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.
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.
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.
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.

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

In the table Protection sector aggregates cases related to civil documentation, relocation requests, info requests on returns and GBV, Child Protection, PSEA.
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%.
August
Cases Registered: 2686
Feedback Provided: 70%

September
Cases Registered: 1914
Feedback Provided: 79%

August
Cases Registered: 155
Feedback provided: 77%

September
Cases Registered: 141
Feedback provided: 65%

CASE TYPES

Positive Feedback
Assistance Request
Information Request
Complaint/Negative Feedback
Data amendment

ASSISTANCE REQUEST

Food
NFI
Money
Services
Loss of card
Card not working
Mosquito nets
Medicine
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 were from beneficiaries stating that the food previously received already finished and they haven’t received food for months. **Duration of assistance**: beneficiaries of assistance for Gombe cyclone called to enquire if the assistance continues and when they will receive food.
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.
CENTRAL REGION RESPONSE
CASES PER SECTORS
1ST AUGUST – 30TH SEPTEMBER 2022

- Food Security: 36 (1-31 August), 36 (1-30 September)
- Social Protection/INAS: 8 (1-31 August), 24 (1-30 September)
- INGD: 8 (1-31 August), 28 (1-30 September)
- Education: 1 (1-31 August)
- Health: 1 (1-31 August)
- CCCM: 1 (1-31 August)
- Other: 7 (1-31 August), 9 (1-30 September)
- Shelter: 1 (1-31 August)

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

- Quelimane: 22
- Nhamatanda: 20
- Chemba: 17
- Buzi: 5
- Nicoadala: 3
- Cidade da Beira: 3
- Caia: 3
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%

August
Cases Registered: 5  
Feedback Provided: 40%

September
Cases Registered: 1  
Feedback Provided: 100%

CASE TYPES

<table>
<thead>
<tr>
<th>Type</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Positive Feedback</td>
<td>10</td>
<td>16</td>
</tr>
<tr>
<td>Assistance Request</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>Information Request</td>
<td>66</td>
<td>52</td>
</tr>
<tr>
<td>Complaint/Negative Feedback</td>
<td>23</td>
<td>14</td>
</tr>
<tr>
<td>Technical problems</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

ASSISTANCE REQUEST

<table>
<thead>
<tr>
<th>Type</th>
<th>August</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Money</td>
<td>1</td>
<td>1</td>
</tr>
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</table>

Positive Feedback Assistance Request Information Request Complaint/Negative Feedback Technical problems

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Positive Feedback Assistance Request Information Request Complaint/Negative Feedback Technical problems
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.

- General Services
- Other
- Entitlement
- Duration of assistance
- Distribution timing
- Forecast
- Malaria Symptoms

August
9
4
1
23
13
7
25
1

September
7
2
1
17
8
1

Legend:
- August
- September
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.
Most cases from Sector Other refer to inquiries about Linha Verde 1458 objectives.
“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

“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

“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

“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

“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

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.

<table>
<thead>
<tr>
<th>Region</th>
<th>Cases Registered</th>
<th>Feedback Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sofala</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Zambezia</td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Manica</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Nampula</td>
<td>348</td>
<td></td>
</tr>
<tr>
<td>Cabo Delgado</td>
<td>1303</td>
<td></td>
</tr>
<tr>
<td>Inhambane</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Gaza</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Niassa</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**Referred Cases**
- Total 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.

**Positive Feedback**
- 144

**Request for Assistance**
- 144

**Request for Information**
- 219

**Complaint/Negative Feedback**
- 83

**Data Amendment**
- 2

**Registered Cases 1 - 30 Sep**
- 1303

**Feedback Provided 1 - 30 Sep**
- 1512
COVID-19

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

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

Request for Assistance | Request for Information
849 | 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

Request for Assistance
1

Complaint/Negative Feedback
2

Registered Cases 1 - 31 Aug
Feedback Provided 1 - 31 Aug
Registered Cases 1 - 30 Sep
Feedback Provided 1 - 30 Sep
**SHELTER/NFI**

Nampula: 8
Cabo Delgado: 76

Referrals: 5
Referral Feedback: 0
First Call Resolution: 5

**CCCM**

Sofala: 1
Cabo Delgado: 1

Referrals: 1
Referral Feedback: 0
First Call Resolution: 0

### 1st – 30th September 2022

**Cases Registered:**
- Nampula: 8
- Cabo Delgado: 76

**Feedback Provided:**
- Nampula: 2
- Cabo Delgado: 69

**Registered Cases 1 - 31 Aug:**
- Request for Assistance: 72
- Request for Information: 62
- Complaint/Negative Feedback: 63

**Feedback Provided 1 - 31 Aug:**
- Request for Assistance: 1
- Request for Information: 2
- Complaint/Negative Feedback: 5

**Registered Cases 1 - 30 Sep:**
- Request for Assistance: 3
- Request for Information: 1
- Complaint/Negative Feedback: 1

**Feedback Provided 1 - 30 Sep:**
- Request for Assistance: 1
- Request for Information: 1
- Complaint/Negative Feedback: 1
1st – 30th September 2022
Cases Registered: 13
Feedback Provided: 2

1st – 30th September 2022
Cases Registered: 109
Feedback Provided: 63

Niassa 1
Cabo Delgado 10
Nampula 2
Referred Cases 8
Feedback Received 0
First Call Resolution 2

Nampula 2
Cabo Delgado 107
Referred Cases 1
Feedback Received 0
First Call Resolution 56

Positive Feedback 2 2 2 2
Request for Assistance 7 7
Request for Information 1
Complaint/Negative Feedback 3 3

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

Request for Information 22 9 56
Complaint/Negative Feedback 31 10 53
PROTECTION

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

Cabo Delgado

Referred Cases: 8
Feedback Received: 0
First Call Resolution: 0

INGD

1st – 30th September 2022
Cases Registered: 11
Feedback Provided: 9

Sofala

Referred Cases: 3
Feedback Received: 1
First Call Resolution: 8

Tete

Zambezia

Cabo Delgado

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

HLP – House, Land and Property
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.

- 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

- GBV sector includes:
  - Rape - 5 cases
  - Physical assault - 5 cases
  - Psychological abuse - 9 cases
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 Marucne 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.
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 Ntanda 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 Nashitenga 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, Ntoloi): 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.
Complaints

- 5 complaints received regarding shelter programs.
  - 2 complaints from Namílula, 1 from Corrano 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 Mongincu 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 Muieda 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 Ncadoala, Quelimane and Gurue in Zambezia.
- 17 people called to thank 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 Marunc and Ntele sites in Montepuez; Namdimba and Lyanda sites in Muieda; and Cagembe in Quissanga.
  - An IDP residing in Nampala 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 Namílula. 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

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
- Nhamatanda: 168
- Dondo: 93
- Marromeu: 37
- Muanza: 25
- Buzi: 24
- Maringue: 22
- Cidade da Beira: 19
- Gorongosa: 17
- Caia: 14
- Chemba: 11
- Cheringoma: 8
- Chibabava: 7
- Machanga: 2

Zambezia - 132
- Quelimane: 58
- Nicoaoda: 14
- Maganja da Costa: 13
- Alto Molocue: 11
- Morrumbala: 7
- Milange: 6
- Mocuba: 5
- Luabo: 5
- Chinde: 4
- Namacurra: 2
- Mopeia: 2
- Ille: 2
- Pebane: 1
- Lugela: 1
- Derre: 1

Manica - 78
- Vanduzi: 7
- Macossa: 3
- Manica: 2
- Macate: 2
- Sussundenga: 1
- Mussorize: 1
- Guro: 1
- Barue: 1

Tete - 54
- Mutarara: 26
- Moatize: 11
- Doa: 5
- Magoe: 4
- Cidade de Tete: 4
- Cahora-Bassa: 2
- Marara: 1
- Changara: 1

Nampula - 52
- Moma: 10
- Cidade de Nampula: 5
- Mogincual: 5
- Meconta: 4
- Monapo: 3
- Angoce: 3
- Erati: 2
- Rapale: 1
- Nacala Porto: 1
- Mossuril: 1
- Mogovolas: 1
- Memba: 1
- Malema: 1
- Larde: 1
- Lalaua: 1

Cabo Delgado - 12
- Mueda: 3
- Nangade: 2
- Metuge: 2
- Namuno: 1
- Macomia: 1
- Cidade de Pemba: 1
- Chiure: 1
- Balama: 1
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