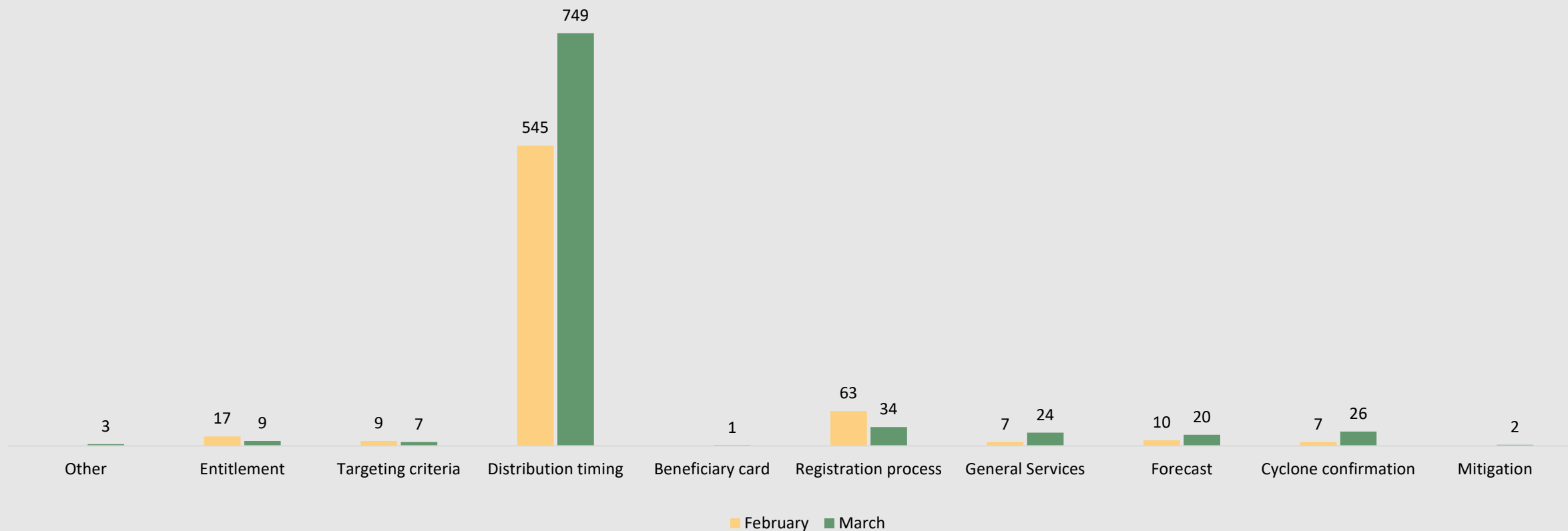
# NORTHERN REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022

**February**  
Cases registered:  
658  
Feedback provided:  
95%

**March**  
Cases registered:  
875  
Feedback provided:  
95%



**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.



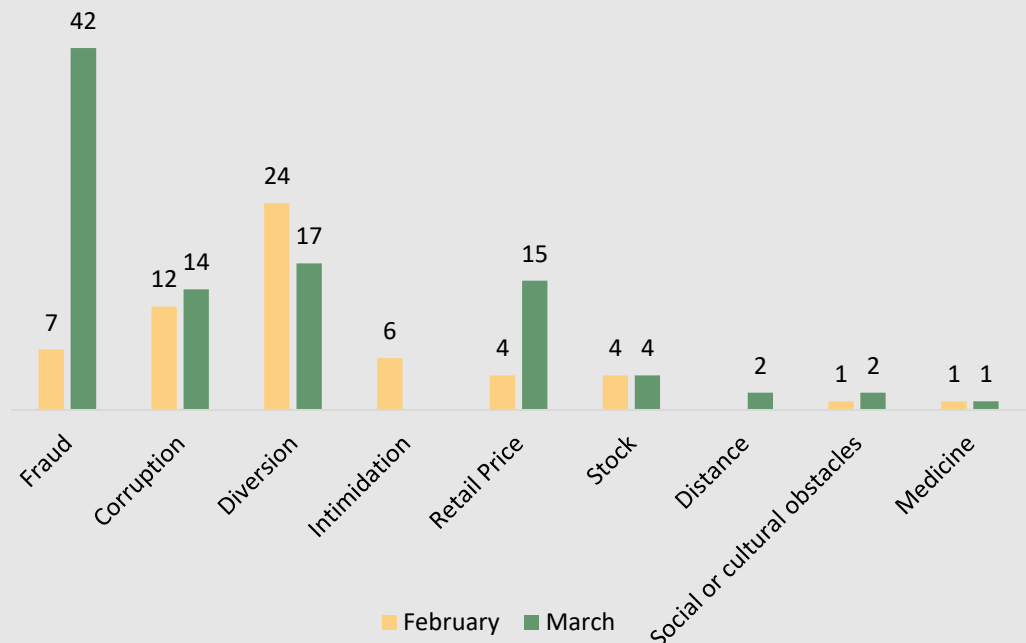
# NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022

# NORTHERN REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 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

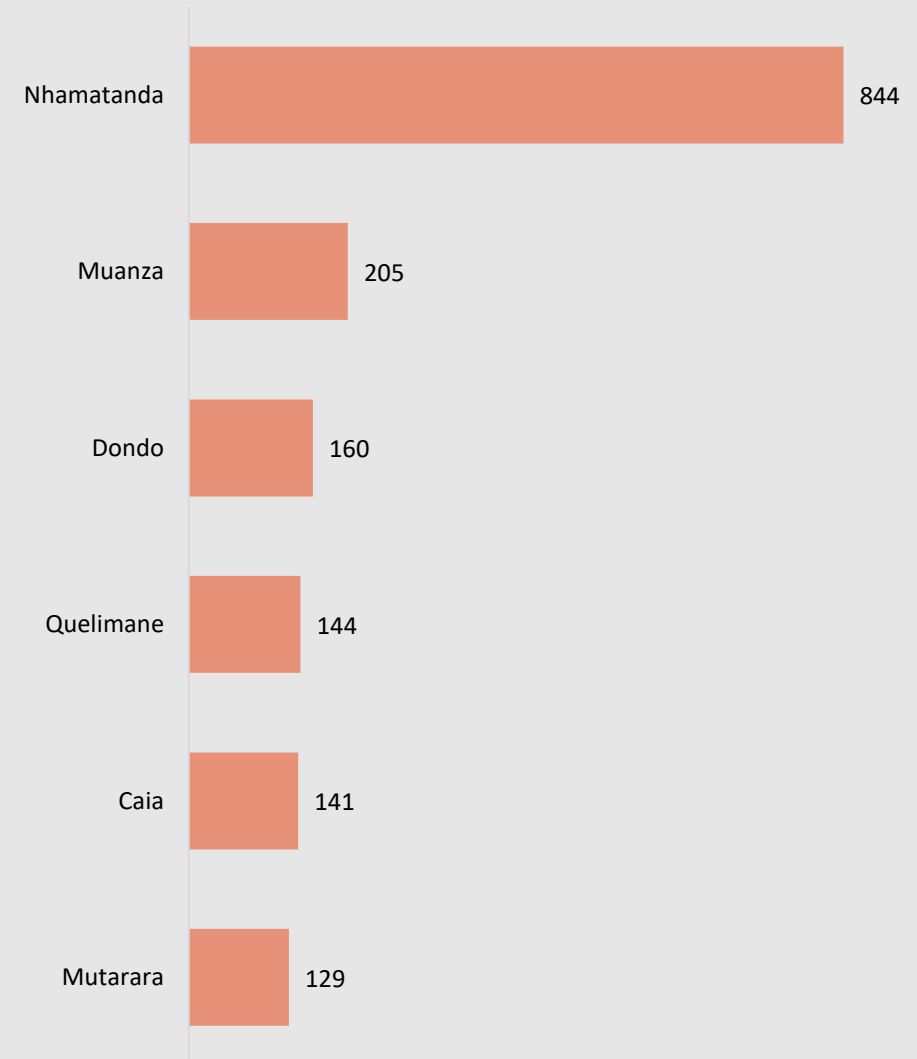
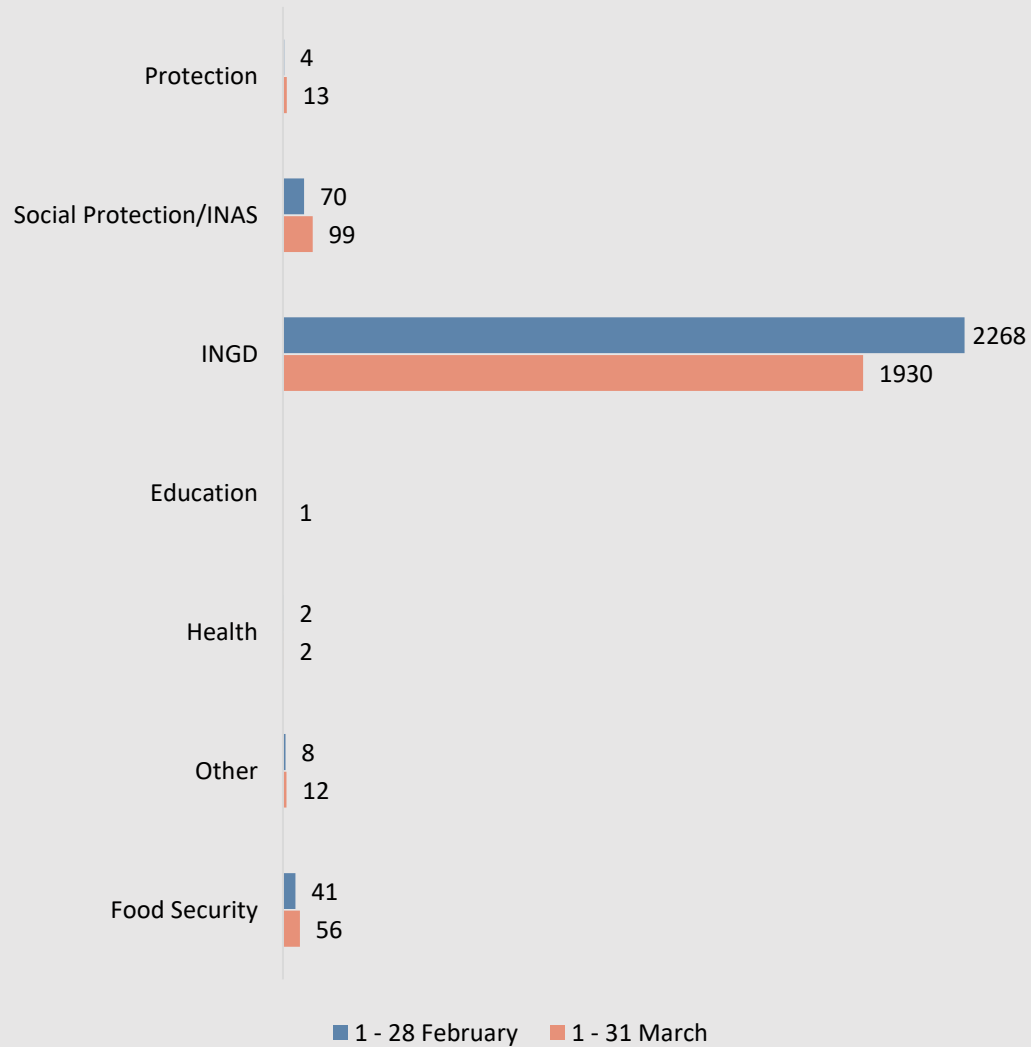
February March

February March



**CENTRAL REGION RESPONSE  
CASES PER SECTORS  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022**

**CENTRAL REGION RESPONSE  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2022**



**CENTRAL REGION RESPONSE**  
**1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022**

**February**  
 Cases Registered:  
**2393**  
 Feedback Provided:  
**97%**

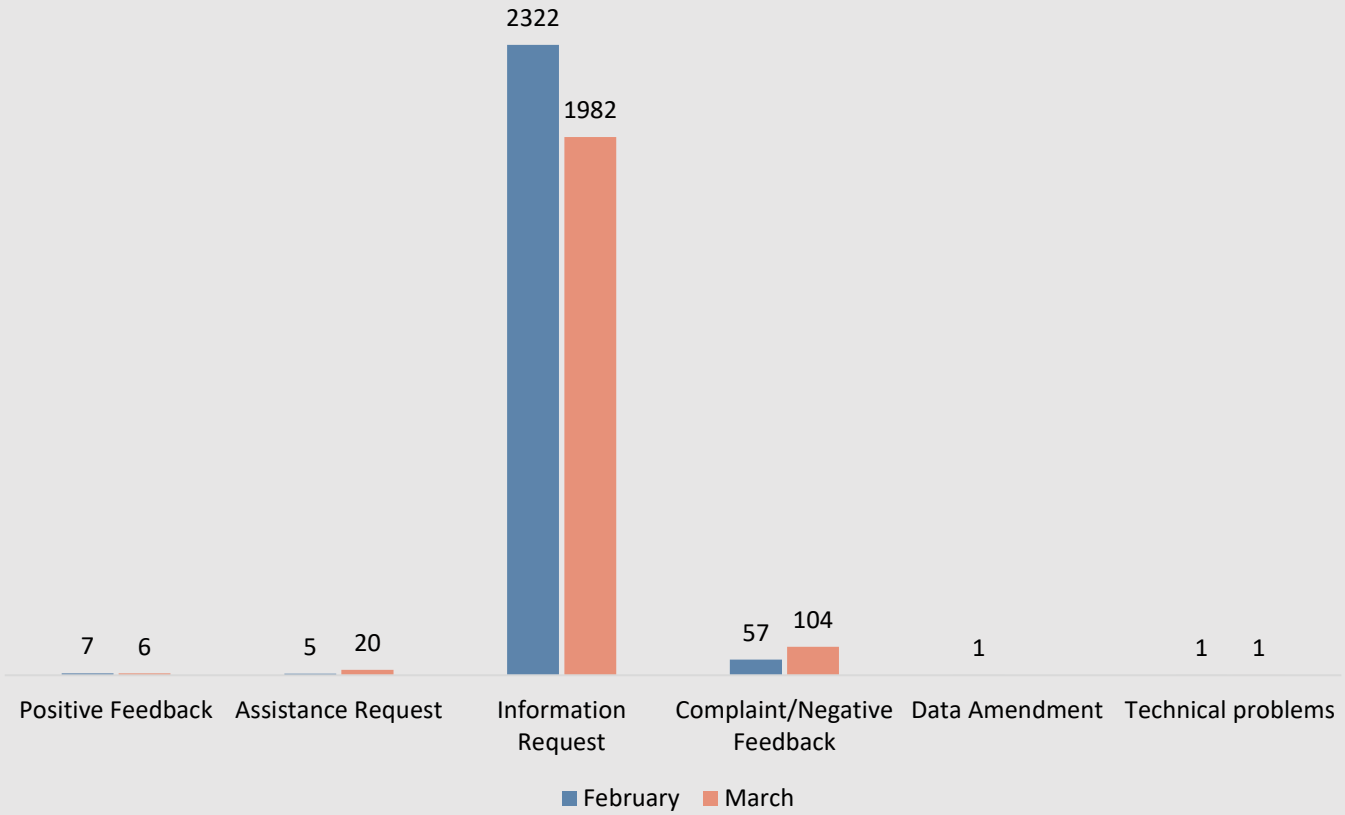
**March**  
 Cases Registered:  
**2113**  
 Feedback Provided:  
**95%**

**February**  
 Cases Registered:  
**5**  
 Feedback Provided:  
**40%**

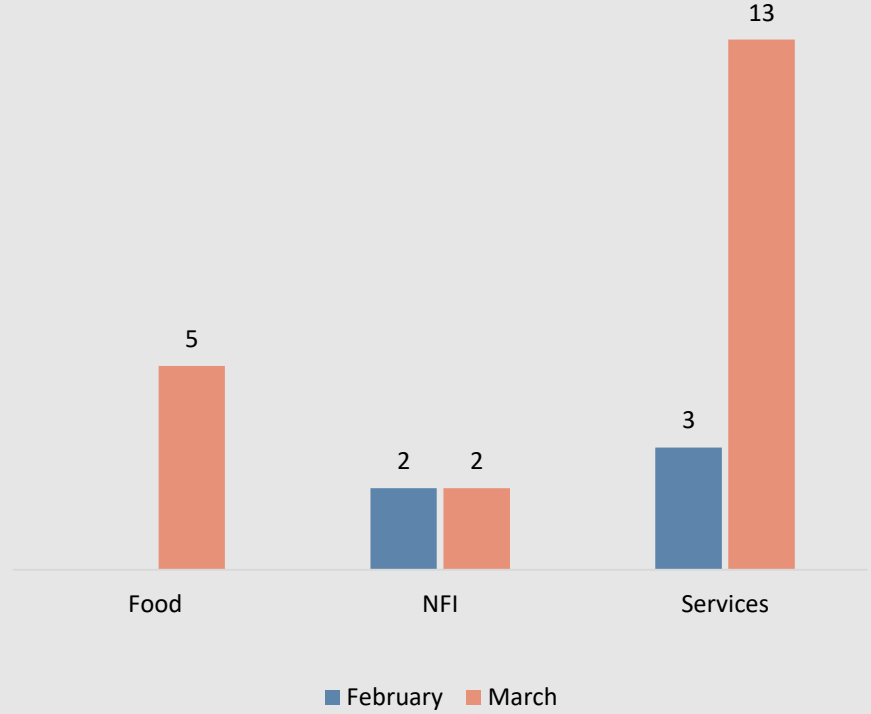
**March**  
 Cases Registered:  
**20**  
 Feedback Provided:  
**55%**



**CASE TYPES**



**ASSISTANCE REQUEST**



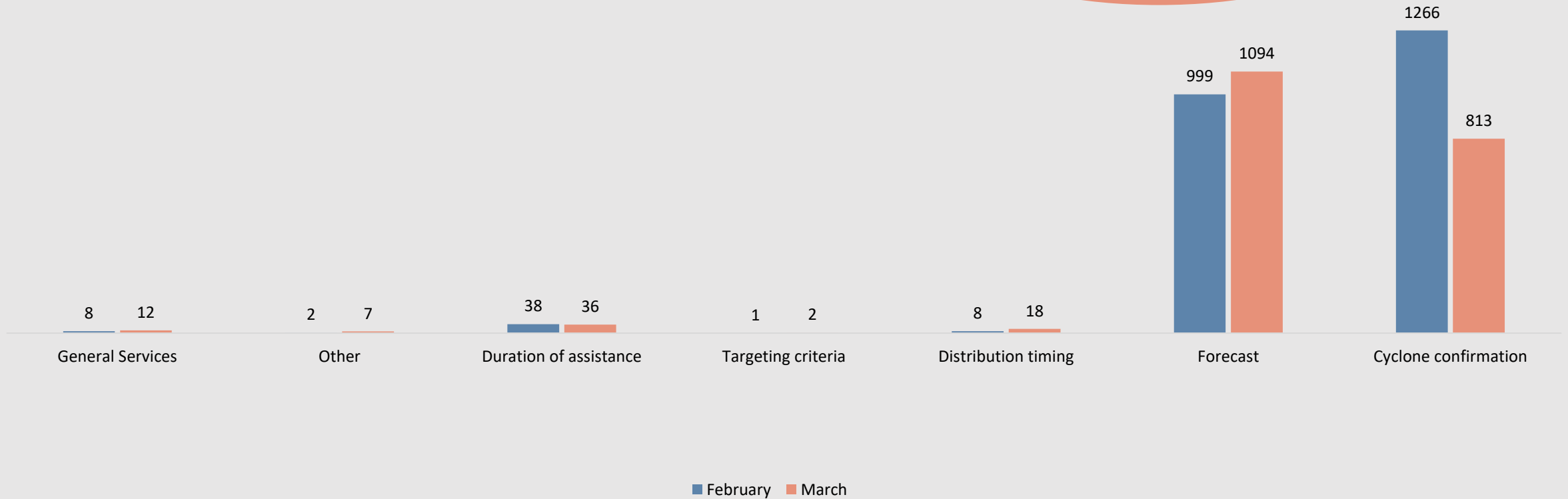
# CENTRAL REGION RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022

**January**  
Cases Registered:  
**2322**  
Feedback Provided:  
**100%**

**February**  
Cases Registered:  
**1982**  
Feedback Provided:  
**100%**



Similarly to the previous months, with the formation of low pressure systems (**GOMBE**) 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.



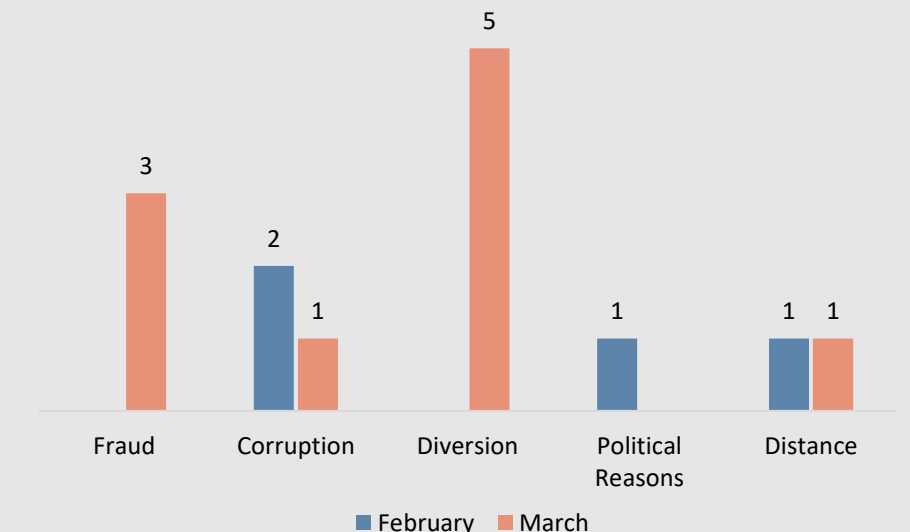
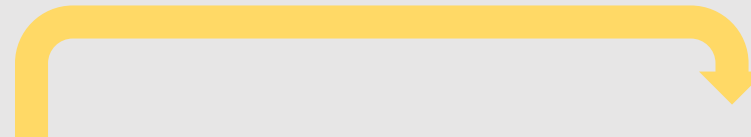
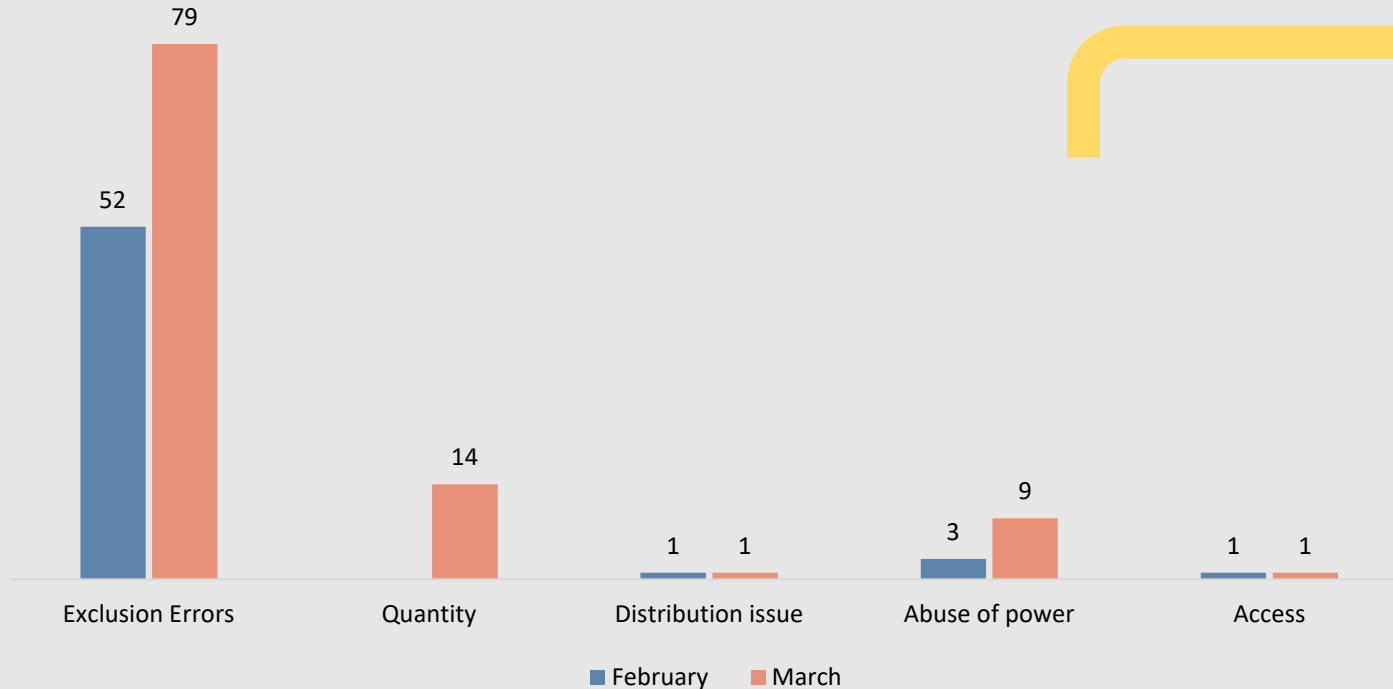
**CENTRAL REGION RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022**

**CENTRAL REGION RESPONSE  
BREAKDOWN OF ABUSES OF POWER AND  
OTHER ACCESS BARRIERS  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 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



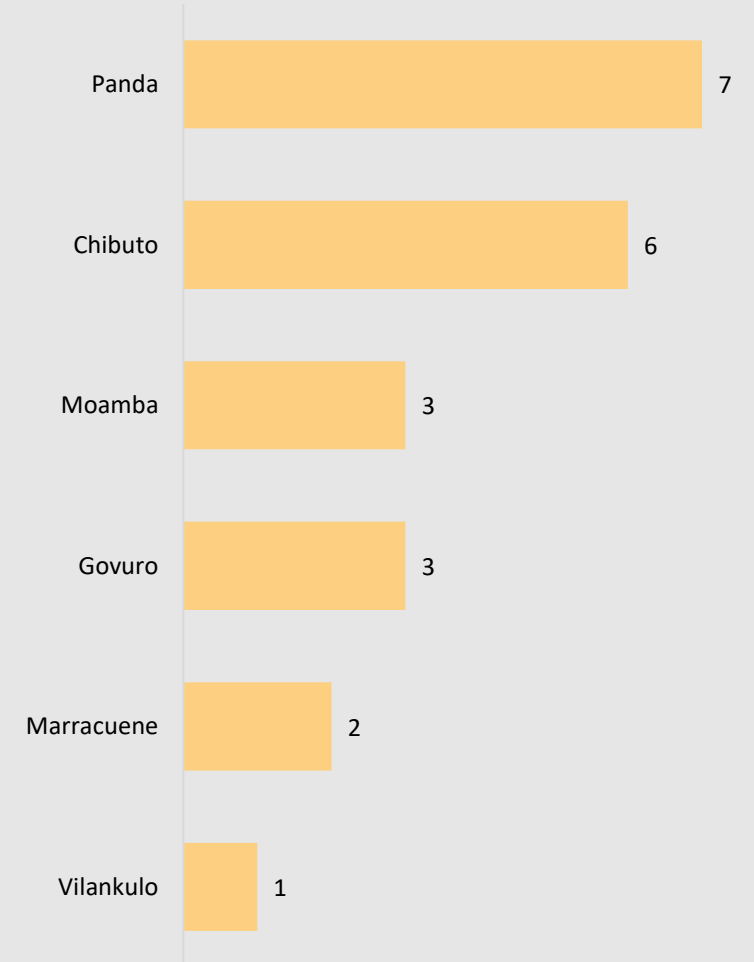
**Complaints – Abuses of power**

**Complaints – Access barriers**

**SOUTHERN REGION: DROUGHT RESPONSE  
CASES PER SECTORS  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022**



**SOUTHERN REGION: DROUGHT RESPONSE  
DISTRICTS WITH THE HIGHEST NR. OF CASES  
1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2022**



# SOUTHERN REGION: DROUGHT RESPONSE 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022



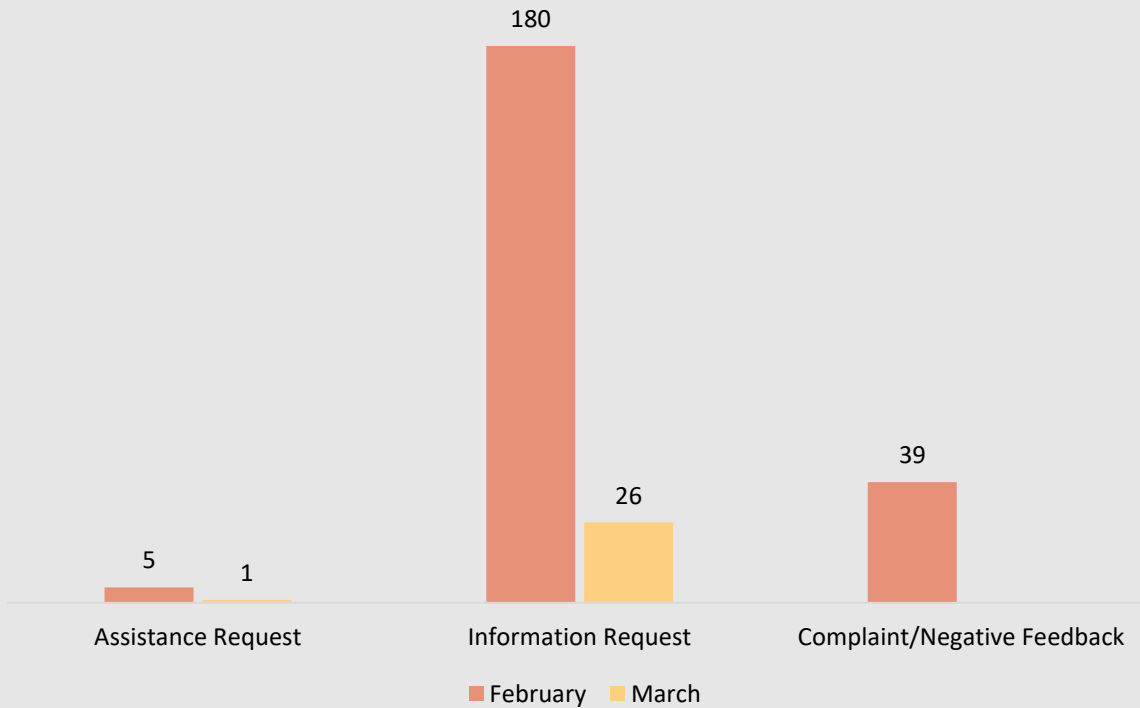
**January**  
Cases Registered:  
**224**  
Feedback Provided:  
**80%**

**February**  
Cases Registered:  
**27**  
Feedback Provided:  
**100%**

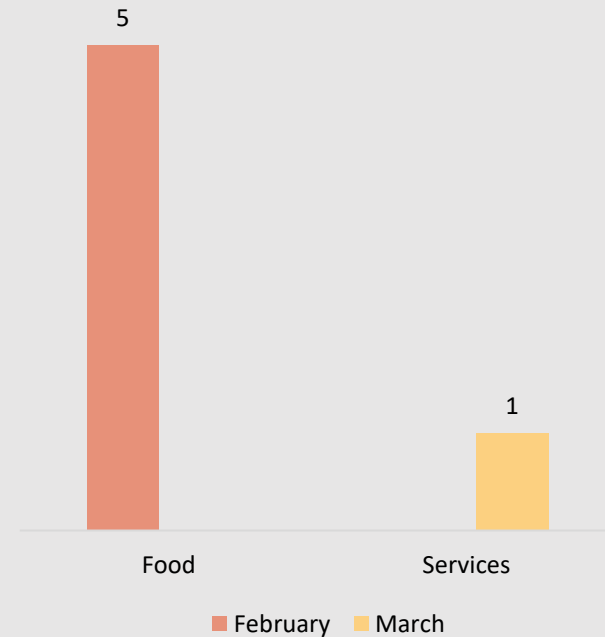
**January**  
Cases Registered:  
**5**  
Feedback Provided:  
**0%**

**February**  
Cases Registered:  
**1**  
Feedback Provided:  
**100%**

## CASES TYPES



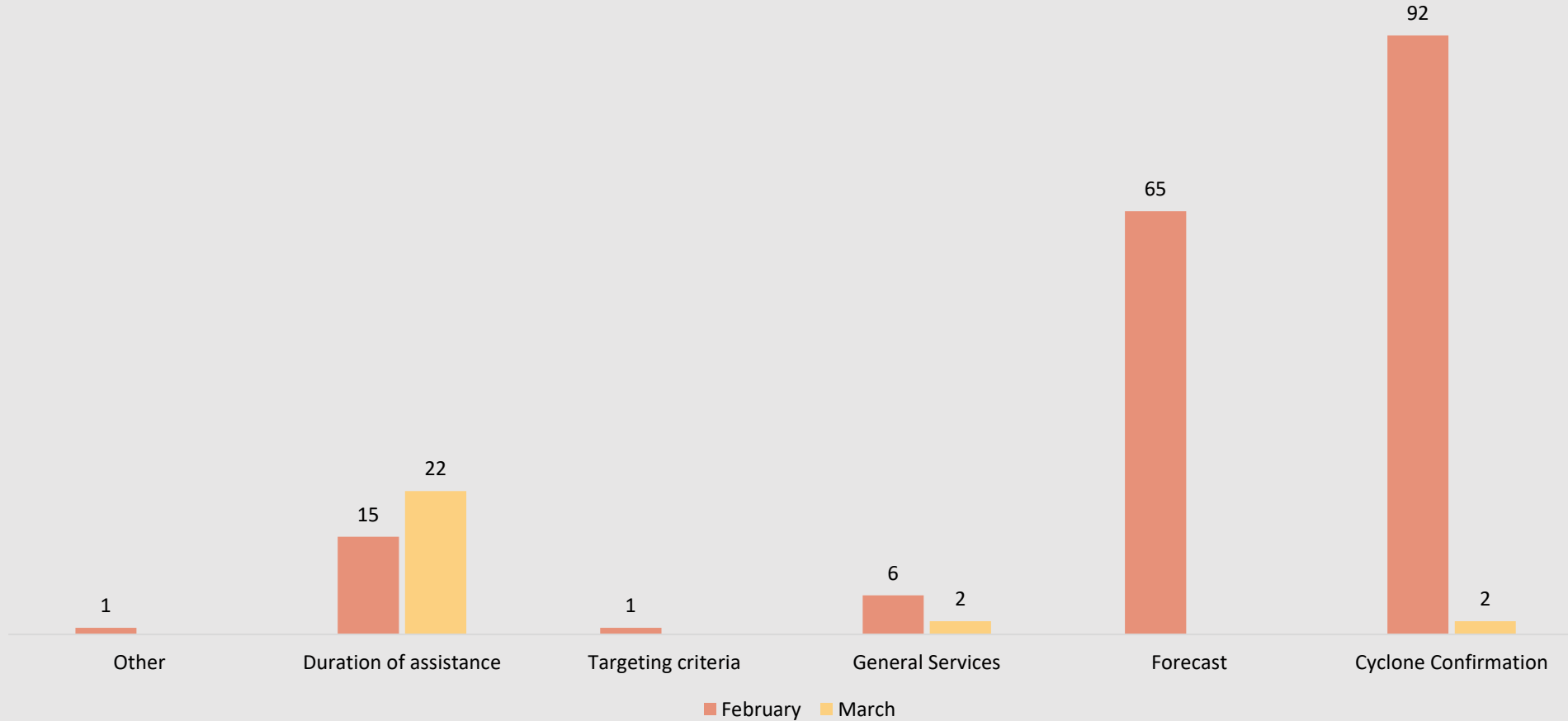
## ASSISTANCE REQUEST



# SOUTHERN REGION: DROUGHT RESPONSE INFORMATION REQUESTS 1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022

**January**  
Cases Registered:  
**180**  
Feedback Provided:  
**100%**

**February**  
Cases Registered:  
**26**  
Feedback Provided:  
**100%**



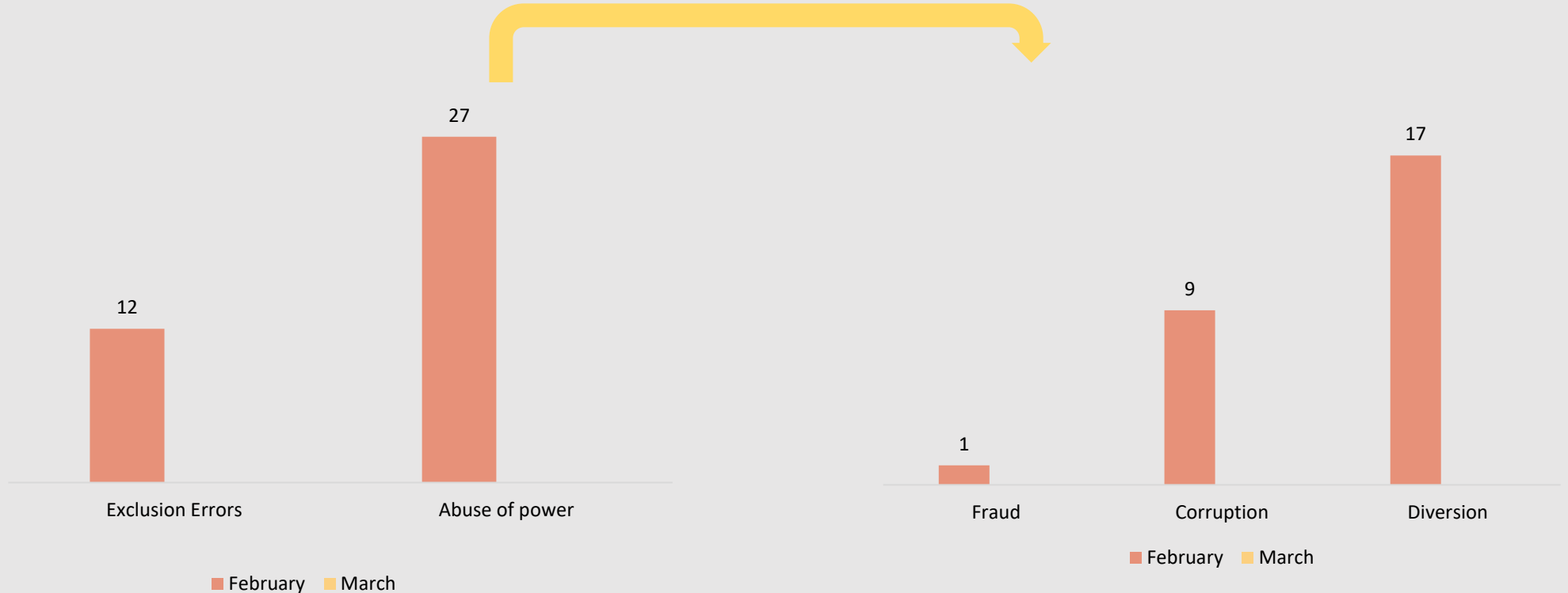
**SOUTHERN REGION RESPONSE  
COMPLAINT/NEGATIVE FEEDBACK  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022**



**SOUTHERN REGION RESPONSE  
BREAKDOWN OF ABUSES OF POWER  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 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**  
**1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2022**

**FOOD SECURITY**

"I am calling to thank WFP because on the 27.03.2022 I received food assistance of 15 kg of flour, 2l of cooking oil and 5 kg of butter beans. I was affected by the last tropical storm Ana, which occurred on the 25.01.2022. I am currently living in the R.C. of Intabo with 10 people, where the distribution took place."

**Male, Maganja da Costa, Zambezia**



**FOOD SECURITY-SCHOOL FEEDING**

"I am a resident in Cidade de Pemba, Cariaco neighborhood and parent of a beneficiary of the school feeding program. I called to thank you for the food assistance provided by WFP and partners this March. The beneficiary received 5kg of rice, 2kg of beans, 2L of oil and 1kg of salt. Distribution was made at Mulapane Primary School".

**Female, Cidade de Pemba, Cabo Delgado**



**SHELTER-FOOD SECURITY**

"I moved from Macomia to Ancuabe in 2020 due to the armed attacks. I am living in the Catupane Resettlement Centre, in Gihote with 8 family members. I was registered by the village chief and I am a beneficiary of food assistance provided by PMA and partners. In February 2022 I received 50kg of rice, 10kg of beans, 4L of oil. I called Linha Verde 1458 to thank for the support from Care, where I received items of shelter, tarpaulin, mats and clothing."

**Male, Ancuabe, Cabo Delgado**

**INGD**

"I call to thank you for the food assistance of 1 kg of rice, 1 kg of flour, 1l of cooking oil that I received from INGD on 21.03.2022. I suffered from the last tropical storm, which occurred on the 25.01.2022. I currently live with 10 people at Escola Secundaria Maquival, located in the Maquival community since January 25, 2022, where the distribution took place."

**Male, Quelimane, Zambezia**

**SOCIAL PROTECTION/INAS**

"I am calling from Zambézia to thank you for receiving 4480 MT today through INAS. I am very pleased with the help that the partners together with Linha Verde 1458 have given."

**Male, Quelimane, Zambezia**

**FOOD SECURITY**

"I am displaced from Macomia and I have been in the district of Ibo since 2019. I called to thank WFP/SEPPA for having received food (Rice 50kg, Beans 10kg, 4 liters of Cooking Oil and 'Mata-fome'/Soybean) today 03.08.2022.

I ask that you never stop supporting us because we depend on that support to survive." **Female, Ibo, Cabo Delgado**

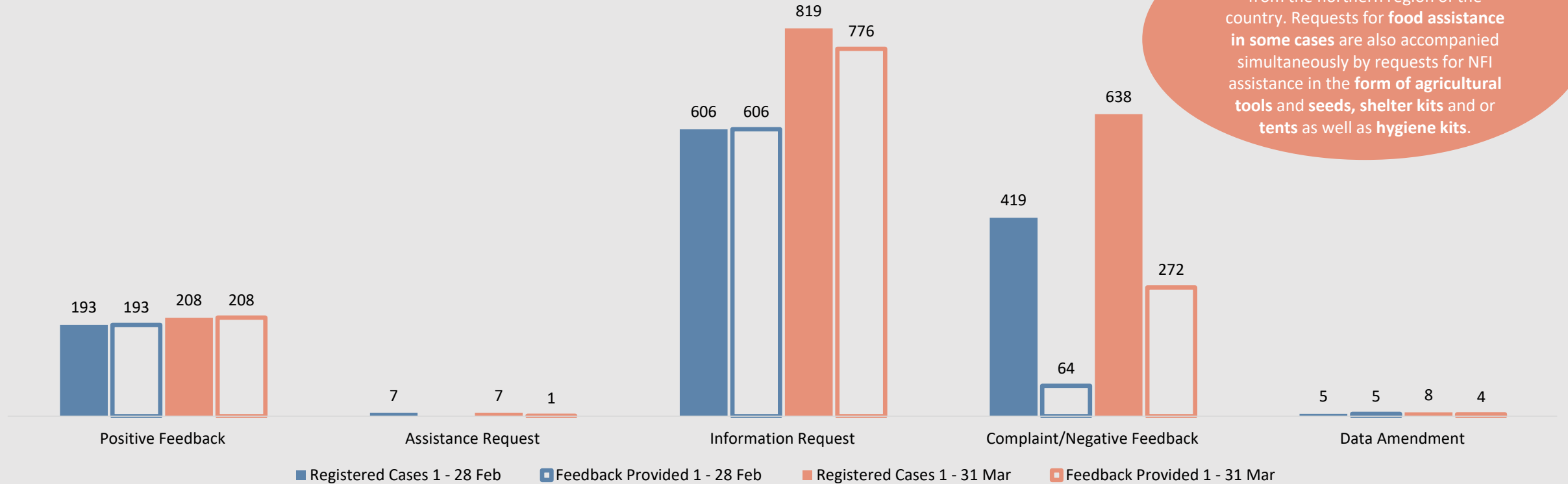
# FOOD SECURITY



Sofala	26
Zambezia	18
Manica	12
Nampula	107
Cabo Delgado	1479
Inhambane	10
Gaza	8
Niassa	16
Maputo Provincia	4

**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**  
 Cases Registered:  
**1680**  
 Feedback Provided:  
**1261**

**1<sup>st</sup> - 31<sup>st</sup> Mar 2022**  
 95% 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



**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**

Cases Registered:

**1359**

Feedback Provided:

**1355**

# EDUCATION



**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**

Cases Registered:

**4**

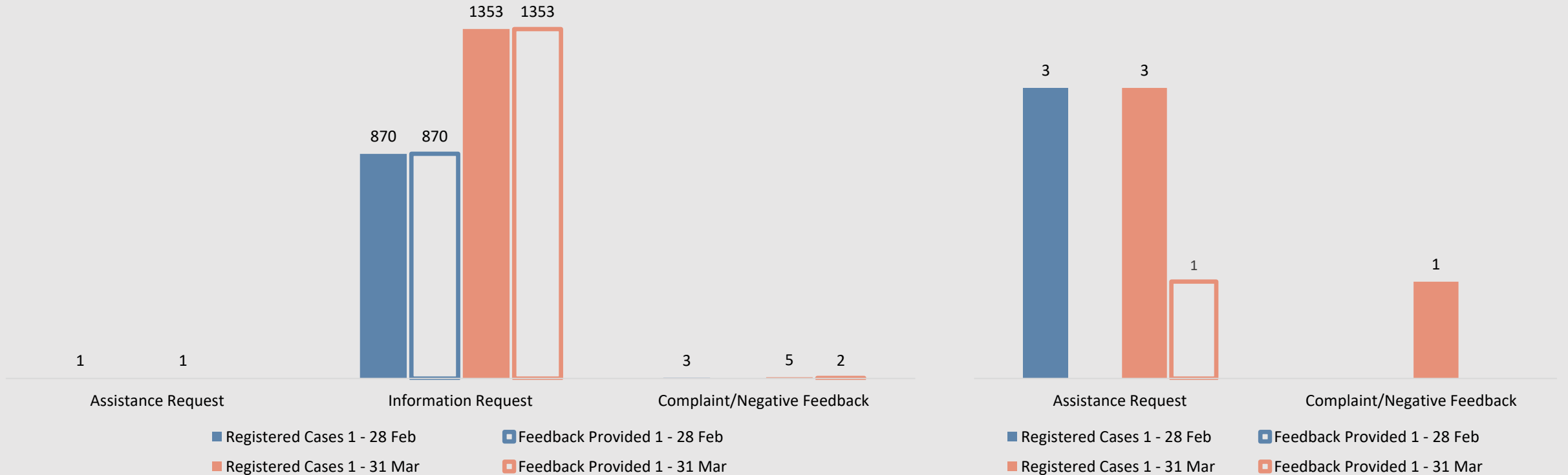
Feedback Provided:

**1**

Sofala	1
Cabo Delgado	3

**Assistance Requests** are from parents asking for school supplies and uniforms for their children. These came from Chiure and Mueda.

Sofala	836
Zambezia	124
Manica	111
Tete	116
Nampula	90
Cabo Delgado	56
Inhambane	7
Gaza	5
Maputo Cidade	4
Niassa	3
Maputo Provincia	7



# CCCM

# SHELTER AND NFI



**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**

Cases Registered:

**154**

Feedback Provided:

**49**

**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**

Cases Registered:

**2**

Feedback Provided:

**0**

Nampula

2

Cabo Delgado

152

Nampula

2

2

2

Complaint/Negative Feedback

■ Registered Cases 1 - 28 Feb    ▣ Feedback Provided 1 - 28 Feb  
■ Registered Cases 1 - 31 Mar    ▣ Feedback Provided 1 - 31 Mar

164

137

35

4

4

11

11

Positive Feedback

Assistance Request

Information Request

Complaint/Negative Feedback

12

5

2

1

3

4

2

Registered Cases 1 - 28 Feb

Registered Cases 1 - 31 Mar

Feedback Provided 1 - 28 Feb

Feedback Provided 1 - 31 Mar

## IDP REGISTRATION

## PROTECTION



**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**

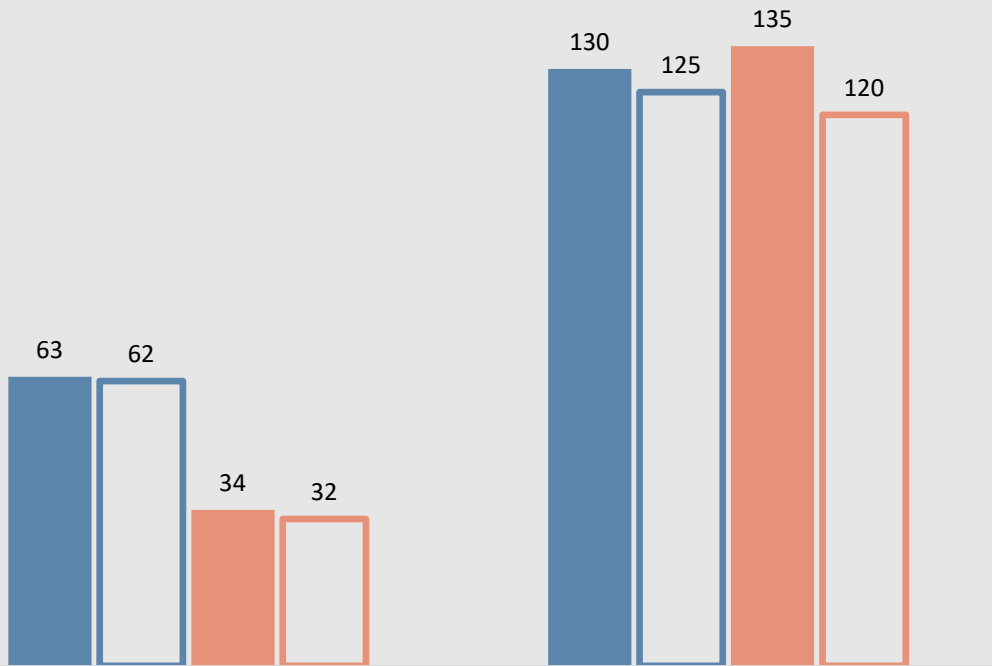
Cases Registered:  
**169**  
Feedback Provided:  
**152**

**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**

Cases Registered:  
**14**  
Feedback Provided:  
**5**

Niassa	1
Nampula	3
Cabo Delgado	10

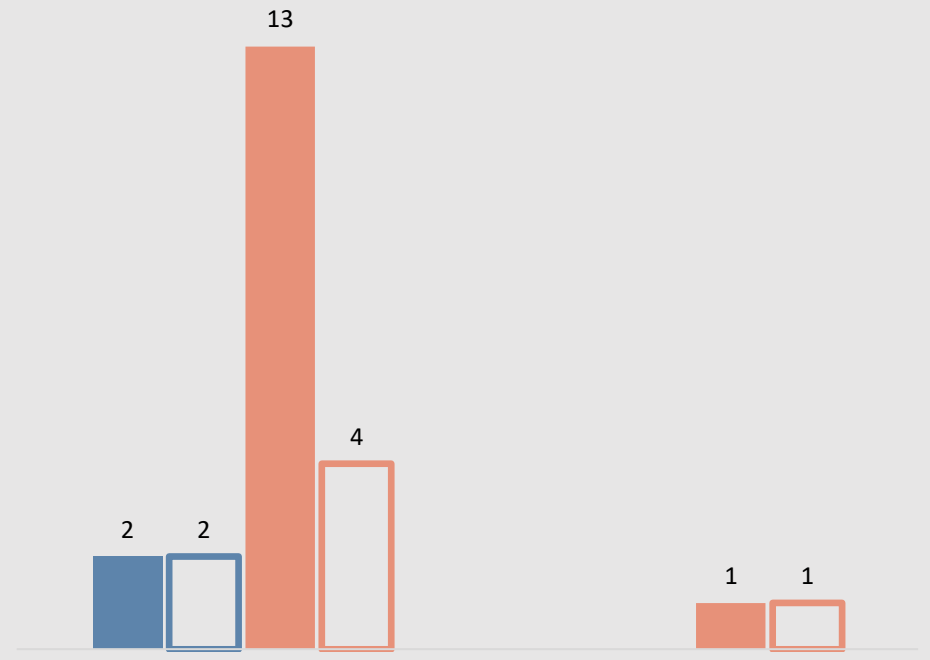
Nampula	9
Cabo Delgado	160



Information Request

Complaint/Negative Feedback

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



Assistance Request

Complaint/Negative Feedback

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

# INGD

# WASH

Sofala	1563
Manica	61
Tete	158
Inhambane	1
Zambezia	148
Cabo Delgado	10
Nampula	52
Niassa	5
Maputo Provincia	1

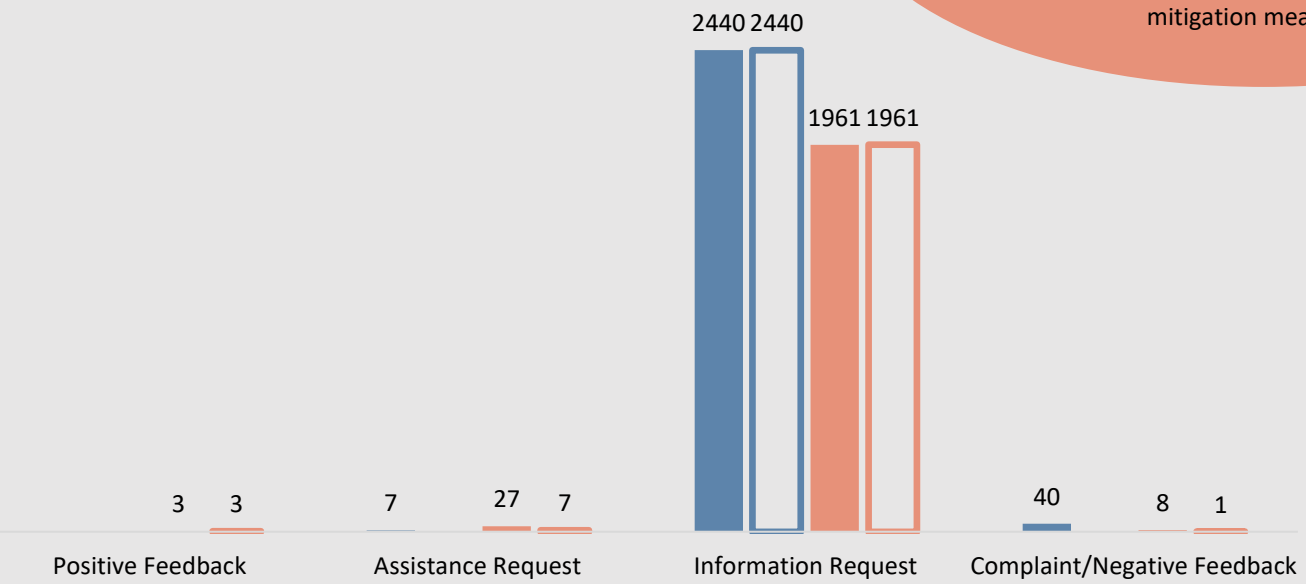
**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**  
 Cases Registered: **1999**  
 Feedback Provided: **1972**

**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**  
 Cases Registered: **7**  
 Feedback Provided: **5**



Nampula	1
Cabo Delgado	6

Similarly to the previous months, 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 - 28 Feb   ■ Feedback Provided 1 - 28 Feb  
 ■ Registered Cases 1 - 31 Mar   ■ Feedback Provided 1 - 31 Mar



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

## CHILD PROTECTION



**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**

Cases Registered:  
**13**  
Feedback Provided:  
**13**

## GBV

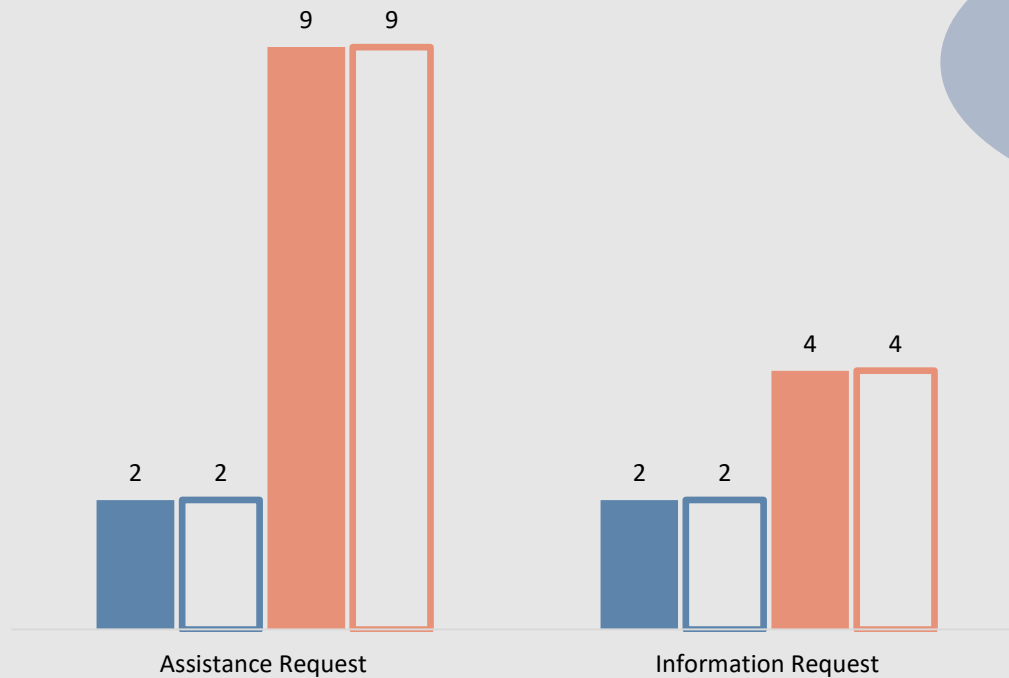
**1<sup>st</sup> – 31<sup>st</sup> Mar 2022**

Cases Registered:  
**2**  
Feedback Provided:  
**2**

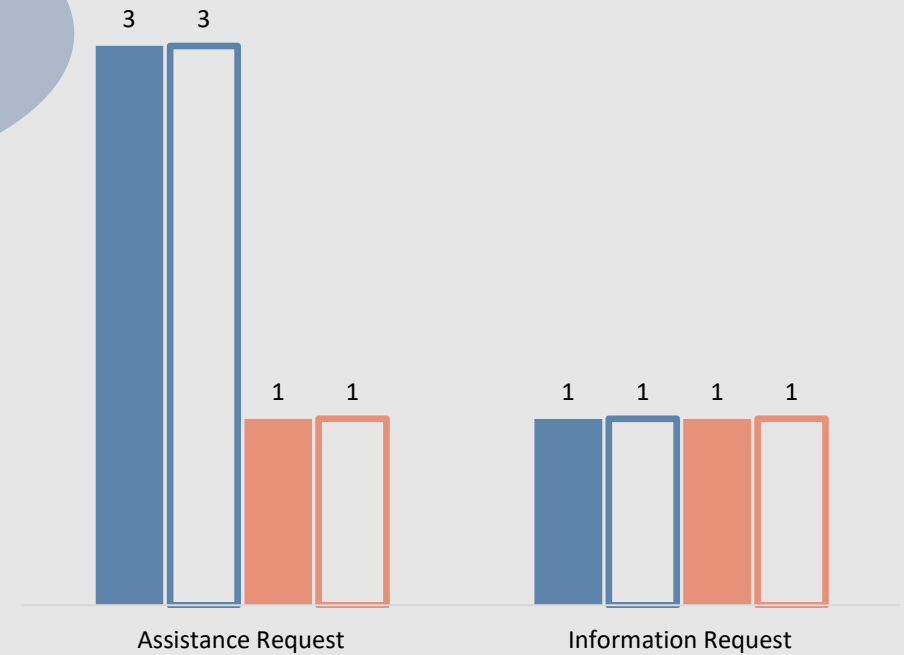
Zambezia	1
Tete	1

Sofala	6
Zambezia	4
Manica	1
Nampula	1
Maputo Provincia	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



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



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

## SOCIAL PROTECTION/INAS

Sofala	6
Zambezia	92
Tete	1

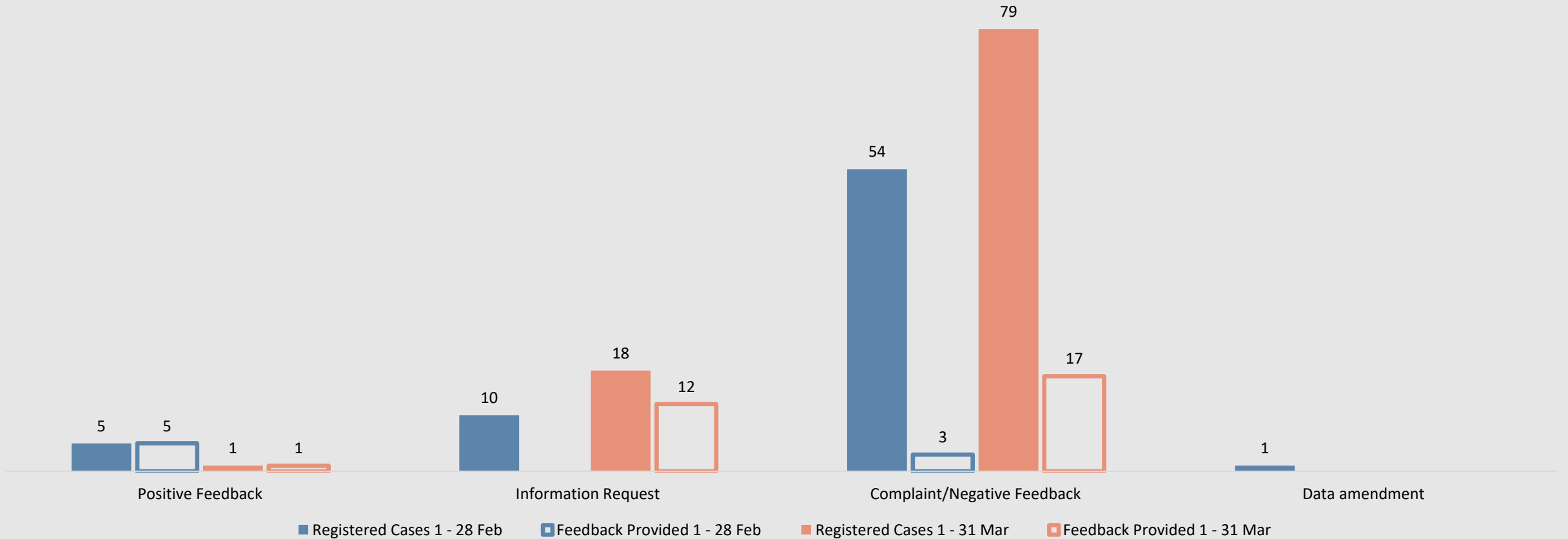


1<sup>st</sup> – 31<sup>st</sup> Mar 2022

Cases Registered:  
99

Feedback Provided:  
31

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

## 1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2022

### Overview

- ❖ **5,545** cases were registered via Linha Verde 1458 between 1<sup>st</sup> and 31<sup>st</sup> of March 2022. Notably the total number of cases registered per each month has continued to increase in the third month of the year.
  - 38% of cases registered via Linha Verde 1458 have been received from the central region of the country, representing a reduction from the 47% trend in February 2022.
  - 37% of the total were cases registered from the northern provinces of the country.
  - 24% of cases concerned Covid-19

### Awareness raising for Polio Vaccination Campaign 24<sup>th</sup>-27<sup>th</sup> March 2022

- ❖ Linha Verde 1458 joined forces with the Mozambican Ministry of Health hotline services Alo Vida and 112 as well as Linha Fala Criança (116) to raise awareness on the country's vaccination campaign against Polio. This is a response to the Ministry of Health's declaration of a public health emergency after the notification of two cases of Polio in Cabo Delgado and Nampula earlier this year.
  - During this period (**24<sup>th</sup>-27<sup>th</sup> March**), all people (826) who called Linha Verde 1458 from Sofala, Manica, Zambezia, Tete, Nampula, Niassa, Cabo Delgado and Nampula received information about Polio and the vaccination campaign. The campaign was said to take door-to-door approach in which people would be approached at their homes and all parents with children below the age of 5 were requested to allow their children to receive the vaccine. The vaccine was made available to all children below the age of 5 whether they had already been completely or partially vaccinated against polio to ensure a wider coverage.

### Northern Region (IDP) Response: 1<sup>st</sup> – 31<sup>st</sup> March 2022

- ❖ A total of **2,055** cases registered from the northern provinces of the country. Of these, **1,602** are related to food assistance, **169** related to IDP registration, **155** related to shelter assistance, the rest are smaller number of cases related to **health, WASH, protection**, and weather-related concerns.

### Food Assistance

- ❖ **758** cases are information requests, **623** complaints, **206** are positive feedback, the rest are a smaller numbers of personal data amendment and assistance requests.

### Information Requests

- ❖ Out of 758 information requests registered,
  - The majority (**743**) are seeking to determine the timing of the next food/ voucher distribution.

- Linha Verde 1458 provides callers with indicative distribution dates shared by WFP informing callers to check with local leaders. Where Linha Verde has received information on updated distribution dates or cancellations for different reasons, Linha Verde 1458 informs callers as relevant, often in response to affected population calling to verify information provided at the community level or complain about a delay or cancellation.
- **Entitlement**, some beneficiaries of WFP food assistance from Chiure and Montepuez have complained about receiving only one ration when they have large families. They claim that the quantities cannot sustain their family sizes.
- Others requested that there be a change in the type of legume provided (Montepuez, Metuge & Ancuabe) and the remaining two from Pemba and Balama were requests that hygiene items be included in the list of products available for access through the food vouchers. These are information requests on whether changes can be made to their **entitlements**.
- A very small number of people called to ask what the current beneficiary selection criteria is for beneficiaries of WFP food assistance programs. Linha Verde 1458 received query from someone who identified themselves as a displaced government employee who also mentioned that they were removed from the list during the cyclical verification exercise. They expressed frustration that they were no longer included in the assistance. Linha Verde 1458 explained that one of the criteria to receive assistance apart from being displaced is that the person must be someone who does not possess any source of income.

### Complaints

- ❖ **623** complaints were registered vial Linha Verde 1458 throughout the month, 498 of which were exclusion error reports:
  - 363 complaints came from people claiming to be beneficiaries who mentioned that they did not receive their rations or value voucher in the previous distribution or previous two distributions, saying that their names had been removed from lists with no explanation. Others have claimed that people unknown to them have received their entitlements and when they try to complain to local leaders to find out why this is happening, they do not receive any explanations. Most cases come from Pemba, Montepuez, Metuge, Ancuabe, Mueda and Chiure.
  - 135 complaints came from IDP's saying that they have been registered various times with local authorities but have not since been added to beneficiary lists to receive food assistance.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2022

- ❖ 72 reports of **abuses of power** were received throughout the month and divided as follows.
  - 43 people claimed incidents **fraud** that there are large numbers of members of host populations included in beneficiary lists. Most of these claims have come from Pemba (Natite, Alto Gingone, Paquitequete, Chuiba and Cariaco) the rest are from Montepuez (Ujama, Ntele, Marcune, and Namputo), Ancuabe, Mueda (Lyanda), Chiure (Namacir and Nahavara) and Balama (Ingonane).
  - 16 claims of **diversion** received from IDP'S this time saying that local leaders in cahoots with humanitarian actors sell the food baskets to IDP's and other people. These claims were received from Pemba (Alto Gingone, Cariaco), Ancuabe (Ngewe, Ncole, Dudube, Nicuita, Nanjua A), Montepuez (Ntele, Marcune), Chiure (Kuphe) and Mueda.
  - 14 claims of **corruption** received from IDP's say that local leaders charge between 50MT up to 2500MT to add people's names in beneficiary lists to receive the food assistance. The calls are from in Pemba (Alto Gingone, Eduardo Mondlane, Mahate), Montepuez (Marcune, Massasse, Nacaca), Ancuabe (Ntutu and Nanjua B), Mueda (Samora Machel) and Maningane in Chiure.
- ❖ 21 food assistance voucher beneficiaries from Pemba, Montepuez and Balama have complained to Linha Verde 1458 regarding the high prices of food in the retail stores when they went to redeem their vouchers. They complained that get even smaller amounts of food and that it would not cover the family or last the month. A very small number complained about some items not being in stock in some retail shops.
- ❖ 9 complaints received from beneficiaries stating that they were having difficulties **cooking the beans** that were distributed. Linha Verde 1458 encourages beneficiaries to soak beans overnight before the cooking day to reduce the cooking time. In specific regard to quality beneficiaries are always asked to verify the state of their food rations at the distribution point and not wait until they get home. They are also encouraged not to consume spoiled food because not only can it harm their health but are unlikely to have the opportunity to exchange it.
- ❖ 19 callers reported **distribution issues** claiming that food finished during the distribution activities before the teams read out all the names in the lists. They said they were told the food was not enough for all. They expressed their disappointment in not getting a more favorable response from distribution teams about their return with more food. Linha Verde 1458 has informed callers that humanitarian actors are facing funding shortages and competing needs in various places like districts affected by cyclone Gombe. These complaints were received from Montepuez (Mirate, Muanona, Chimoio, Nacimoja), Ancuabe (Marocane, Nacussa B, Marimano) and Mueda (Lyanda).
- ❖ All WFP food assistance related cases are shared with the CFM focal points for verification and action.

## **Registration of IDP's in host communities**

### **Information Requests**

- ❖ Linha Verde 1458 provided clarification to 34 people claiming to be IDP's on how they can register themselves at in their host communities. Linha Verde 1458 continues to explain to IDP's that WFP and partners are not responsible for compilation of beneficiary lists and that they receive lists from local government and work with them to carry out verification of lists jointly when people complain that they are not being registered.
  - The majority are from Pemba (Cariaco, Josina Machel, Eduardo Mondlane), Metuge (Nancaramo & Nanlia, Ancuabe (Nhacololo & Ngewe) and Chiure (Maningane).
- ❖ A small number of callers claiming to be local leaders have called Linha Verde 1458 expressing frustration because IDP's continue to approach them to be registered in lists when they have already registered them. They also complain that they do not know why some IDP's do not end up on the final lists to received food assistance.

## **WASH**

### **Assistance requests**

- ❖ IDP's from Mueda called Linha Verde 1458 requesting assistance in the drilling of a bore hole to provide them an additional water point, they also requested for buckets.
- ❖ Callers from Nanona in Ancuabe and Ngalane in Metuge have called to request hygiene items.
- ❖ A caller from Meculane in Chiure has also called to request that another borehole be drilled as the two existent water sources cannot cover all IDP's needs at the sites.
- ❖ A caller from Corrane in Meconta has complained due to the lack of access to water and the distance they must travel to get water outside of the site. He also mentioned that they cannot afford the price charged for 20l of water.

## **Shelter**

- ❖ 154 cases were registered regarding shelter, of which 136 as assistance request, 4 complaints and 11 positive feedbacks from Metuge, Mueda, Ancuabe and Balama.

### **Assistance requests**

- ❖ 36 callers from Mueda (Lyanda, Ntuchi, Mpeme and Nanhala) requested tarpaulins, blankets, grass mats, kitchen utensils and mosquito nets.
- ❖ 27 IDP's from Montepuez (Massasse, Upajo, Namputo, Ntele and Ujama) requested tarpaulins, blankets, and mosquito nets due to the rainy season and fewer people request for kitchen utensils. Callers mention that they are exposed to the rain.

# LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

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- ❖ 28 IDP's from Ancuabe (Nacussa B, Njewe, Nanona, Marocane) requested tarpaulins due to the rain as well as blankets, pots and kitchen utensils and mosquito nets.
- ❖ 20 IDP's from Metuge (25 de Junho, Nangua B, Nicavavo and Unidade accommodation site) requested tarpaulins, blankets, mosquito nets, flashlights, and kitchen utensils. They also ask for agricultural tools.
- ❖ 12 IDP's from Ibo (Cumuamba) requested tarpaulins, blankets, mosquito nets and kitchen utensils.
- ❖ 9 IDP's from Chiure (Maningane, Katapua and Marrupa) requested tarpaulins and mosquito nets.
- ❖ 6 callers from Nangade (Ntamba) said that they were told to build houses and that they would receive tarpaulins to use as cover but have not received them since and they say that the structures have already been built so they request for tarpaulins they were promised to use as covers.
- ❖ 2 from Balama (Ntete) request for tarpaulins, blankets, mosquito nets and kitchen utensils, they also ask for agricultural tools.
- ❖ 2 IDP's (Erati and Corrane) in Nampula – request for tarpaulins and grass mats, pots, and kitchen utensils

## Complaints

- ❖ 3 exclusion error claims were received from Nangua B site, where IDP's stated that they did not receive the blankets, tarpaulins, mosquito nets, pots, and lanterns distributed by IOM.
- ❖ An IDP in Muaja relocation site in Ancuabe complained that only natives and IDP's from Meluco received the blankets, kitchen utensils and grass mats distributed by the Red Cross. He claimed this always causes confusion as there is a disparity in the lists. The IDP calling claims he was displaced from Mocimboa da Praia.

## Central Region: 1st – 31st March 2022

- ❖ **2,115** cases have been registered from the central region throughout the month of March 2022. Of these, **1,907** were weather related queries.

### Weather related queries

- ❖ As there had been a few low-pressure systems reported to have formed over the month of February although none causing harm or even reached the Mozambican channel as tropical storm Ana and cyclone Gombe did. People previously affected by cyclical severe weather-related incidents continue to worry occasionally.

## INAS Covid-19 Assistance Program

### Complaints

- ❖ **98** concerns were registered via Linha Verde 1458 regarding the INAS Covid-19 assistance program in Quelimane.

- **81** callers from different parts of Quelimane complained that they have been excluded. Some mention that they were registered as beneficiaries to receive the mobile phones and have not received the phones or even the transfer. While others indicate that they were registered and received the phones but have not since received the transfers.
- Linha Verde 1458 encourages callers to present their concerns to the INAS program focal points locally who may be in a better position to help them seek redress.

### Information requests

- ❖ A small number of callers claiming to be beneficiaries of the program called Linha Verde 1458 to find out when they would be receiving the next transfer.

### WFP Food Assistance to victims of Cyclone Gombe

#### Complaints

- ❖ **14** people who were accommodated in Maquival primary school, Quelimane, Zambezia called to complain about the quantity of food supplies distributed per family. They also requested for an increase as many claimed that the supplies would not cover their family sizes.

### INGD – Abuse of power cases from temporary accommodation locations in Zambezia

- ❖ People in temporary accommodation centers in Quelimane (EPC Maquival, EPC Josina Machel and EPC Namitangirine) called Linha Verde 1458 to complain that the food and other types of assistance they have received from by other humanitarian actors and INGD has been taken by local leaders to their families where-as the people in need in the accommodation centers end up receiving far less. They are claiming that assistance is being diverted by some of the distribution teams as well.

### Protection: 1st – 31st March 2022

- ❖ 31 protection cases were registered between 1<sup>st</sup>-31<sup>st</sup> March 2022 including GBV, SEA, child protection and general protection concerns, separated as follows:
  - **15 General protection concerns:** 7 requests for assistance in access to **civil documentation** (Metuge, Ancuabe, Balama, Montepuez, Ibo) & 1 corruption claim indicating that people in Pemba who have access to ID documents are those who can pay between 500 -1500 meticais, the IDP from Mieze claimed they were told they could go to Pemba to make their requests for ID documents and upon arrival there, they find an even more difficult problem to navigate. The caller said they requested for assistance from the local authorities in Mieze to advocate for them and did not receive a positive response.

## LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

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- A caller from Nangua 1 relocation site called to inform Linha Verde 1458 that **majority of the dwellers had abandoned the site** and only ever returned to receive shelter and food assistance. They mentioned that the **site is being used by thieves to hide out**. In this case the caller mentioned that the people who lived outside the relocation site had come to receive the shelter materials distributed by UNHCR and since they must travel far to return home, they left a lot of the shelter items strewn on the ground along the way.
- **5 IDP's** from Cidade de Nampula (Namutekeliwa), Ancuabe (Marimano and Massasse) and Lichinga (Mutapassa) have called to **request for assistance in relocation** from the sites in which they find themselves. The IDP's claim there never are informed by local leaders about the types of humanitarian assistance available and when the distributions take place. They have indicated that they always get left out.
- **5 reports of early marriage, 2 cases of sexual violence and 1 child abandonment report** were registered and referred to Linha Fala Criança and other focal points in the Child Protection area of responsibility. **4** information requests regarding early marriage.
- **1 GBV** case report referred to the multisectoral mechanism and 1 information requests about the different types of gender-based violence.
- **2 SEA** claims registered and referred to the concerned organization focal point.

## Trends: Covid-19

# COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022

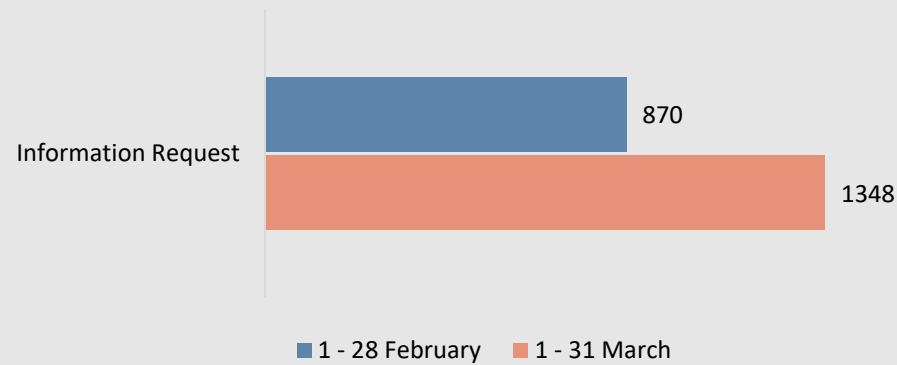
**1 – 31 March 2022**

Nr. of cases about Covid-19:

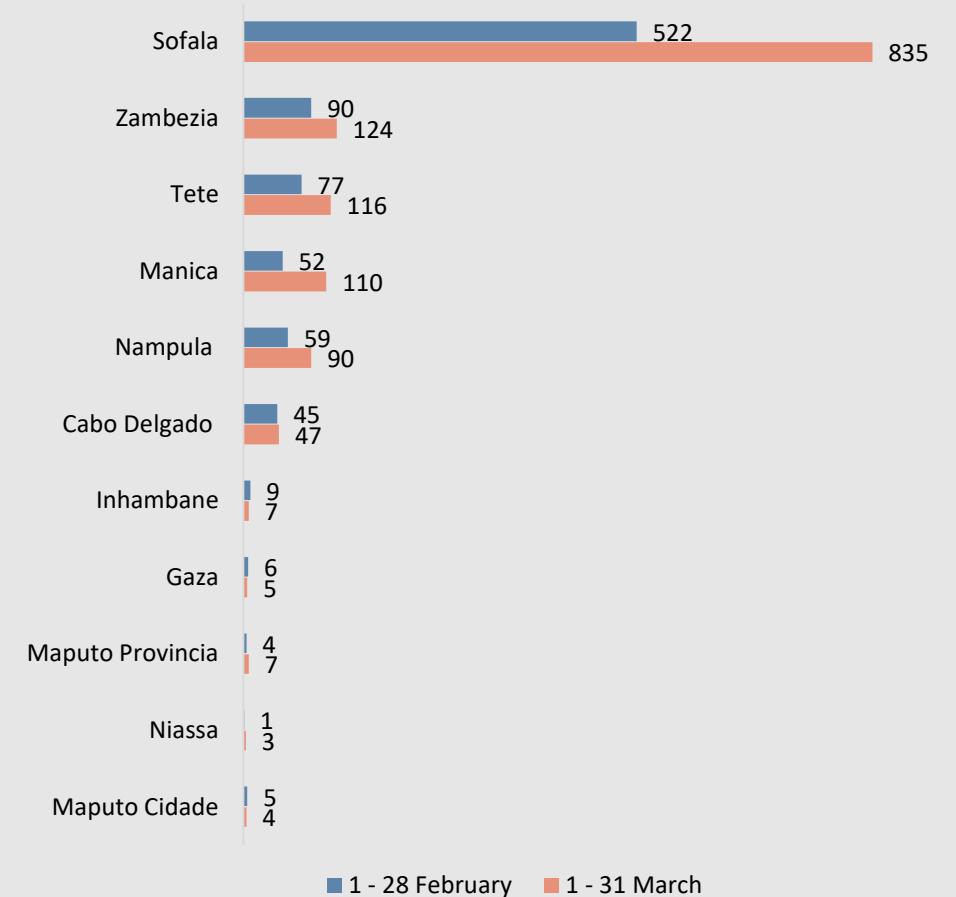
**1348**

**24%** of the cases registered through the Linha Verde 1458 between March 1<sup>st</sup> and March 28<sup>th</sup> were Covid-19 related.

## CASE TYPES

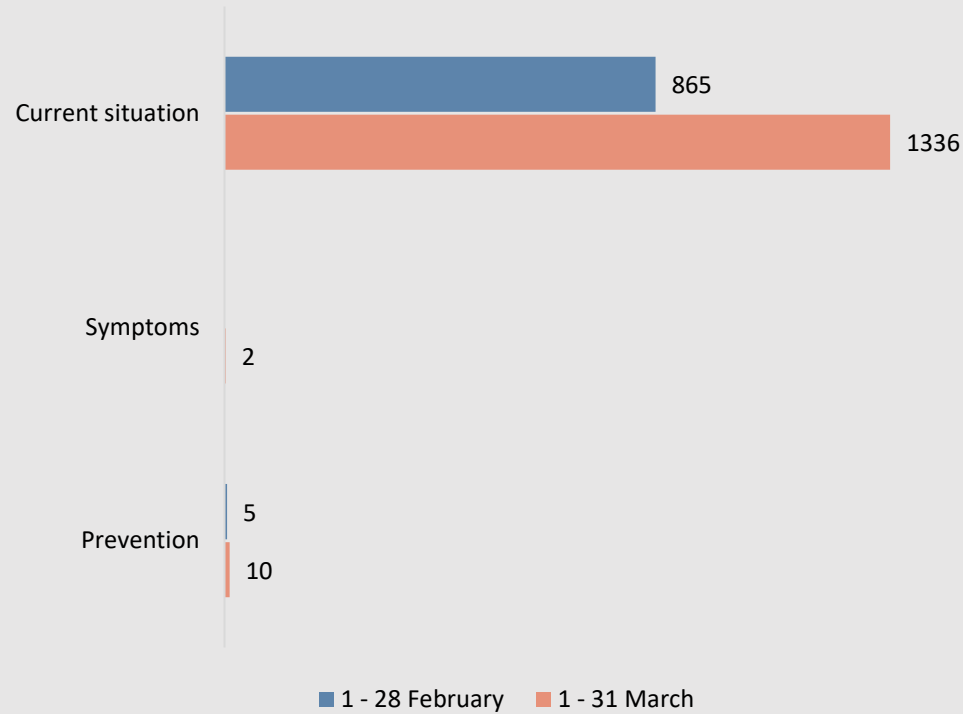


## CASES BY PROVINCE

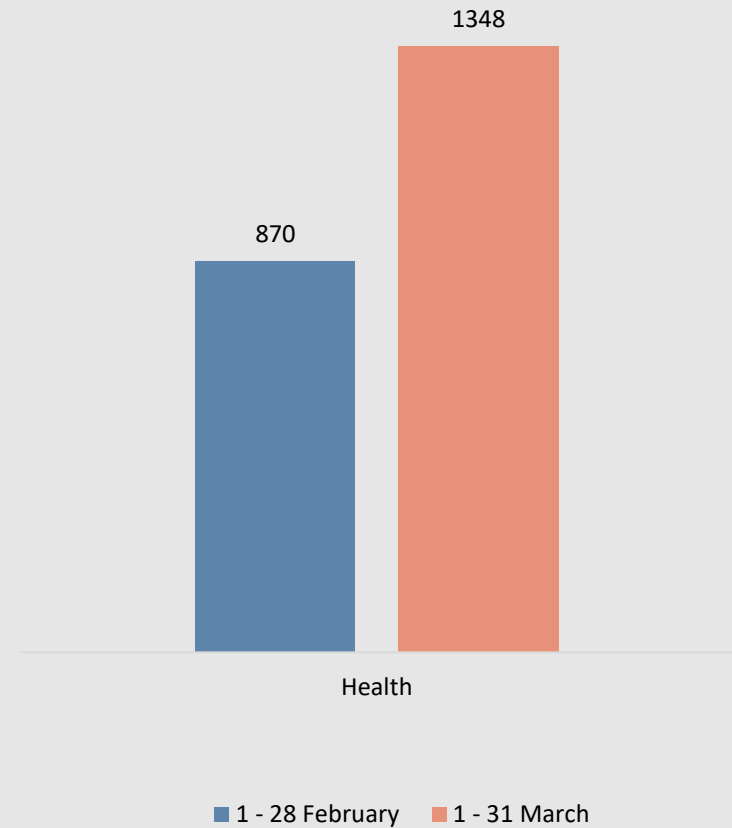


**COVID-19  
CASE TYPE BY CATEGORY  
SECTORS RELATED  
1<sup>ST</sup> FEBRUARY – 31<sup>ST</sup> MARCH 2022**

**INFORMATION REQUEST**



**SECTORS**

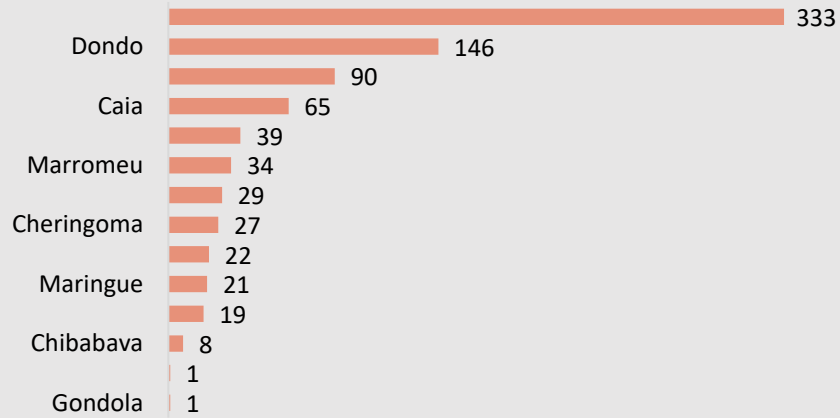




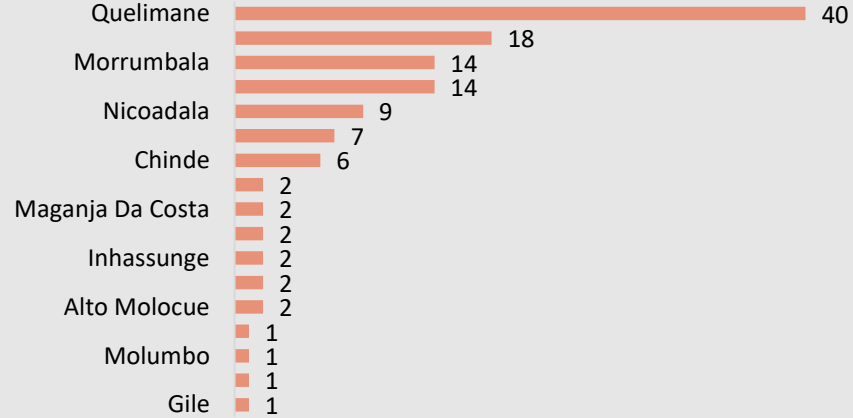
# COVID-19: LOCATIONS OF COVID-19 CALLS

1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2022

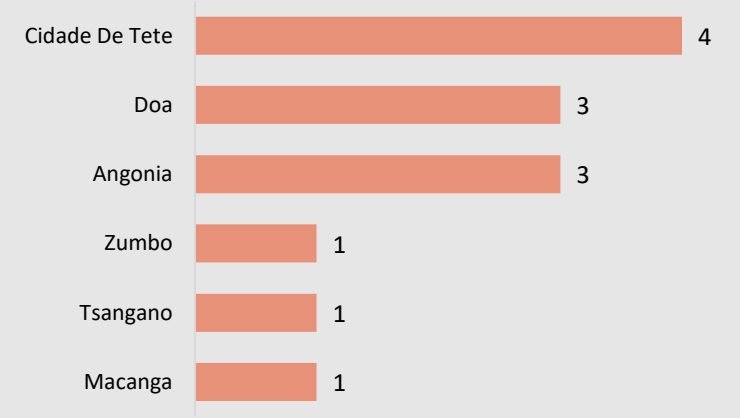
## Sofala - 835



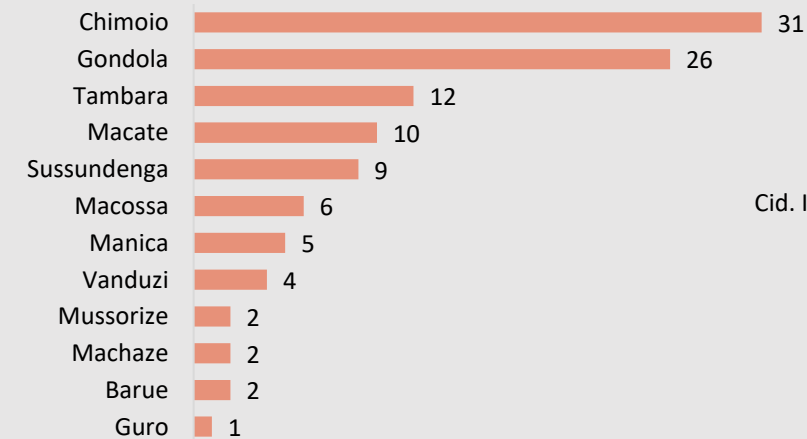
## Zambezia - 124



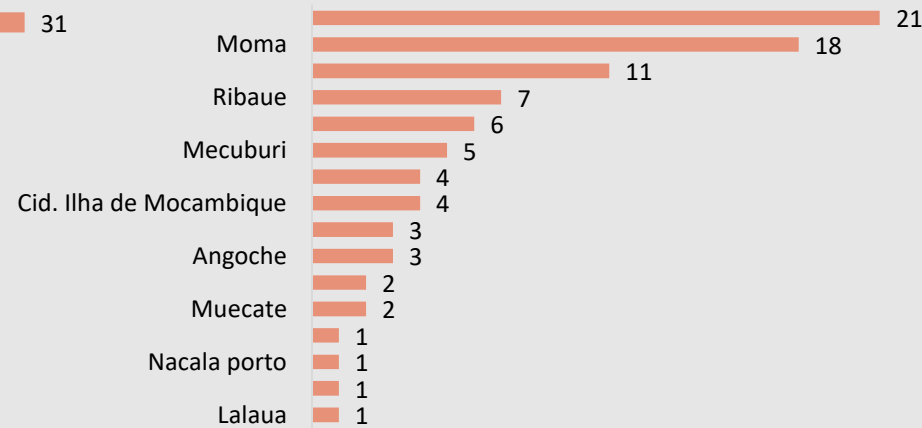
## Tete - 116



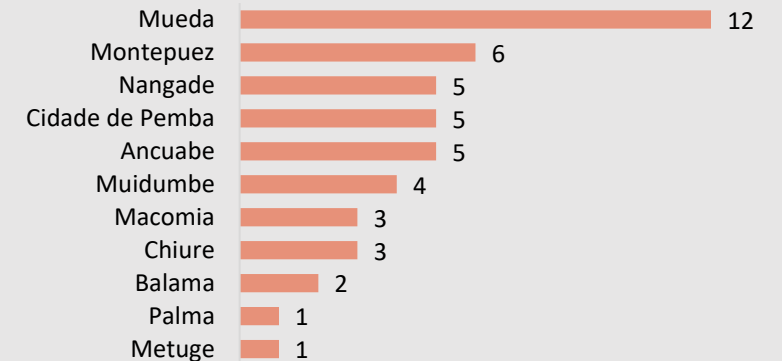
## Manica - 110



## Nampula - 90



## Cabo Delgado - 47

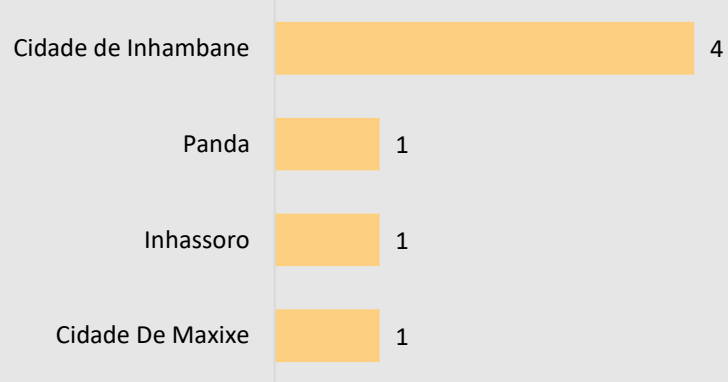




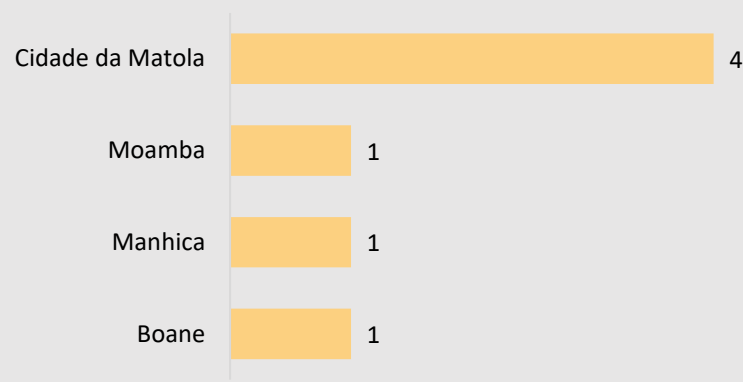
**COVID-19: LOCATIONS OF COVID-19 CALLS**  
**1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2022**



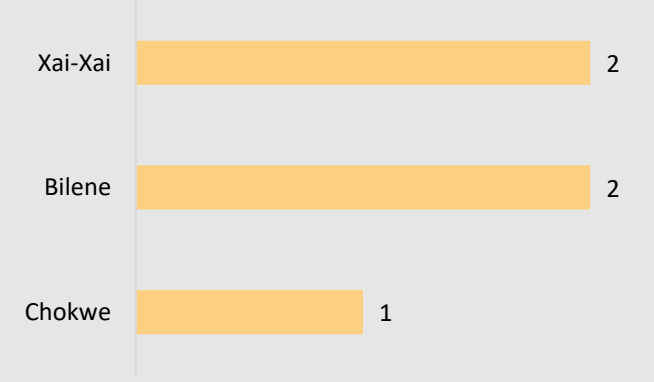
**Inhambane - 7**



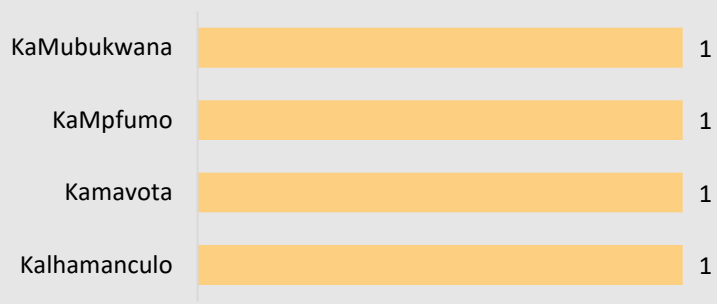
**Maputo Provincia - 7**



**Gaza - 5**



**Maputo Cidade - 4**



**Niassa - 3**



**NARRATIVE: COVID-19**  
**1<sup>ST</sup> – 31<sup>ST</sup> MARCH 2022**

***Covid-19: 1st – 31st March 2022***

- ❖ **1,348** Covid-19 information requests were registered between 1<sup>st</sup>- 31<sup>st</sup> of March 2022, as we get closer to the start of the winter season people are concerned about Covid-19 and the number of cases in the country. Linha Verde 1458 informs people that Covid-19 is still a risk and people need to continue to take the prescribed precautions.