



LINHA VERDE
DA RESPOSTA A EMERGÊNCIA
1458



Linha Verde da Resposta á Emergência

Report period; 16th July – 15th August 2020

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.

18,140 Total Cases Registered

85% Total Feedback Provided

9,780 Total Cases Registered since 16th January 2020



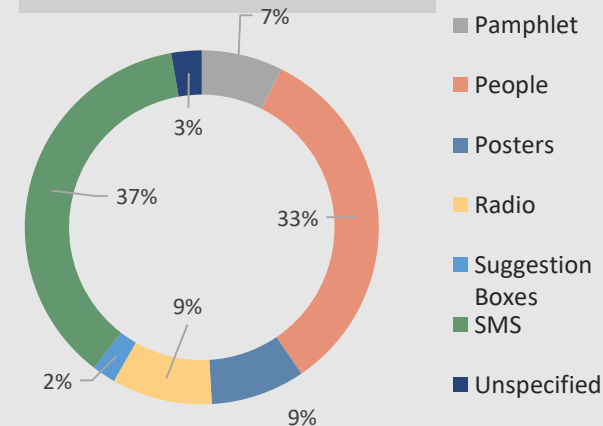
CUMULATIVE DATA OVERVIEW PERIOD: 16TH JANUARY 2020 – 15TH AUG 2020

CALLER PROFILE

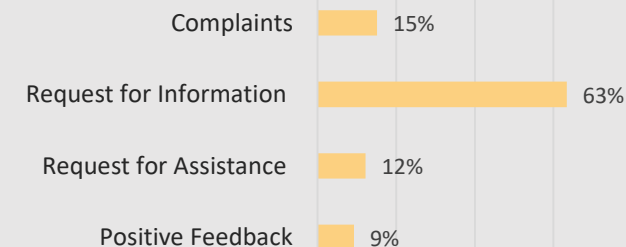


3% of callers did not identify their age

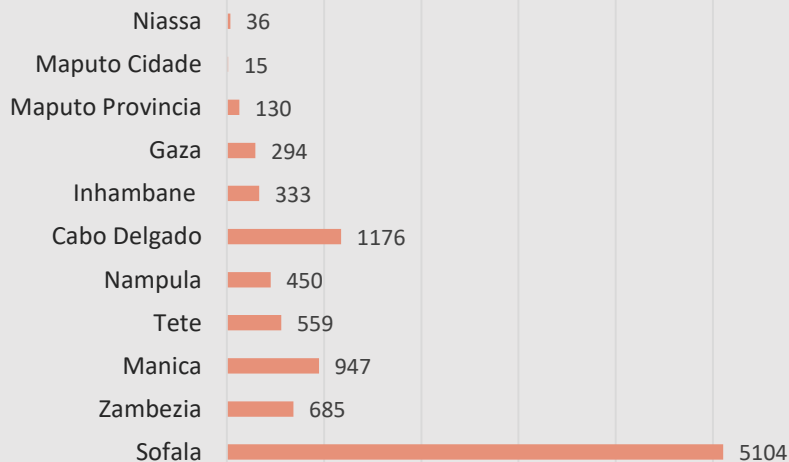
KNOWLEDGE ABOUT LINHA VERDE 1458



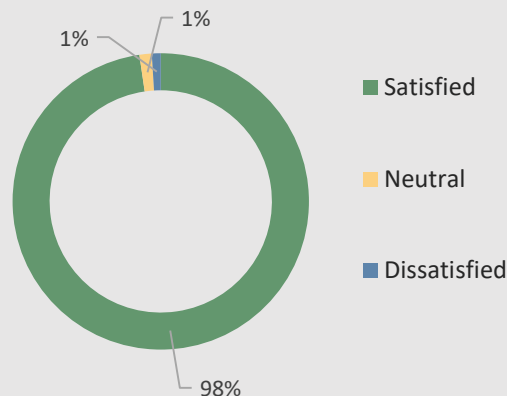
CASE TYPE



CASES BY PROVINCE



SATISFACTION



TYPES OF CASES REGISTERED PER MONTH 16TH JAN – 15TH AUG 2020

June 16 to July 15, 2020

Nr. Total Registered Cases:

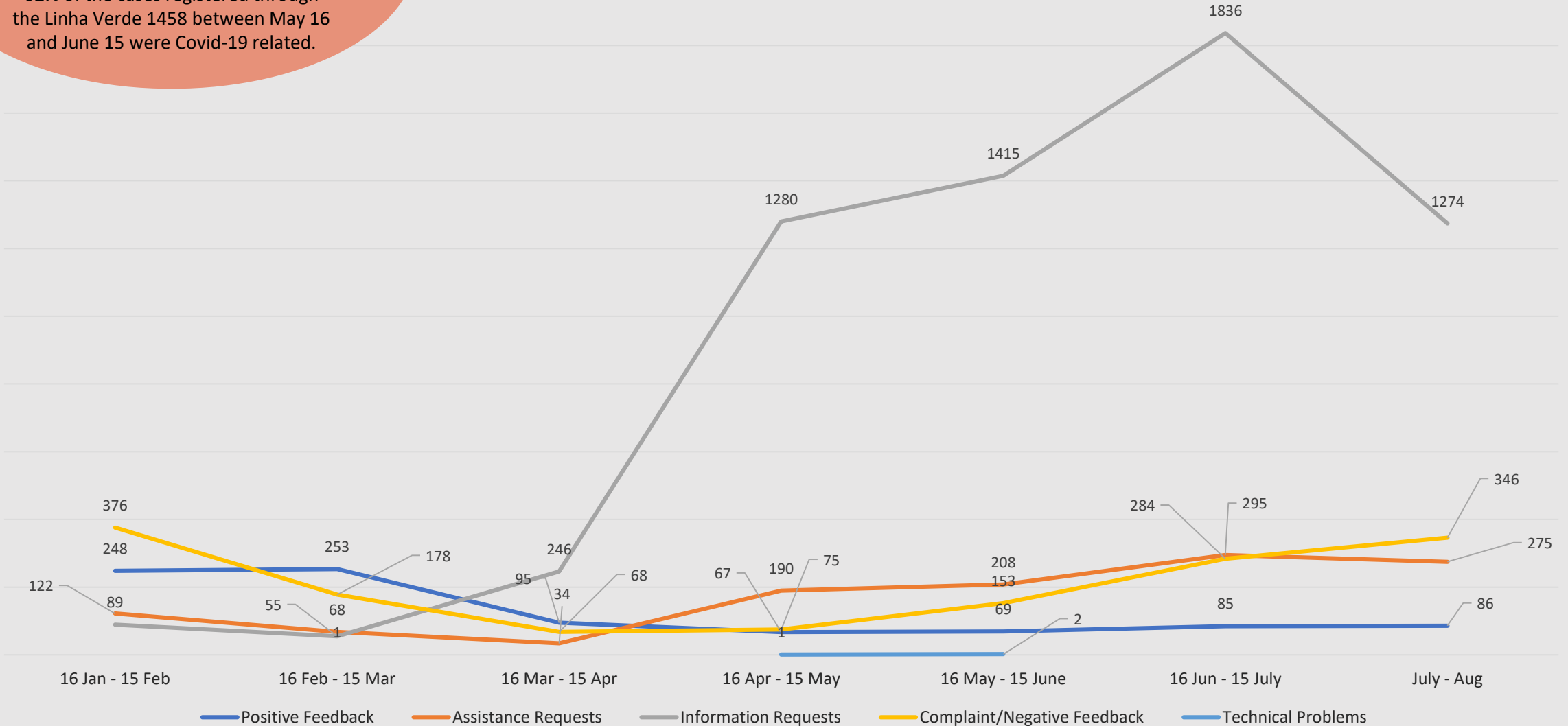
1981

Nr. of calls about the Covid-19:

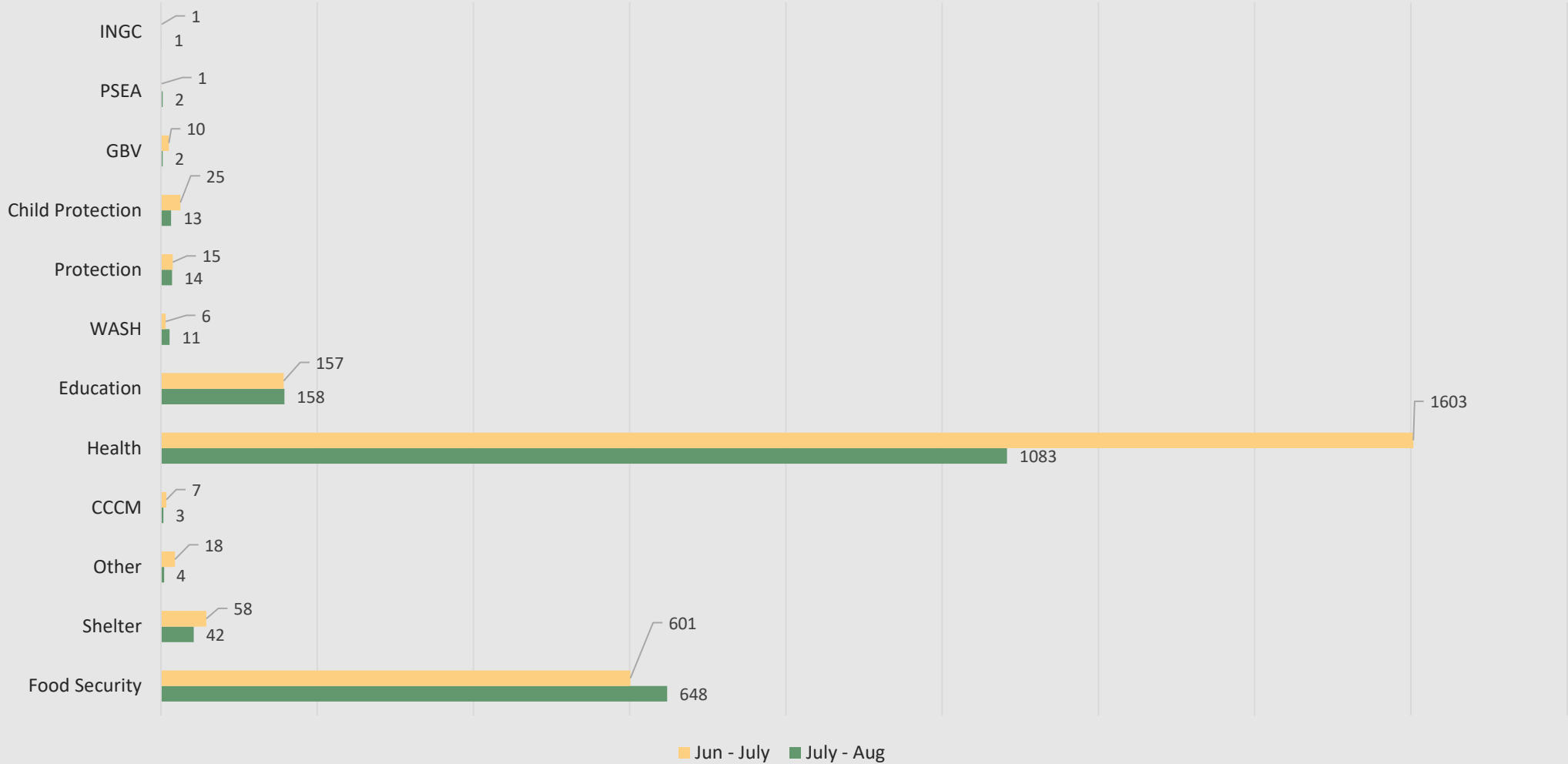
1236

62% of the cases registered through the Linha Verde 1458 between May 16 and June 15 were Covid-19 related.

Consistent increase in requests for information due to requests relating to Covid-19



CASES PER SECTOR
16TH JUNE – 15TH AUG 2020



CASES PER RESPONSE 16TH JUNE – 15TH AUG 2020

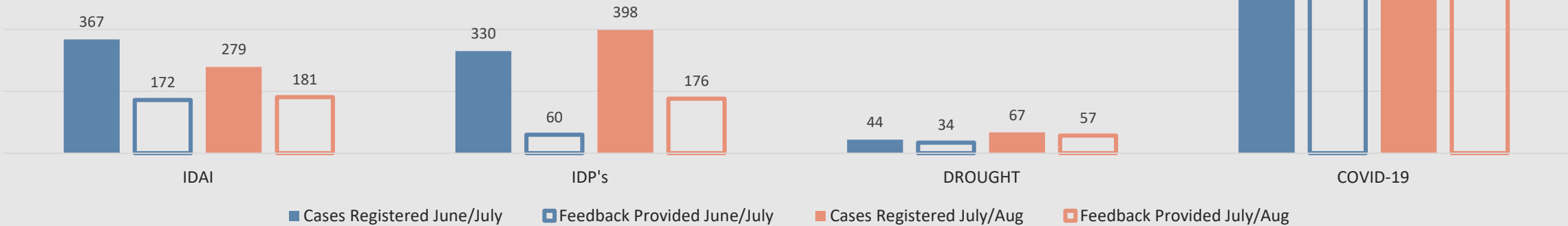


16th July - 15th August 2020
Cases Registered:
1236
Feedback provided:
1236

16th July - 15th August 2020
Cases Registered:
279
Feedback provided:
181

16th July - 15th August 2020
Cases Registered:
67
Feedback provided:
57

16th July - 15th August 2020
Cases Registered:
398
Feedback provided:
182



■ Cases Registered June/July
 Feedback Provided June/July
 ■ Cases Registered July/Aug
 Feedback Provided July/Aug

IDAI RESPONSE 16TH JUNE – 15TH AUG 2020

June/July
Cases Registered:
367
Feedback provided:
47%

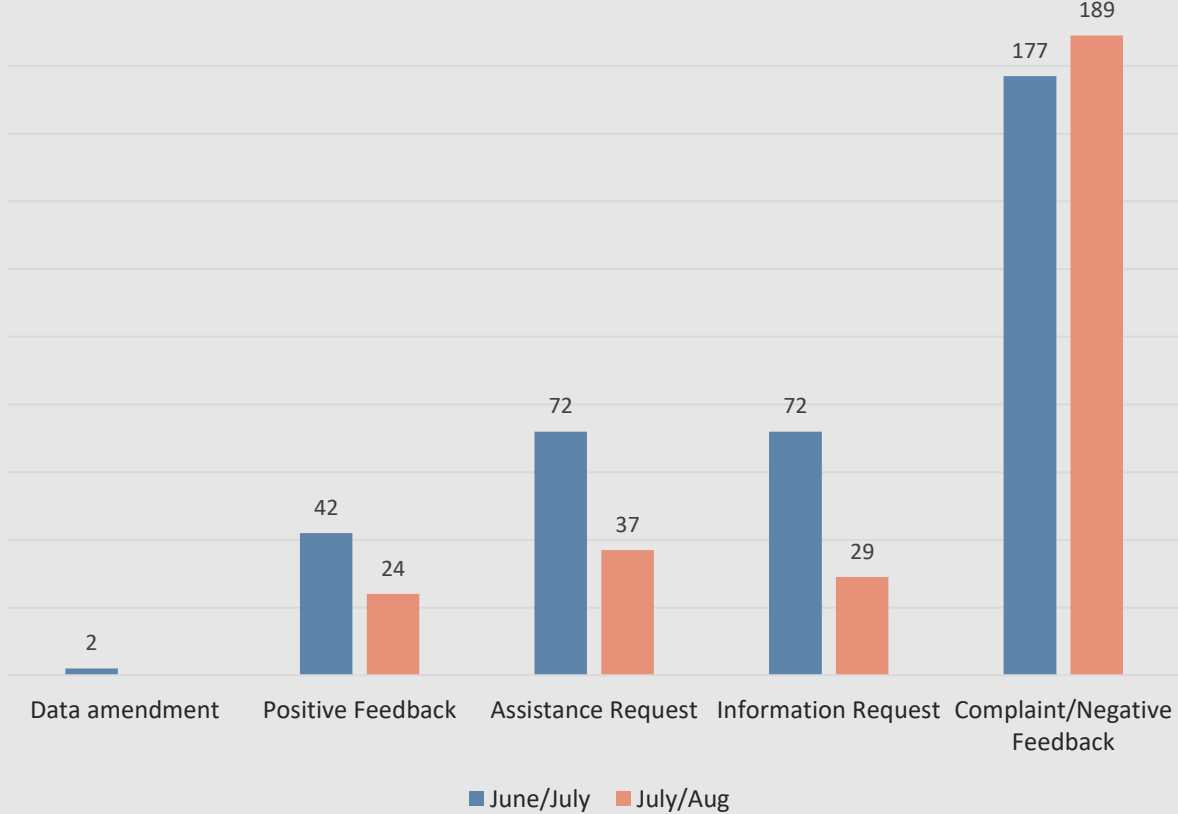
July/Aug
Cases Registered:
279
Feedback Provided:
65%

June/July
Cases Registered:
72
Feedback provided:
63%

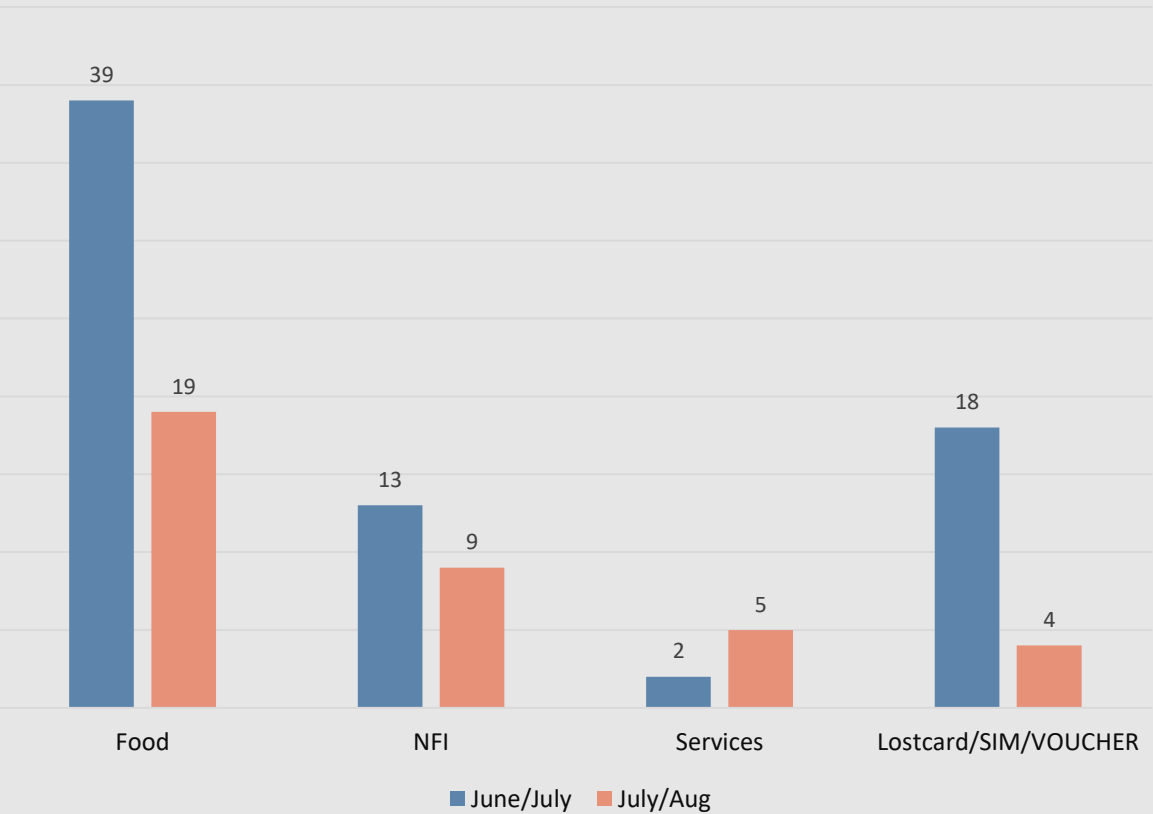
July/Aug
Cases Registered:
37
Feedback provided:
68%



CASE CATEGORY



ASSISTANCE REQUEST

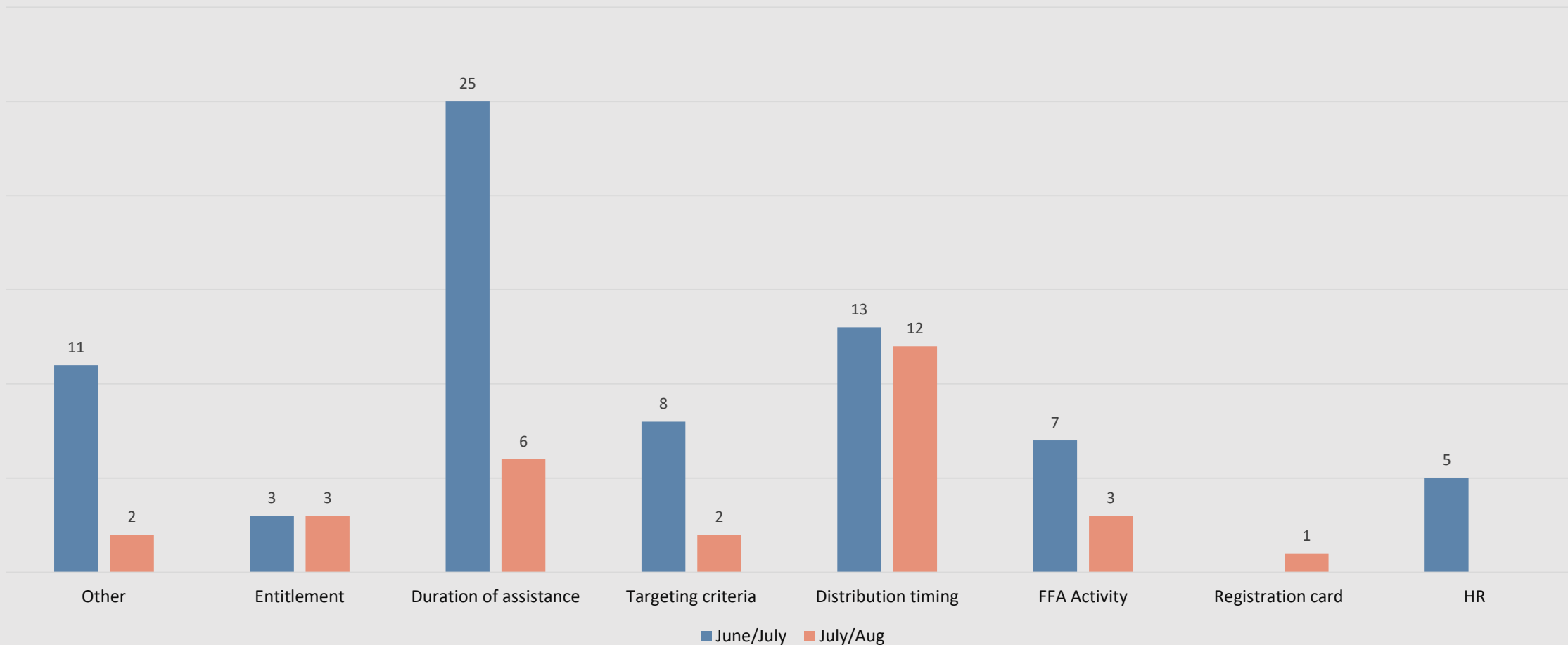


IDAI RESPONSE INFORMATION REQUESTS 16TH JUNE – 15TH AUG 2020



June/July
Cases Registered:
72
Feedback provided:
88%

July/Aug
Cases Registered:
29
Feedback provided:
97%



**IDAI RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH JUNE – 15TH AUG 2020**

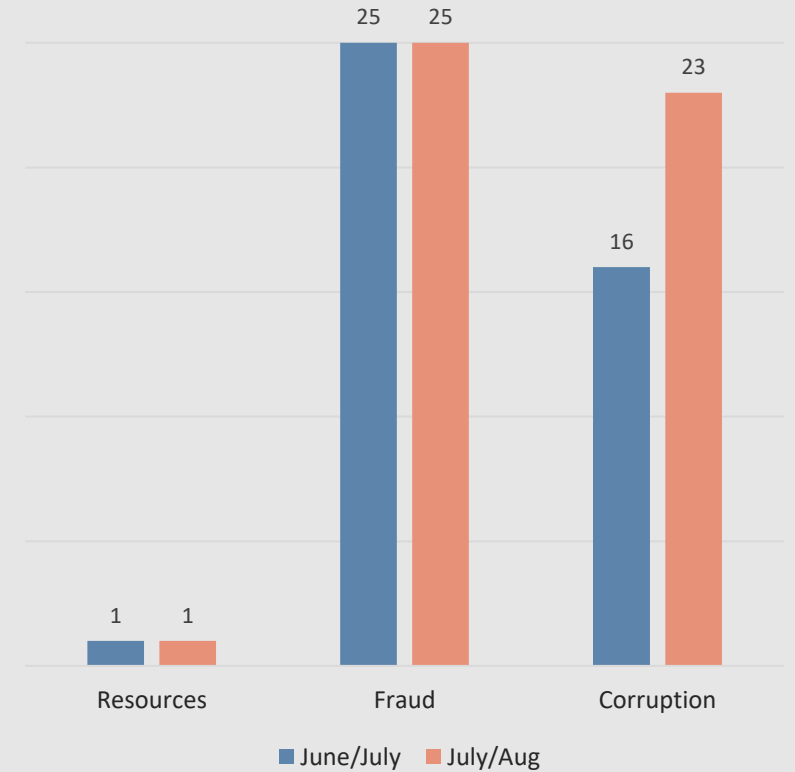
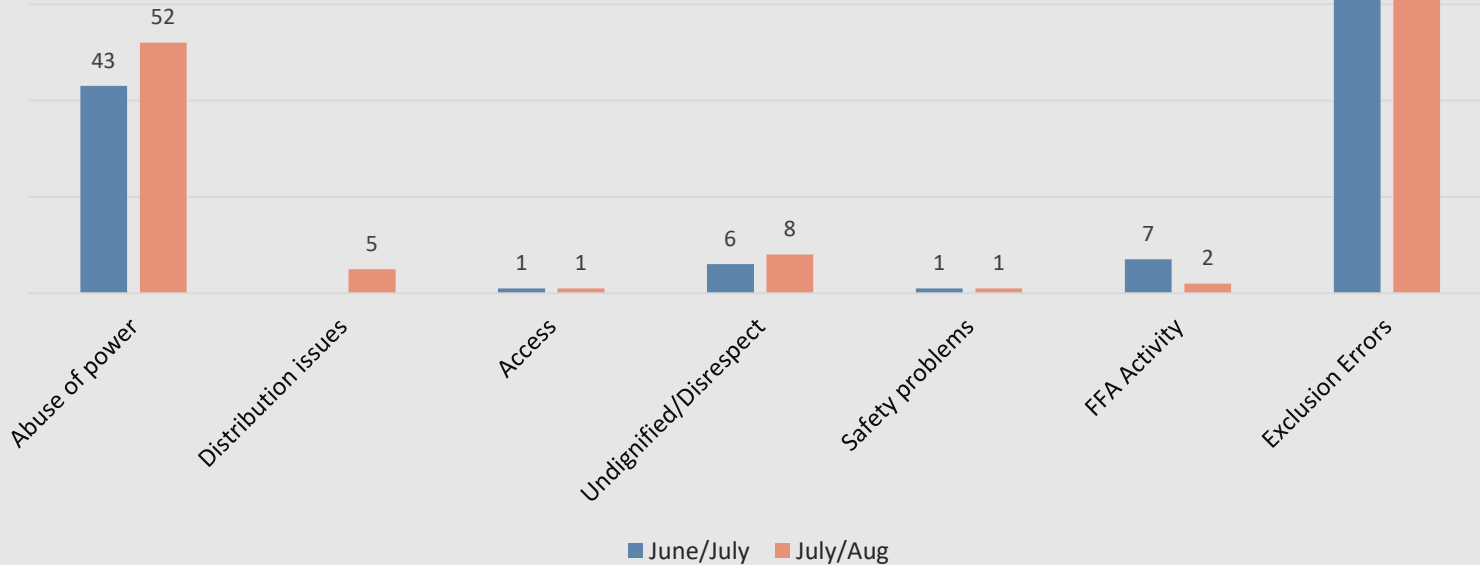
**IDAI RESPONSE
BREAKDOWN OF ABUSES OF POWER AND
OTHER ACCESS BARRIERS
16TH JUNE – 15TH AUG 2020**



Abuse of power:

refers to local leaders including family members and associates who do not fit the vulnerability criteria.

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

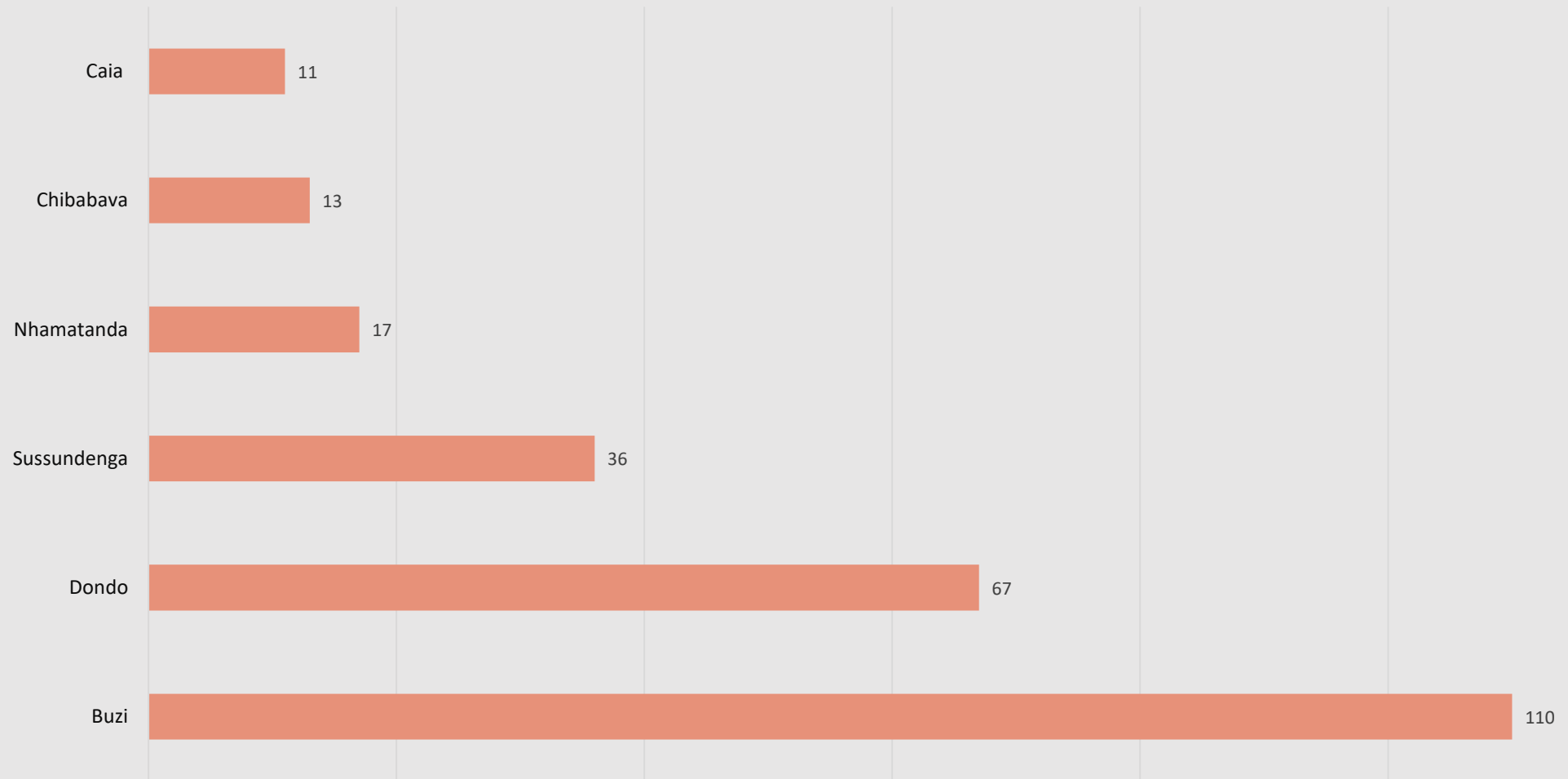


Complaints – Access barriers

Complaints – Abuses of power

*SEA cases are removed from the complaints as they are reported separately through the PSEA Taskforce

IDAI RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH JULY – 15TH AUG 2020



IDP RESPONSE 16TH JUNE – 15TH AUG 2020

June/July
Cases Registered:
330
Feedback Provided:
18%

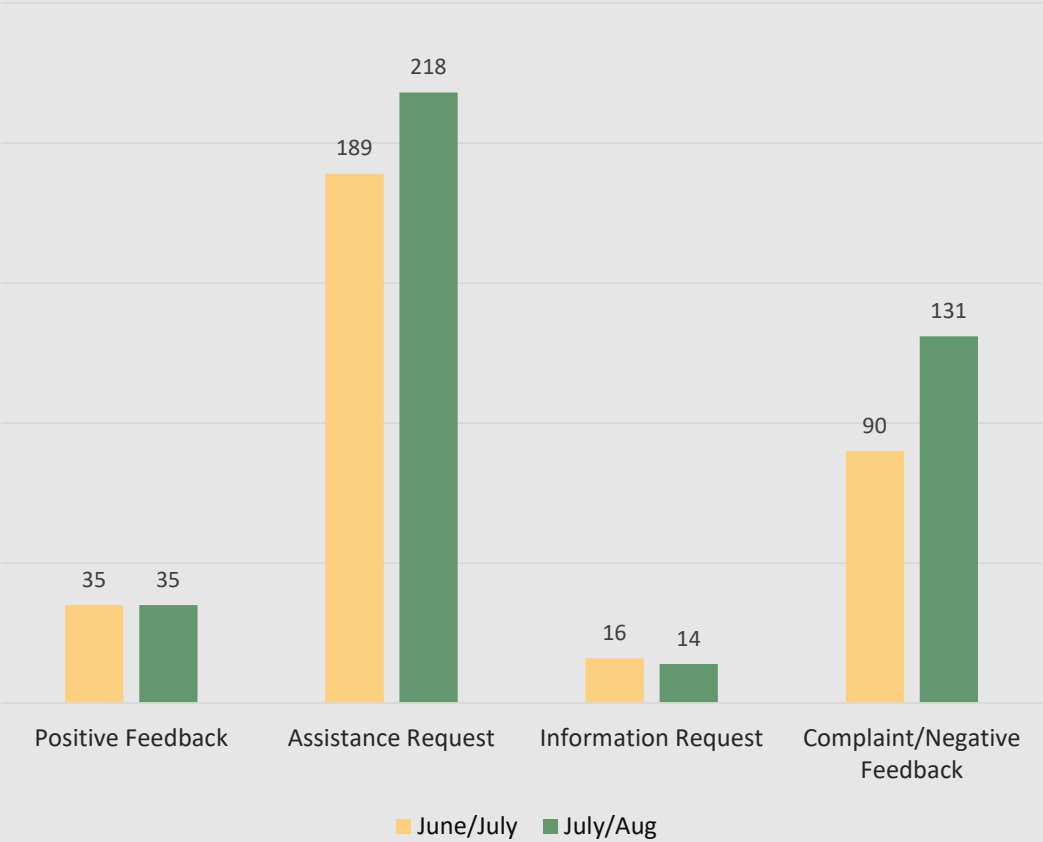
July/Aug
Cases Registered:
398
Feedback Provided:
44%

June/July
Cases Registered:
189
Feedback provided:
5

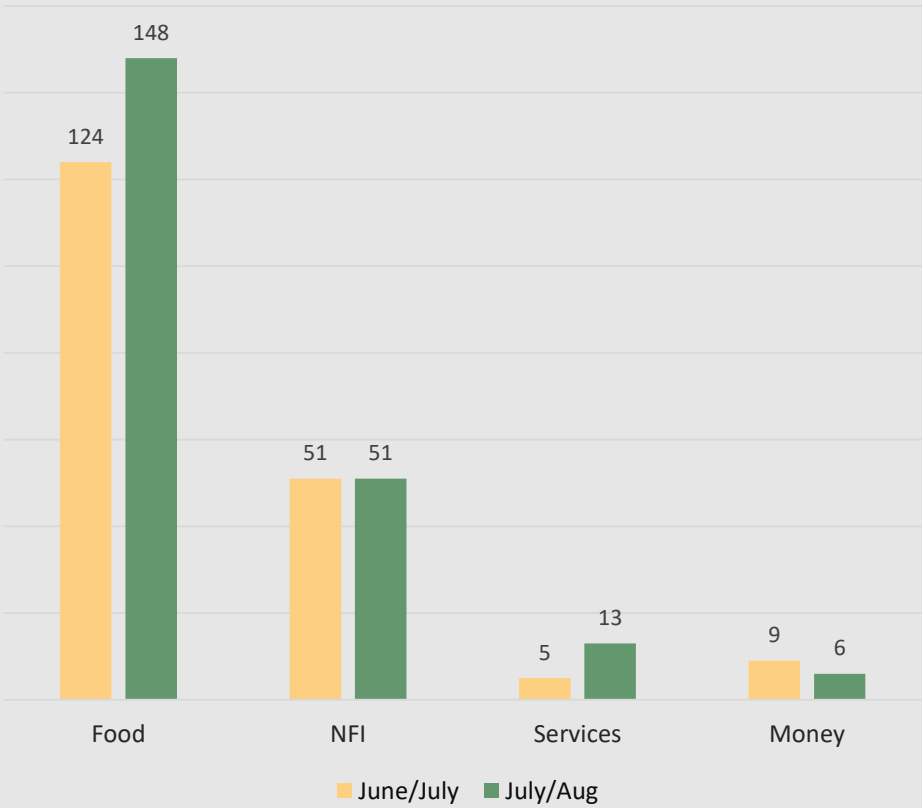
July/Aug
Cases Registered:
218
Feedback provided:
35%



CASE CATEGORY



ASSISTANCE REQUEST

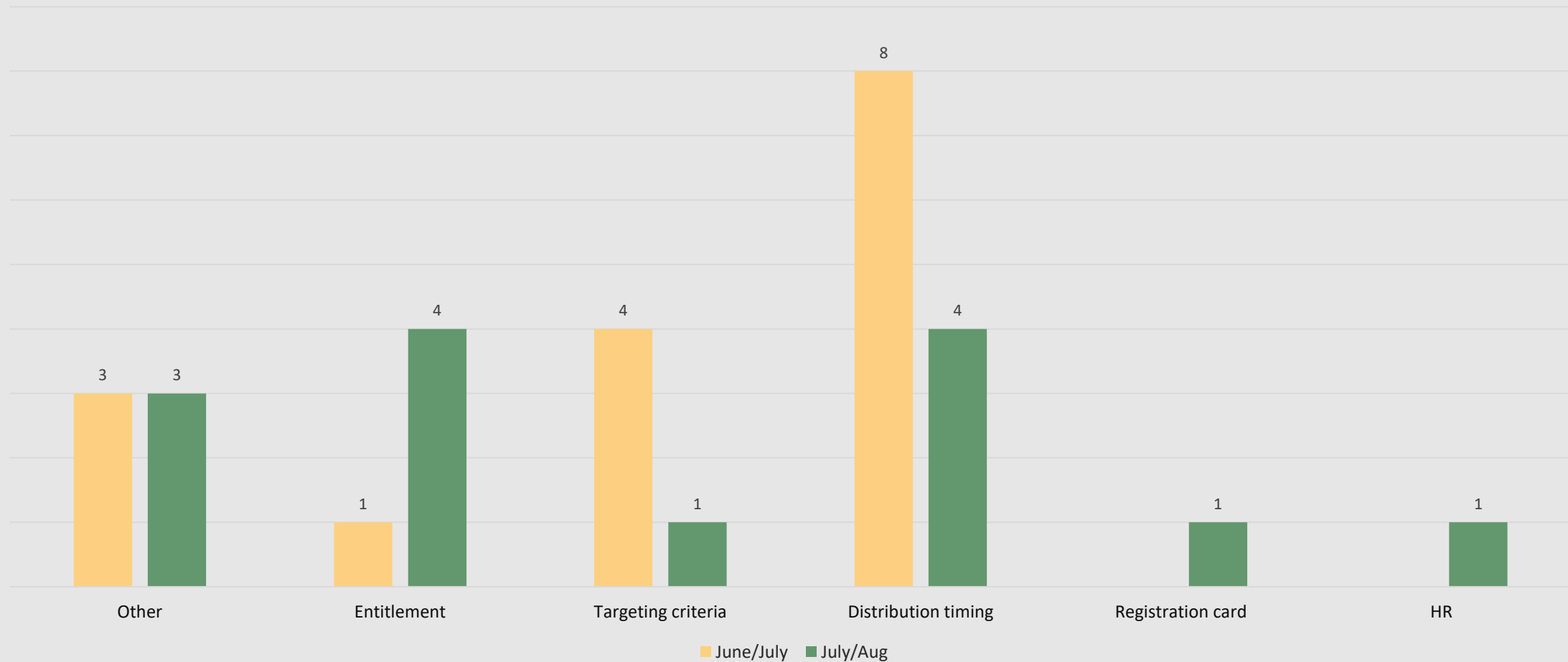


IDP RESPONSE INFORMATION REQUESTS 16TH JUNE – 15TH AUG 2020



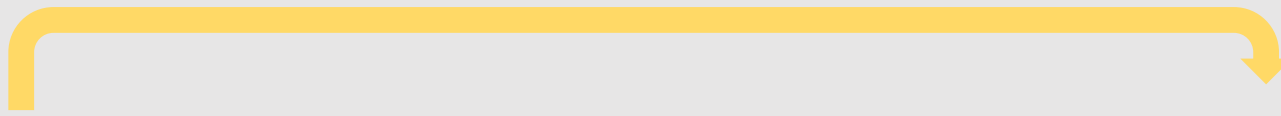
June/July
Cases Registered:
16
Feedback provided:
100%

July/Aug
Cases Registered:
14
Feedback provided:
100%



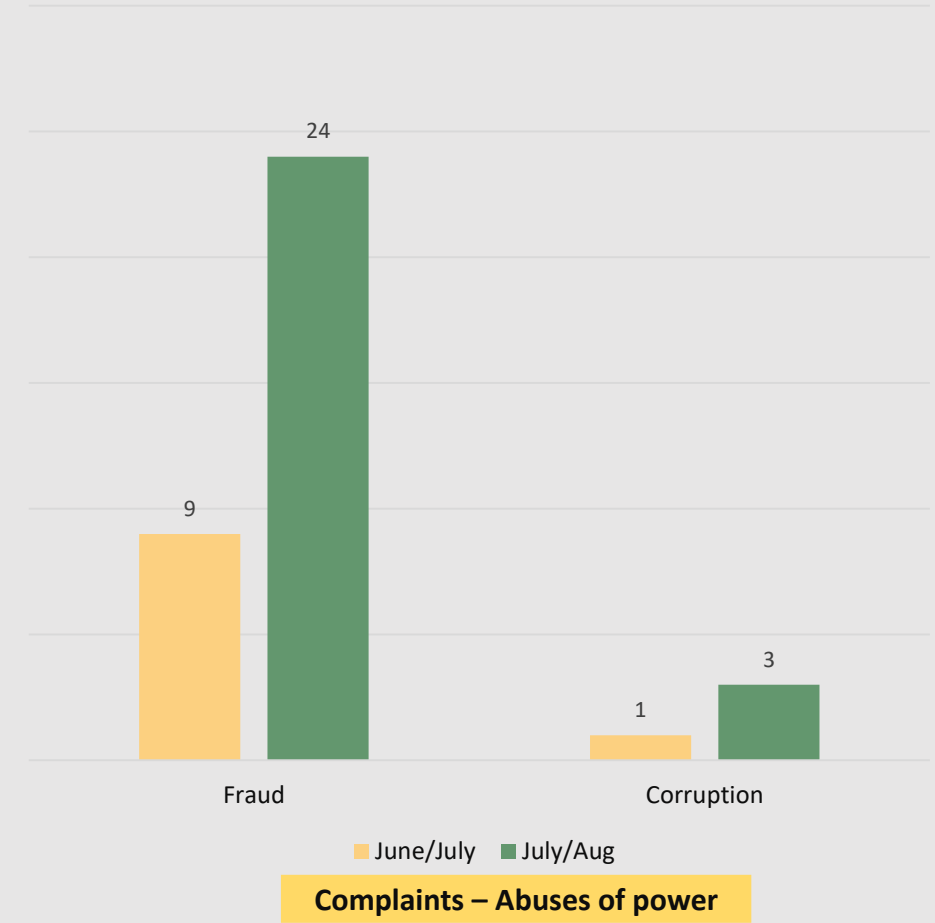
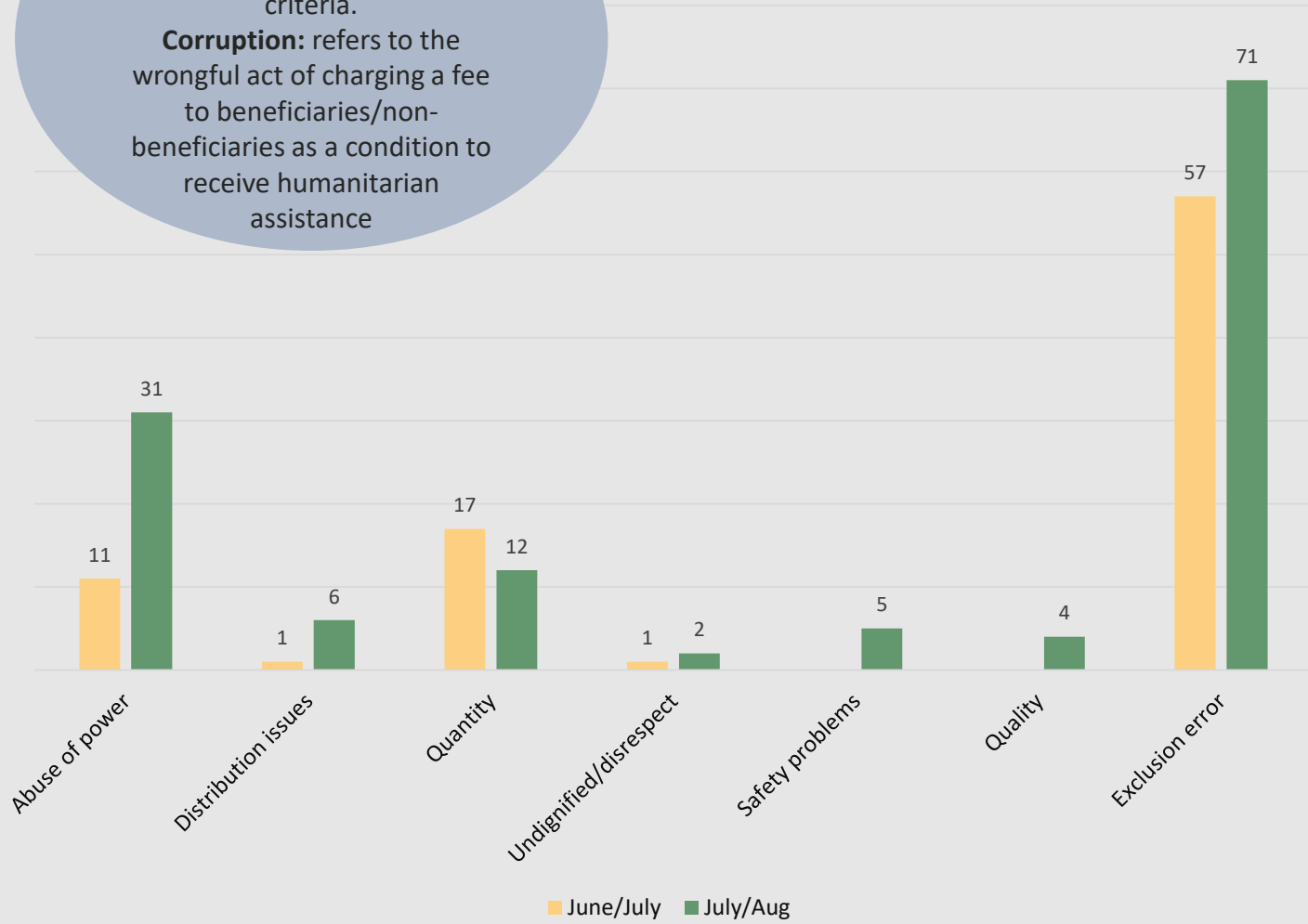
**IDP RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH JUNE – 15TH AUG 2020**

**IDP RESPONSE
BREAKDOWN OF ABUSES OF POWER
16TH JUNE – 15TH AUG 2020**



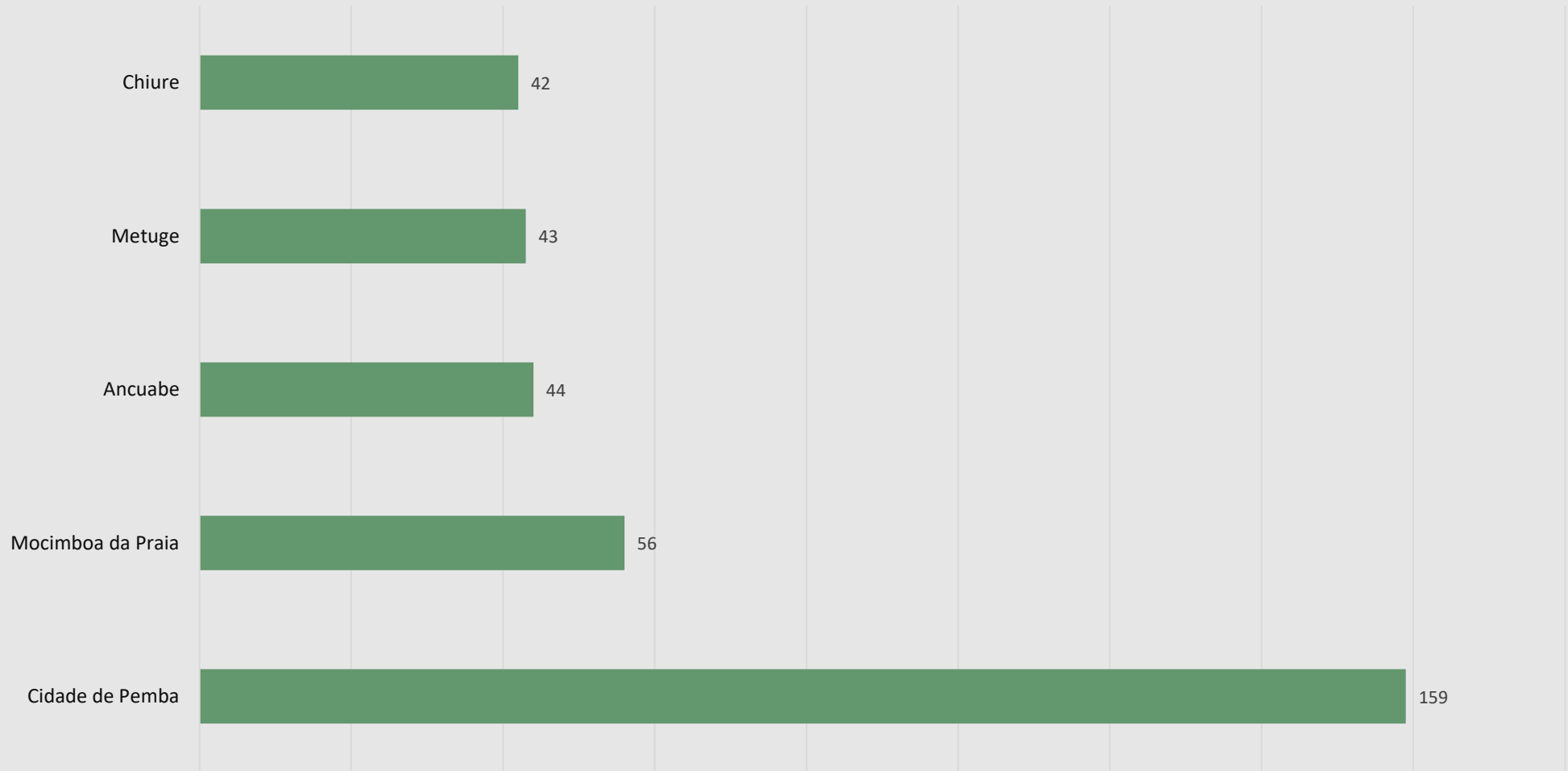
Abuse of power: refers to local leaders including family members and associates who do not fit the vulnerability criteria.

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



June/July July/Aug
Complaints – Abuses of power

IDP RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH JULY – 15TH AUG 2020



DROUGHT RESPONSE 16TH JUNE – 15TH AUG 2020

June/July
Cases Registered:
44
Feedback provided:
77%

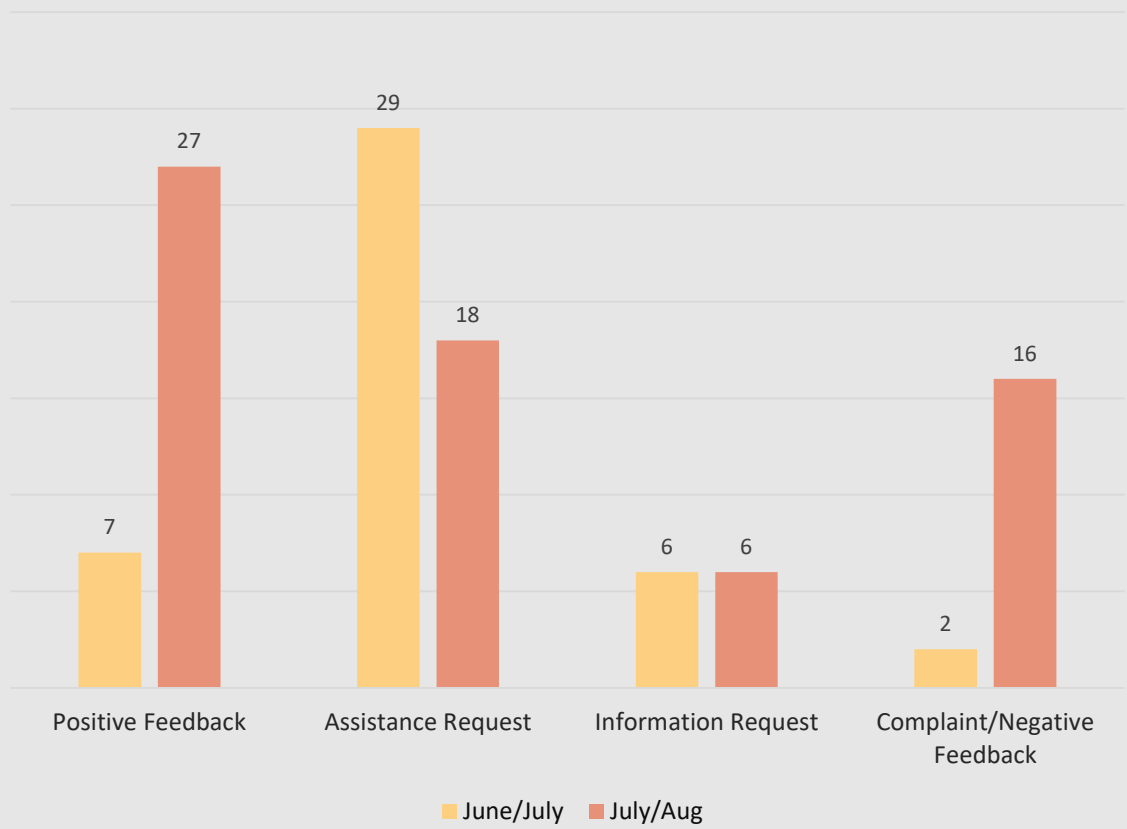
July/Aug
Cases Registered:
67
Feedback Provided:
88%

June/July
Cases Registered:
29
Feedback provided:
72%

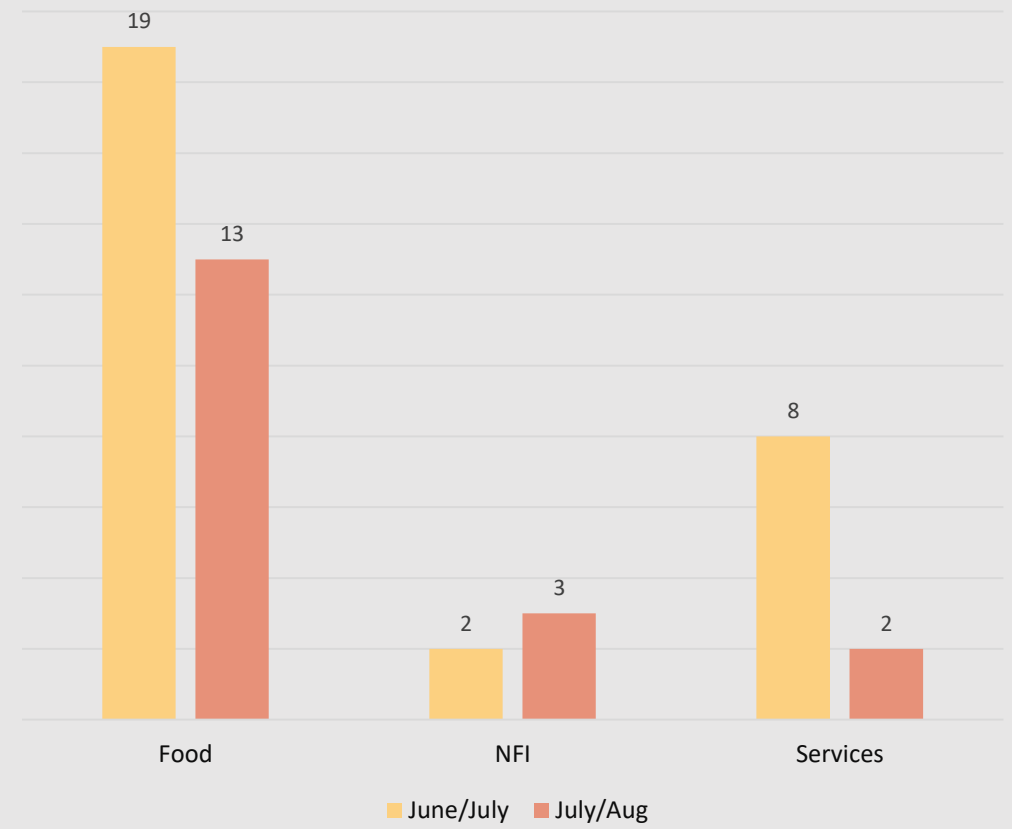
July/Aug
Cases Registered:
18
Feedback Provided:
83%



CASE CATEGORY



ASSISTANCE REQUESTS



DROUGHT RESPONSE INFORMATION REQUESTS 16TH JUNE – 15TH AUG 2020

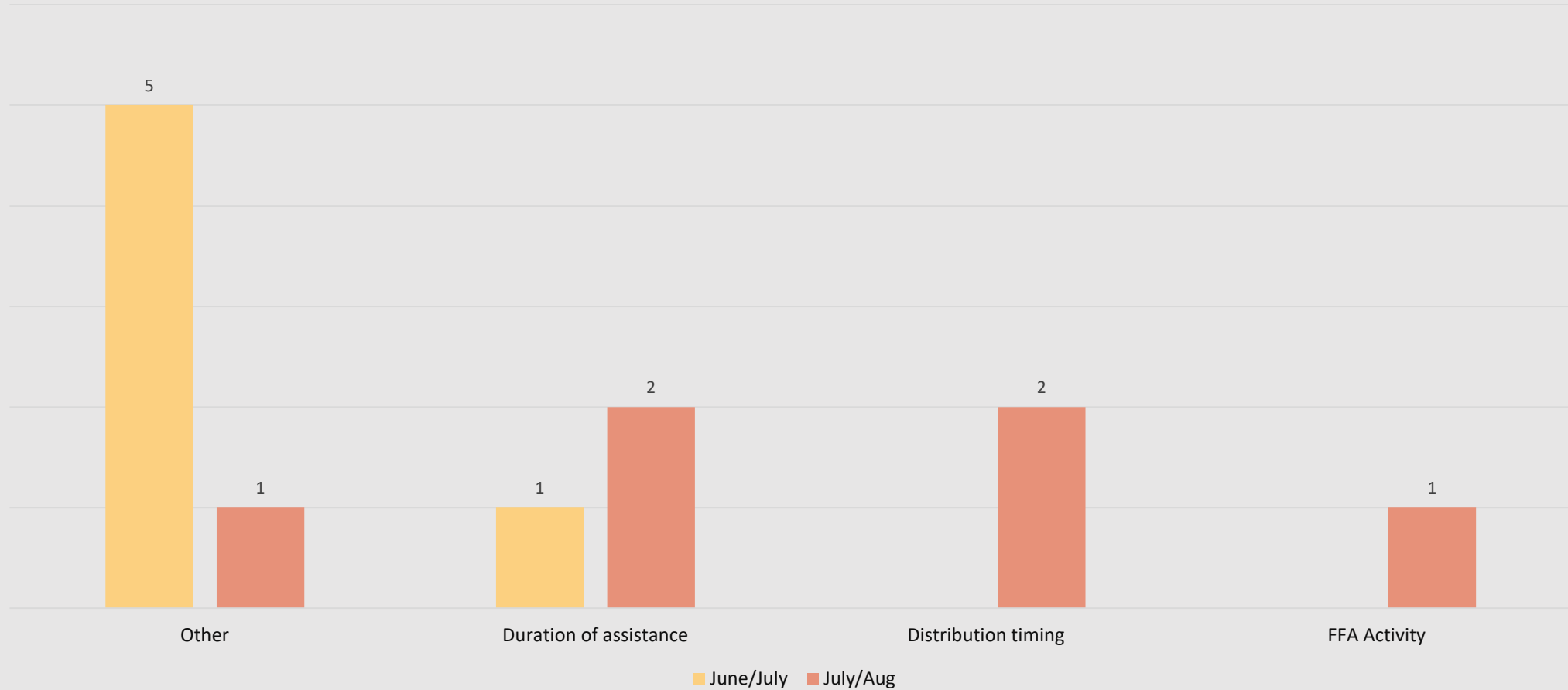


June/July

Cases Registered:
6
Feedback provided:
100

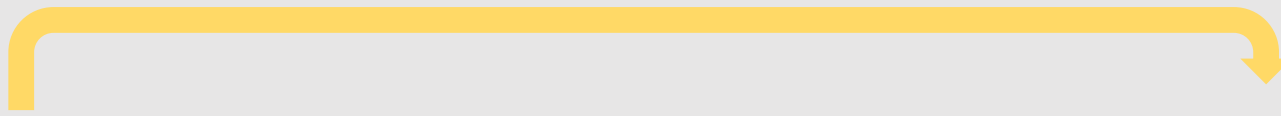
July/Aug

Cases Registered:
6
Feedback Provided:
83%



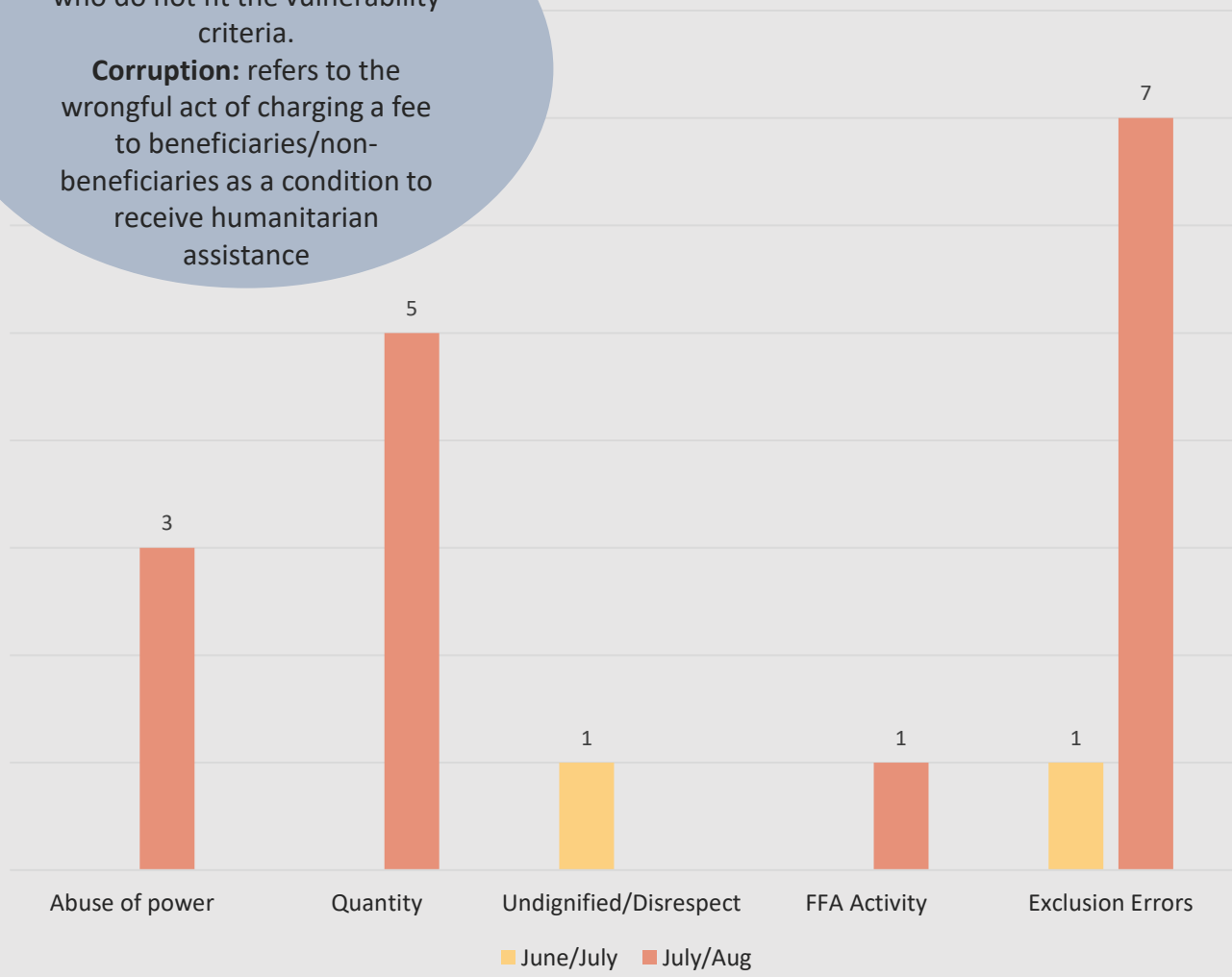
**DROUGHT RESPONSE
COMPLAINT/NEGATIVE FEEDBACK
16TH JUNE – 15TH AUG 2020**

**DROUGHT RESPONSE
BREAKDOWN OF ABUSES OF POWER
16TH JUNE – 15TH AUG 2020**

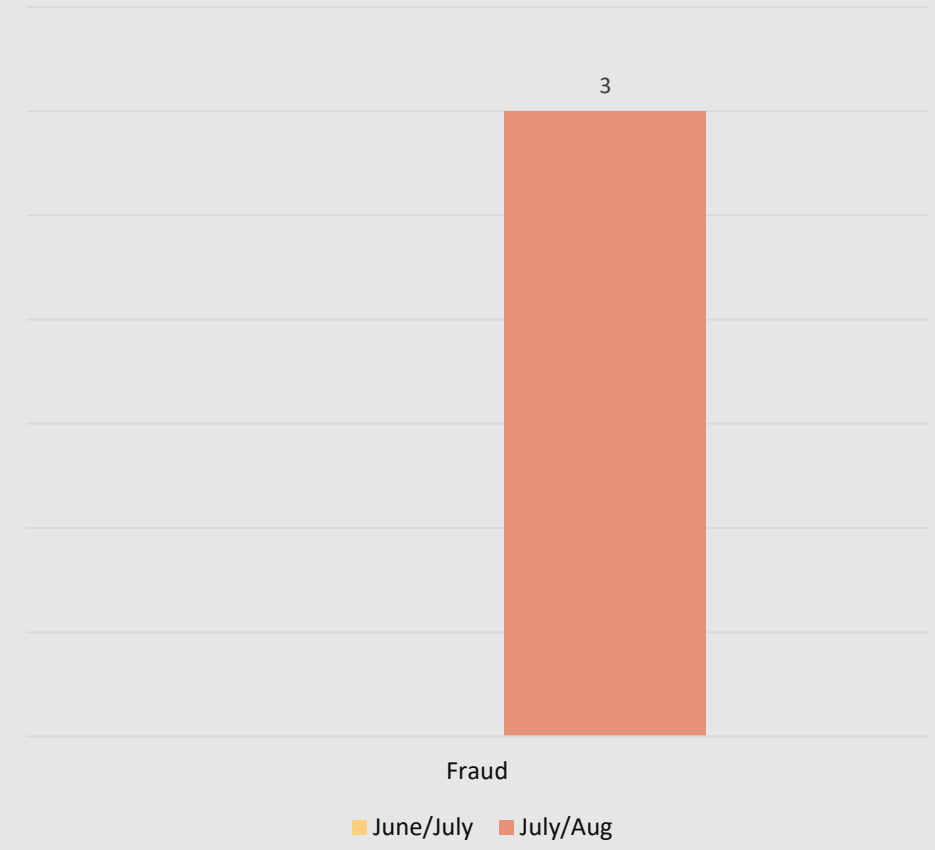


Abuse of power: refers to local leaders including family members and associates who do not fit the vulnerability criteria.

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

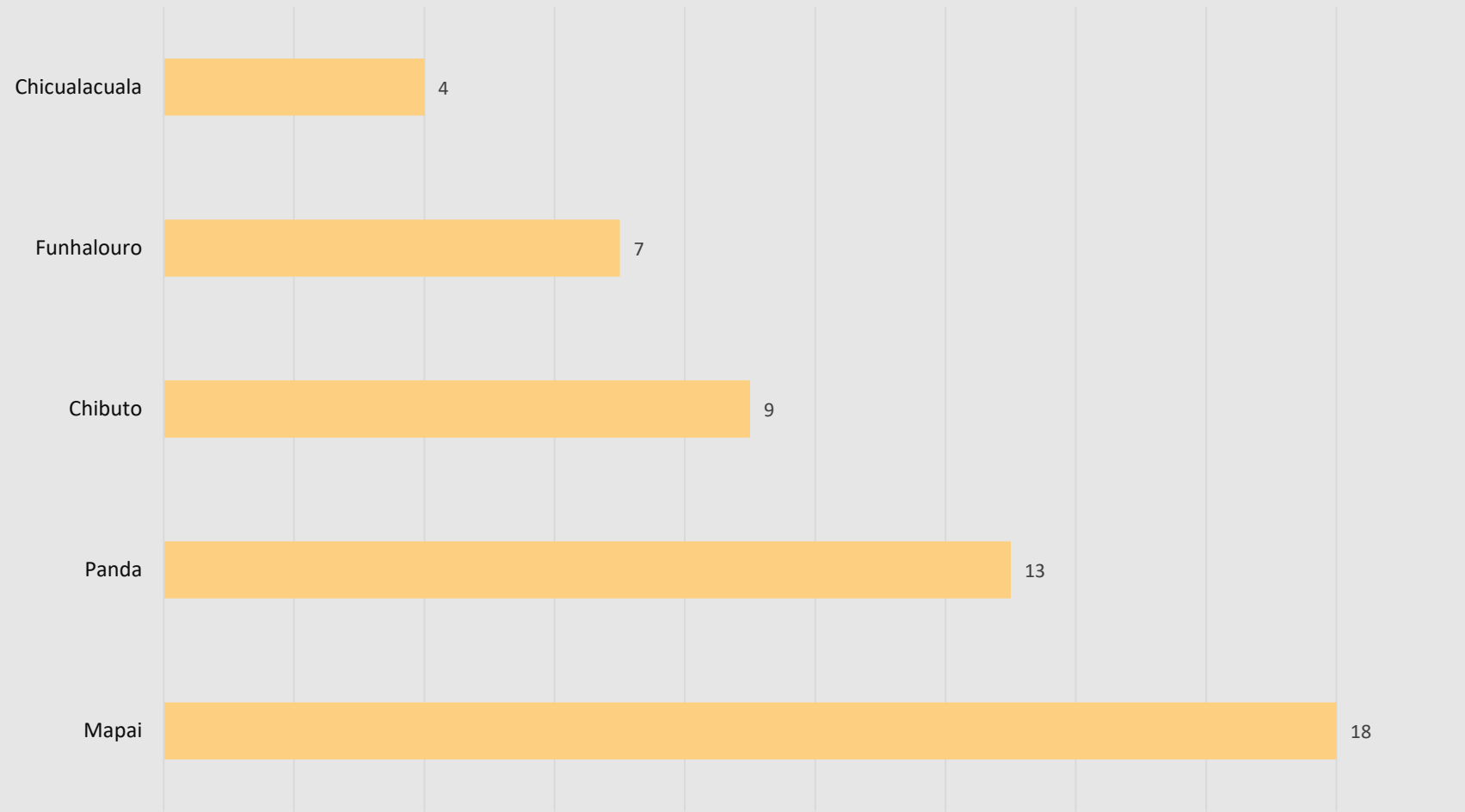


FACTORS HINDERING ACCESS



Complaints – Abuses of power

DROUGHT RESPONSE
DISTRICTS WITH THE HIGHEST NR. OF CASES
16TH JULY – 15TH AUG 2020



POSITIVE FEEDBACK
16th JULY – 15th AUG 2020



LINHA VERDE 1458 and CP's

"I am really thankful that my calls to Linha Verde have really yielded something positive because there were a lot of undeserving people receiving assistance but now that we called Linha Verde to report, verification teams have been sent and the local leaders who abused their power to take advantage of the situation are no longer able to do so." - **C.R de Mutua, Dondo, Sofala**



FOOD SECURITY

"I called a few days ago to request for food assistance, I was not receiving assistance because I did not have a voucher, today I called to say thank you for being attentive, I have been registered and have already received a voucher." – **Cidade de Pemba, Cabo Delgado**

FOOD SECURITY AND SHELTER AND NFI

How many people have been diagnosed with Covid-19 so far?? We would also like to thank WFP and partners, we received, zinc for roofing, saws, hammers, jerry cans and seeds and agricultural tools. – **Sussundenga, Manica**

FOOD SECURITY

I would like to say thank you on behalf of the 23 people who have been displaced and live in my compound, there was a distribution today and they received 200kg of corn, 40kg of peãs and 20L of cooking oil and 4kg of salt. I am so thankful on their behalf because I did not know how to I was going to feed them all. – **Cidade de Pemba, Cabo Delgado**

HUMANITARIAN ASSISTANCE

"In relation to the humanitarian assistance in general. I call to greet and say thank you for the assistance provided to our communities last year as we had suffered due to the desaster and had no means of caring for ourselves, the assistance was really timely and saved our lives." – **Gondola, Manica**

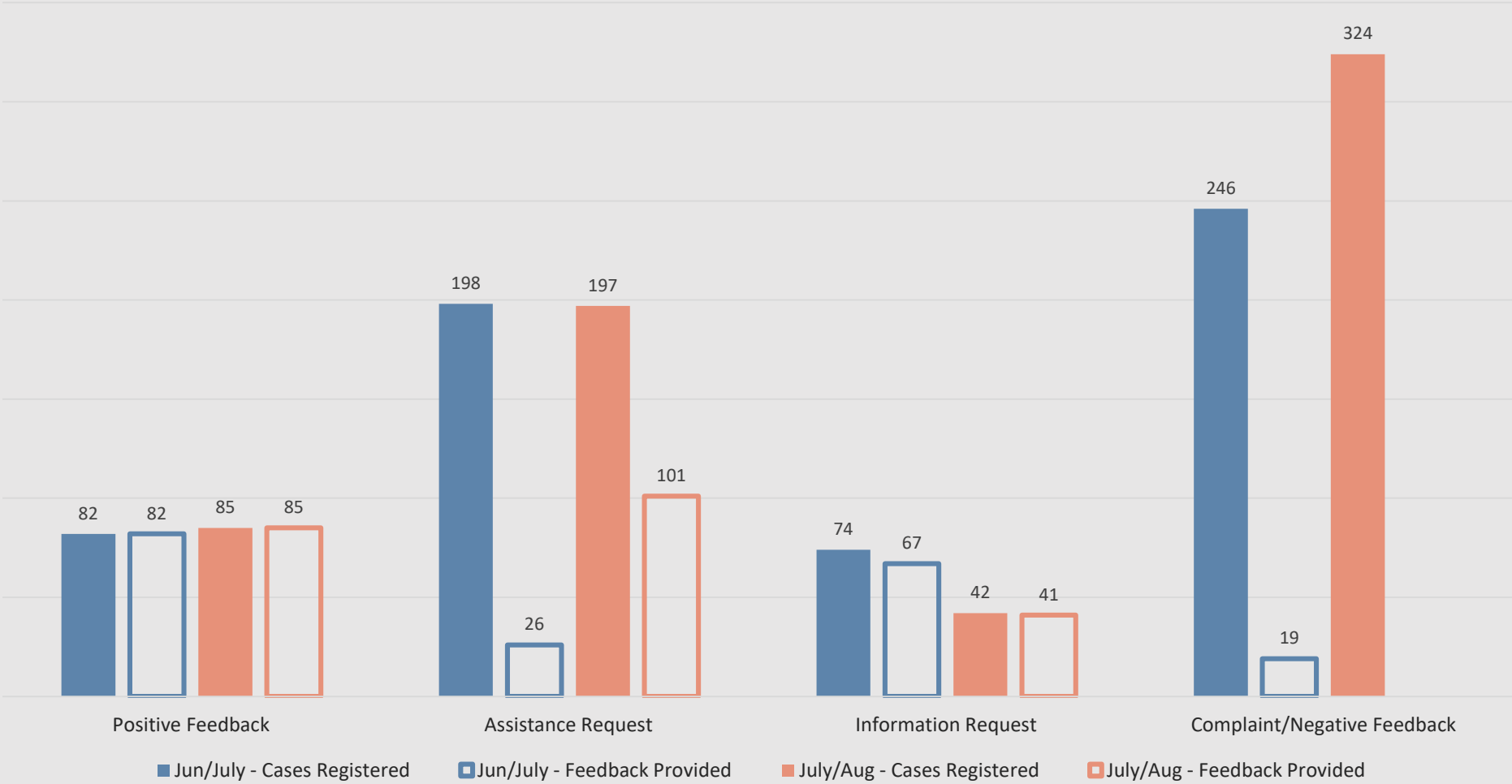
FOOD SECURITY

"I would like to thank WFP and its partners for the work they do, we received food on the 20th July, 2020, we received 50kg of corn, 10 kg of peas, 5L of cooking oil and 1kg of salt, these products were being distributed by the WFP partner named SEPPA, we are very happy because since leaving our home in Macomia on March 5 to Metuge due to the military attacks we have received assistance, and we would like to ask that the WFP and people of good will to not stop helping us while the military situation prevails in this part of the country." – **Metuge, Cabo Delgado**

FOOD SECURITY



16 July - 15 August 2020
 Cases Registered:
648
 Feedback provided:
227



Sofala	210
Zambezia	5
Manica	40
Tete	3
Nampula	5
Cabo Delgado	326
Inhambane	26
Gaza	31

HEALTH

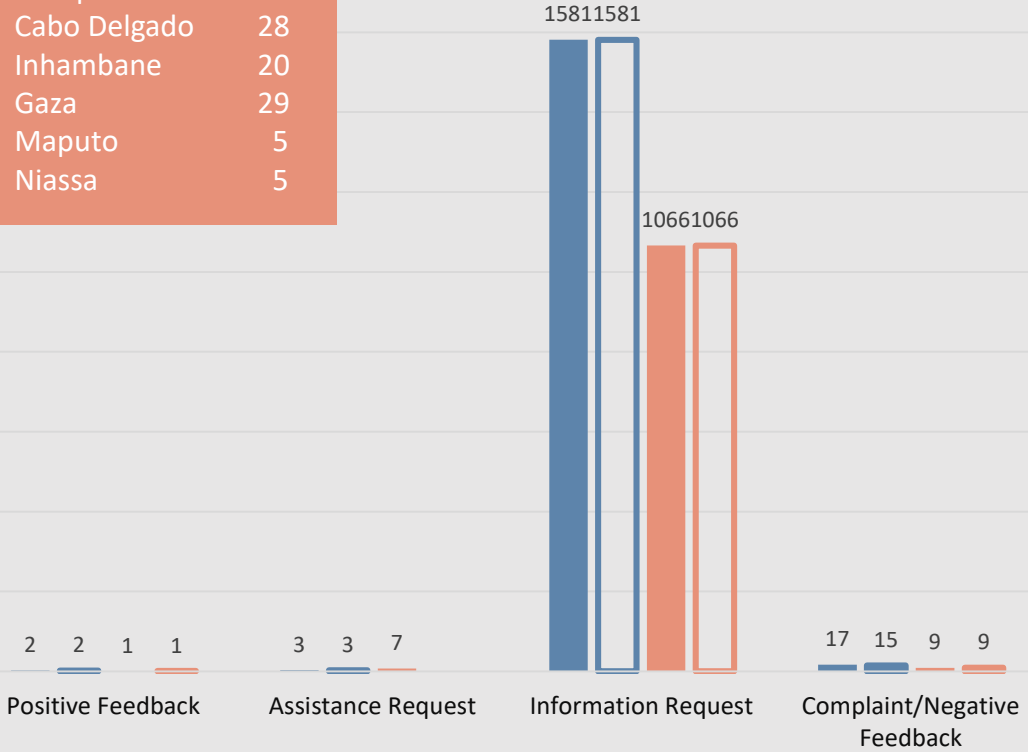


16 July - 15 August 2020

Cases Registered:
1083

Feedback provided:
1076

Sofala	585
Zambezia	92
Manica	131
Tete	84
Nampula	88
Cabo Delgado	28
Inhambane	20
Gaza	29
Maputo	5
Niassa	5



■ Jun/July - Cases Registered Jun/July - Feedback Provided
■ July/Aug - Cases Registered July/Aug - Feedback Provided

EDUCATION

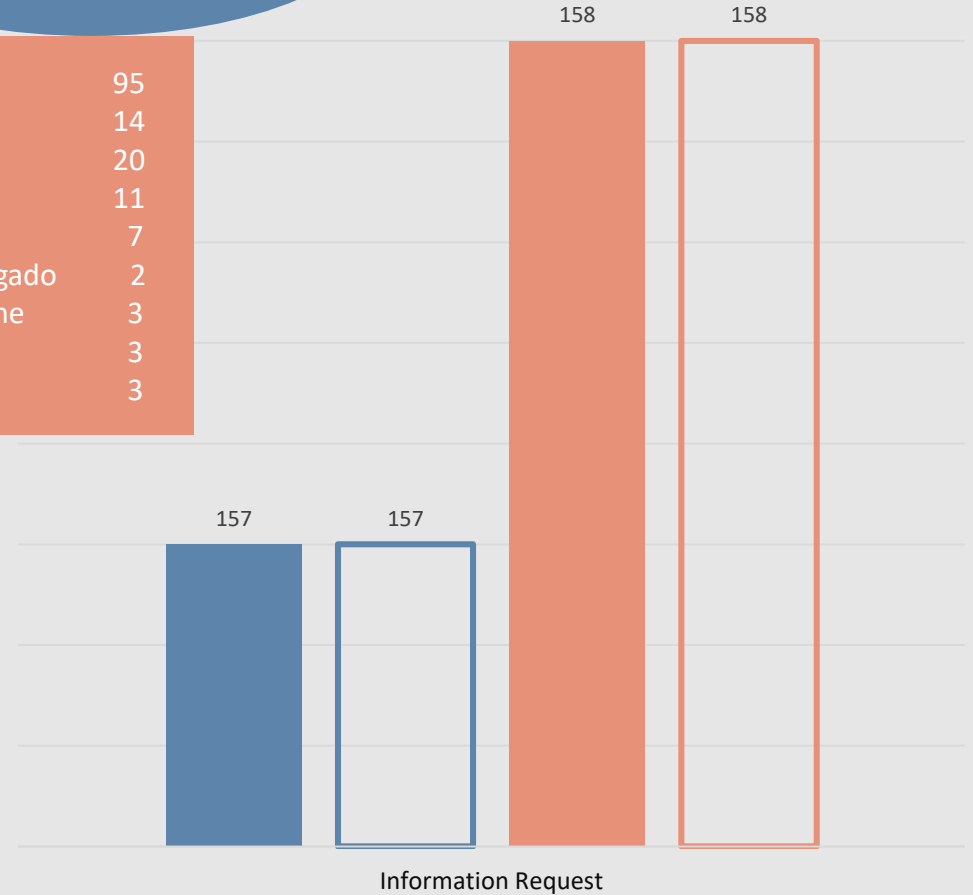


16 July - 15 August 2020

Cases Registered:
158

Feedback provided:
158

Sofala	95
Zambezia	14
Manica	20
Tete	11
Nampula	7
Cabo Delgado	2
Inhambane	3
Gaza	3
Maputo	3



■ Jun/July - Cases Registered Jun/July - Feedback Provided
■ July/Aug - Cases Registered July/Aug - Feedback Provided

CCCM



16 July - 15 August 2020

Cases Registered:

3

Feedback provided:

0

SHELTER AND NFI



16 July - 15 August 2020

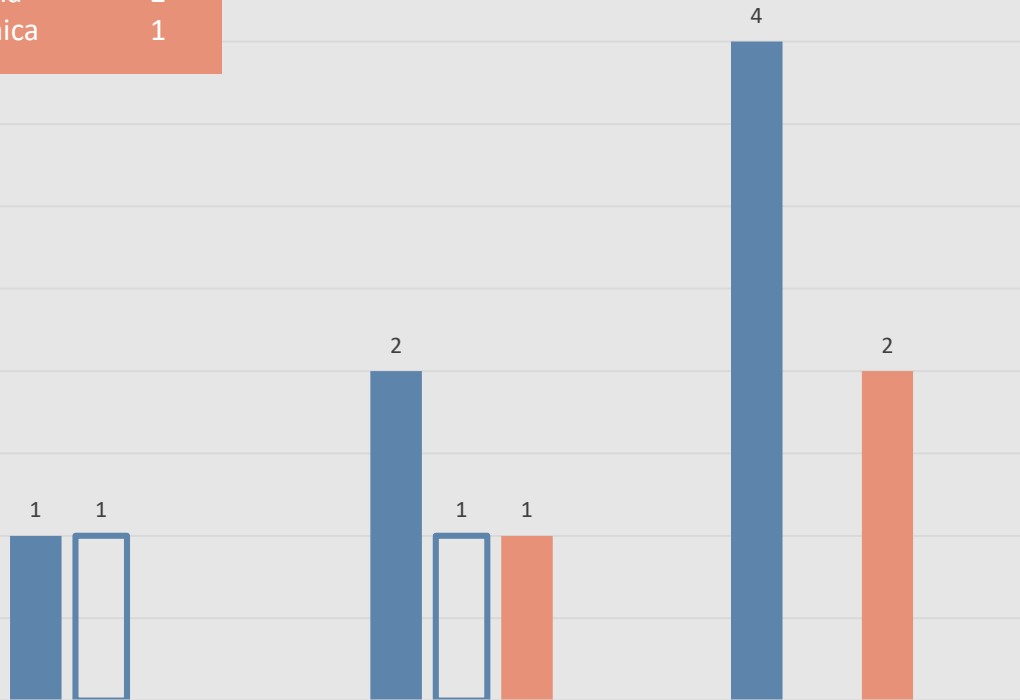
Cases Registered:

42

Feedback provided:

7

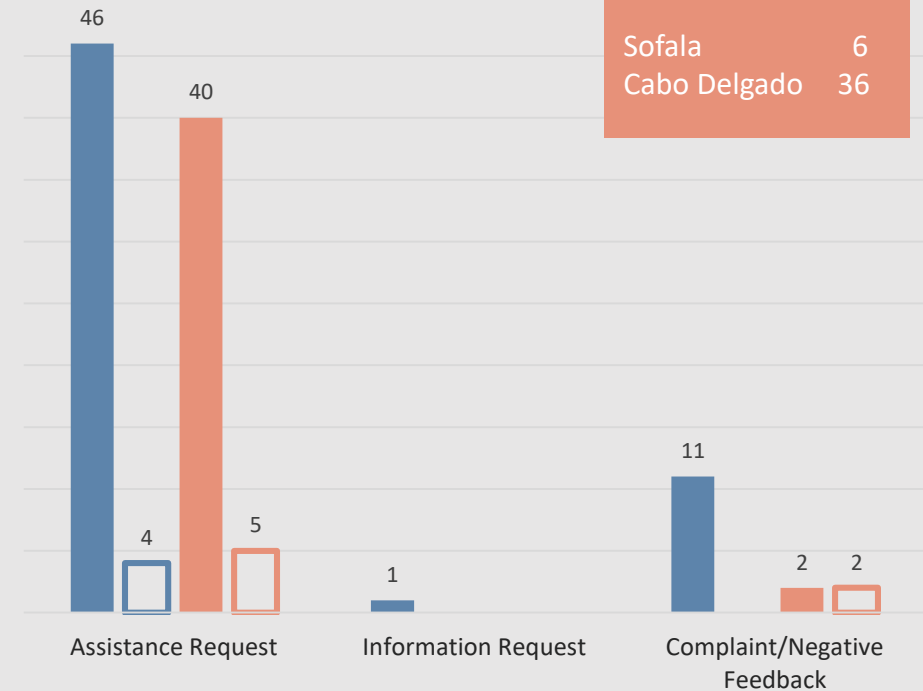
Sofala 2
Manica 1



Positive Feedback Information Request Complaint/Negative Feedback

■ Jun/July - Cases Registered □ Jun/July - Feedback Provided
 ■ July/Aug - Cases Registered □ July/Aug - Feedback Provided

Sofala 6
Cabo Delgado 36



Assistance Request Information Request Complaint/Negative Feedback

■ Jun/July - Cases Registered □ Jun/July - Feedback Provided
 ■ July/Aug - Cases Registered □ July/Aug - Feedback Provided

WASH



16 July - 15 August 2020

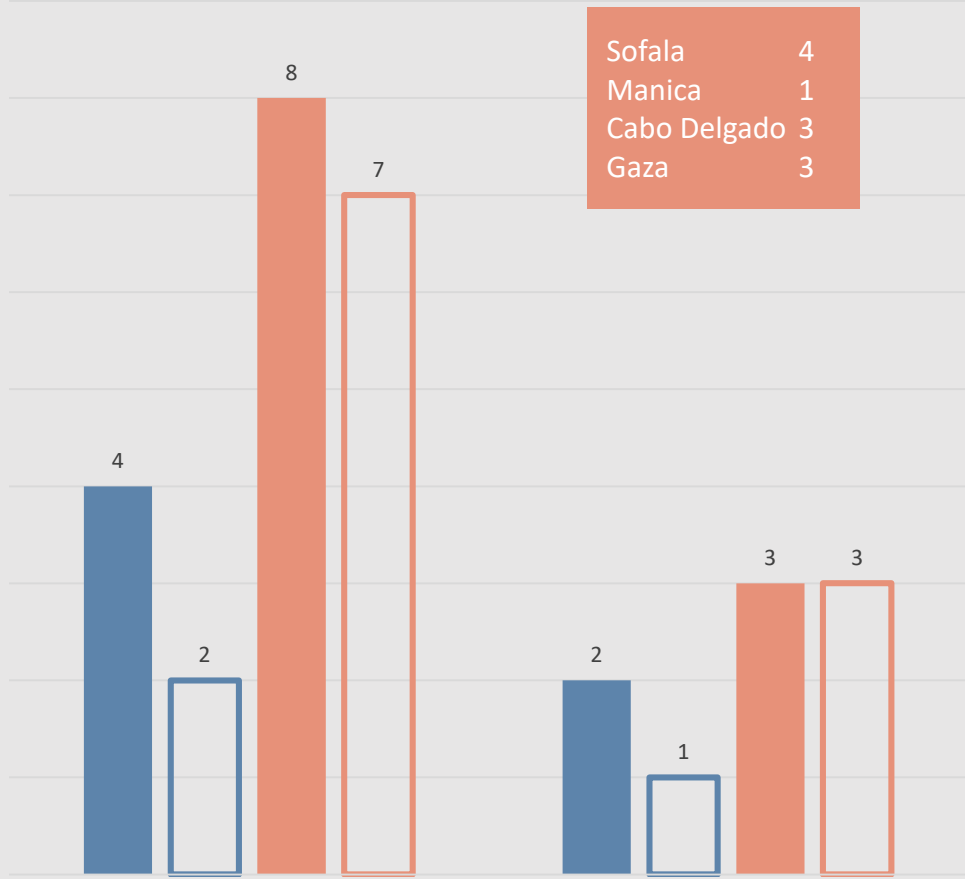
Cases Registered:

11

Feedback provided:

11

Sofala	4
Manica	1
Cabo Delgado	3
Gaza	3



Assistance Request

Complaint/Negative Feedback

■ Jun/July - Cases Registered Jun/July - Feedback Provided
■ July/Aug - Cases Registered July/Aug - Feedback Provided

PROTECTION

16 July - 15 August 2020

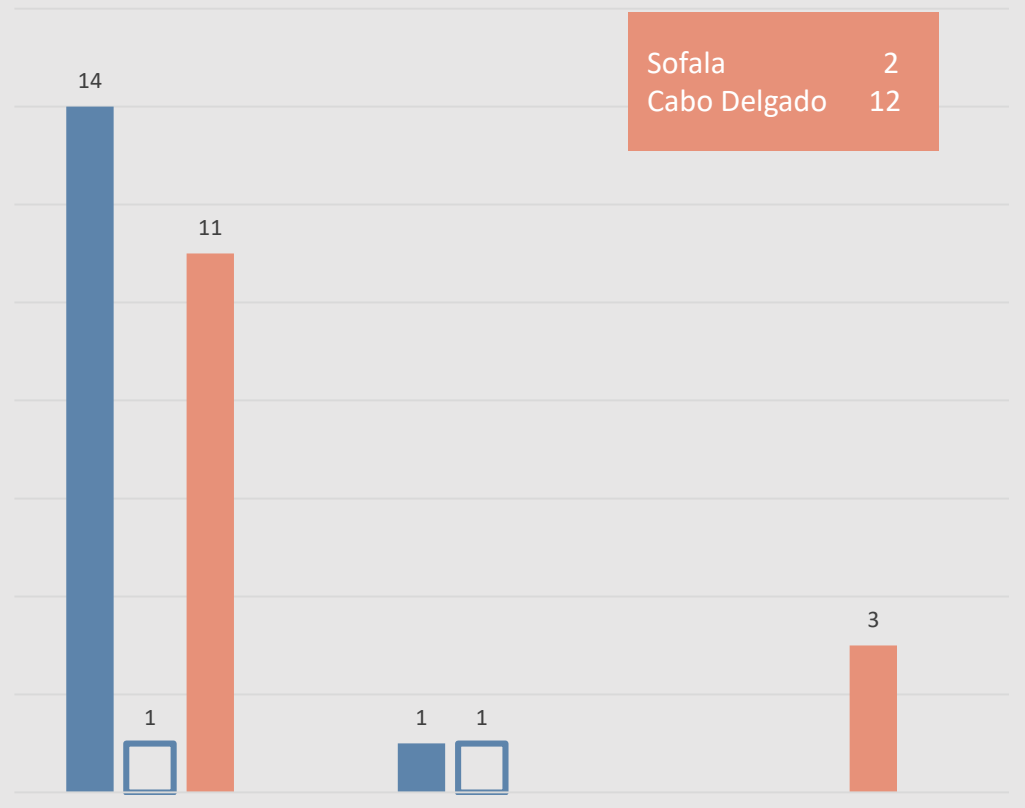
Cases Registered:

14

Feedback provided:

0

Sofala	2
Cabo Delgado	12



Assistance Request

Information Request

Complaint/Negative Feedback

■ Jun/July - Cases Registered Jun/July - Feedback Provided
■ July/Aug - Cases Registered July/Aug - Feedback Provided

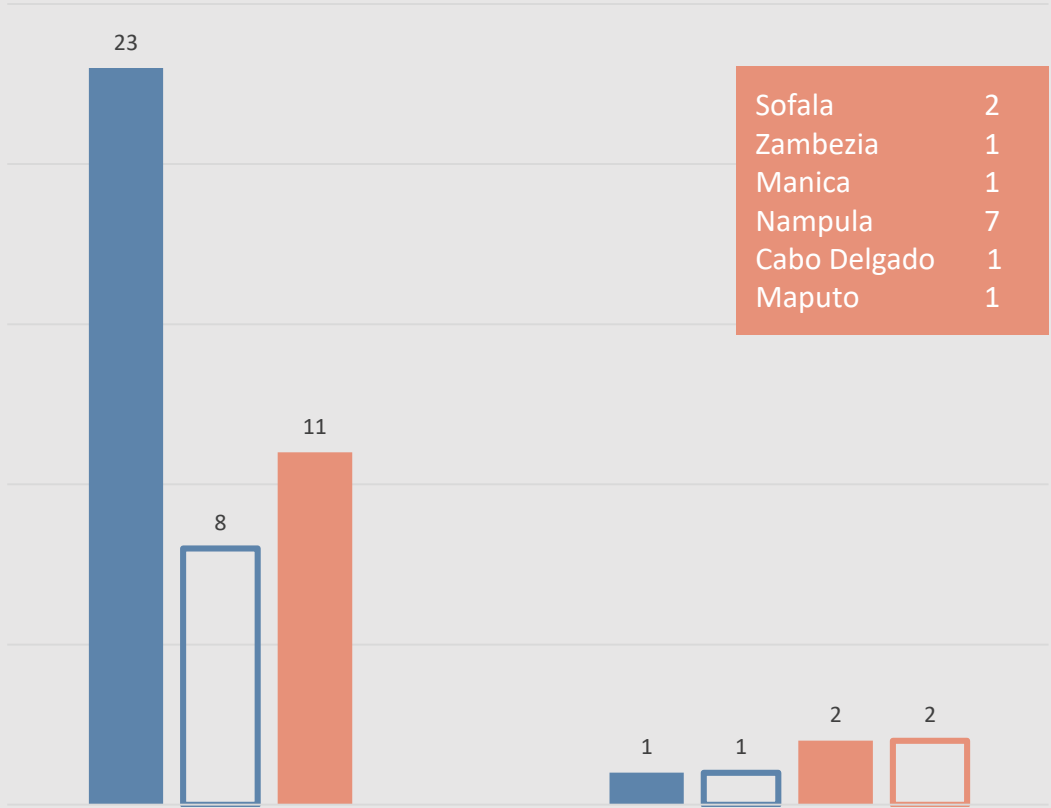
CHILD PROTECTION



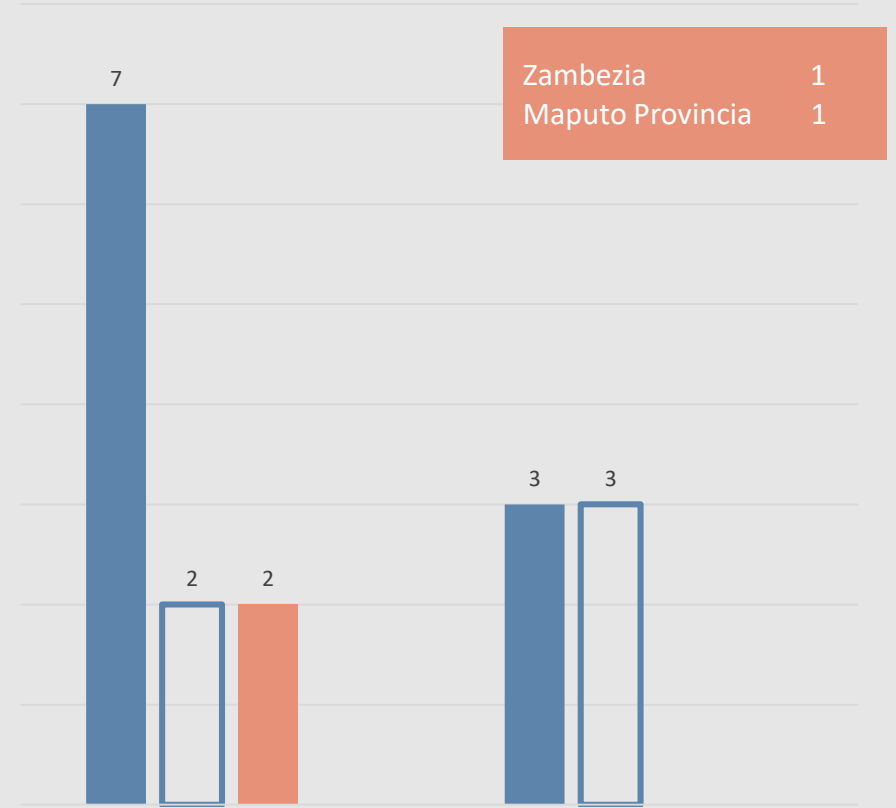
16 July - 15 August 2020
 Cases Registered:
13
 Feedback provided:
6

GBV

16 July - 15 August 2020
 Cases Registered:
2
 Feedback provided:
0



Sofala	2
Zambezia	1
Manica	1
Nampula	7
Cabo Delgado	1
Maputo	1



Zambezia	1
Maputo Provincia	1

■ Jun/July - Cases Registered Jun/July - Feedback Provided
■ July/Aug - Cases Registered July/Aug - Feedback Provided

■ Jun/July - Cases Registered Jun/July - Feedback Provided
■ July/Aug - Cases Registered July/Aug - Feedback Provided

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH JULY – 15TH AUGUST 2020

Overview

- ❖ Until 15th of July 2020, Linha Verde 1458 registered a total of 18,140 cases (since 16th May 2019) with a feedback rate of 85%. This month, a total of 1,981 cases were registered, a slight decrease compared to the previous month.
- ❖ During this month (mid-July to mid-August), most of the calls (that are not related to Covid-19 calls), come from Cabo Delgado, representing 53.5 % of total cases. Thus, for the first time Sofala is no longer the province with the highest number of registered cases.
- ❖ 62.4% of cases are related to Health/Covid-19, while issues related to food security represent 32.7 % of registered cases. It's important to note though that, given the complex context in the north, people tend to cite food as the most pressing need while people tend to also request shelter and NFIs in parallel, with cases referred accordingly.

Interagency and Government Coordination: July - August 2020

- ❖ In July, Linha Verde participated in an enumerator training carried out by UNHCR in Cabo Delgado. Eight enumerators responsible for data collection in 4 districts in Cabo Delgado: Ibo, Montepuez, Chiure and Metuge to produce Protection Monitoring reports for UNHCR.
 - The training was a practical training in focused on Interview Techniques, Protection, Community Based Protection, Gender Equality, GBV, PSEA and Linha Verde 1458.
 - Protection monitoring serves to generate data and information on trends in protection situations in specific locations and/or for specific populations and vulnerable groups.



- ❖ Linha Verde 1458 has been active in the ICCG and CE/AAP working group to strengthen the collaboration between Linha Verde 1458, other complaints and feedback mechanisms (CFM) and clusters/ humanitarian organization. These efforts are also focused on consolidate Linha Verde 1458 as an important accountability tool for humanitarian assistance.

Idai Response (central region): July - August 2020

- ❖ In the period between 16th of July and 15th of August 2020, Linha Verde 1458 registered 279 cases from the central region of Mozambique with a feedback rate of 65%. 86% of these registered cases concern Food Security. The other 14% are mainly divided into CCCM, Shelter and WASH.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH JULY – 15TH AUGUST 2020

- ❖ **Complaints** account for 67.7% of all cases in the central region of Mozambique. Most were related to claims of exclusion errors in beneficiaries lists for food assistance and abuse of power by community leaders. This trend, as in the previous period, can be attributed to the discontent of the beneficiaries who no longer receive aid due to the new targeting criteria in line with the new stage of humanitarian aid in food assistance.
 - Issues raised tended to come from families who were not present in the resettlement centers when verification in resettlement centers took place, although there are also cases of ineligible families (living outside the resettlement centers) trying to continue to receive food assistance despite not meeting the targeting criteria. In some cases, leaders also tried to register ghost families. All claims are being dealt with by the food assistance teams.

IDP Response (northern region): July – August 2020

- ❖ The registration of cases from the north of Mozambique (Cabo Delgado and Nampula) continues to increase, with a total of 398 cases this month. The feedback rate increased from 15% to 45.7% with cases being actively attended to and followed up on by relevant actors on the ground although the context is challenging.
 - The majority of the cases come from the City of Pemba and Mocimboa da Praia, where humanitarian access is still restricted. Callers from Mocimboa da Praia are generally seeking to determine if/ when they will be able to benefit from humanitarian assistance.

- ❖ **Requests for assistance** continue to represent the majority of calls (54.7%) for food, NFI and shelter materials, shelter, "land", seeds and working tools, pots, pans and other kitchen materials, clothing and accessories, blankets. Many cite having arrived only with the clothes they were wearing on the day they fled. These cases are duly forwarded to the respective Clusters of interest.
- ❖ **Complaints** represent 33% of cases registered in the period in question, the majority of which are claims of exclusion errors.
 - Many internally displaced people (IDPs) claim to have registered themselves and their families with the head of the neighbourhood upon arrival. However, the issues raised by the affected population indicate that leaders have been including local families and affiliates while IDPs do not appear on beneficiary lists despite registering accordingly.
- ❖ **Health:**
 - During this period Linha Verde 1458 started to receive calls from IDPs, mainly Mocimboa da Praia requesting medical assistance suggesting the provision of a mobile medical post to attend to the rising medical needs citing cases of stomach-ache and diarrhoea and more specifically citing outbreaks of cholera and malaria.

LINHA VERDE DA RESPOSTA A EMERGÊNCIA: NARRATIVE REPORT

16TH JULY – 15TH AUGUST 2020

Drought Response (southern region and Tete), July – August 2020

- ❖ The number of cases increased from 44 to 67 cases registered between 16th of July and 15th of August 2020, with a feedback rate of almost 90%.
- ❖ Most of the cases were of **positive feedback** due to the return of food assistance in the most affected districts, followed by requests for continued food assistance due to low production during the previous agricultural season.
- ❖ **Complaints** represent 23.8 % of cases registered in the period, and mainly being claims of exclusion errors which are being addressed.

Protection: July - August 2020

- ❖ Between mid-July and mid-August 2020, Linha Verde 1458 received a total of 29 cases related to Protection:
 - 13 cases related to **Child Protection**, which were referred to “Linha Fala Criança 116”. The cases are mostly related to child sexual abuse and premature marriages;
 - 02 cases of **Gender Based Violence (GBV)**, which were sent to UNFPA focal points. The cases concerned domestic violence.
 - 14 cases were referred directly to the Protection Cluster, the vast majority coming from Cabo Delgado. These cases mainly concern internally displaced persons in a vulnerable state who ask for assistance in recovering IDs and seeking assistance in moving to other safer locations.

Trends: Covid-19

**COVID-19: CASE CATEGORIES AND
CASES BY PROVINCES**
16TH JULY – 15TH AUGUST 2020

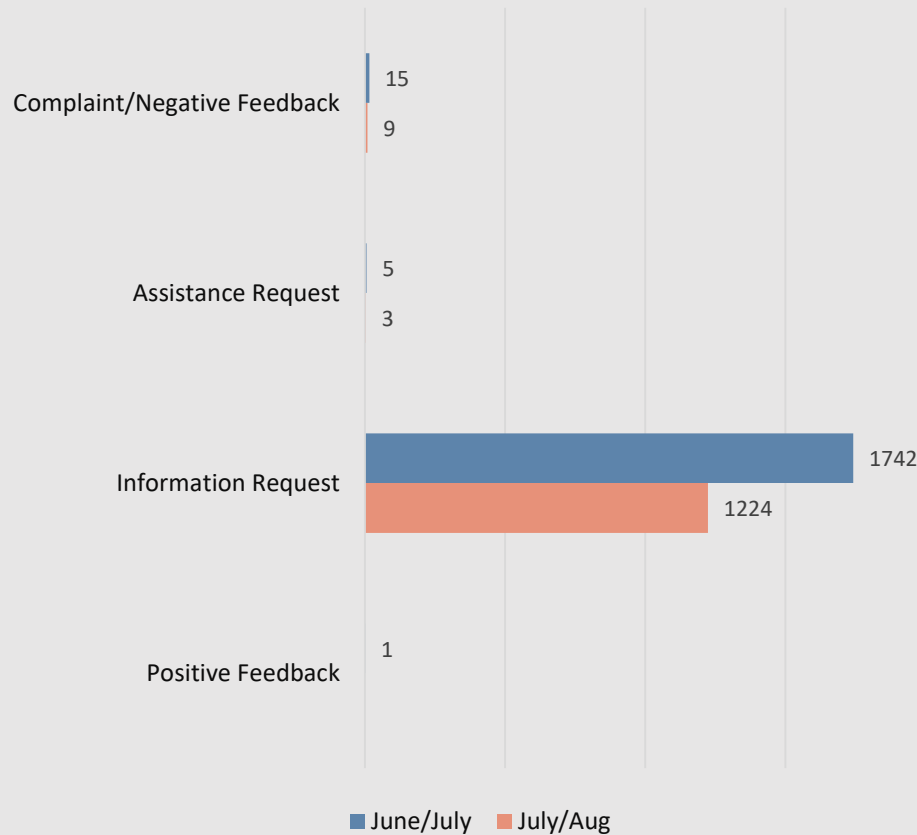
16TH JUNE – 15TH JULY 2020

Nr. of cases about Covid-19:

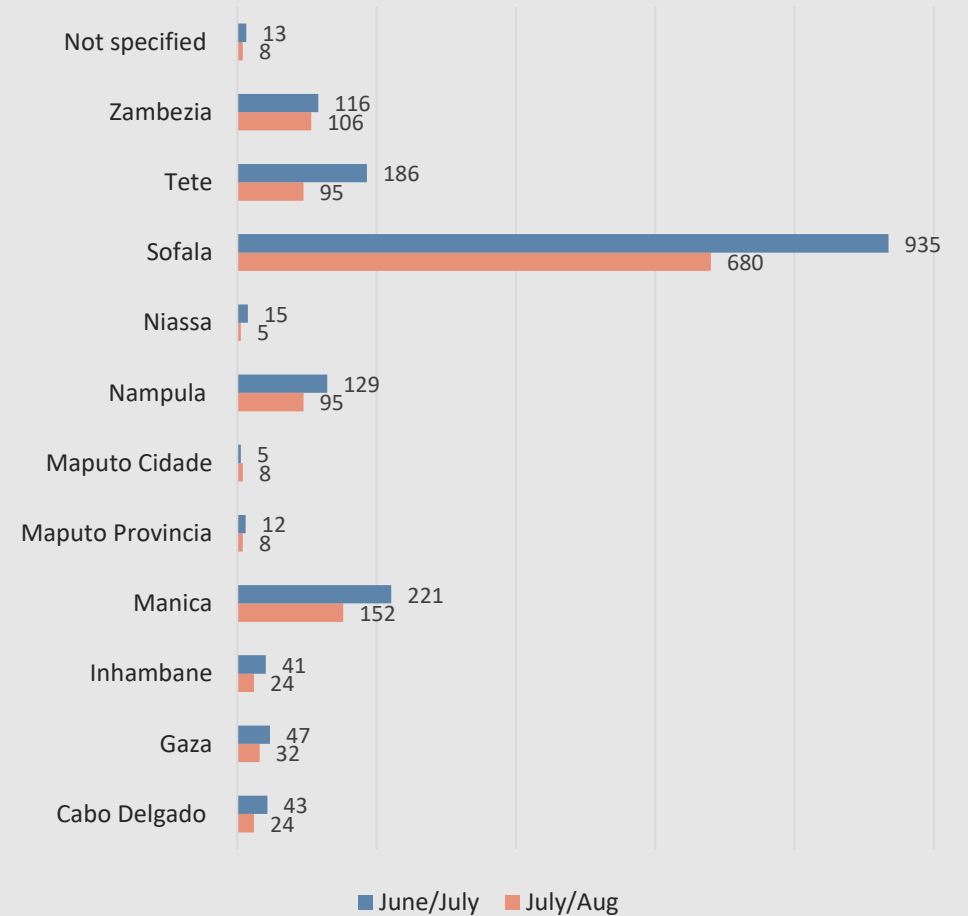
1236

62% of the cases registered through the Linha Verde 1458 between April 16 and May 15 were Covid-19 related.

CASE CATEGORY

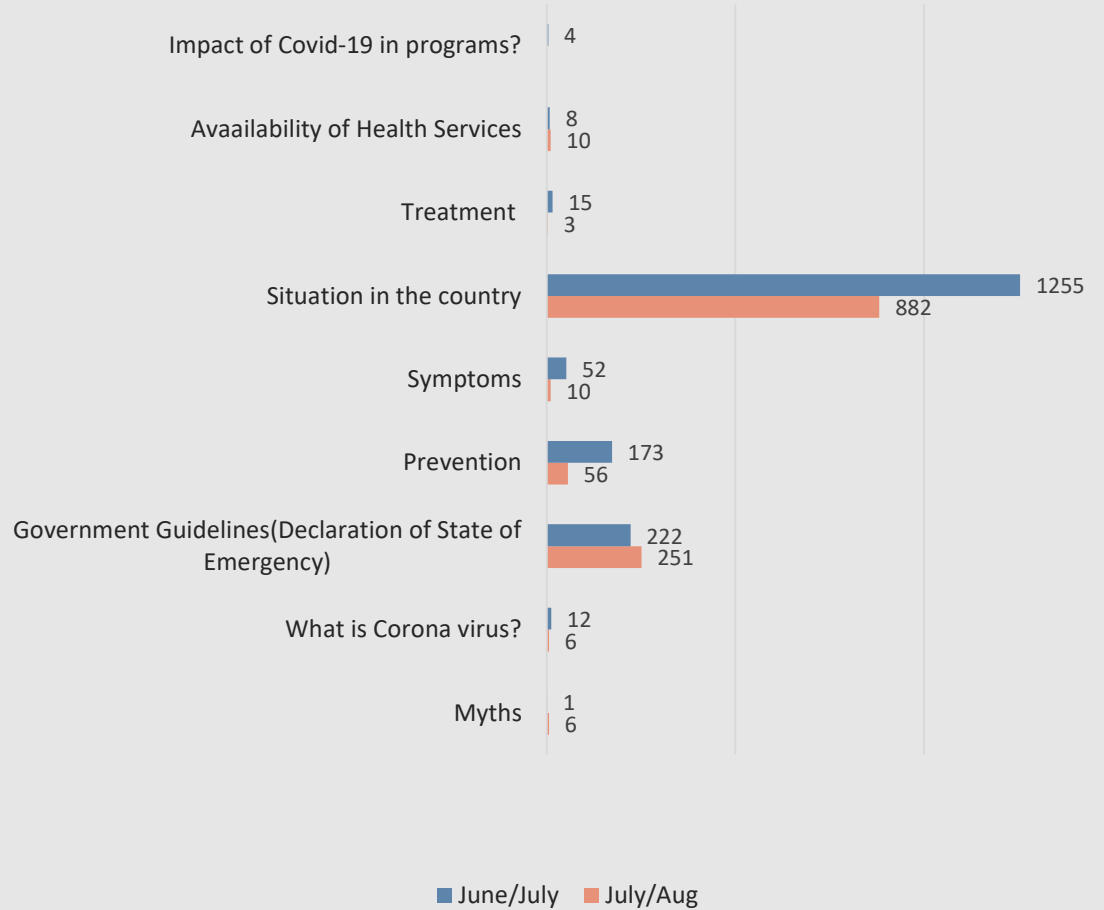


CASES BY PROVINCES

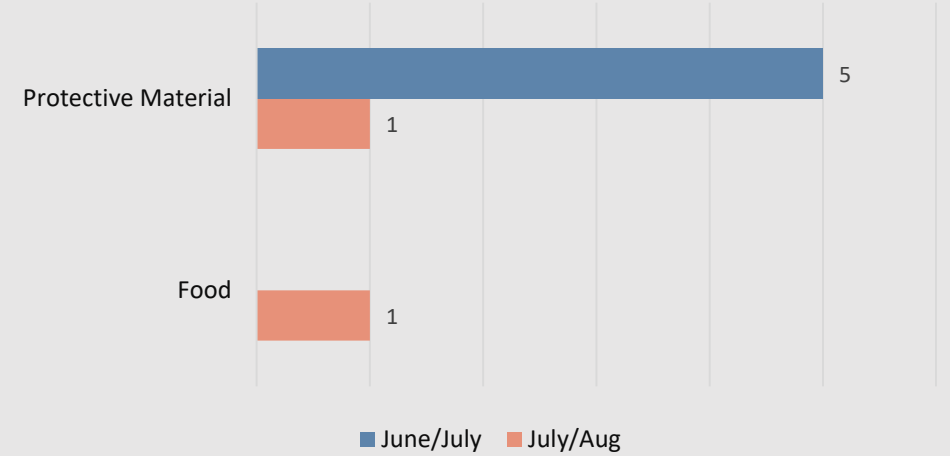


COVID-19 CASE TYPE BY CATEGORY 16TH JULY – 15TH AUGUST 2020

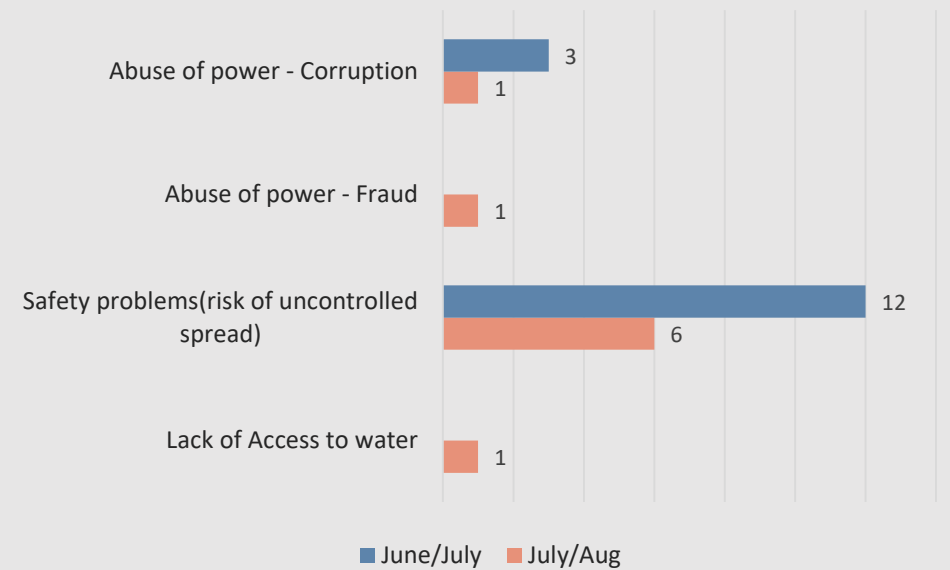
INFORMATION REQUESTS



ASSISTANCE REQUESTS

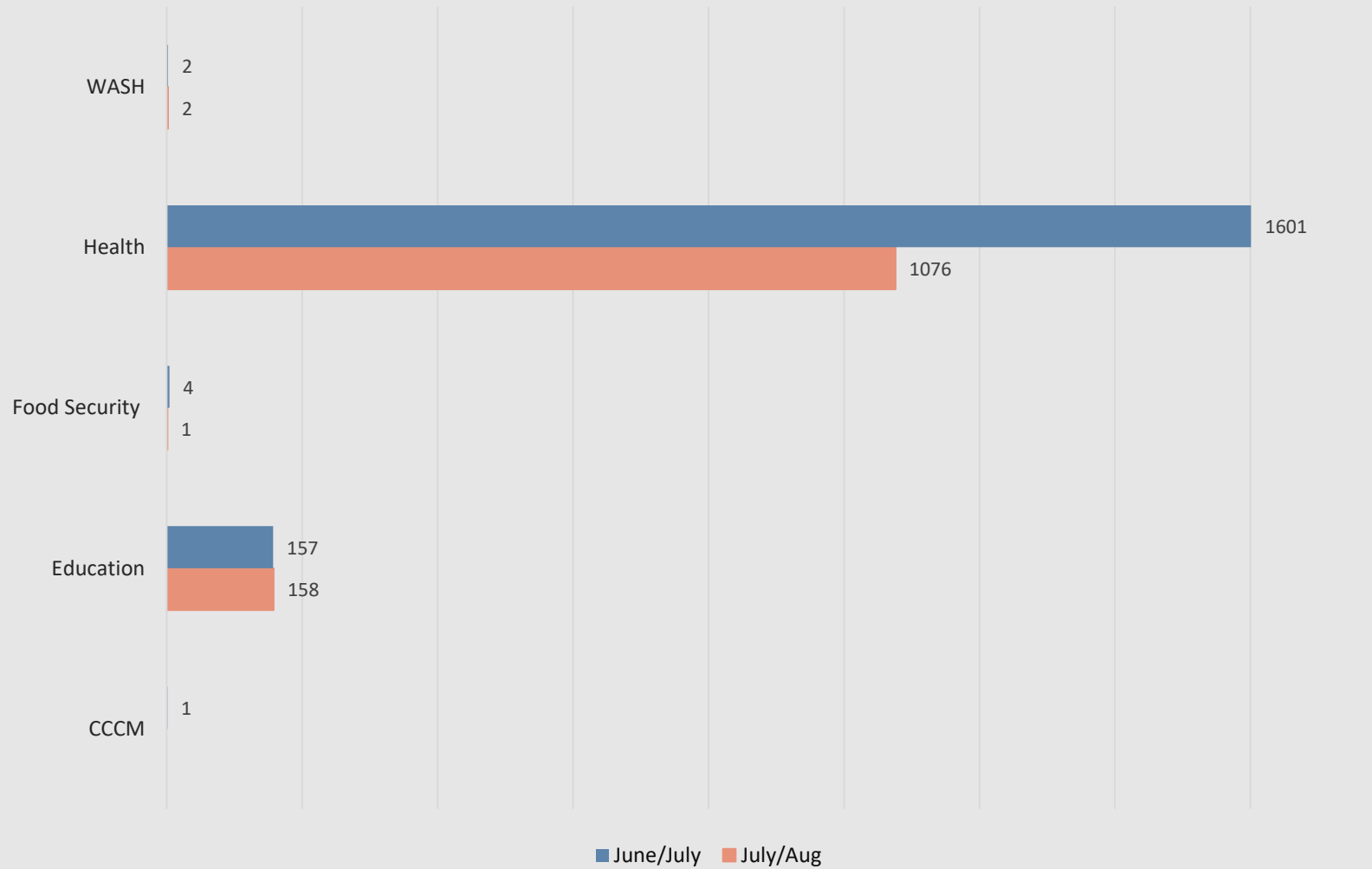


COMPLAINT/NEGATIVE FEEDBACK



COVID-19: RELATED SECTORS 16TH JULY – 15TH AUGUST 2020

Cases already reflected in the case overview on slides 18-22

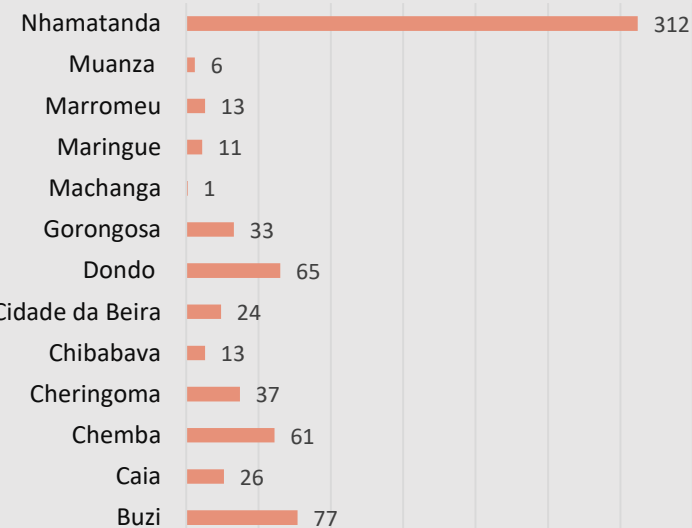


COVID-19: LOCATIONS OF COVID-19 CALLS

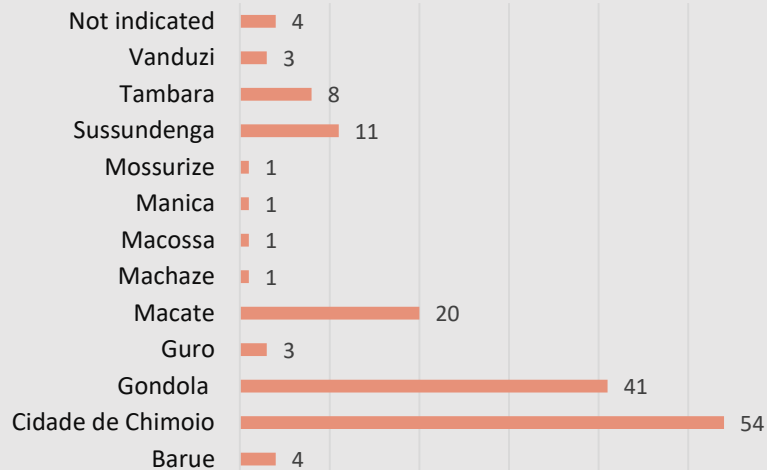
16TH JULY – 15TH AUGUST 2020



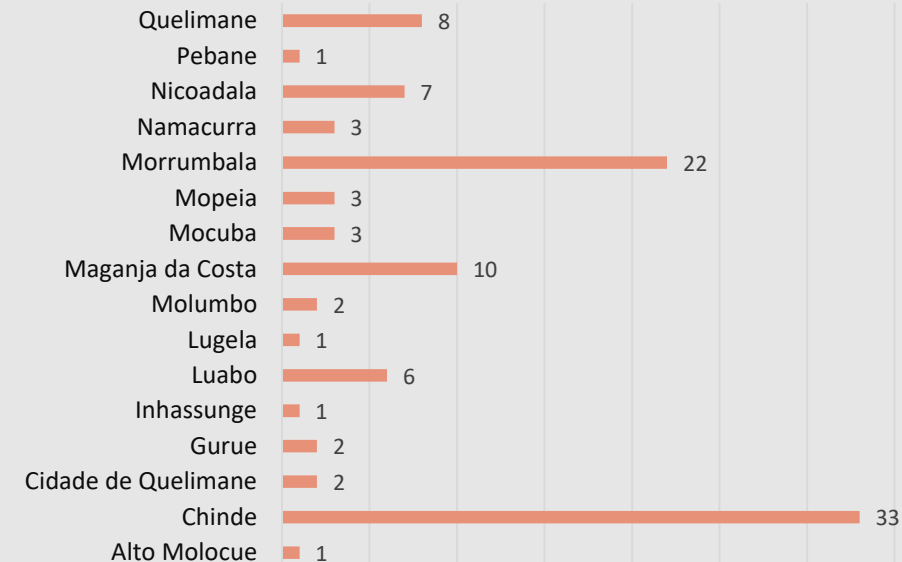
SOFALA - 680



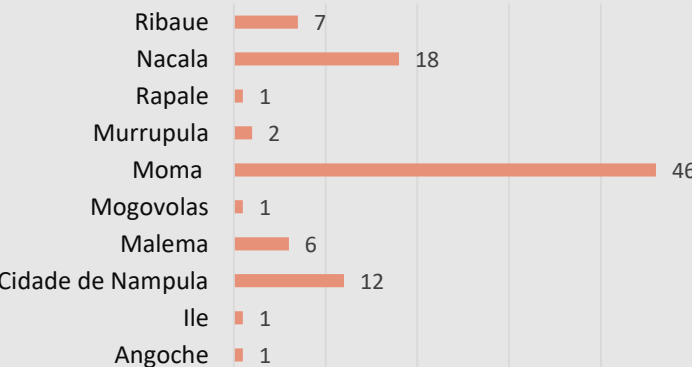
MANICA - 152



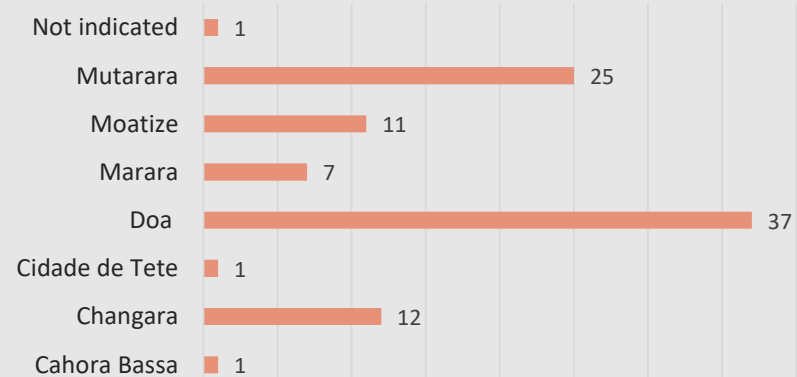
ZAMBEZIA - 105



NAMPULA - 95



TETE - 95

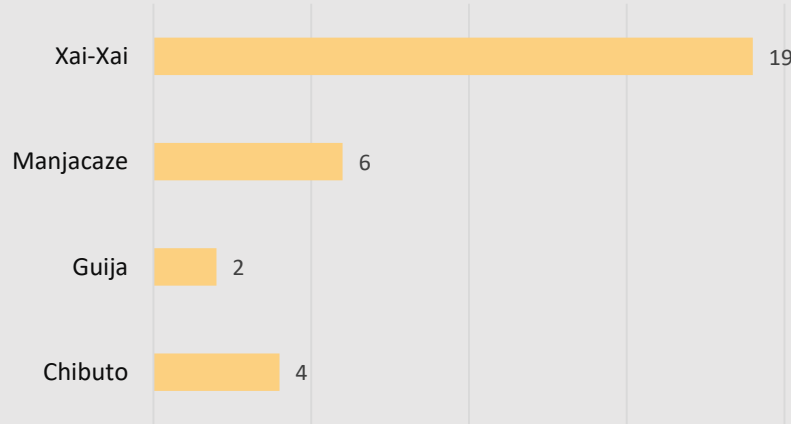




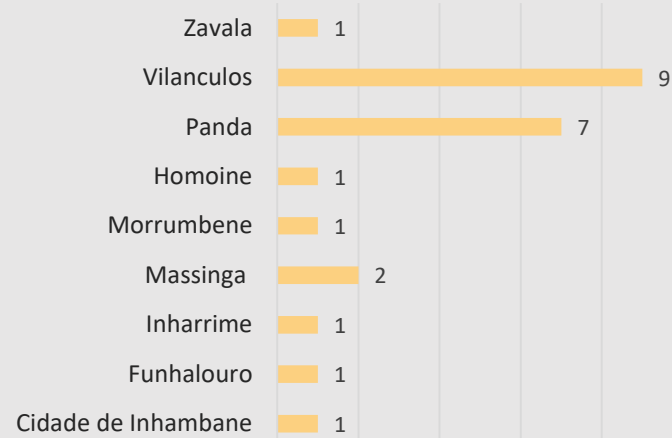
COVID-19: LOCATIONS OF COVID-19 CALLS

16TH JULY – 15TH AUGUST 2020

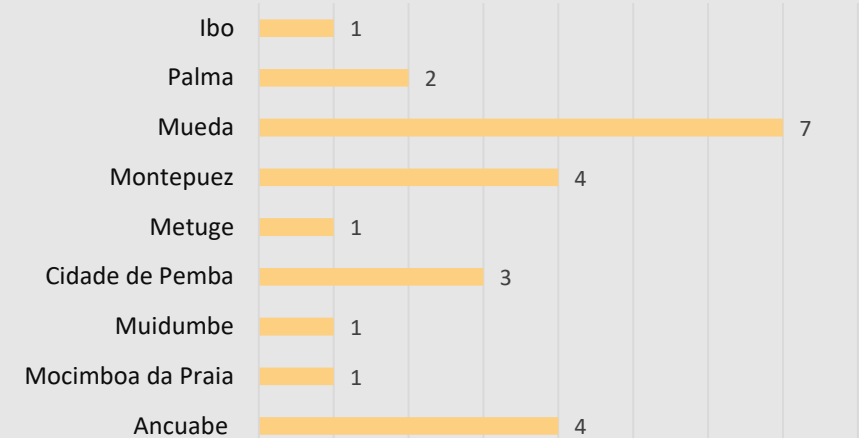
GAZA - 32



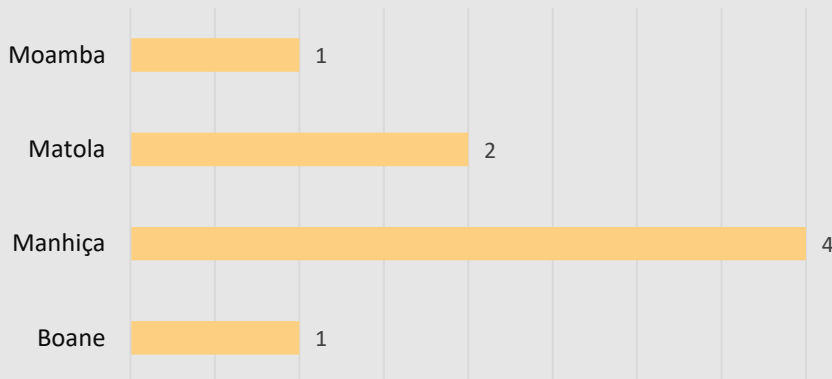
INHAMBANE - 24



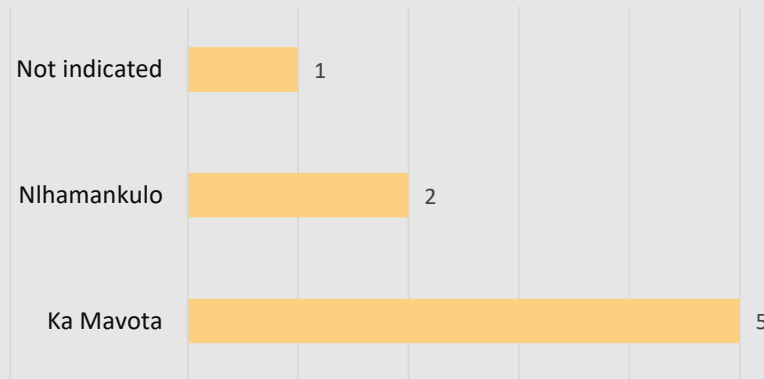
CABO DELGADO - 24



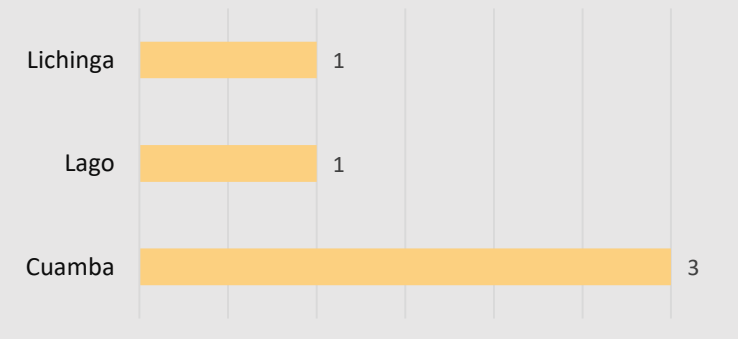
MAPUTO PROVINCIA - 8



MAPUTO CIDADE - 8



NIASSA - 5



Covid-19: July - August 2020

- ❖ Linha Verde 1458 registered between the 16th of July and 15th of August 2020, a total of 1,237 cases on Covid-19, representing 62.4% of all the cases reported during the month.
- ❖ Linha Verde 1458 continues to collaborate with MISAU in responding to Covid-19 queries through participation in meetings and coordination committees, sending weekly reports and forwarding suspected Covid-19 cases for action by health professionals.
- ❖ Most of the registered cases continue to be **requests for information**.

Complaints:

- ❖ During this period only 09 complaints were received. These cases are generally related to “**safety problems**”, mainly being related to undue crowding of people who are drinking, not wearing masks, or improperly selling goods.

Information requests:

- ❖ During the period in question, calls referring to **the current situation** remain the most prevalent, with key concerns being:
 - How many cases are there in the country? In which locations? How many have recovered?
 - If there is already a treatment/ cure/ vaccine.
 - Number of deaths registered in the country.

- ❖ The analysis of the other requests for clarification indicates the following topics between 16th of July and 15th August:
 - **Church:** When will they re-open.
 - **Travel and opening of borders:** When will the borders for South Africa be reopened? If internal travel is allowed.
 - **State of Emergency:** As a result of the statements by the President of the Republic, many people called to clarify the content of this statement. What was said? What measures have been taken? When will it end?

Education and Covid-19

- ❖ During this period, Linha Verde 1458 recorded 158 cases related to the Education Cluster, all of them related to the current context of Covid-19. The calls are requests for information about the reopening of schools and the Government's position on the current school year.