The tollfree inter-agency hotline accessible between 6am to 9pm, 7 days a week, with open lines to record messages through the night. Linha Verde can be used by the affected population and humanitarian actors to request information or report issues arising from or relating to the humanitarian response. One aspect of accountability to affected populations, ‘Linha Verde’ also serves as a channel to report sexual exploitation and abuse, corruption and political violence relating to the humanitarian response in Mozambique.

DATA OVERVIEW: 16th May 2019 – 15th February 2020

CALLER PROFILE

- 78% male
- 22% female
- 3% Under 17
- 90% 18-59
- 4% 60 and above

3% of callers did not identify their age

CASEx BY PROVINCES

Sofala
- 86%

Zambezia
- 4%

Manica
- 5%

Tete
- 1%

Cabo Delgado
- 2%

Gaza
- 1%

Total Cases Registered: 9199

Total Feedback Provided: 87%

KOWLEDGE ABOUT LV

- Pamphlet: 23%
- People: 38%
- Posters: 29%
- Radio: 4%
- Suggestion Boxes: 2%
- Unspecified: 3%

CASE TYPE

- Complaints: 44%
- Request for Information: 18%
- Request for Assistance: 12%
- Positive Feedback: 27%

SATISFACTION

- Satisfied: 86%
- Dissatisfied: 14%

DATA OVERVIEW: 16th May 2019 – 15th February 2020

9199 Total Cases Registered

87% Total Feedback Provided
Most cases categorized under “Other” are all the cases registered for the UNICEF/WFP Joint Voucher Programme that ended November 2019, considering the Joint Nature of the program and a need to not only put it under either Food Security or WASH programmes solely.
FOOD SECURITY

16 Jan – 15 Feb 2020
Cases Registered: 697
Feedback Provided: 70%

Cases Registered:
- Total: 697
- December/January: 336
- January/February: 210

Feedback Provided:
- Total: 70%
Positive Feedback:
- Food assistance
- Requests for continued assistance

Requests for Assistance:
- Loss of sources of food and food supply (machambas due to recent rain and flooding/water damage) - **Buzi** (Bandua, Nharongue, Gruja); **Caia** (Cena, Murassa, Magagade); **Cidade da Beira** (Manga, Inhamizua); **Maringue** (Subue, Espangara); **Nhamatanda** (Lamego, Chirassicua, Tica, Nhampoca); **Manica** (Mabaia, Matarara).

- Requests for seeds and tools in drought affected areas (Tete, Gaza)
- requests for assistance from people seeing other communities receiving food assistance and wanting to also receive
- Quissanga, Macomia, Mocimboa da Praia (requests for food assistance tools due to IDP population still not being included in assistance in host communities)
Requests for Information:
- Irregularities in the FFA program (beneficiaries cultivating land of local leaders and leaders keeping the profits of sale of goods produced in FFA)
- Distribution timing there had been delays registered in Zambezia and some parts of Sofala

Complaints (Abuses of Power – Fraud/Corruption)
- Increased slightly due to distributions going on in some parts
- Continue to be difficult to resolve due to lack of first hand information

Inclusion Errors
- People who feel they should receive assistance
- Beneficiaries who are not receiving but should

Quality Issues
- Maize Meal and beans (Tete, Zambezia, Manica, Cabo Delgado)
- Gaza (Retailers)