

Linha Verde da Resposta á Emergência

Report period; 1st August – 30th September 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.

97,641 Total Cases Registered

2,817 Cases Registered
Sep 2022

85% Feedback Rate
Sep 2022

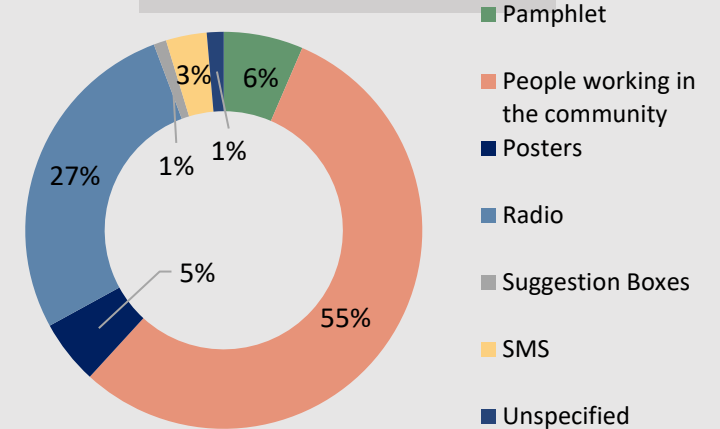


CUMULATIVE DATA OVERVIEW PERIOD: 1ST JANUARY – 30TH SEPTEMBER 2022

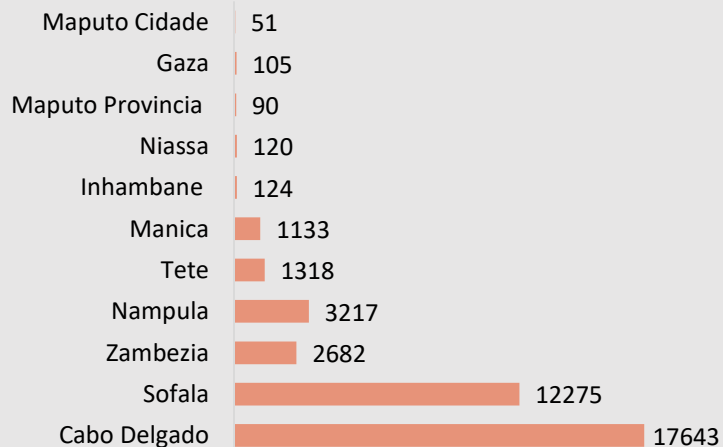
CALLER PROFILE



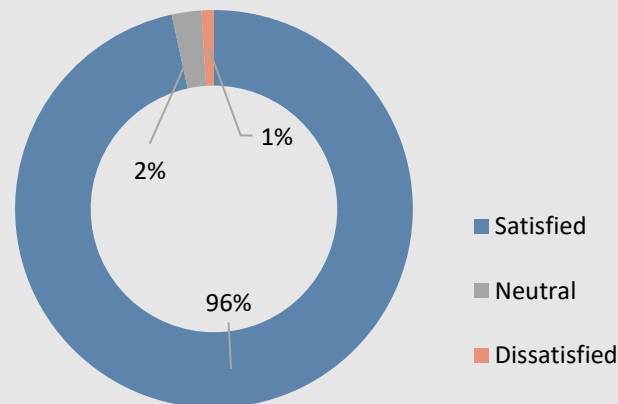
KNOWLEDGE ABOUT LINHA VERDE 1458



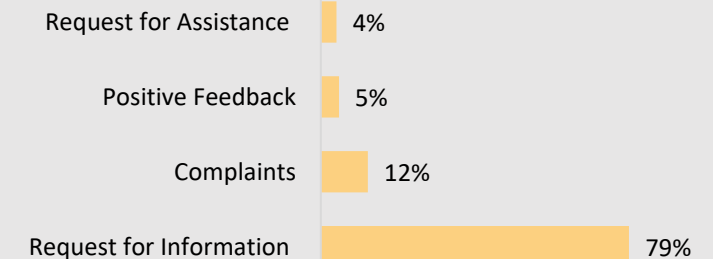
CASES BY PROVINCE



SATISFACTION



CASE TYPE



TYPES OF CASES REGISTERED PER MONTH

1ST OCTOBER 2021 – 30TH SEPTEMBER 2022

1st – 30th September 2022

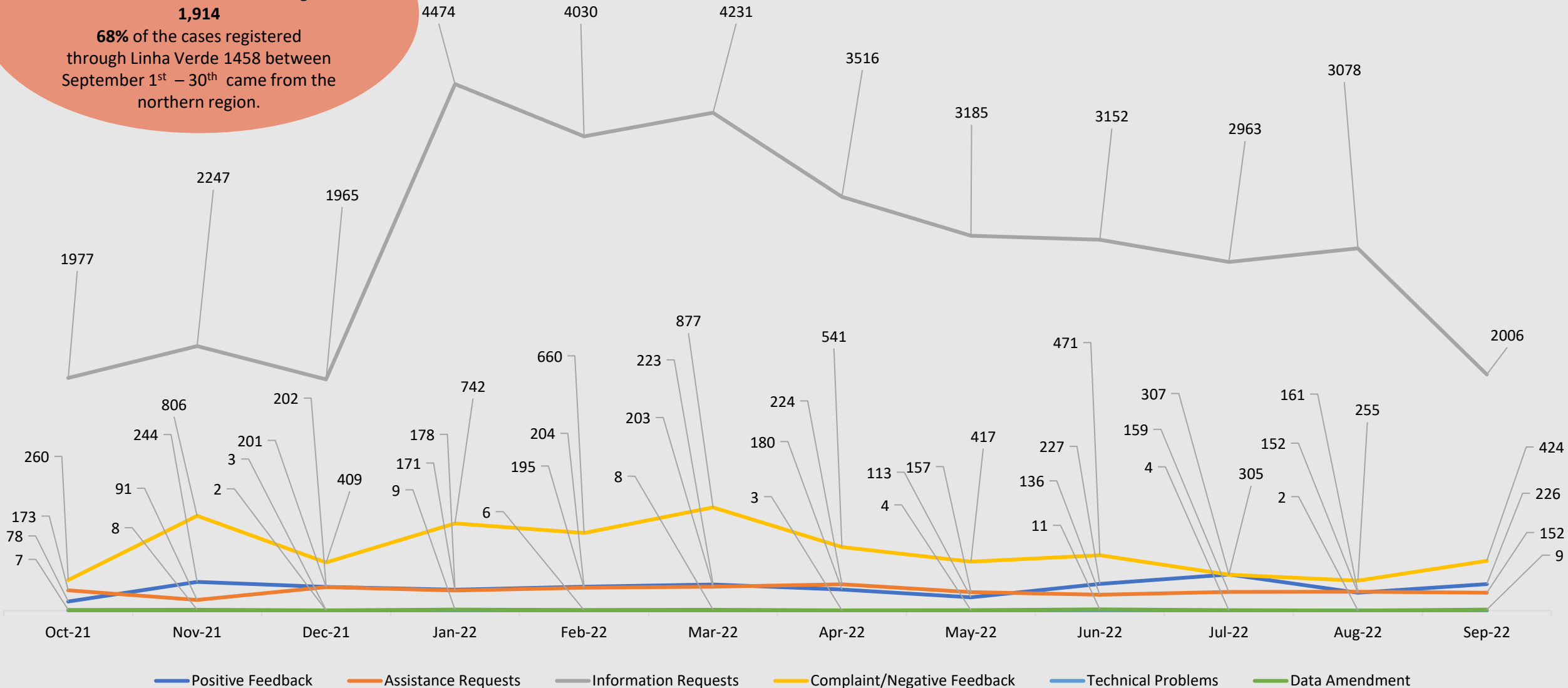
Nr. Total Registered Cases:

2,817

Nr. of calls from the northern region:

1,914

68% of the cases registered through Linha Verde 1458 between September 1st – 30th came from the northern region.



CASES PER SECTOR

1ST AUGUST – 30TH SEPTEMBER 2022

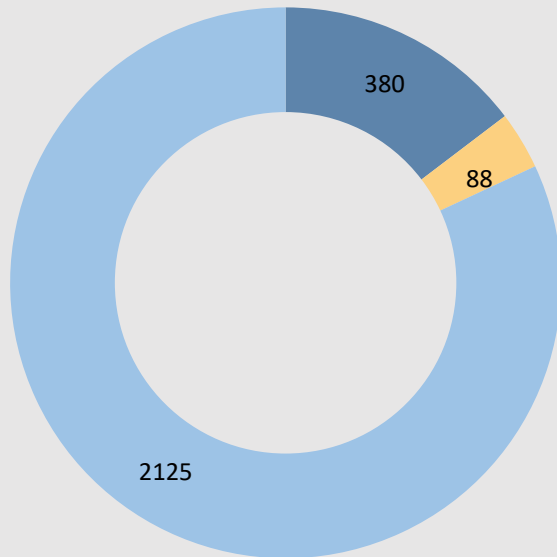


With a decrease from last month Food Security remains the sector with most cases registered by Linha Verde 1458, with 59% being calls for information requests on distribution timing for food. Requests for information on Covid-19, under the sector of Health continues a prevalent concern among callers despite the decreasing trend in the past few months

FEEDBACK ANALYSIS PER SECTOR 1ST AUGUST – 30TH SEPTEMBER 2022



Cases Registered
2,817
Feedback rate September 2022:
85%



- Referred Cases
- Referred Cases Feedback
- First Call Resolution

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 call resolution** are the cases were Linha Verde 1458 was able to respond to during the very first call. This is the case for “information request” case type and subcategories.

Sectors	Referred Cases	Referred Cases Feedback	First Call Resolution
Food Security	314	79	1225
Shelter	5	0	5
Other	1	0	22
CCCM	0	0	0
Health	1	0	799
Education	1	0	0
WASH	8	0	2
Social Protection/INAS	11	2	2
IDP Registration	1	0	56
INGD	3	1	8
Protection	30	6	6
Total	380	88	2125

❖ 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 AUGUST – 30TH SEPTEMBER 2022

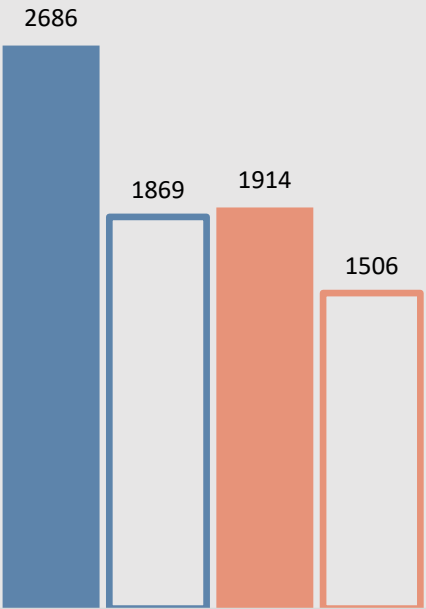


1st – 30th September 2022
Cases Registered:
 1914
Feedback provided:
 1506

1st – 30th September 2022
Cases Registered:
 88
Feedback provided:
 64

1st – 30th September 2022
Cases Registered:
 19
Feedback provided:
 16

1st – 30th September 2022
Cases Registered:
 796
Feedback provided:
 796



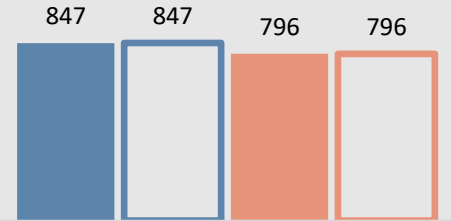
Northern Region response



Central Region response



Southern Region response

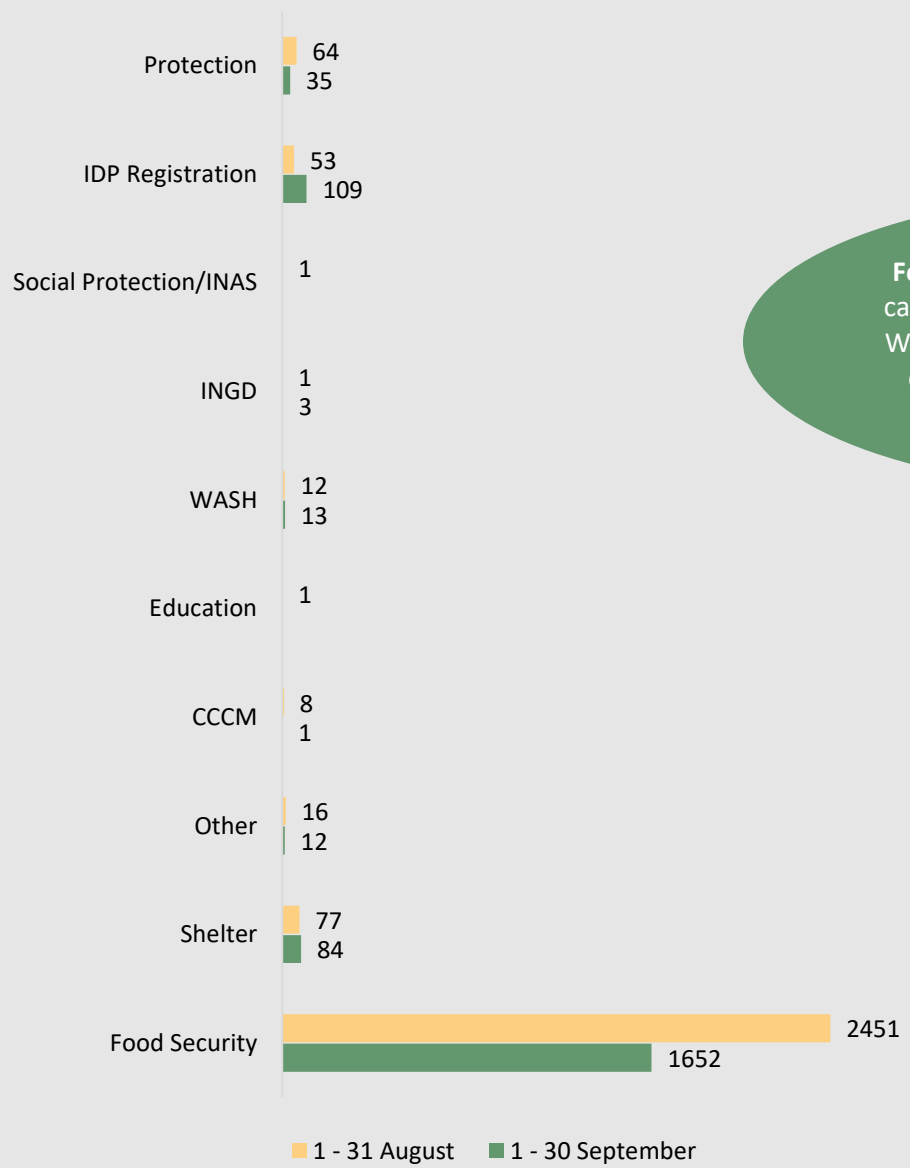


COVID-19

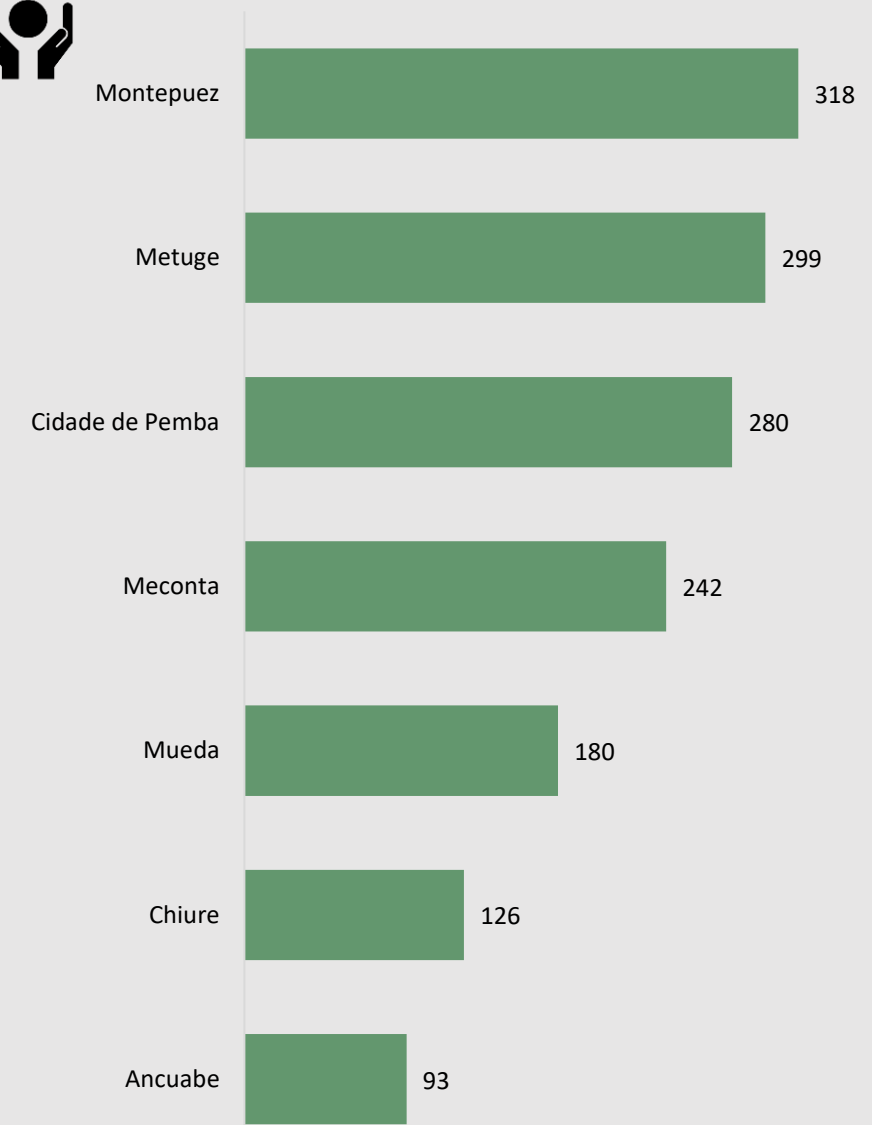
■ Registered Cases 1 - 31 August
 Feedback Provided 1 - 31 August
 ■ Registered Cases 1 - 30 September
 Feedback Provided 1 - 30 September

NORTHERN REGION RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES 1ST AUGUST – 30TH SEPTEMBER 2022

NORTHERN REGION RESPONSE CASES PER SECTORS 1ST – 30TH SEPTEMBER 2022



Food Security cases represent 86% of all cases registered from the northern region. Within this sector request for information on distribution timing account for 52% with a feedback rate of 100%.



NORTHERN REGION RESPONSE

1ST AUGUST – 30TH SEPTEMBER 2022

August
Cases Registered: **2686**
Feedback Provided: **70%**

September
Cases Registered: **1914**
Feedback Provided: **79%**

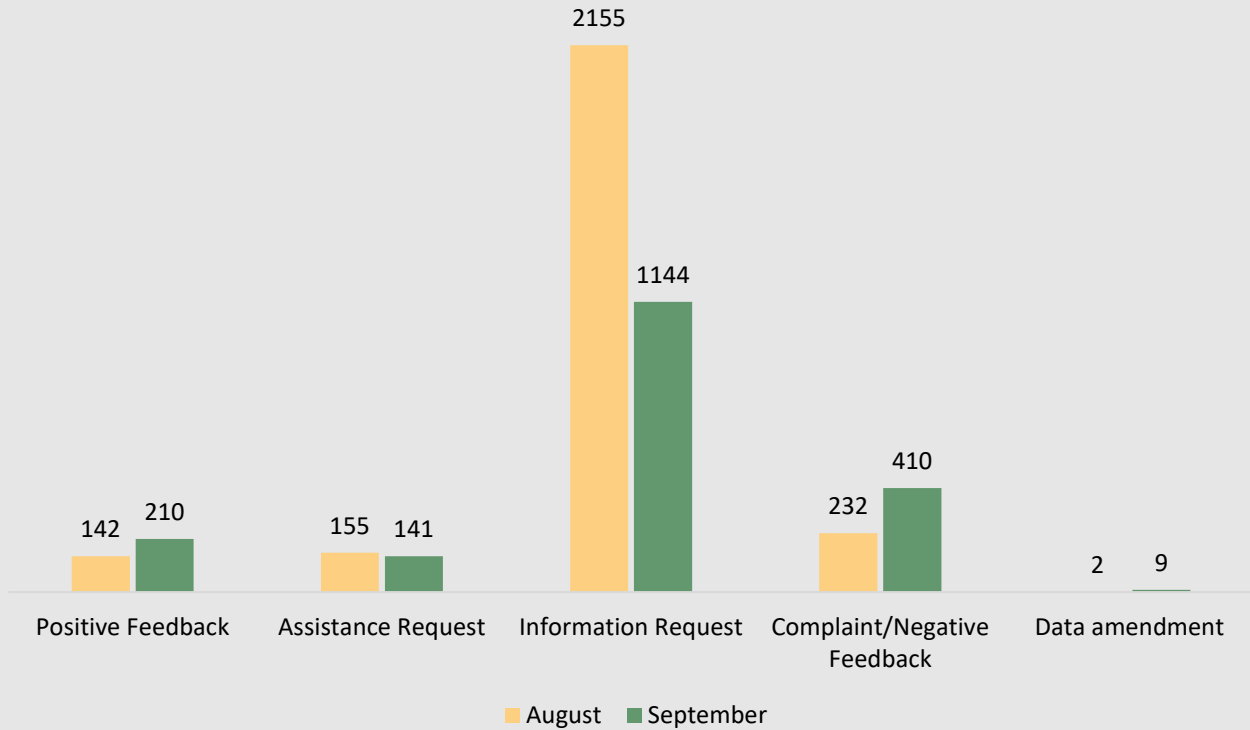
August
Cases Registered: **155**
Feedback provided: **77%**



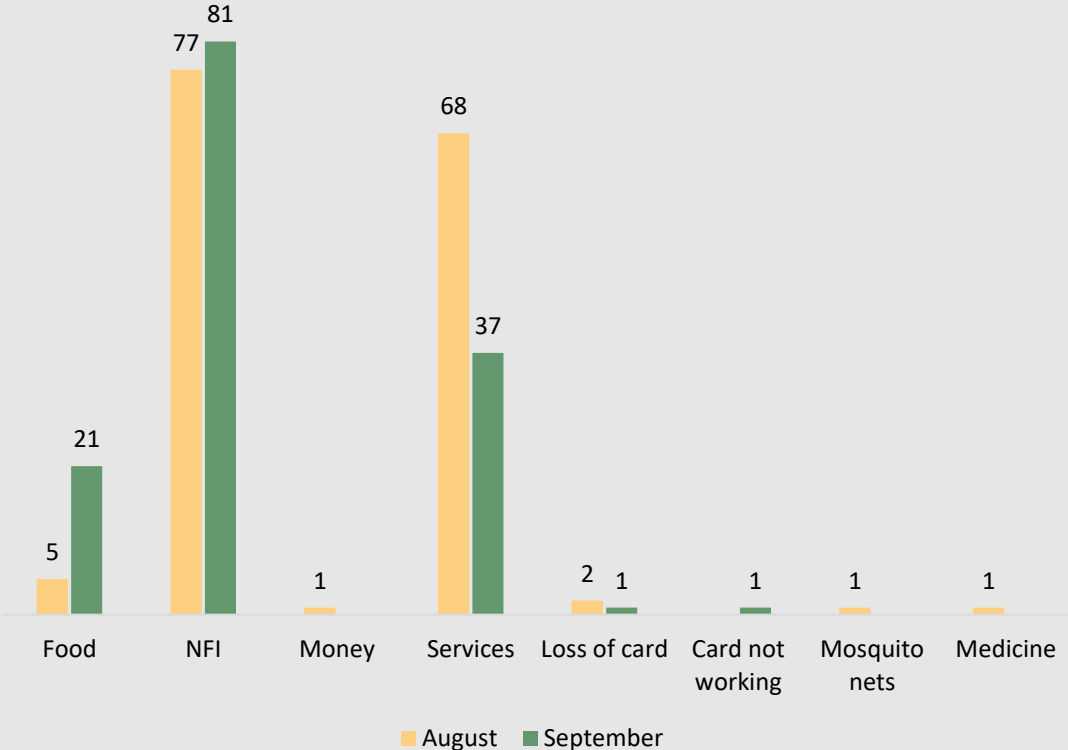
NFI

September
Cases Registered: **141**
Feedback provided: **65%**

CASE TYPES



ASSISTANCE REQUEST



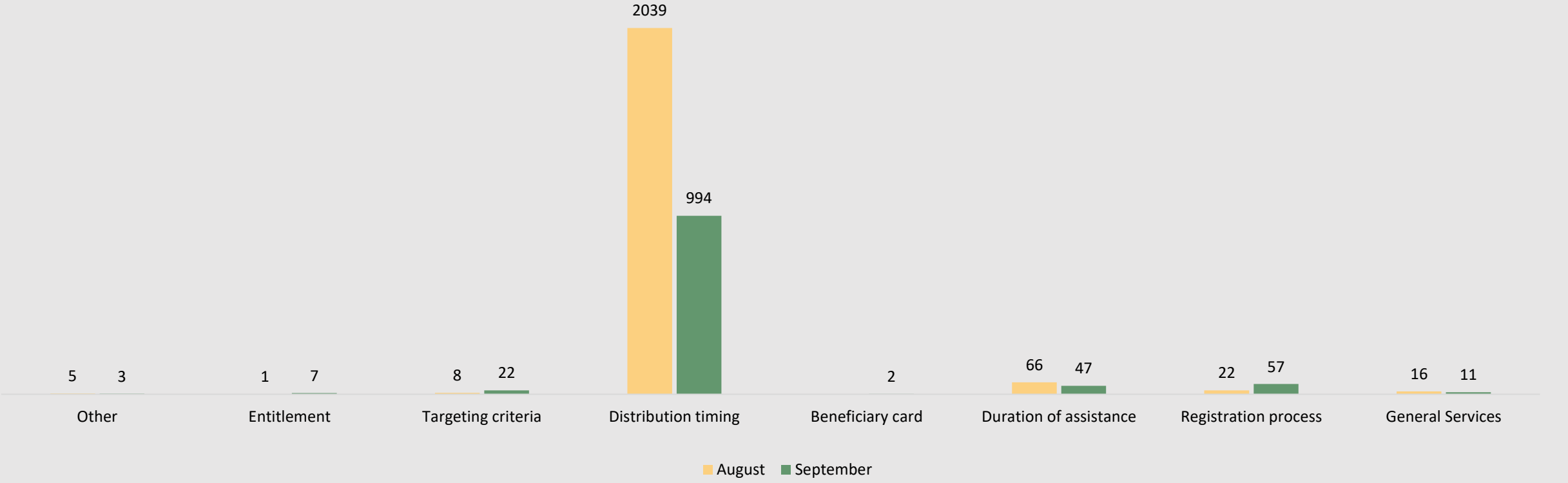
NORTHERN REGION RESPONSE INFORMATION REQUESTS 1ST AUGUST – 30TH SEPTEMBER 2022

August
Cases registered:
2155
Feedback provided:
70%

September
Cases registered:
1143
Feedback provided:
98%



Linha Verde 1458 registered a considerable decrease of calls **regarding distribution timing**. However, it remains predominant of information requests. Majority of these calls where from beneficiaries stating that thee food previously received already finished and they haven't received food and for months. **Duration of assistance:** beneficiaries of assistance for Gombe cyclone called to enquire if the assistance continues and when they will receive food.



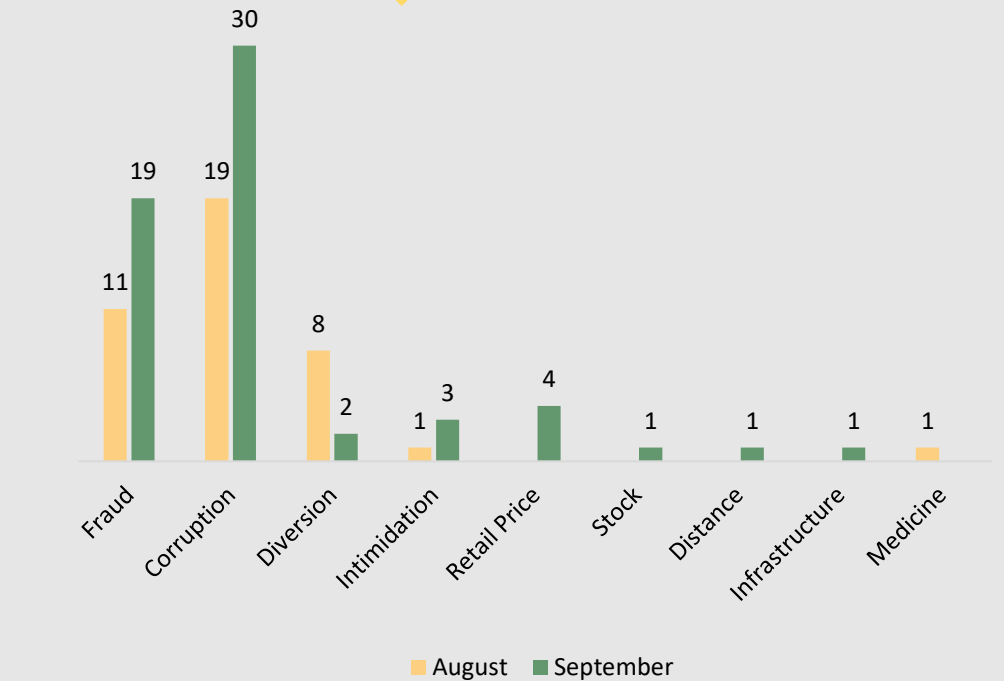
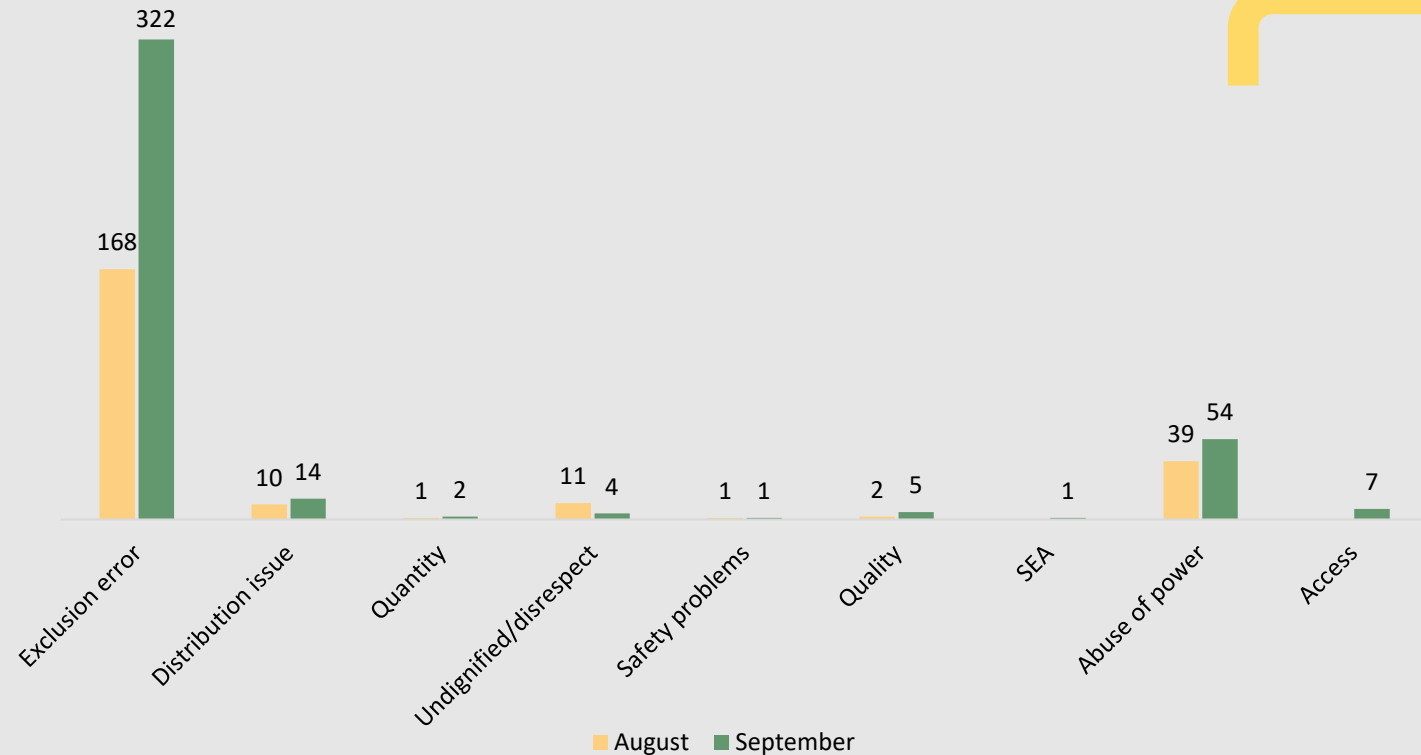
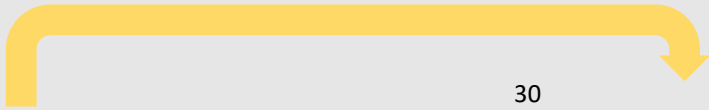
NORTHERN REGION RESPONSE COMPLAINT/NEGATIVE FEEDBACK 1ST AUGUST – 30TH SEPTEMBER 2022



NORTHERN REGION RESPONSE BREAKDOWN OF ABUSES OF POWER AND OTHER ACCESS BARRIERS 1ST AUGUST – 30TH SEPTEMBER 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



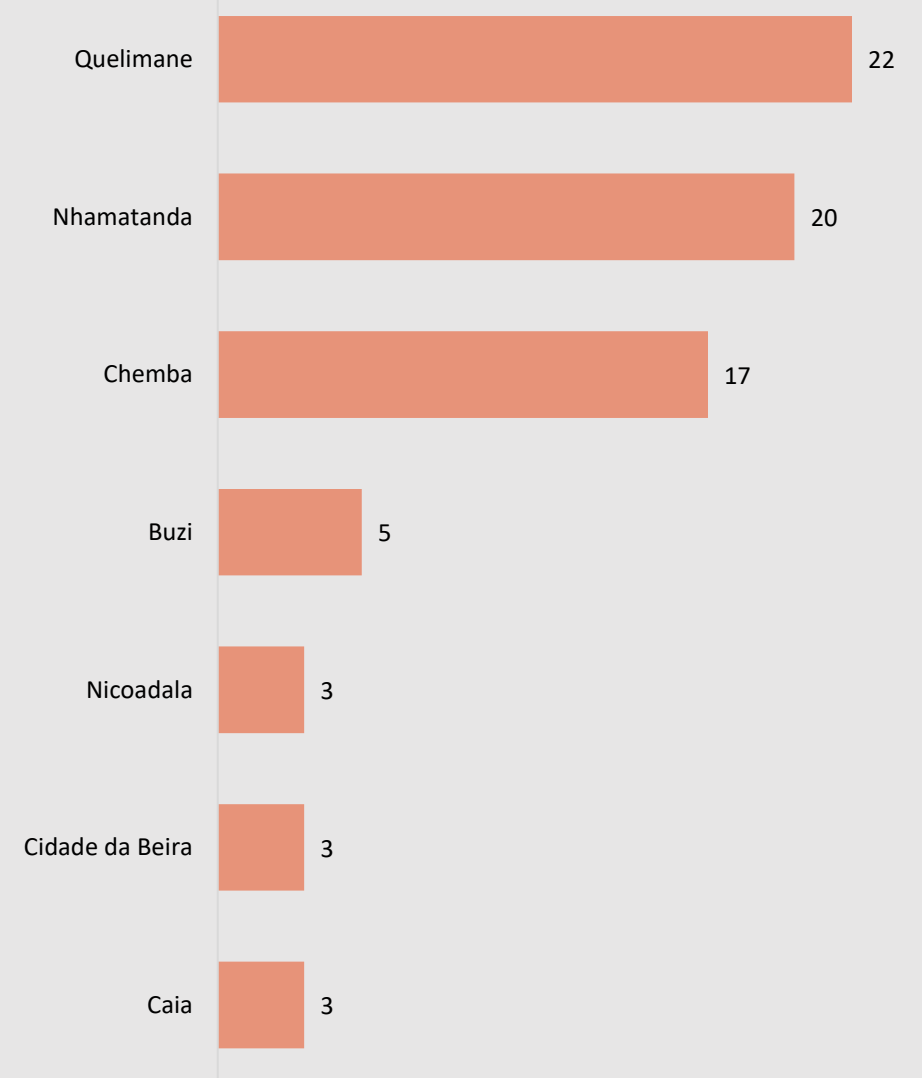
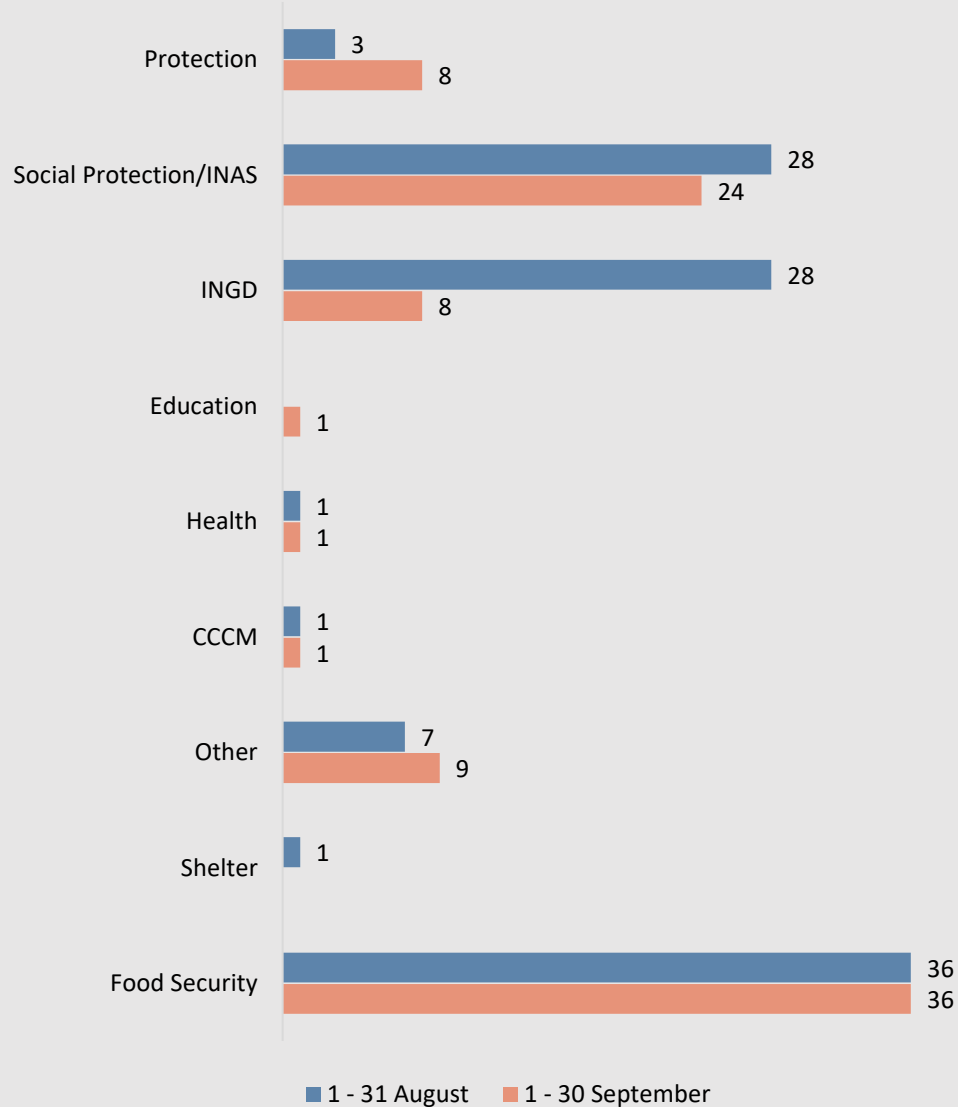
Complaints – Abuses of power

Complaints – Access barriers

CENTRAL REGION RESPONSE
CASES PER SECTORS
1ST AUGUST – 30TH SEPTEMBER 2022



CENTRAL REGION RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
1ST – 30TH SEPTEMBER 2022



CENTRAL REGION RESPONSE
1ST AUGUST – 30TH SEPTEMBER 2022

August
 Cases Registered:
105
 Feedback Provided:
72%

September
 Cases Registered:
88
 Feedback Provided:
72%

August
 Cases Registered:
5
 Feedback Provided:
40%

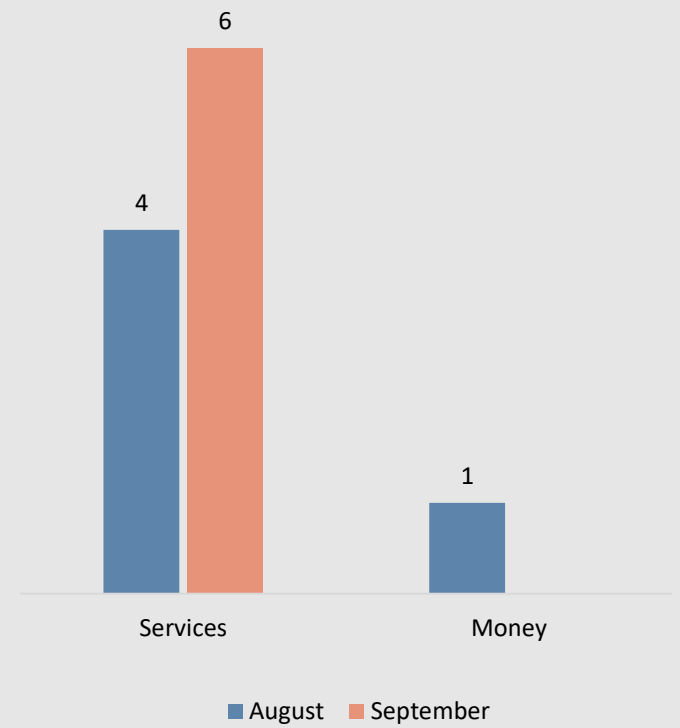
September
 Cases Registered:
6
 Feedback Provided:
100%



CASE TYPES



ASSISTANCE REQUEST



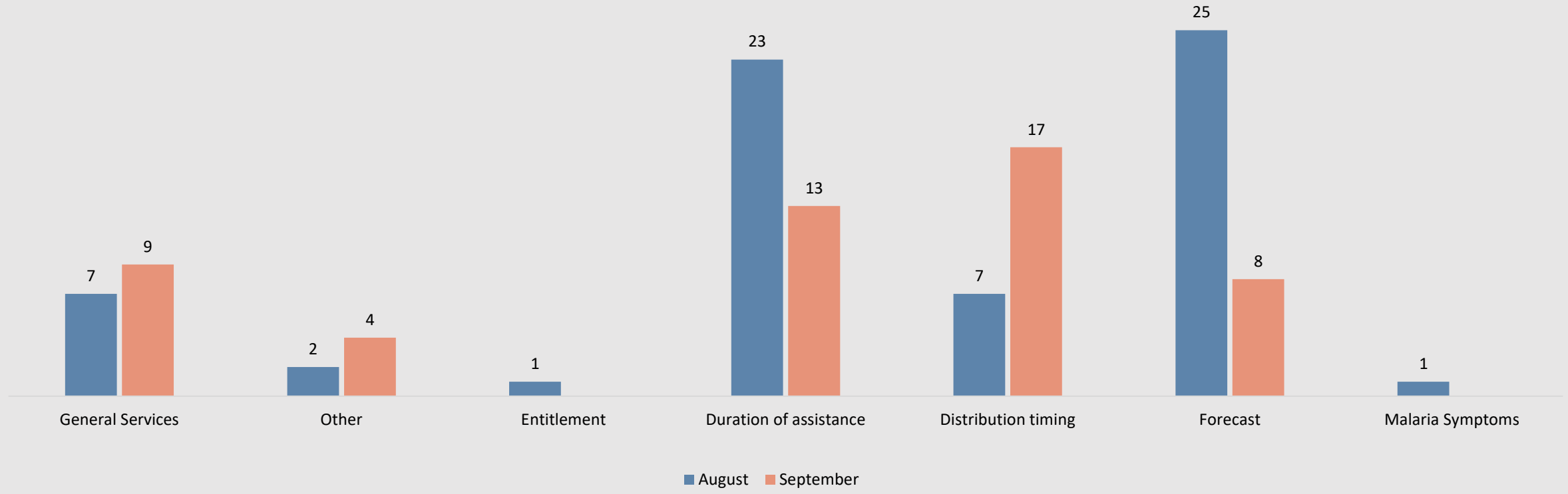
CENTRAL REGION RESPONSE INFORMATION REQUESTS 1ST AUGUST – 30TH SEPTEMBER 2022



August
Cases Registered:
66
Feedback Provided:
88%

September
Cases Registered:
51
Feedback Provided:
76%

General Services refer to cases which people call to ask what Linha Verde 1458 is and what are its objectives.



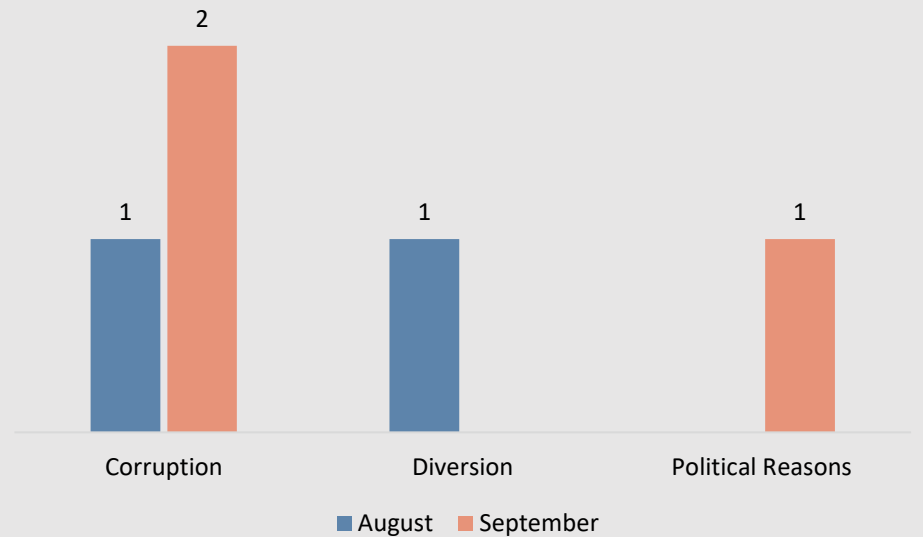
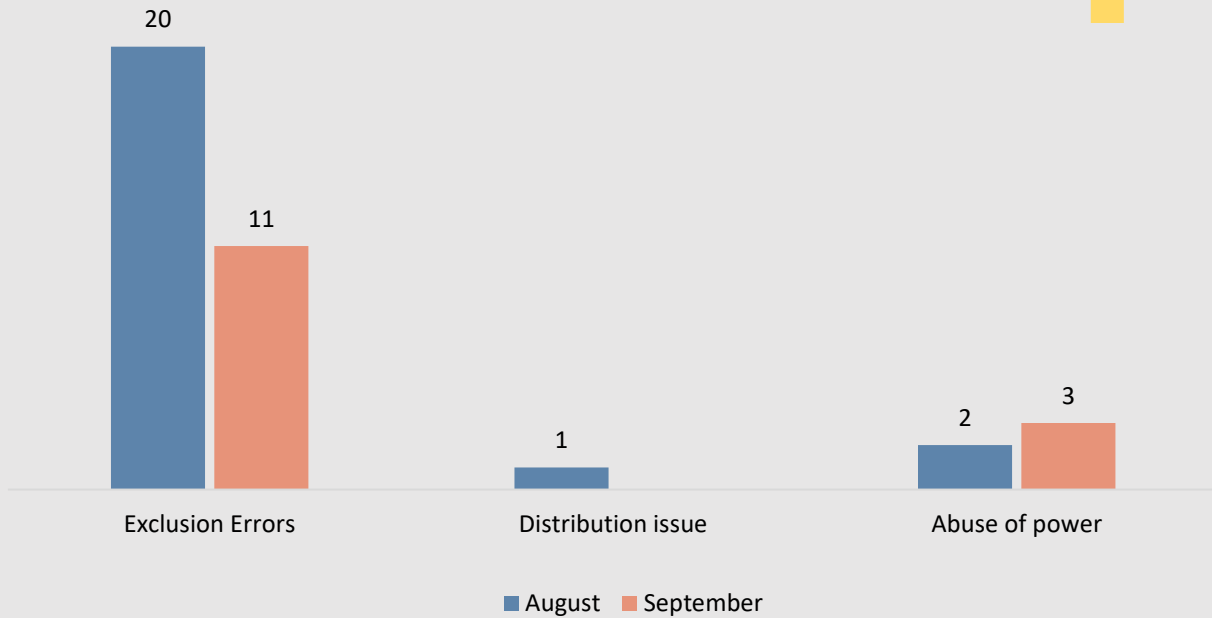
**CENTRAL REGION RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
1ST AUGUST – 30TH SEPTEMBER 2022**



**CENTRAL REGION RESPONSE
BREAKDOWN OF ABUSES OF POWER
1ST AUGUST – 30TH SEPTEMBER 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.

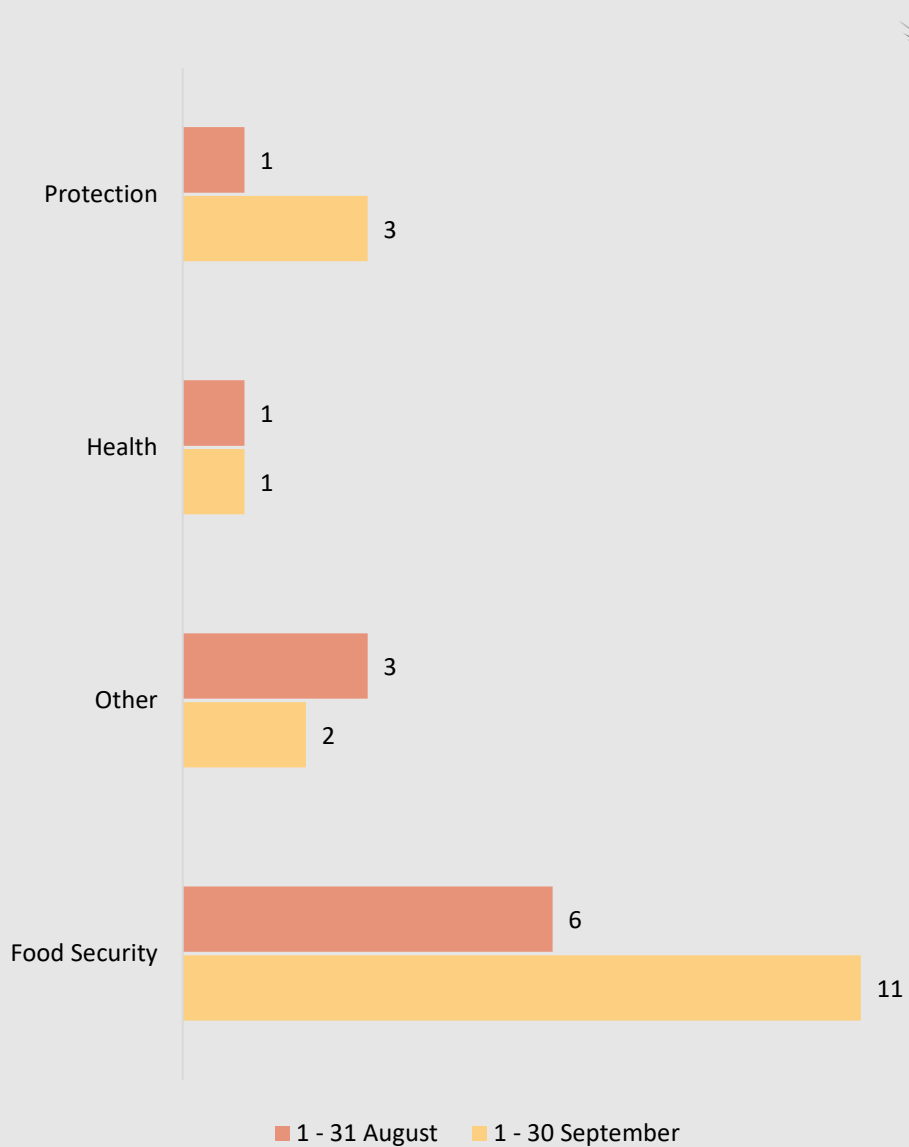
Corruption: refers to the wrongful act of charging a fee to beneficiaries/non-beneficiaries as a condition to receive humanitarian assistance



Complaints – Abuses of power

SOUTHERN REGION: DROUGHT RESPONSE CASES PER SECTORS

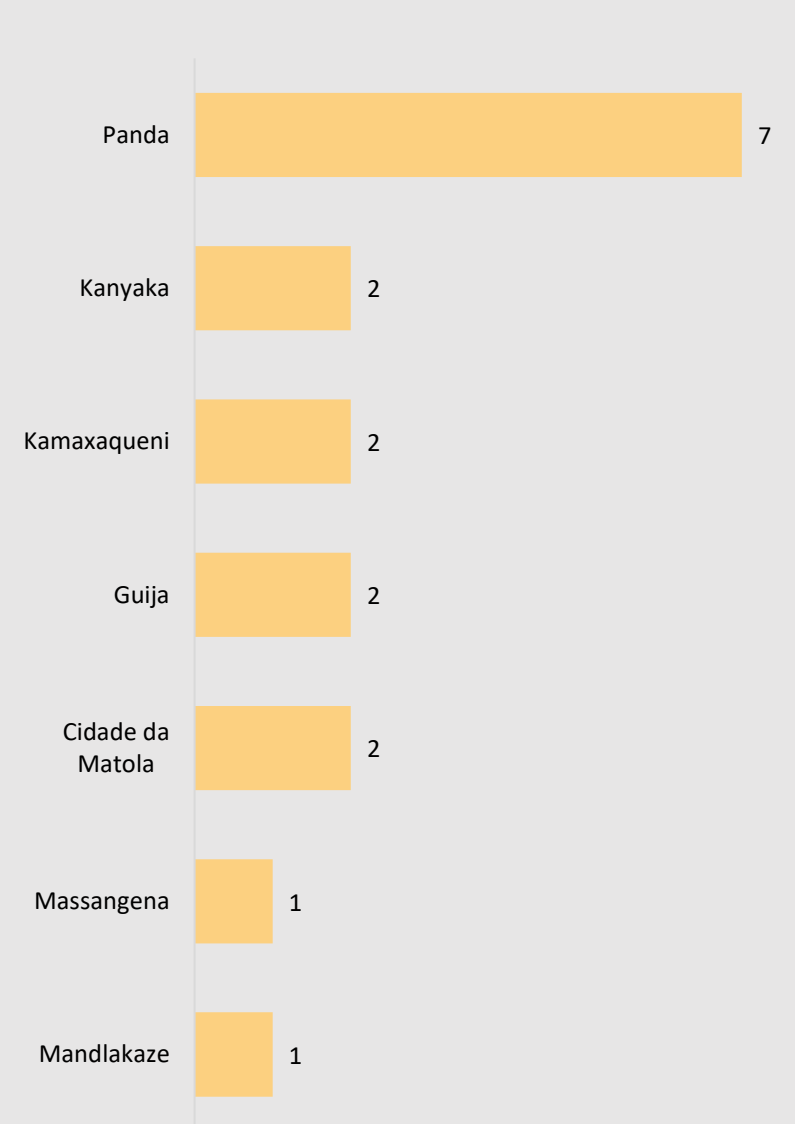
1ST AUGUST – 30TH SEPTEMBER 2022



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

SOUTHERN REGION: DROUGHT RESPONSE DISTRICTS WITH THE HIGHEST NR. OF CASES

1ST – 30TH SEPTEMBER 2022



POSITIVE FEEDBACK
1ST – 30TH SEPTEMBER 2022



WFP-GTNS

"I called to thank you for the support and teachings that the partners and WFP are giving the community. We already live in a mini civilization, with clothing, food, good coexistence between couples, children, and neighbors. I also thank you for having received a solar dryer that is benefiting the community greatly. Thank you very much and I ask that the partners continue with this gesture and help the communities." **Female, Chemba, Sofala**

FOOD SECURITY

"I was affected by Cyclone Gombe, I live in the community of Litini in the city of Ilha de Mozambique. On 09.30.2022 we had a distribution where I received a food voucher in the amount of 3552MT. I called to thank you for this support."

Female, Ilha de Moçambique, Nampula

SHELTER

"I have been displaced from Ancuabe to Metuge since June 2022 due to the armed attacks. I live in the Ntocota Resettlement Center with 5 family members. I have already registered and am a beneficiary of food assistance provided by WFP. I called to thank for the support given by CARE on 09.13.2022 where I received a tarp, a solar panel, two blankets, two flashlights, a charge accumulator, five plates, cups, five spoons and a kitchen knife." **Male, Metuge, Cabo Delgado**

FOOD SECURITY

"I have been displaced from Muidumbe to Pemba since 2020 due to the armed attacks. I live in the Josina Machel Unit B community in a borrowed house with 4 family members. I am a beneficiary of food assistance provided by WFP and partners. I called Linha Verde 1458 to say 'thanks' because on the 10.09.2020 I received a value voucher worth 3600MT and I already purchase the food products."

Female, Cidade de Pemba, Cabo Delgado

FOOD SECURITY

"I have been displaced from Chai Sede to Macomia since 2022 due to the armed attacks. I live in Macomia Village at the home of family members with 5 members. I was registered by the village leader, and I am a beneficiary of food assistance provided by WFP and partners. I called Linha Verde 1458 to thank the support offered by the WFP where I received 25kg of rice, 10kg of beans and 2l of cooking oil."

Male, Macomia, Cabo Delgado

FOOD SECURITY

"I am from Caia district and called Linha Verde 1458 to thank for having received peanuts, rice, corn, watering cans, hoes, and food products. I am very grateful to the WFP. I had a lot of harvest in my machamba."

Male, Caia, Sofala

FOOD SECURITY



1st – 30th September 2022

Cases Registered:

1669

Feedback Provided:

1376

1st – 30th September 2022

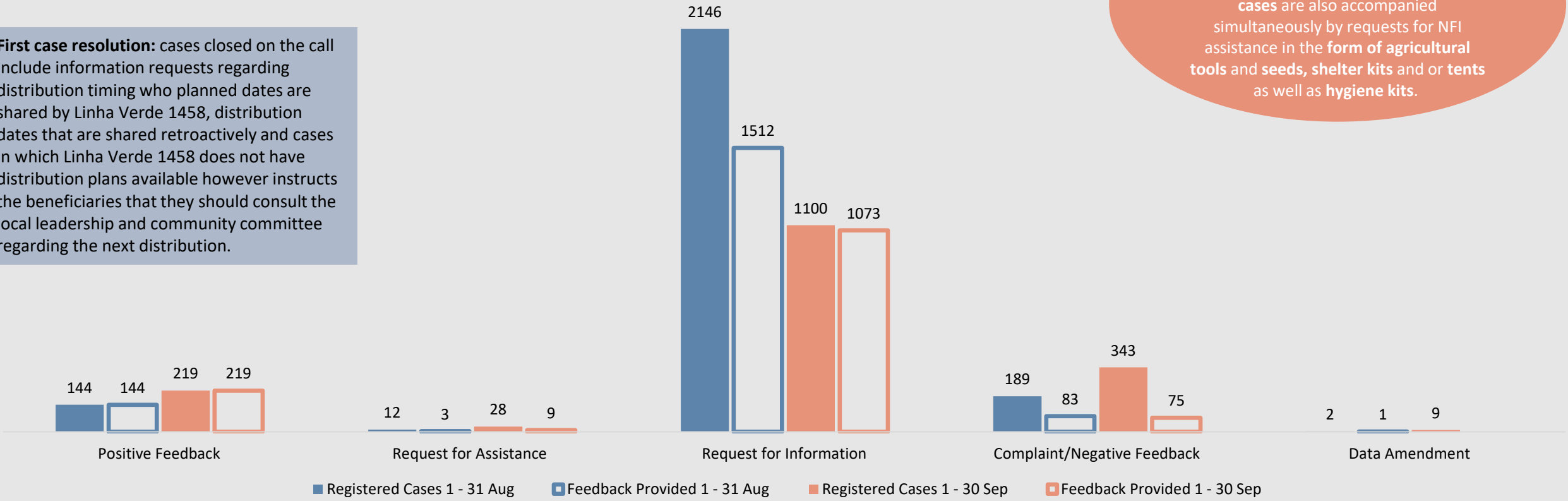
98% of the cases registered here are from the northern region of the country.

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**.

Sofala	28
Zambezia	7
Manica	1
Nampula	348
Cabo Delgado	1303
Inhambane	8
Gaza	3
Niassa	1

Referred Cases	314
Referred Cases Feedback	79
First case resolution	1225

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.



COVID-19



1st – 30th September 2022
 Cases Registered: **800**
 Feedback Provided: **799**

EDUCATION

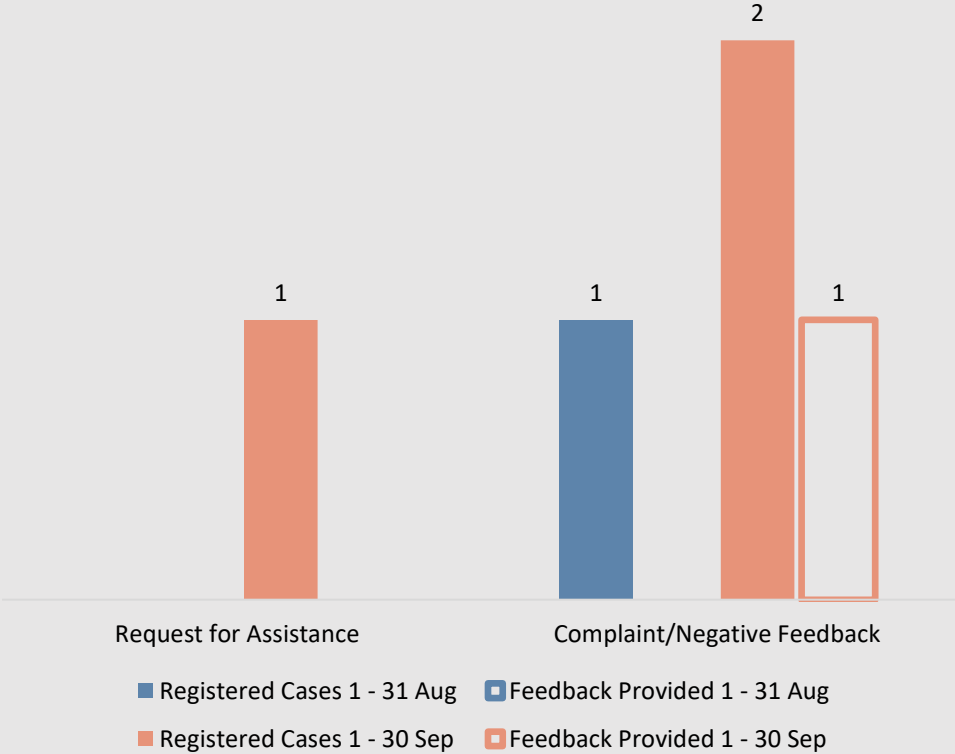
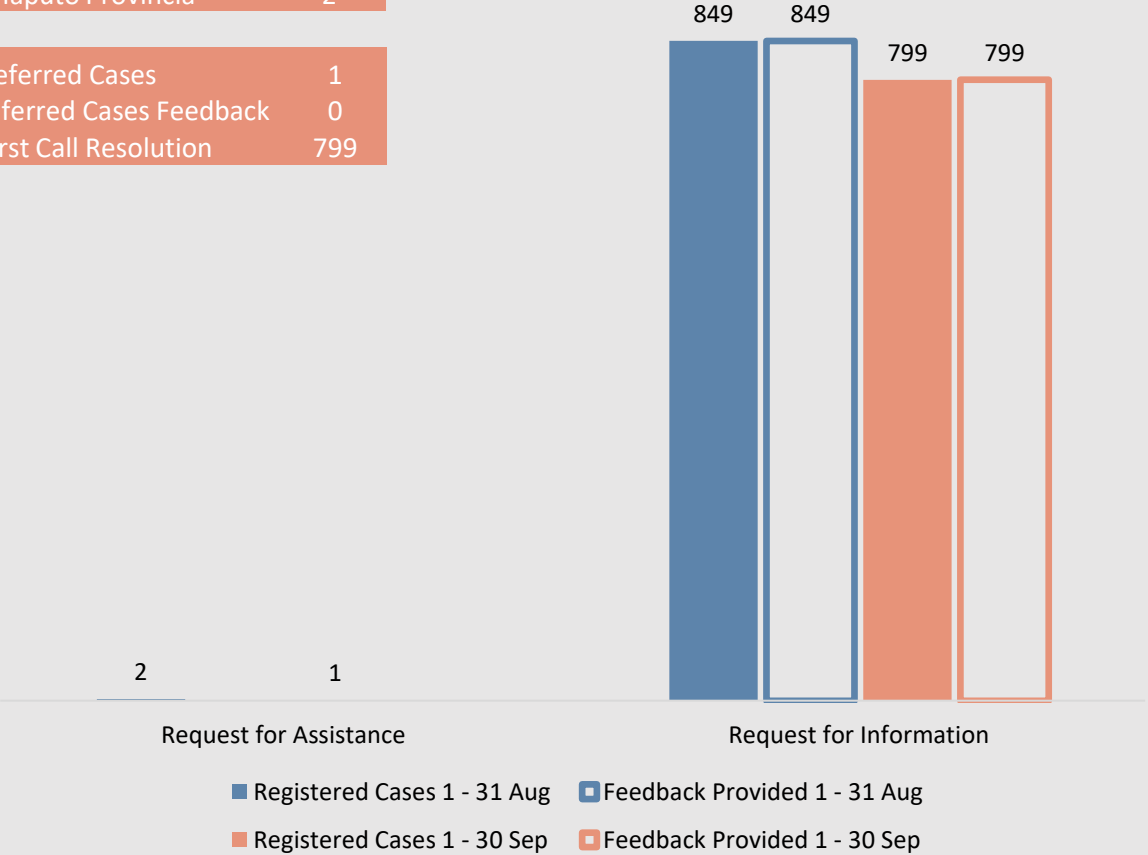
1st – 30th September 2022
 Cases Registered: **3**
 Feedback Provided: **1**

Sofala	1
Cabo Delgado	2

Referred Cases	1
Referred Cases Feedback	0
First Call Resolution	0

Sofala	448
Zambezia	132
Manica	78
Tete	54
Nampula	54
Cabo Delgado	12
Inhambane	1
Gaza	10
Maputo Cidade	5
Niassa	4
Maputo Provincia	2

Referred Cases	1
Referred Cases Feedback	0
First Call Resolution	799



SHELTER/NFI

CCCM



Nampula 8
Cabo Delgado 76

Referred Cases 5
Referred Cases Feedback 0
First Call Resolution 5

1st – 30th September 2022

Cases Registered:

84

Feedback Provided:

69

1st – 30th September 2022

Cases Registered:

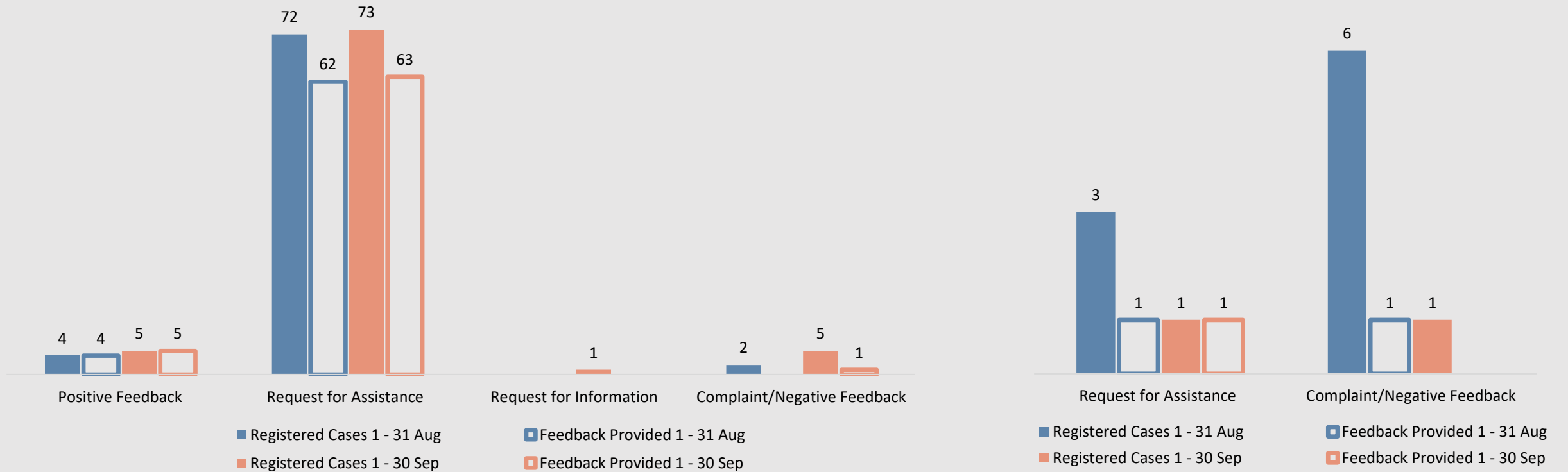
2

Feedback Provided:

1

Sofala 1
Cabo Delgado 1

Referred Cases 1
Referred Cases Feedback 0
First Call Resolution 0



WASH



1st – 30th September 2022

Cases Registered:

13

Feedback Provided:

2

IDP REGISTRATION

1st – 30th September 2022

Cases Registered:

109

Feedback Provided:

63

Niassa	1
Cabo Delgado	10
Nampula	2

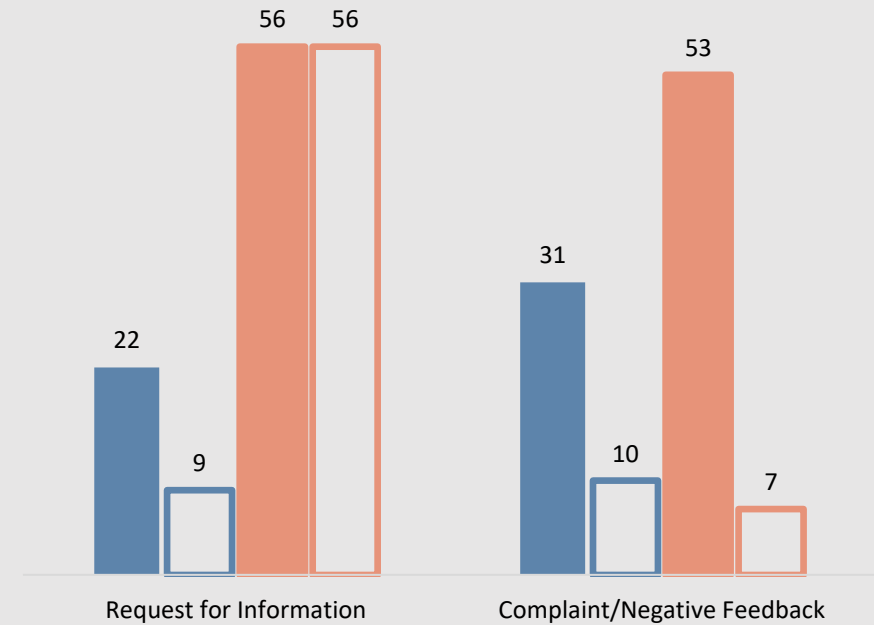
Nampula	2
Cabo Delgado	107

Referred Cases	8
Feedback Received	0
First Call Resolution	2

Referred Cases	1
Feedback Received	0
First Call Resolution	56



■ Registered Cases 1 - 31 Aug
 □ Feedback Provided 1 - 31 Aug
■ Registered Cases 1 - 30 Sep
 □ Feedback Provided 1 - 30 Sep



■ Registered Cases 1 - 31 Aug
 □ Feedback Provided 1 - 31 Aug
■ Registered Cases 1 - 30 Sep
 □ Feedback Provided 1 - 30 Sep

PROTECTION



Cabo Delgado 10

Referred Cases 8

Feedback Received 0

First Call Resolution 0

1st – 30th September 2022

Cases Registered:

10

Feedback Provided:

0

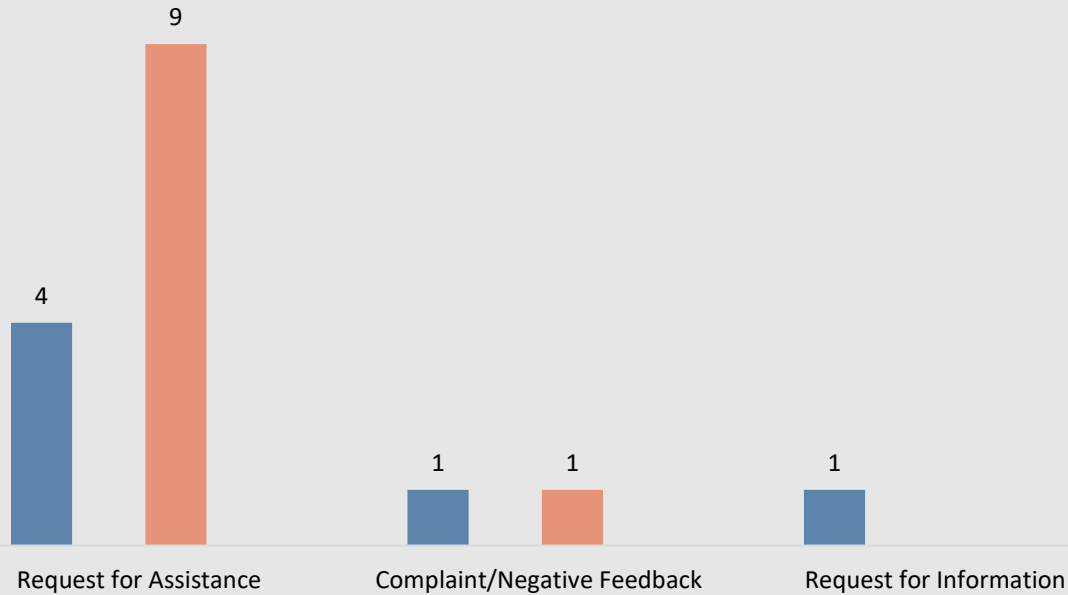
Protection sector cases include:

Civil Documentation - 6 cases

HLP - 1 case

Return - 2 case

Relocation – 1 case



■ Registered Cases 1 - 31 Aug Feedback Provided 1 - 31 Aug
■ Registered Cases 1 - 30 Sep Feedback Provided 1 - 30 Sep

INGD

1st – 30th September 2022

Cases Registered:

11

Feedback Provided:

9

Sofala 6

Tete 1

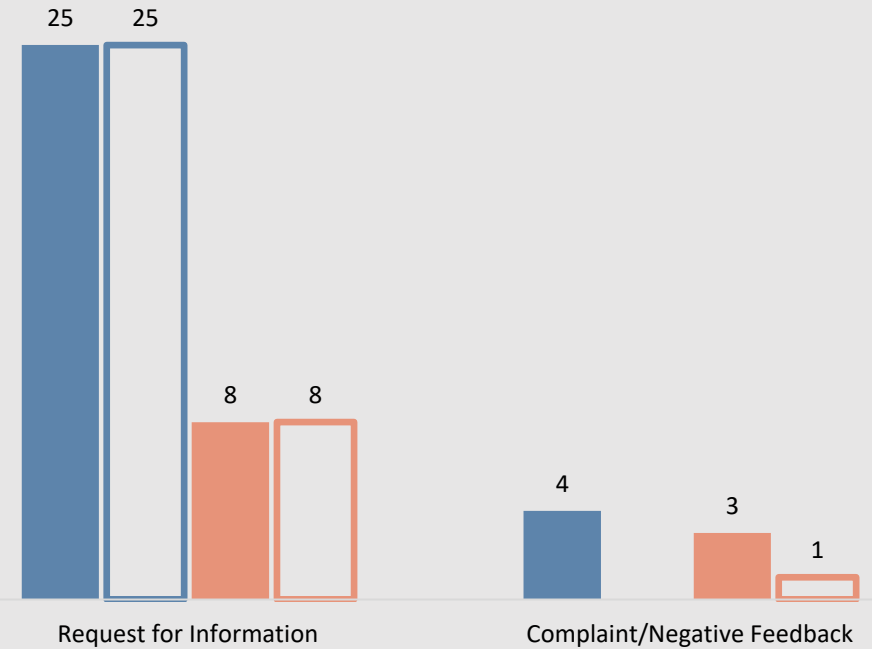
Zambezia 1

Cabo Delgado 3

Referred Cases 3

Feedback Received 1

First Call Resolution 8



■ Registered Cases 1 - 31 Aug Feedback Provided 1 - 31 Aug
■ Registered Cases 1 - 30 Sep Feedback Provided 1 - 30 Sep

CHILD PROTECTION



1st – 30th September 2022

Cases Registered:

16

Feedback Provided:

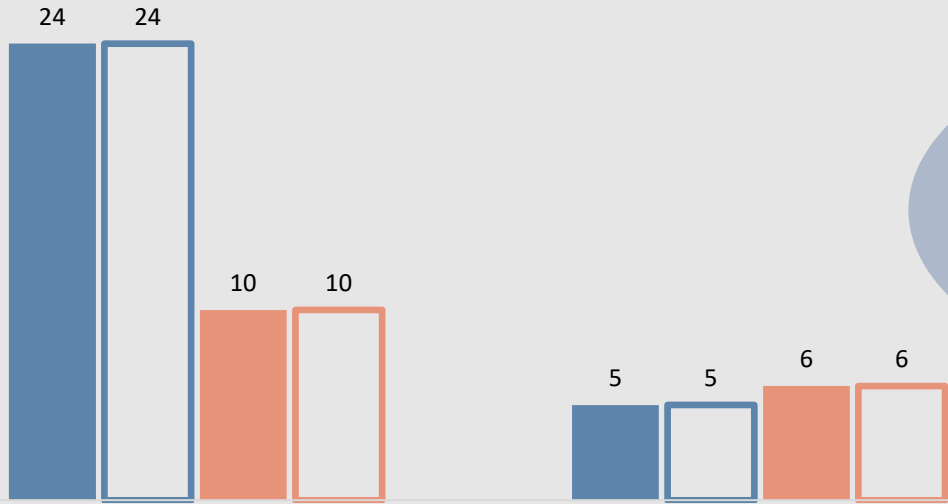
16

Child Protection sector includes:

- Rape – 3 cases
- Forced marriage (info) – 6 cases
- Forced marriage – 1 case
- Physical assault - 3 cases
- Psychological abuse - 2 cases
- Denial of resources - 1 case

Sofala	5
Zambezia	2
Manica	1
Nampula	2
Cabo Delgado	4
Maputo Cidade	1
Maputo Provincia	1

Referred Cases	10
Feedback Received	6
First Call Resolution	6



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 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

1st – 30th September 2022

Cases Registered:

19

Feedback Provided:

16

Cabo Delgado 19

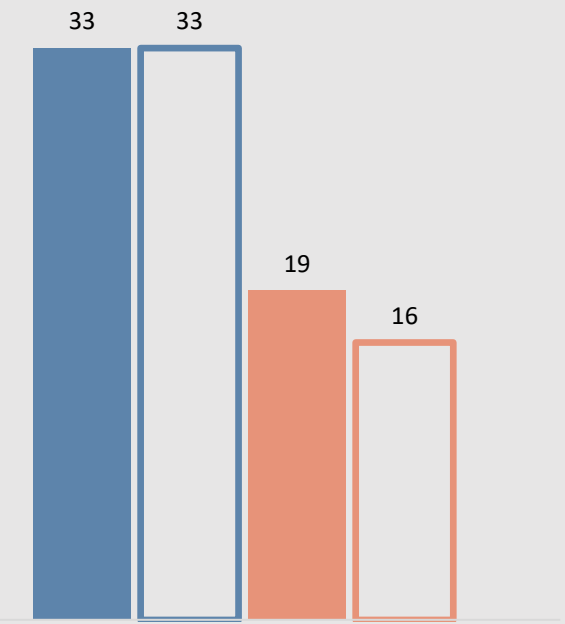
Referred Cases 16

Feedback Received 0

First Call Resolution 0

GBV sector includes:

- Rape - 5 cases
- Physical assault - 5 cases
- Psychological abuse - 9 cases



■ Registered Cases 1 - 31 Aug ■ Feedback Provided 1 - 31 Aug
 ■ Registered Cases 1 - 30 Sep ■ Feedback Provided 1 - 30 Sep

■ Registered Cases 1 - 31 Aug ■ Feedback Provided 1 - 31 Aug
 ■ Registered Cases 1 - 30 Sep ■ Feedback Provided 1 - 30 Sep

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1 – 30 SEPTEMBER 2022

Overview

- ❖ Linha Verde 1458 registered **2,817** cases that came through the hotline service throughout the month of September 2022 with total feedback of **85%** for the same period. To improve monitoring of feedback provided and general AAP monthly, Linha Verde 1458 has included in this report a disaggregation of cases/concerns responded to during the call (**first case resolution**) and **cases referred** to humanitarian actors and responded to within the same month.
 - **75%** of cases received were closed during the call (first case resolution).
 - **13%** of the cases received were referred, of the cases referred, of which **23% received feedback**. There are descriptions in the sector analysis of the feedback received for the referred cases.
- ❖ During this month:
 - **68%** of cases registered are from the northern region covering issues regarding the humanitarian assistance programs.
 - **28%** of the cases were regarding **Covid-19**.
 - **3%** were from the central region of the country.

Northern Region (IDP) Response: 1st – 30th September 2022

- ❖ **1,915** cases in total were registered related to humanitarian assistance in the northern region of Mozambique. **1,652** related to **food assistance**, **109 IDP registration issues**, **84 shelter** related cases, **35 protection**, and **13 WASH** cases.

Food Assistance

- ❖ Out of 1,652 cases registered relating to food assistance, **1,071 are information requests**, **341 complaints**, **204 positive feedback**, **28 assistance requests** and **9 data amendment cases**.

Information Requests

- ❖ The **1,067 information requests** are divided as follows:
 - **994** seeking information on distribution timing for the next cycle, coming from Montepuez, Metuge, Pemba, Meconta, Monapo, Erati, Nangade, Muidumbe, Macomia, Chiure, Mocimboa da Praia, Ibo, Mecufi, Meluco. Linha Verde 1458 shared the available planned distribution dates and referred some beneficiaries to their local leaders as they would be informed of upcoming distribution dates for their specific locations.
 - **47** information requests regarding duration of assistance were all received from Nampula: Meconta, Monapo, Cidade de Nampula, Nacala Velha, Erati, Mongincual, Rapale, Nacala Porto and Ilha de Moçambique.

- ❖ **19** callers who said they were not registered as beneficiaries and cited that they had sources of income wanted to understand the **beneficiary selection criteria**. Linha Verde 1458 clarified that assistance is for the most vulnerable and that having an income can be a reason why they are not included in the lists. Most were from Pemba, Montepuez, Metuge, Nangade, Macomia and Chiure.
- ❖ **5** cases were regarding **entitlement** with callers wanting to understand if their food kit could be increased citing that their families are large and that the food kits are too small. These came from Chiure, Metuge and Montepuez.

Complaints

- ❖ A total of **341** complaints were received related to food assistance programs. **263 exclusion error** complaints, **50 claims of abuses of power**, **14 distribution issues**, **6 access issues**, **4 quality**, **2 quantity** complaints, **2 citing disrespect** and **1 safety problem**.
- ❖ The **exclusion error** claims were received from IDPs who say their names were removed from beneficiary lists and did not receive their rations or vouchers in the last distribution. Some complained that they were not included in what they perceived as WFP's registration activities that in fact was a data collection exercise for VBT (Vulnerability based targeting) that had no impact on distribution lists according to WFP's CFM team.
- ❖ A very small number of callers said they did not receive their entitlements because they had gone out of town and since would like to know if they will get their entitlements at all.
 - Most exclusion error claims were received from Montepuez, Chiure, Pemba, Macomia, Mueda, Metuge and Nangade.
- ❖ **50** abuse of power claims were registered, they are divided as follows:
 - **27** claims of **corruption: 23** against **local leaders**. Callers cited IDP's and non-IDP's being charged between **500MT, 700MT, 900MT and 1500MT** for inclusion in the lists by local leaders. The majority were from Maningane and Katapua site in Chiure, Nacaca and Marcune in Montepuez, Pamuadi site in Nangade.
 - **4** corruption reports were made against **humanitarian actors**, these were from Marcune and Nacaca in Montepuez, and Maningane in Chiure.
 - **19** claims of **fraud**: citing local leaders including their acquaintances, family members and in some instances members of the host communities. A small number has called complaining that people unknown to them receive their food when their names are called. They claim that local leaders are involved in fraudulently giving their food away to non-beneficiaries. Most of the claims were received from **Natite, Gingone and Cariaco in Pemba, Ntele, Lusaka and Nacaca sites in Montepuez, Chinavane in Macomia and Katapua in Chiure**.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE

1 – 30 SEPTEMBER 2022

- **3** claims of **intimidation** from Ntata in Balama, Namputo in Montepuez and Marrupa in Chiure. Beneficiaries are threatened to be removed from lists if they speak out against local leader or even complain about local leaders who wrongly register non-beneficiaries in lists.
- ❖ **14 distribution issue** complaints were registered from Nicavaco, Nangua, Saul in Metuge; Massasse and Nacaca in Montepuez; Chinavane, Napulupo and Jongane in Macomia. Callers claimed that in these different locations, certain beneficiaries did not receive assistance during the distributions and were worried about whether the distribution teams would come back at another time to complete distribution activities.
- ❖ **6** of the **access issues** were related to **retail price, stock, and distance**.
 - Voucher beneficiaries from Marcune, Montepuez and Ntanta in Balama called to report that they were being charged prices above market for items like **rice and cooking oil** indicating that they would not manage to get what they used to get with one voucher.
 - A beneficiary from Nashitenge in Mueda indicated that the **distance** to the distribution point was very far.
 - A beneficiary from Angalia in Balama indicate that there was not enough stock in the mobile shops for them to redeem their vouchers getting the items they need.
- ❖ **4 quality concerns** were reported by beneficiaries regarding the rice and the beans in Nandimba, Mueda, Katapua in Chiure and Nanjua B in Ancuabe and Josina Machel in Pemba.

Registration of IDP's in host communities

Information Requests

- ❖ **59** information requests were received from people claiming to be **IDP's** and **requesting to access humanitarian assistance**. Linha Verde 1458 informs IDP's that they need to register themselves with local leaders and explain to them the beneficiary selection criteria. The majority of the cases are from Montepuez, Pemba, Macomia, Metuge and Ancuabe.

Complaints

- ❖ **56** people who claimed to be IDP's complained that they had attempted to register themselves with host community leaders and despite this have since not been included in any humanitarian assistance programs. Most of the cases are from Montepuez, Pemba, Balama, Chiure, Mueda and Macomia.

WASH

- ❖ **14 WASH** related cases have been registered. **8** were **assistance requests**, **3** were **complaints** and **2** were **positive feedback**.

Assistance requests

- ❖ **8** requests for assistance in water and hygiene items from Nandimba and Lyanda in Mueda; Nanona in Ancuabe; Nangua in Metuge; Quionga in Balama and Nantequesse in Niassa.

Complaints

- ❖ **3** IDP's called to complain that they were being charged between **20MT** and **50MT to access water**. They have mentioned that they unfortunately cannot afford it. Linha Verde 1458 has informed beneficiaries that when water sources are installed in communities, a charge is placed on the access of water to ensure that there is a fund **for maintenance of the water source**. The calls were from Chiure, Ancuabe and Metuge.

Shelter and NFI's

- ❖ **84** cases were registered relating to shelter in the northern region in the month of September 2022. 74 were assistance requests, 5 were complaints and 5 were positive feedback.

Assistance requests

- ❖ **Mueda (Lyanda, Mpeme, Nandimba, Chilindi, Mitama): 23** requests for assistance in lamps, tarpaulins, blankets, mosquito nets and kitchen utensils.
- ❖ **Metuge: 12 (Nicavaco, Saul, Ngalane, agraria)** IDP's have requested assistance in tarpaulins, kitchen utensils, blankets and grassmats.
- ❖ **Nangade (Mpeme, Ntamba, Ntoli): 11** requests for assistance in tarpaulins, lamps, blankets, kitchen utensils.
- ❖ **Macomia (Xinavane, Namipuluco): 7** requests for tarpaulins, blankets, kitchen utensils, mosquito nets and soap.
- ❖ **Montepuez (Ntele, Marcune, Lusaka sites): 7** requests for assistance in tarpaulins in preparation for the rainy season.
- ❖ **Nampula (Mossuril, Mongincual, Monapo, Erati): 6** requests for assistance from people affected by **cyclone Gombe** asking for tarpaulins, kitchen utensils, mosquito nets and lamps.
- ❖ **Chiure (Marrupa, Nacivare, Maningane): 5** requests for assistance in kitchen utensils, soap, mosquito nets, tarpaulins, blankets, and lamps.
- ❖ **Balama (Ntanda, Angalia); Ibo (Kumunda): 4** requests for tarpaulins, mosquito nets, kitchen utensils, blankets.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA 1458: NARRATIVE

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Complaints

- ❖ 5 complaints received regarding shelter programs.
 - **2 complaints from Nampula, 1 from Corrane** citing exclusion from the distribution of tarpaulins, lamps, buckets, grass mats, blankets, and mosquito nets on the 5th of September 2022 by Caritas and **1 from Mongincual** where a humanitarian actor distributed rope, blankets, nails, a hammer and a hack, the caller complained that the hack was blunt and not useful.
 - **2 complaints of exclusion** were received from **Ntokota in Metuge** where IDP's complained that they were excluded from the distribution of kitchen utensils, hygiene kits, buckets, and lamps. 1 exclusion error claim from an IDP in **Namdimba site in Mueda** where the caller complained that they had been excluded from the list in distribution of mosquito nets.

Central Region: 1st – 30th September 2022

- ❖ **88** calls were registered from central region covering Sofala, Manica, Tete and Zambezia. Demonstrating a steady decline owing to the decrease in humanitarian activity in these parts. **36** calls from previous food assistance beneficiaries, **24** INAS Covid-19 assistance program beneficiaries and the remaining cases are divided between people requesting for information regarding the purpose of Linha Verde 1458 **9** and **8** regarding weather related events.

Previous Food Assistance beneficiaries

Information Requests and Positive Feedback

- ❖ **19** information requests regarding the duration of assistance were received from previous food assistance beneficiaries who were also looking to find out if food assistance would be provided to them again highlighting the uncertainty, they face in accessing food. Most of these were from Nhamatanda, Chemba, Dondo and Buzi in Sofala and Nicoadala, Quelimane and Gurue in Zambezia.
- ❖ **17** people called to transmit their thank to WFP for the food assistance previously provided. Most of these were from **Chemba** and **Caia Sofala** where WFP had its Gender Transformative Nutrition Sensitive (GTNS) programme.

INAS Covid-19 Assistance Program

- ❖ **25** calls were received from beneficiaries of the INAS Covid-19 assistance program in Quelimane, Zambezia.

Complaints

- ❖ **11** complaints, mostly exclusion error claims 2 abuse of power cases. The exclusion error claims as throughout the program were received from some who said they were registered as beneficiaries, received mobile phones and did not receive any of the transfers. The rest were from people who were registered as beneficiaries but did not receive.

- **1 claim of corruption** was received from a previous beneficiary who claimed that the local leader was charging between 200MT and 500MT to elderly people in that community to be included in the program. The second abuse of power case was related to exclusion of someone due to affiliation to a different political group.

Information requests

- ❖ **13** calls were received from beneficiaries enquiring when the next transfer would be.

Protection: 1st – 30th September 2022

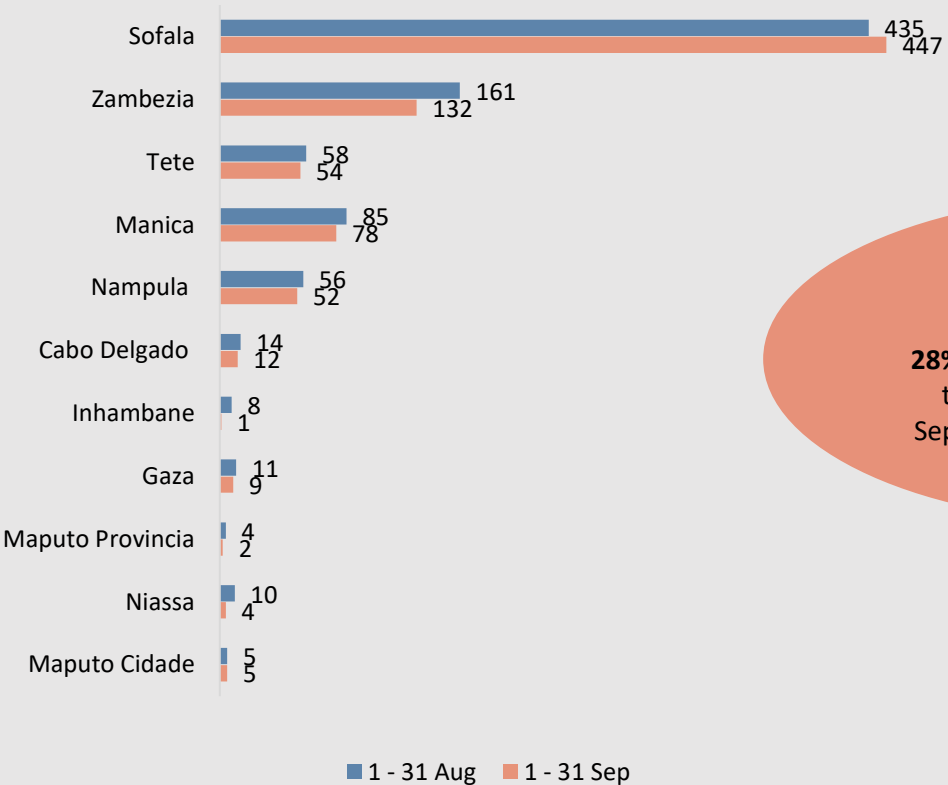
- ❖ A total of **48** cases have been registered via Linha Verde 1458 online platform. **24** were received via the hotline service and **22** cases were registered by **AIFO** community agents in Metuge and Montepuez.
 - **6 requests for assistance** in civil documentation (**IDs and birth certificates**) from IDP's in Marcune and Ntele sites in Montepuez; Namdimba and Lyanda sites in Mueda; and Cagembe in Quissanga.
 - An IDP residing in Napai community in Metuge asked called Linha Verde 1458 to ask if he and his family can be **relocated to a nearby accommodation site**. He claims to have arrived in 2020 and to have registered himself with local authorities.
 - **2 IDP's from Ibo (Chai) and Quissanga (Quirimbas)** both **requested to return to Mocimboa da Praia** as they claim to have heard that it is now safe. They also complained that local authorities were not allowing them to return, citing that they know of people who have returned via public transport.
 - An IDP called from **Sarassua site in Macomia** reporting to Linha Verde 1458 that the local leader was **charging IDP's 500MT to grant IDPs access to land**, the caller indicate that this started in August 2022 citing that many people paid however the most vulnerable groups in that community who could not pay, have been excluded and still do not have access to land.
 - **1 GBV and 12 child protection** cases were received via the hotline service. The child protection cases were mostly information requests regarding forced marriages (6), the others (6) were reports of forced marriage, rape, and physical assault. The cases were received from Zambezia, Maputo, Sofala and Nampula. All cases were referred to Linha Fala Crianca and other child protection focal points as well as to the local and provincial GBV service providers.
 - AIFO community agents registered **22** cases, of which **18 GBV** cases mostly psychological and emotional abuse and physical assault cases and **4 child protection** cases amongst which are psychological, emotional, and physical abuse as well as denial of resources. All the reported cases were perpetrated against persons with different categories of disabilities. All cases have been referred to organizations within the GBV area of responsibility.

Trends: Covid-19

COVID-19: CASE CATEGORIES AND CASES BY PROVINCES

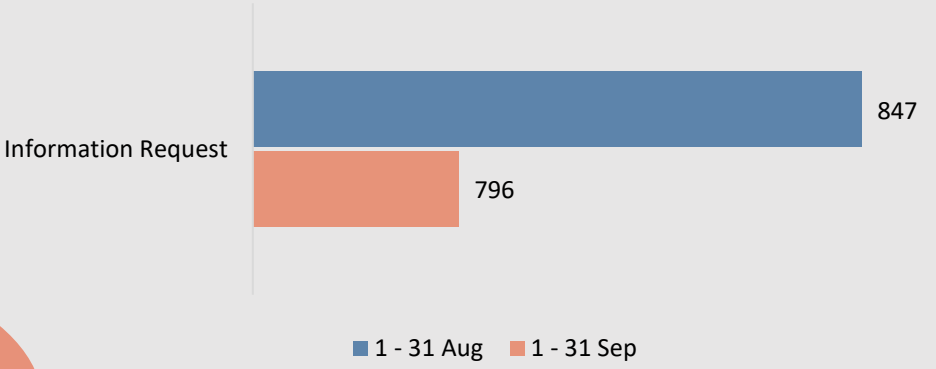
1ST AUGUST – 30TH SEPTEMBER 2022

CASES BY PROVINCE

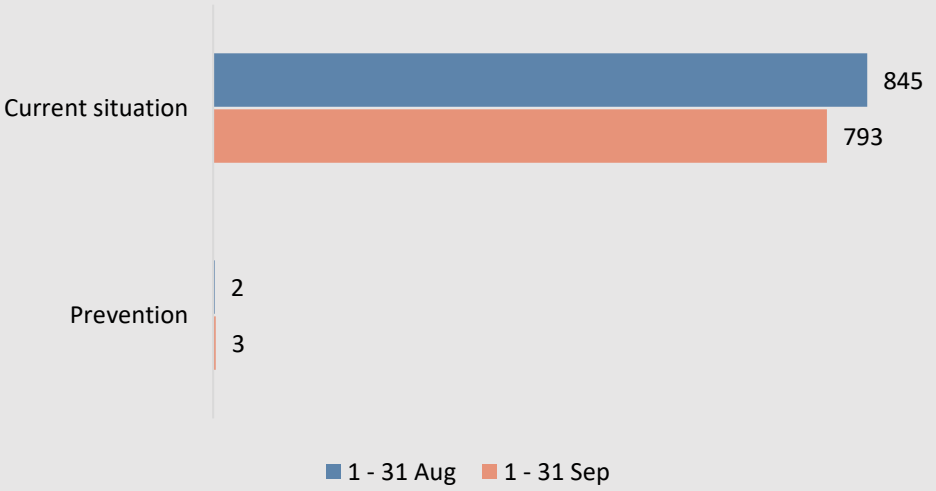


1st – 30th September 2022
 Nr. of cases about Covid-19:
796
 28% of the cases registered through
 the Linha Verde 1458 between
 September 1st- 30th were Covid-19
 related.

CASE TYPES



INFORMATION REQUEST



❖ A total of **796** cases have been registered regarding Covid-19 from different parts of Mozambique. The majority case type is information request about the current situation.

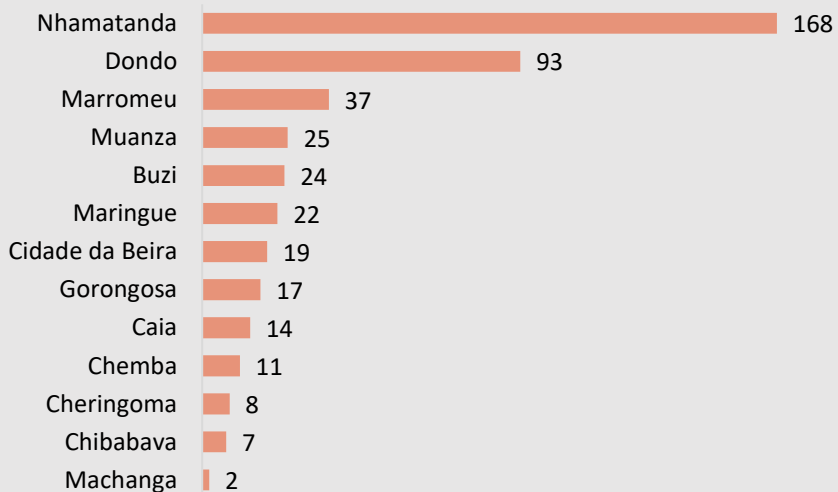
- Sofala (447), Zambezia (132), Manica (78), Tete (54), Nampula (52), Cabo Delgado (12) and Gaza (9)



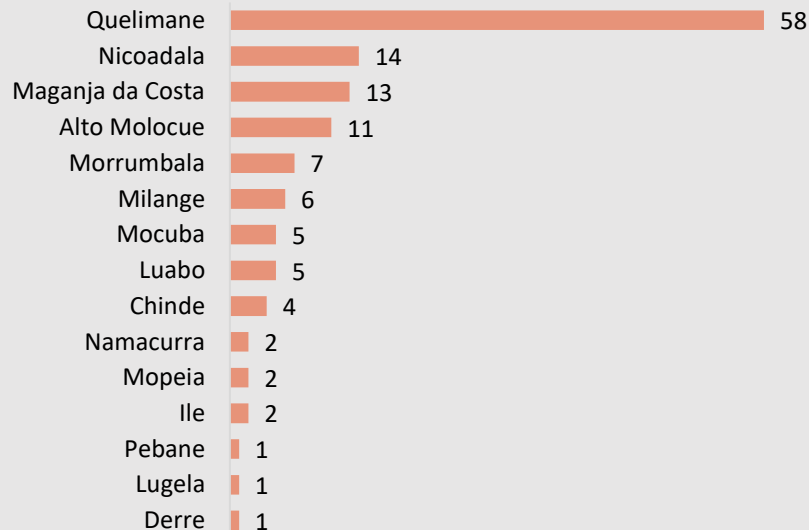
COVID-19: LOCATIONS OF COVID-19 CALLS

1ST – 30TH SEPTEMBER 2022

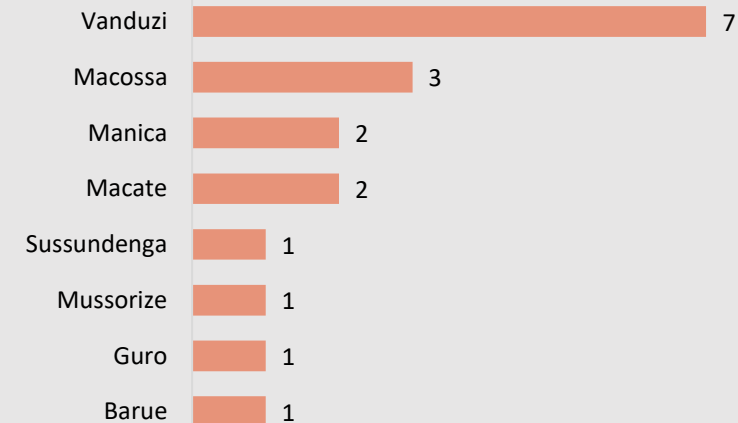
Sofala - 447



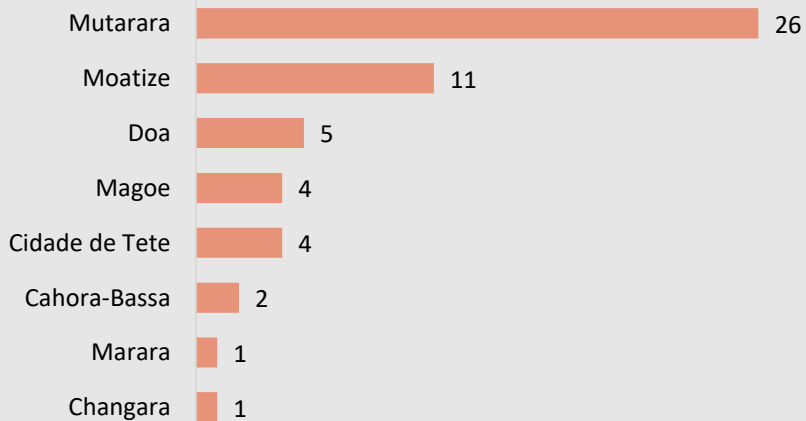
Zambezia - 132



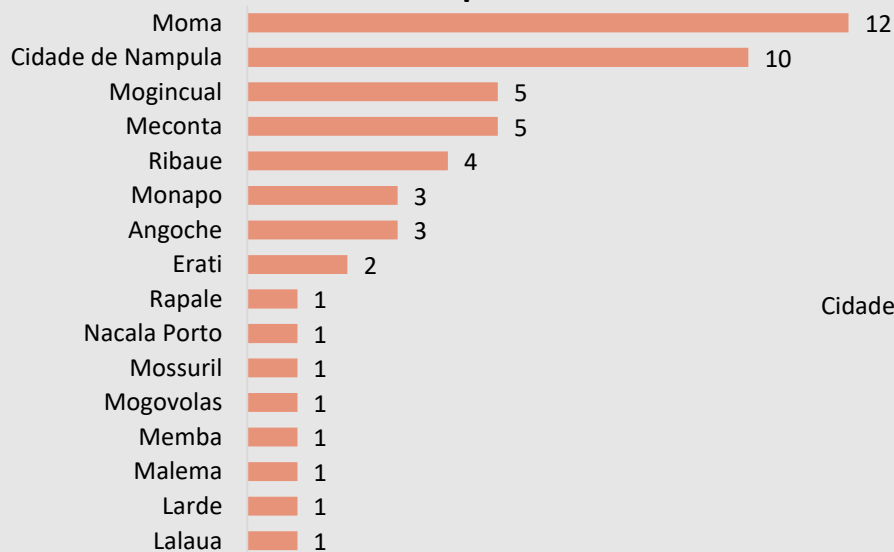
Manica - 78



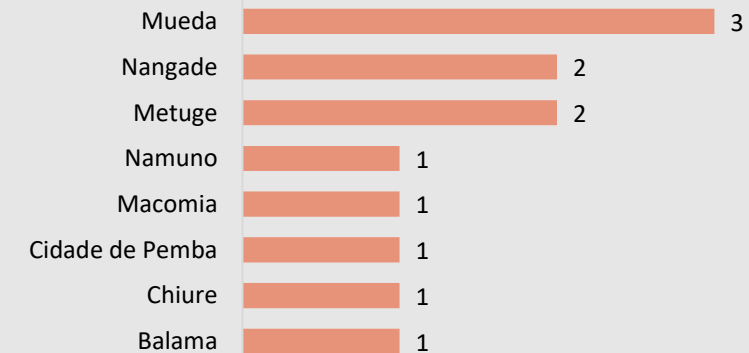
Tete - 54



Nampula - 52



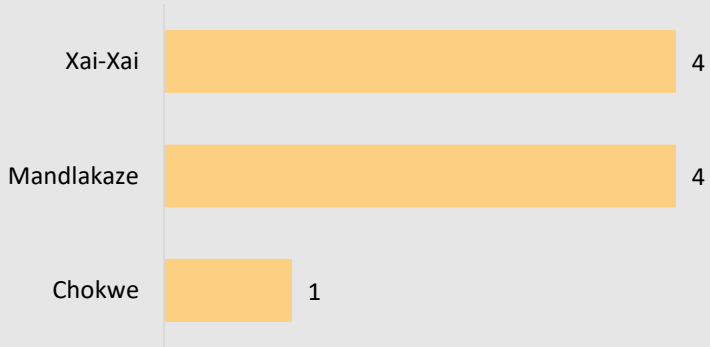
Cabo Delgado - 12



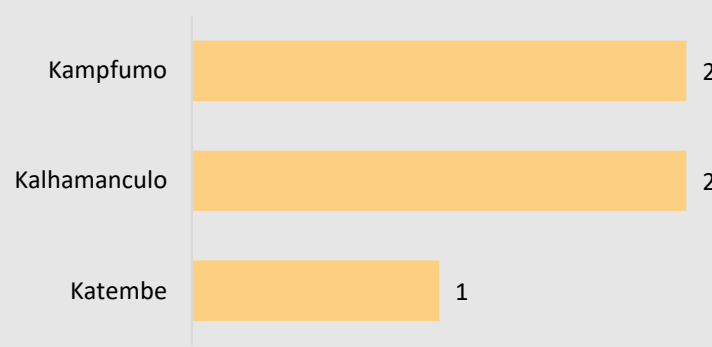
COVID-19: LOCATIONS OF COVID-19 CALLS
1ST – 30TH SEPTEMBER 2022



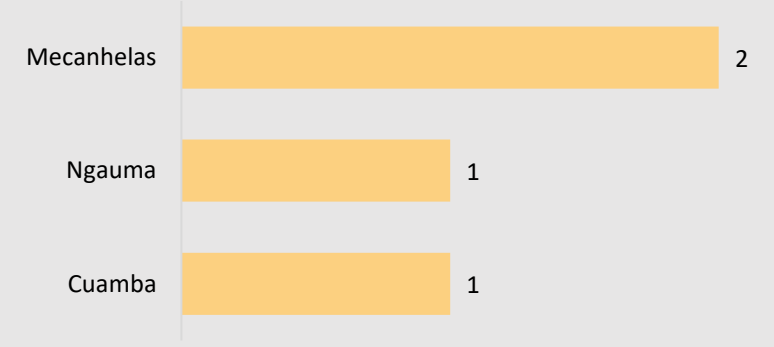
Gaza - 9



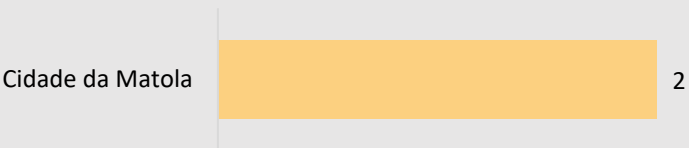
Maputo Cidade - 5



Niassa - 4



Maputo Provincia - 2



Inhambane - 1

