


Mozambique Cyclone Response 15th November, 2019

1458

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.

6274 Cases Registered

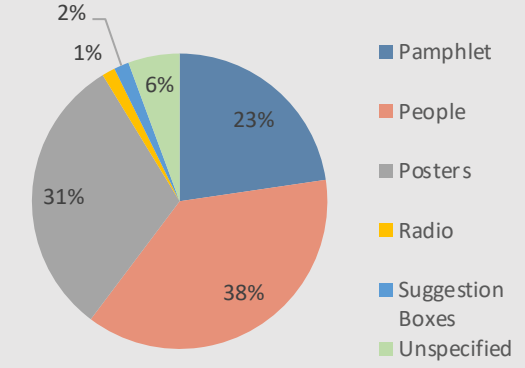
84% Feedback Provided



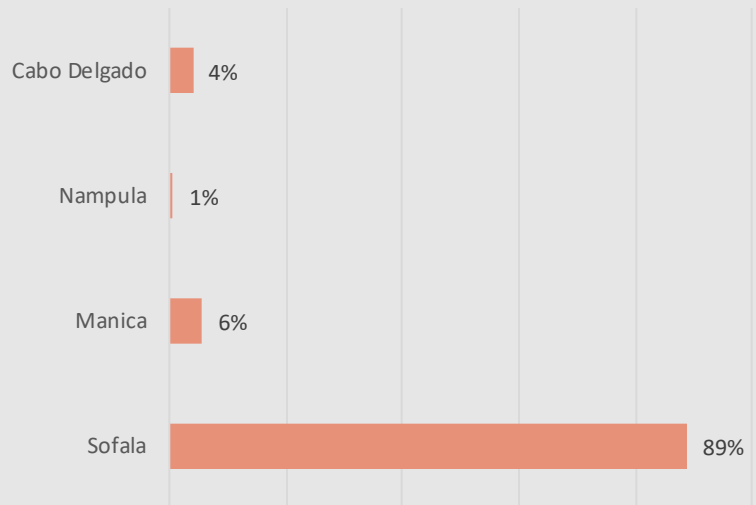
CALLER PROFILE



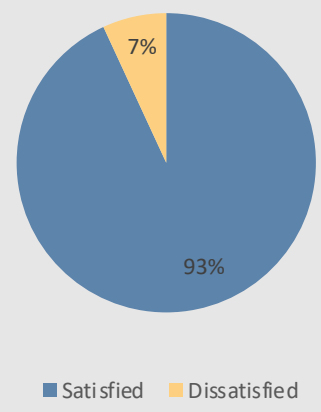
KNOWLEDGE ABOUT LV



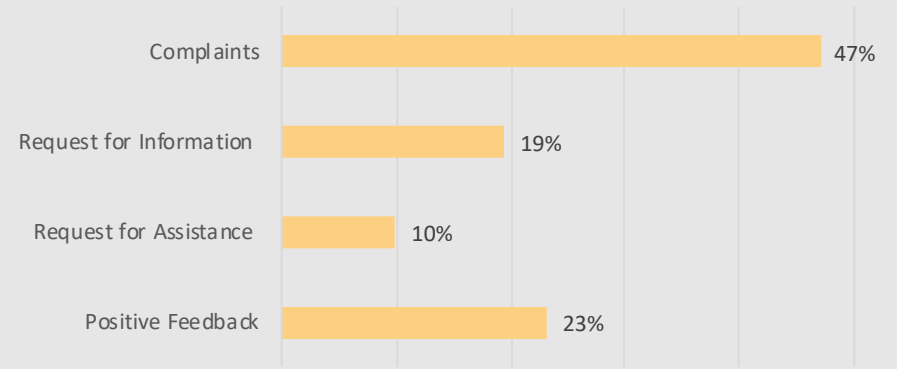
CASES BY PROVINCES



SATISFACTION



CASE TYPE



Overview of cases registered divided by response

Sept/Oct
Cases Registered: **1195**
Feedback provided: **87%**

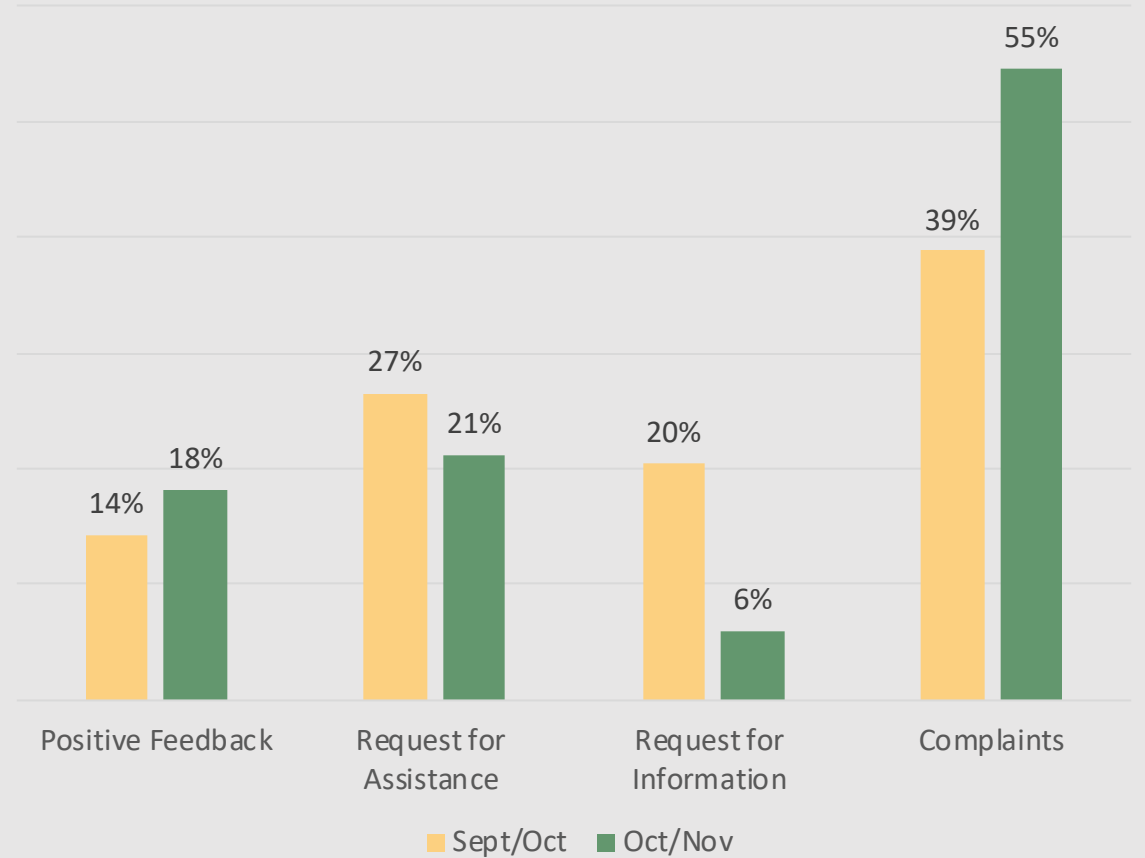
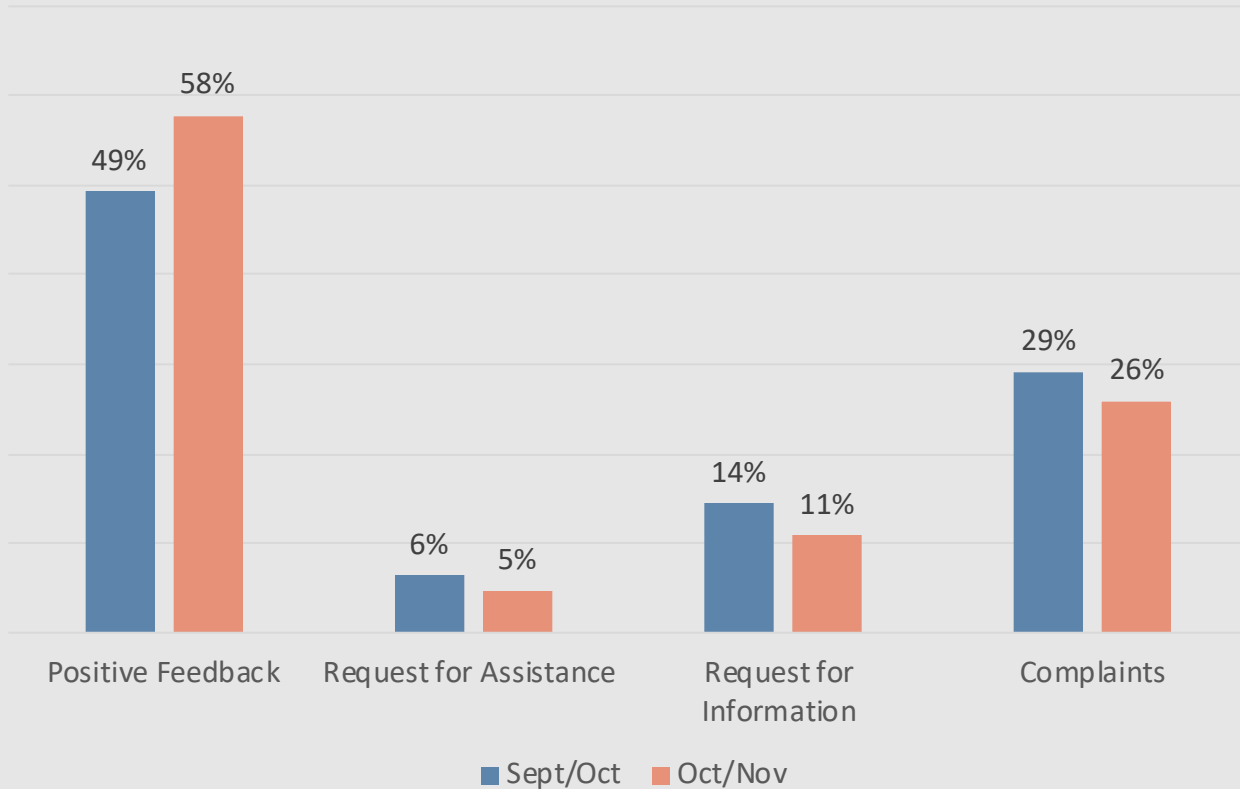
Oct/Nov
Cases Registered: **1117**
Feedback Provided: **83%**

Sept/Oct
Cases Registered: **49**
Feedback Provided: **84%**

Oct/Nov
Cases Registered: **66**
Feedback Provided: **78%**

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Assistance Requests



NFI

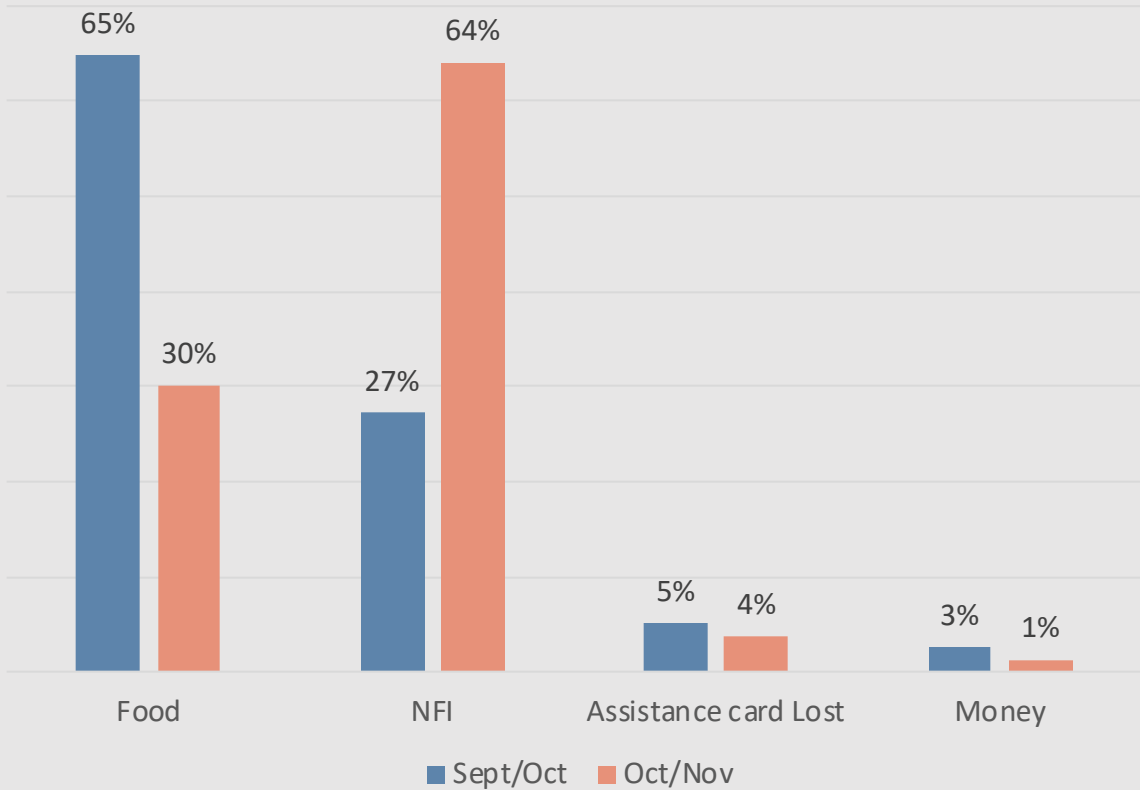
Sept/Oct
Cases Registered:
77
Feedback
provided: **82%**

Oct/Nov
Cases Registered:
53
Feedback
provided: **91%**

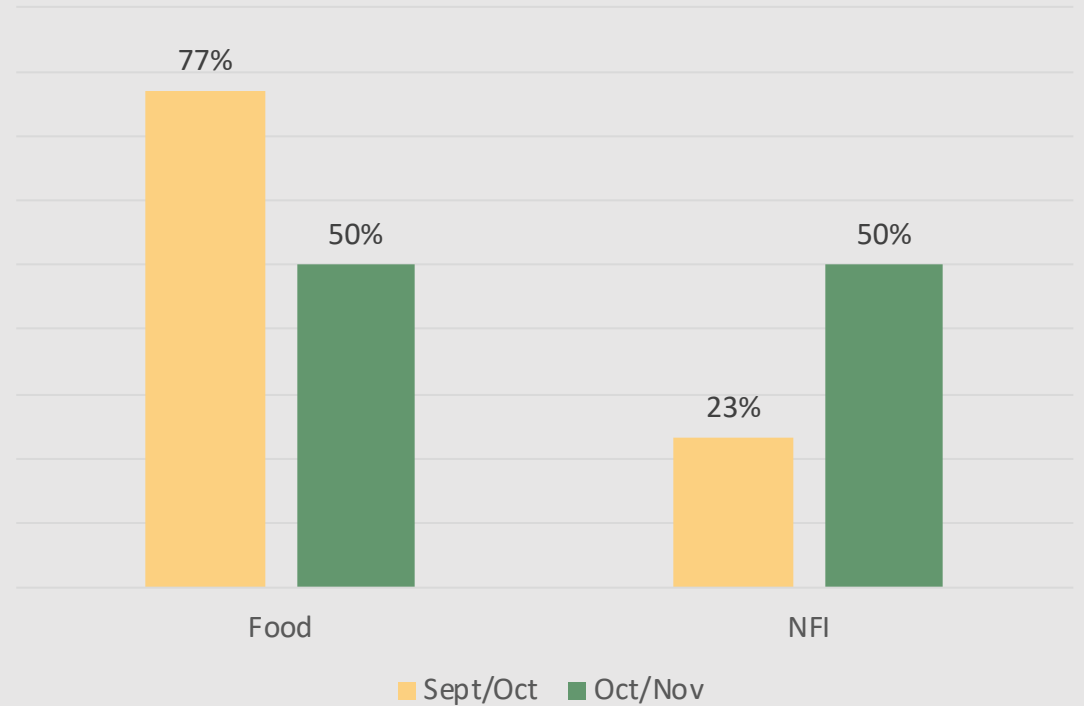
Sept/Oct
Cases Registered:
13
Feedback
provided: **92%**

Oct/Nov
Cases Registered:
14
Feedback
provided: **64%**

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Information Request



Sept/Oct
Cases Registered:
173
Feedback
provided: **61%**

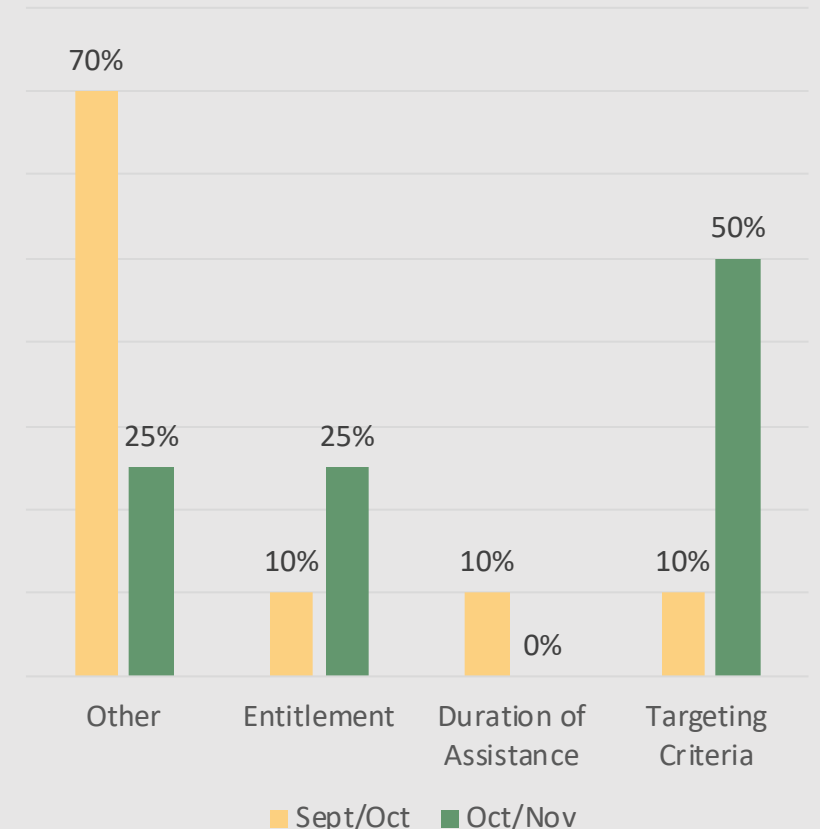
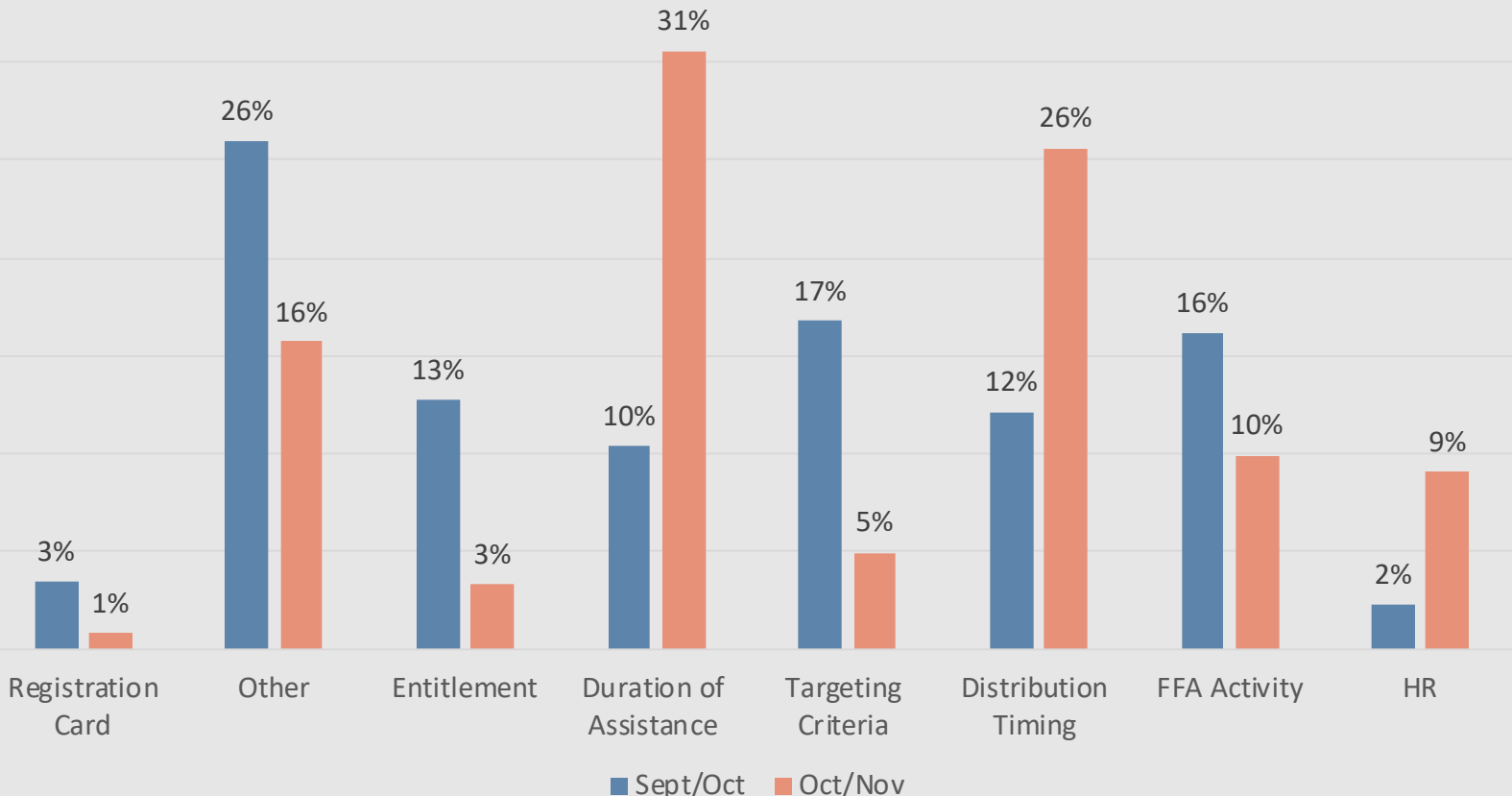
Oct/Nov
Cases Registered:
121
Feedback
provided: **100%**

Sept/Oct
Cases Registered:
10
Feedback
provided: **90%**

Oct/Nov
Cases Registered:
4
Feedback
provided: **100%**

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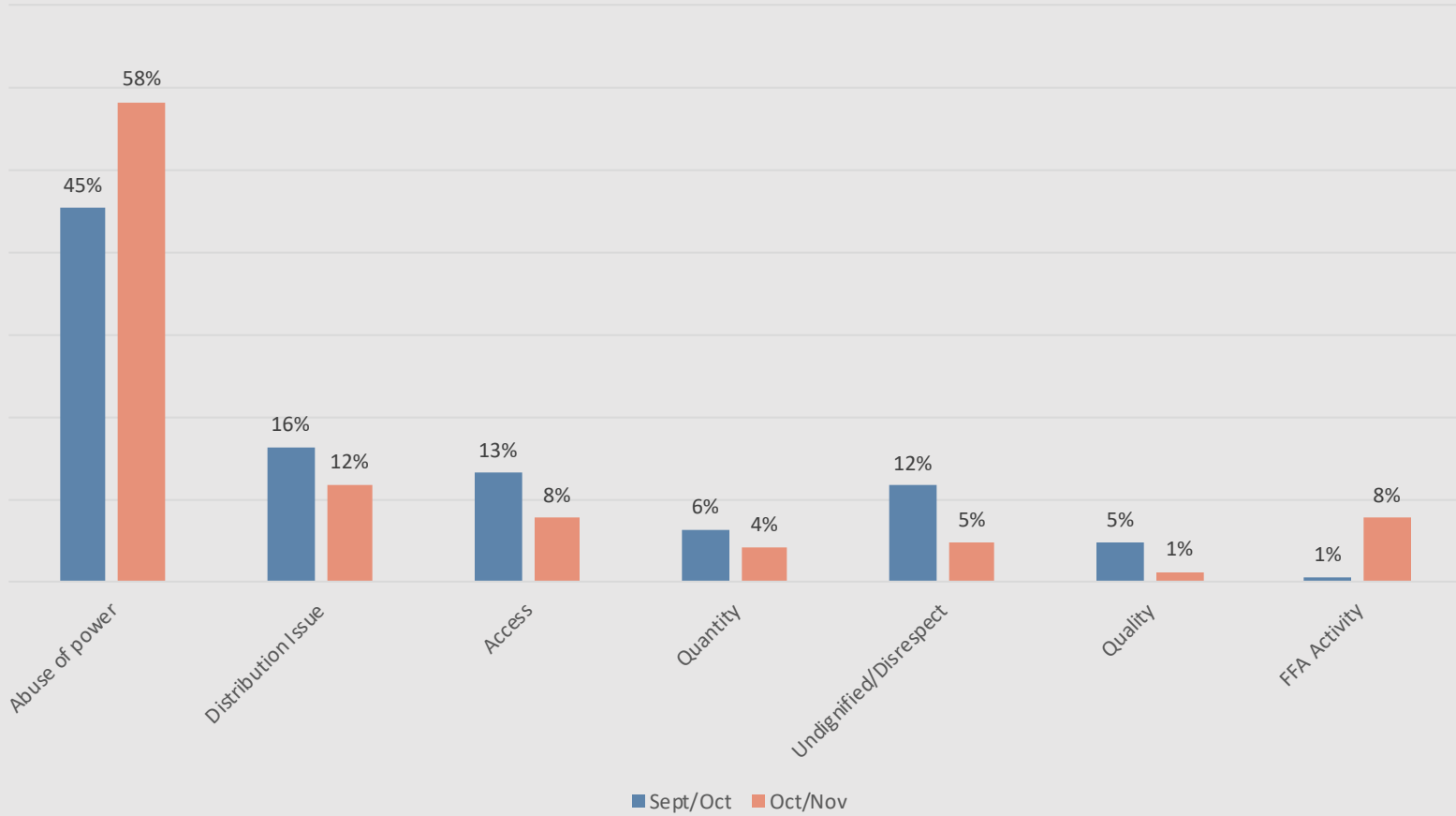


Complaints/negative feedback

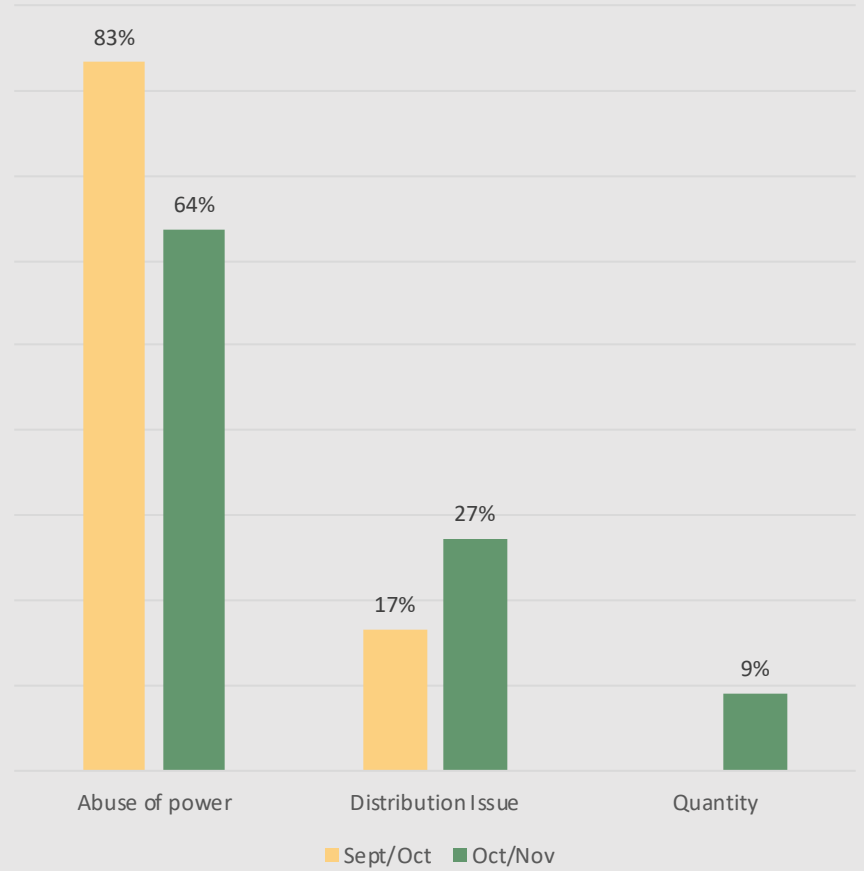


Abuse of power refers to Fraud and Corruption issues (breakdown on next page)

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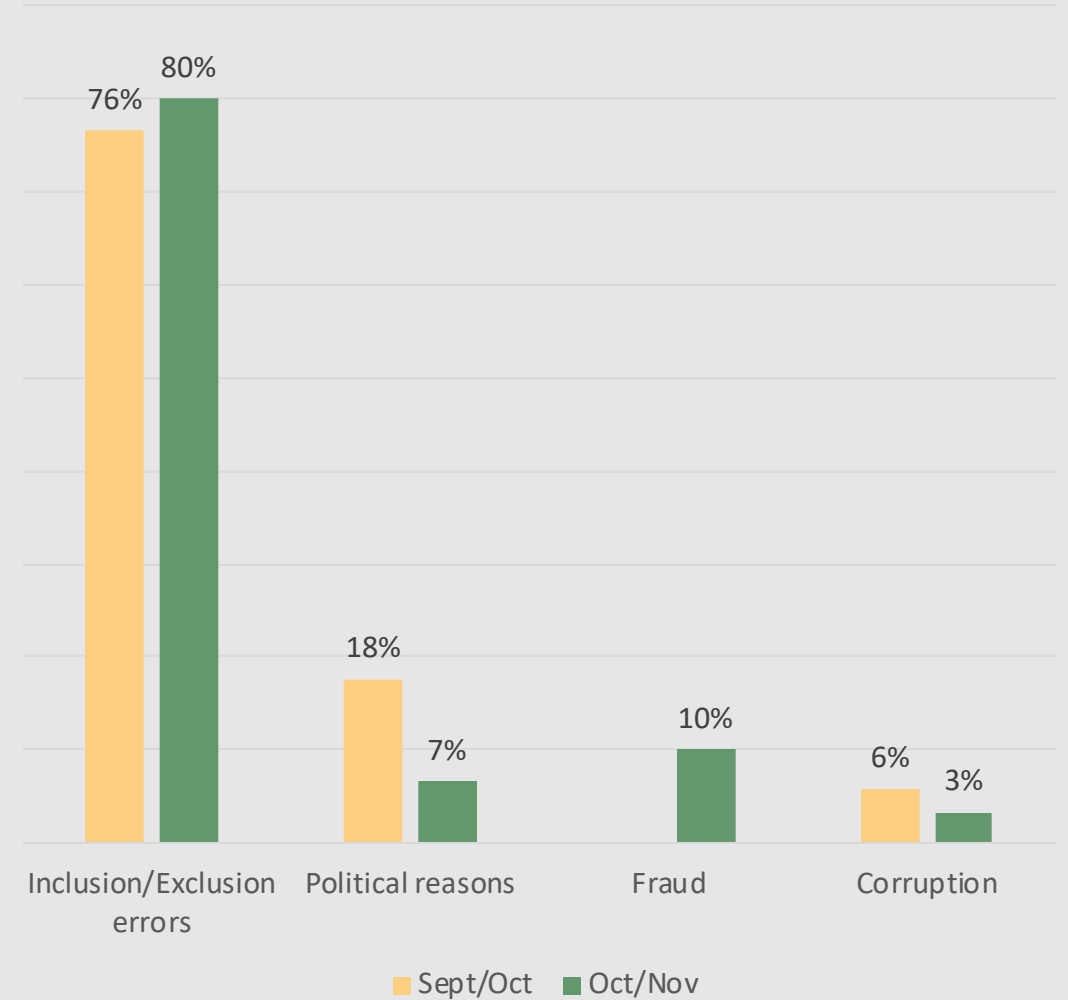
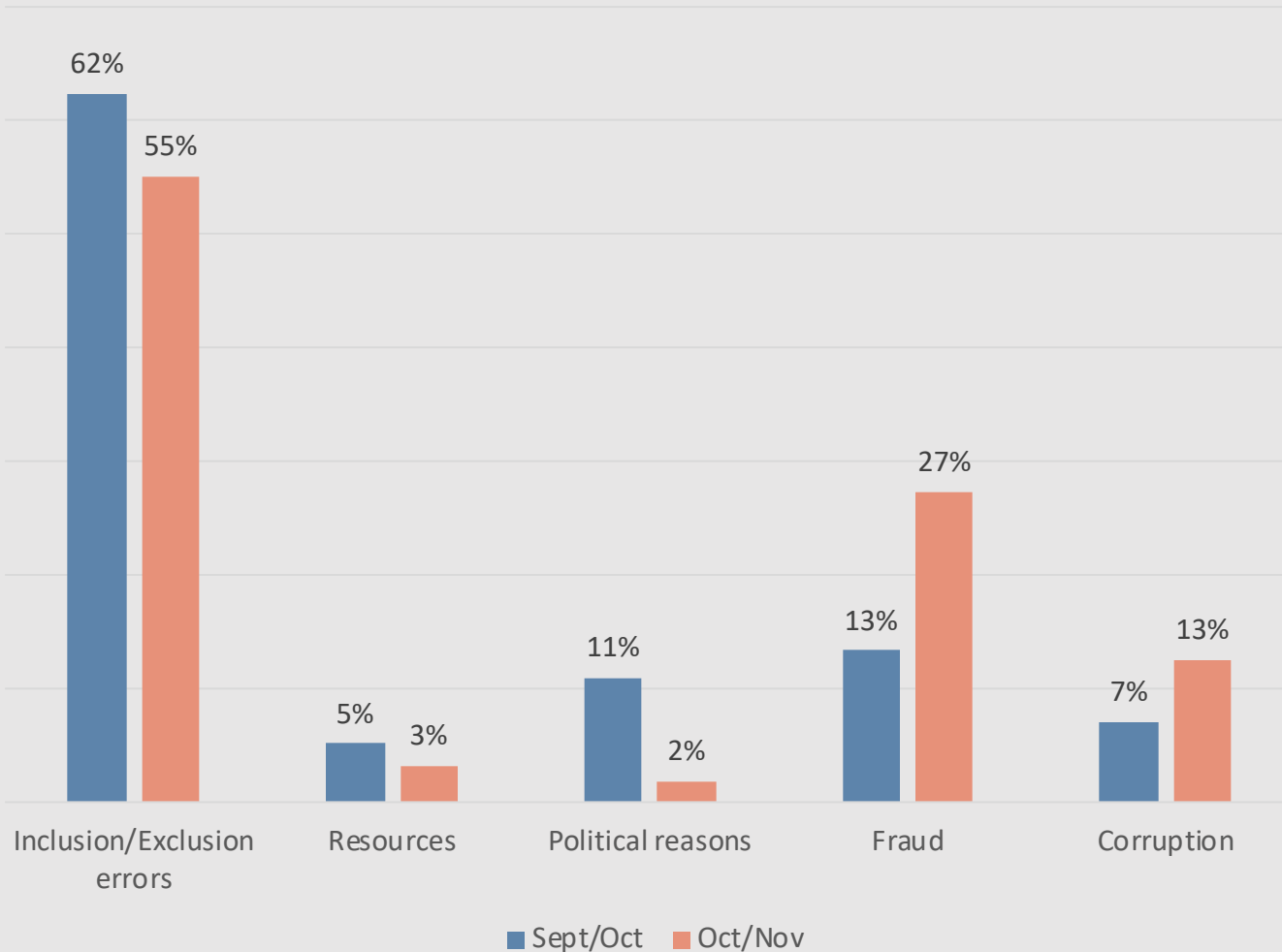
Fraud refers to the manipulation of beneficiary lists by local leaders; adding affiliates and family members/people who do not fall under the vulnerability criteria. **Corruption** refers to the act of charging a price to add people to beneficiary lists to receive humanitarian assistance.

Factors Hindering Access to Humanitarian Assistance

PROTECTION CASES registered
 Sept/Oct & Oct/Nov:
 GBV: 2 Cases
 Child Protection: 6 Cases
 SEA: 7 Cases

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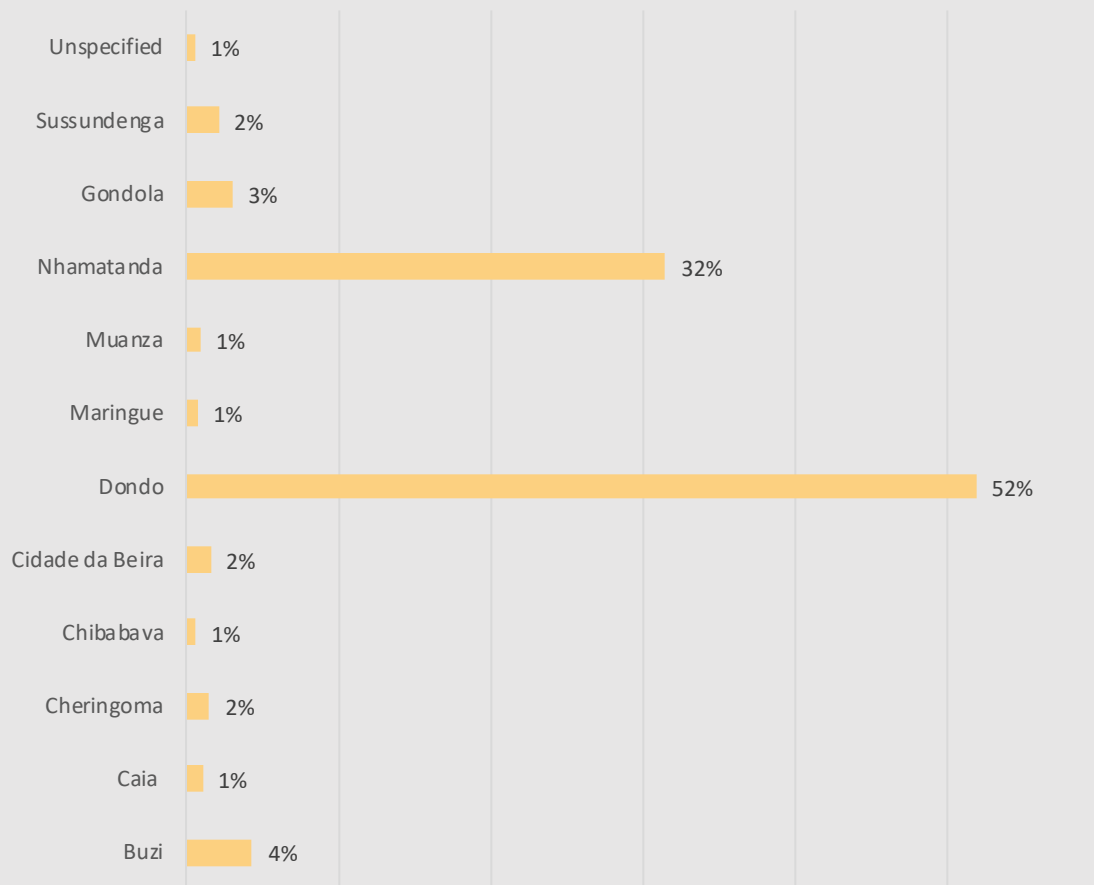
KENNETH



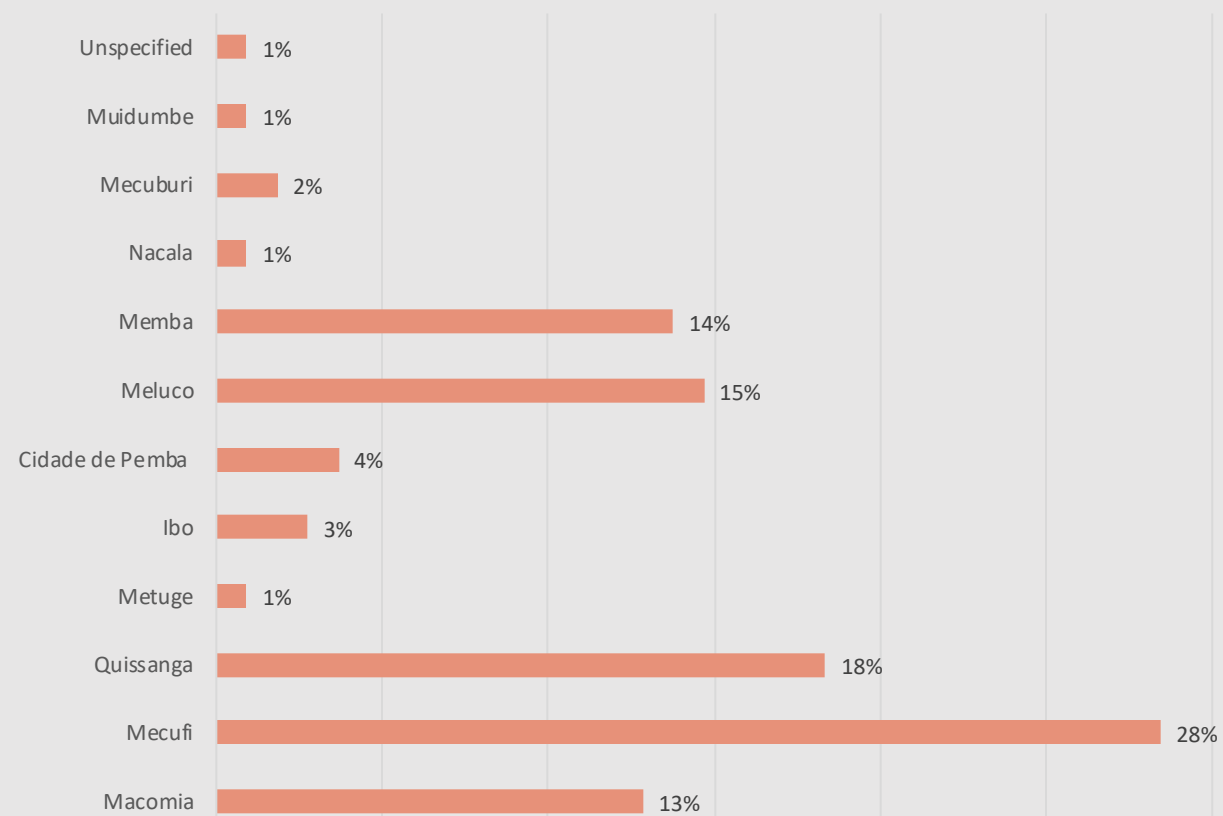
Hotspots: Districts with the highest number of calls per response between Sept/Oct and Oct/November 2019



IDAI DISTRICTS



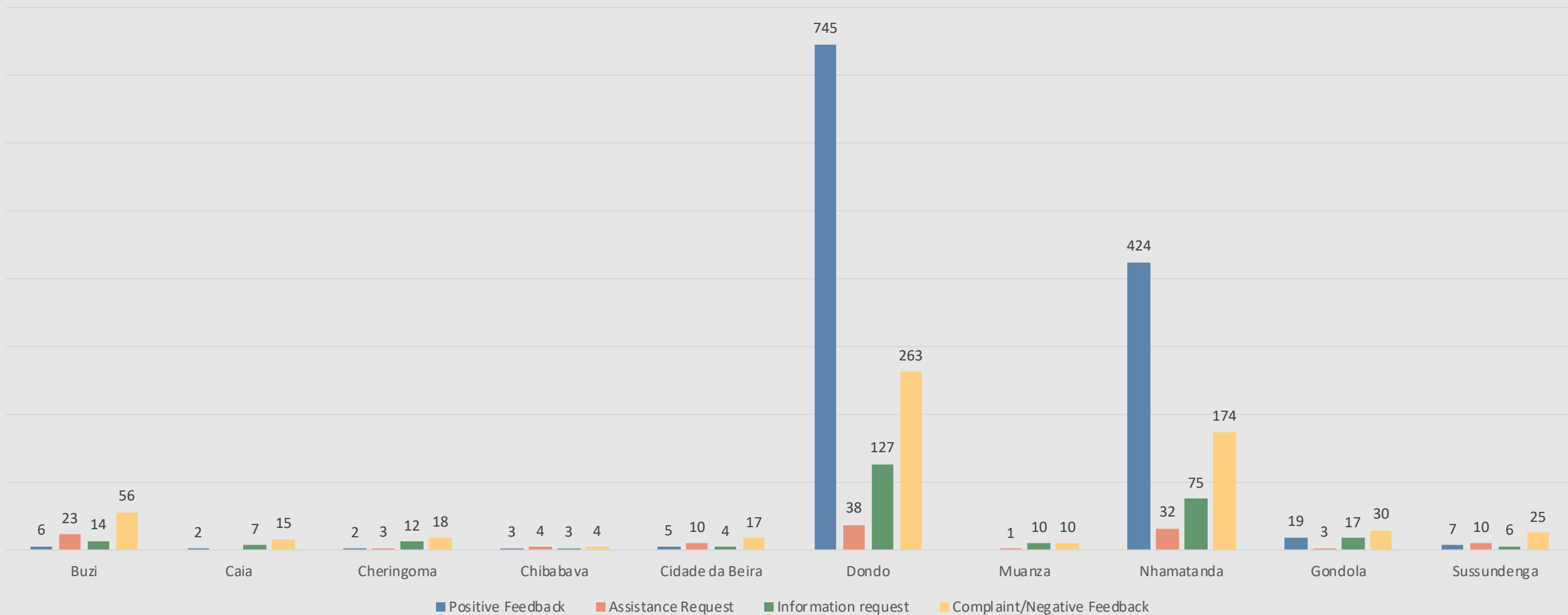
KENNETH DISTRICTS



Hotspots: Districts with the highest number of calls per response between September and November 2019



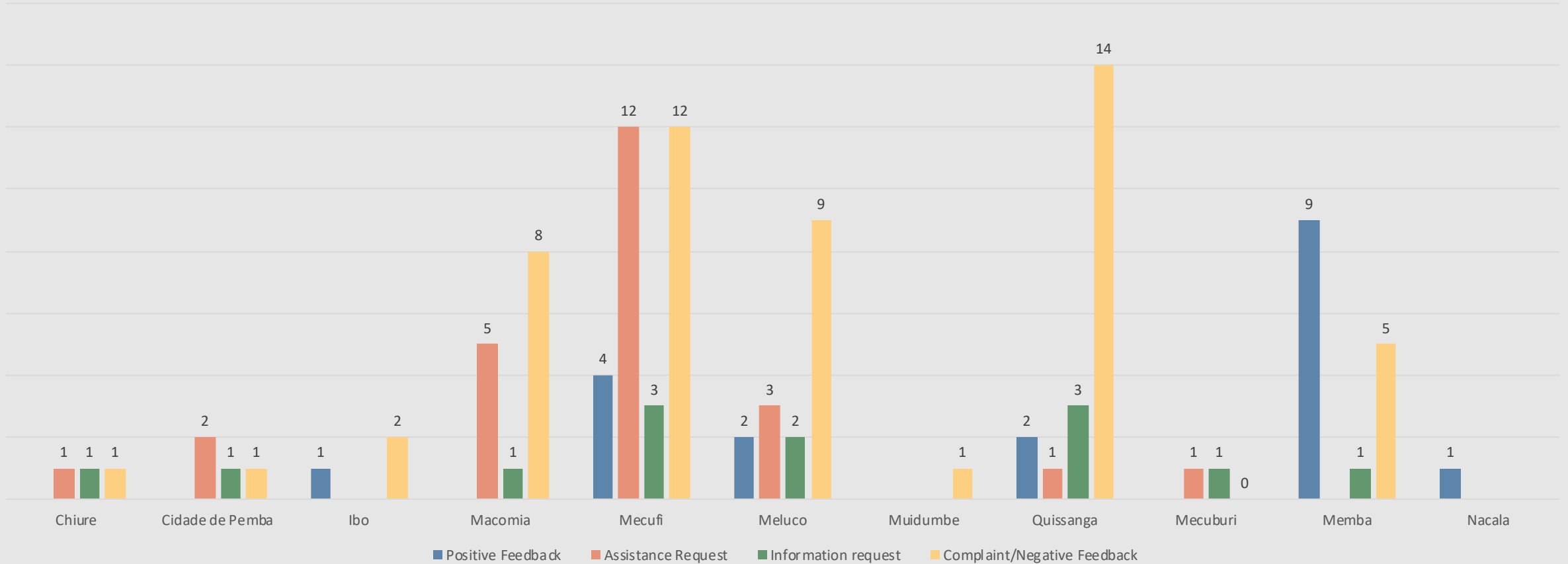
IDAI DISTRICTS



Hotspots: Districts with the highest number of calls per response between September and November 2019



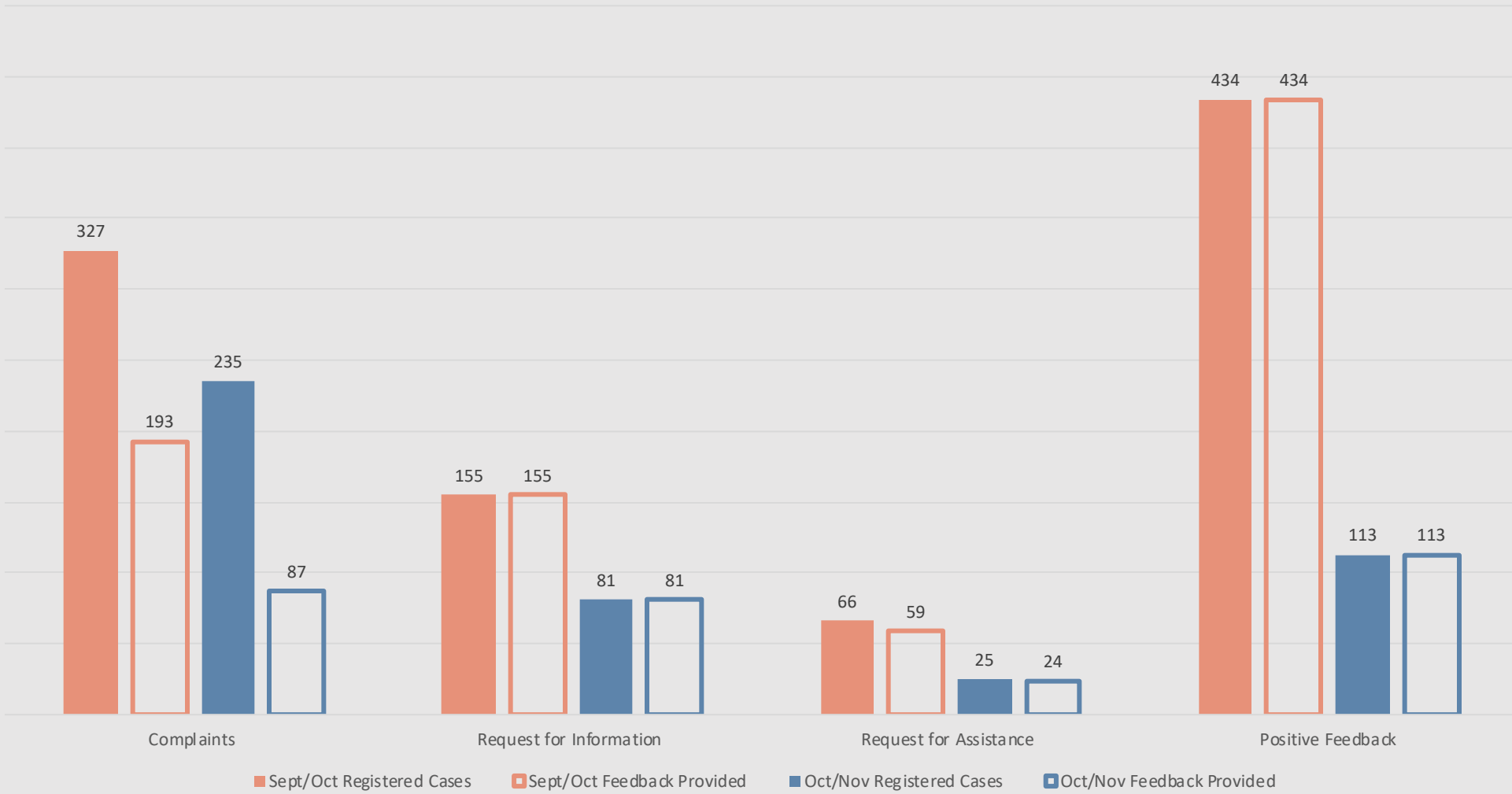
KENNETH DISTRICTS



Food Security



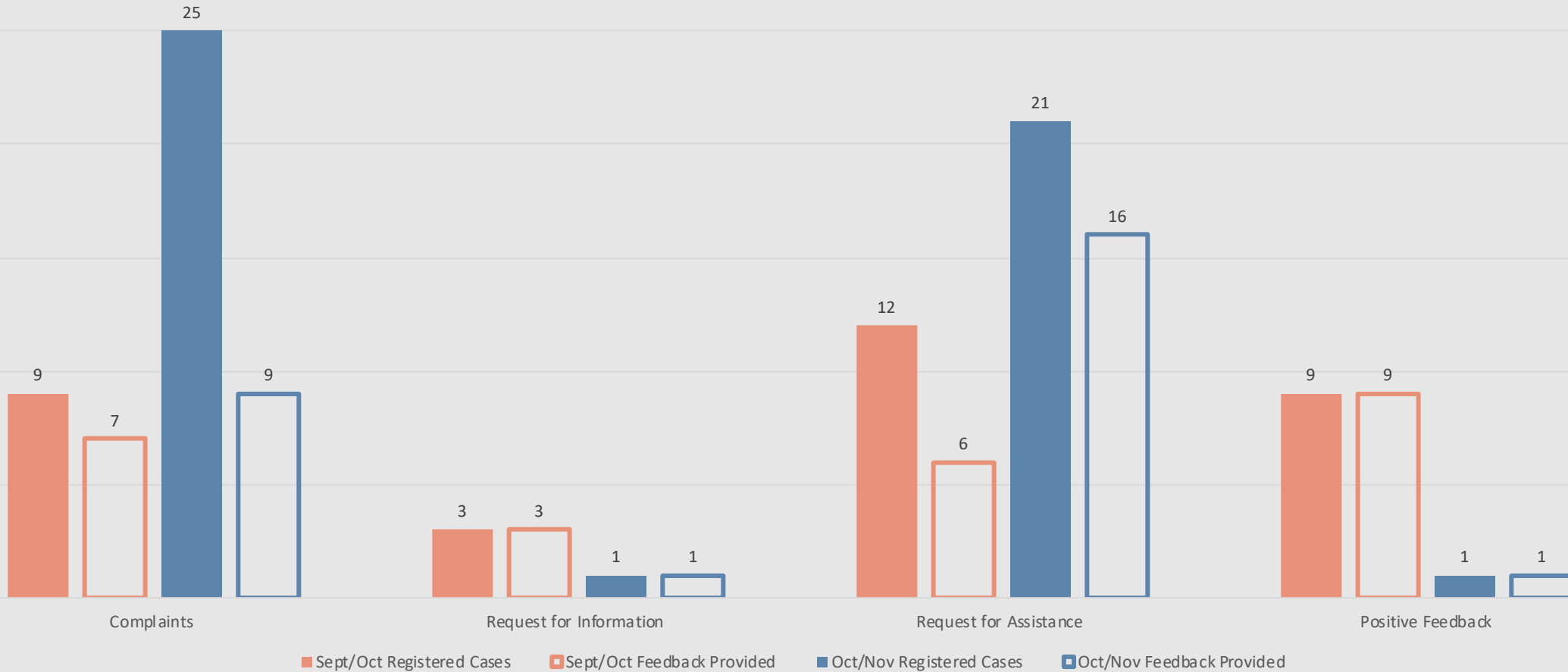
Cases Registered:
1440
Feedback Provided:
80%



Shelter & NFIs



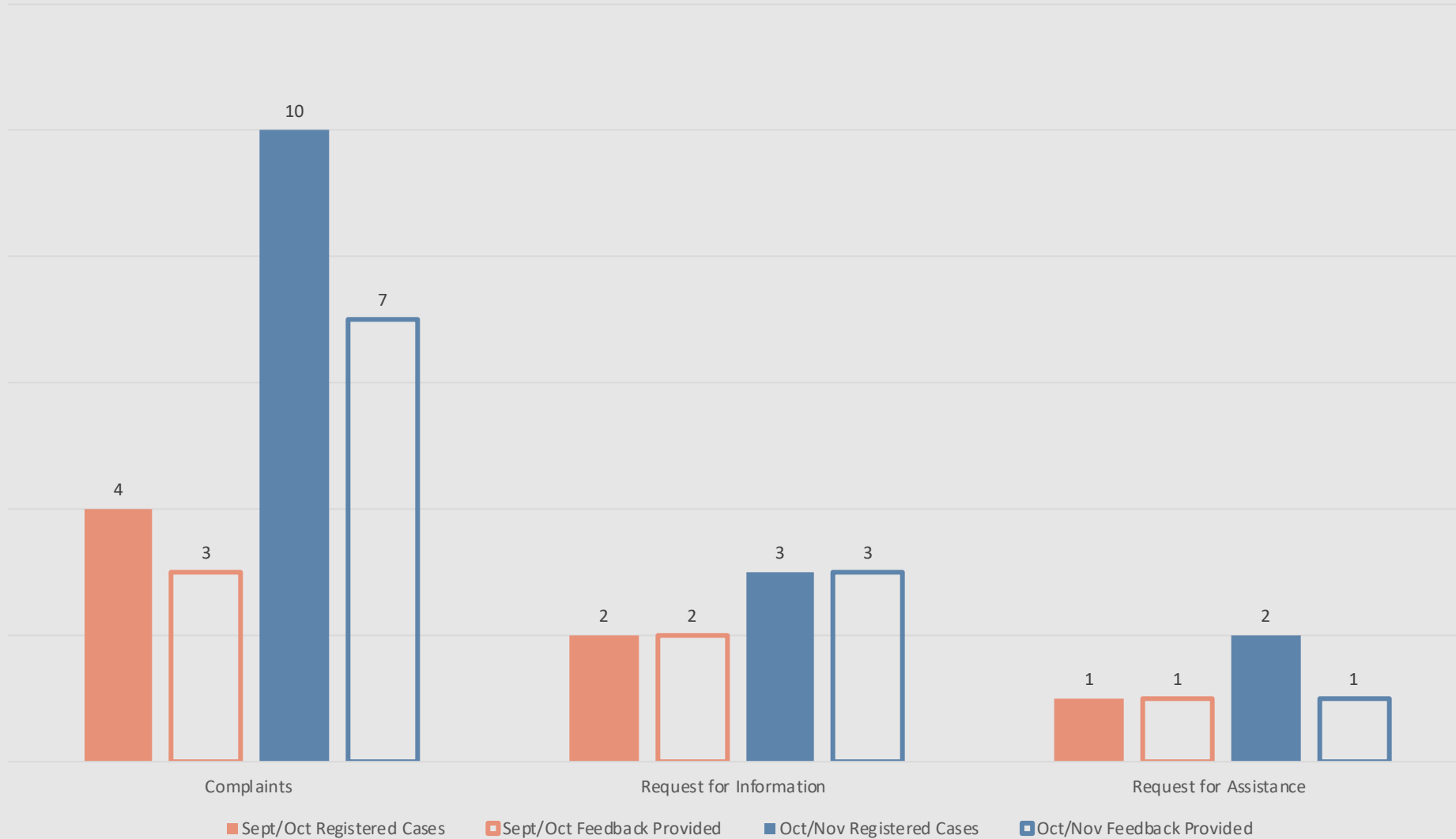
Cases Registered: 81
Feedback Provided:
64 %



CCCM



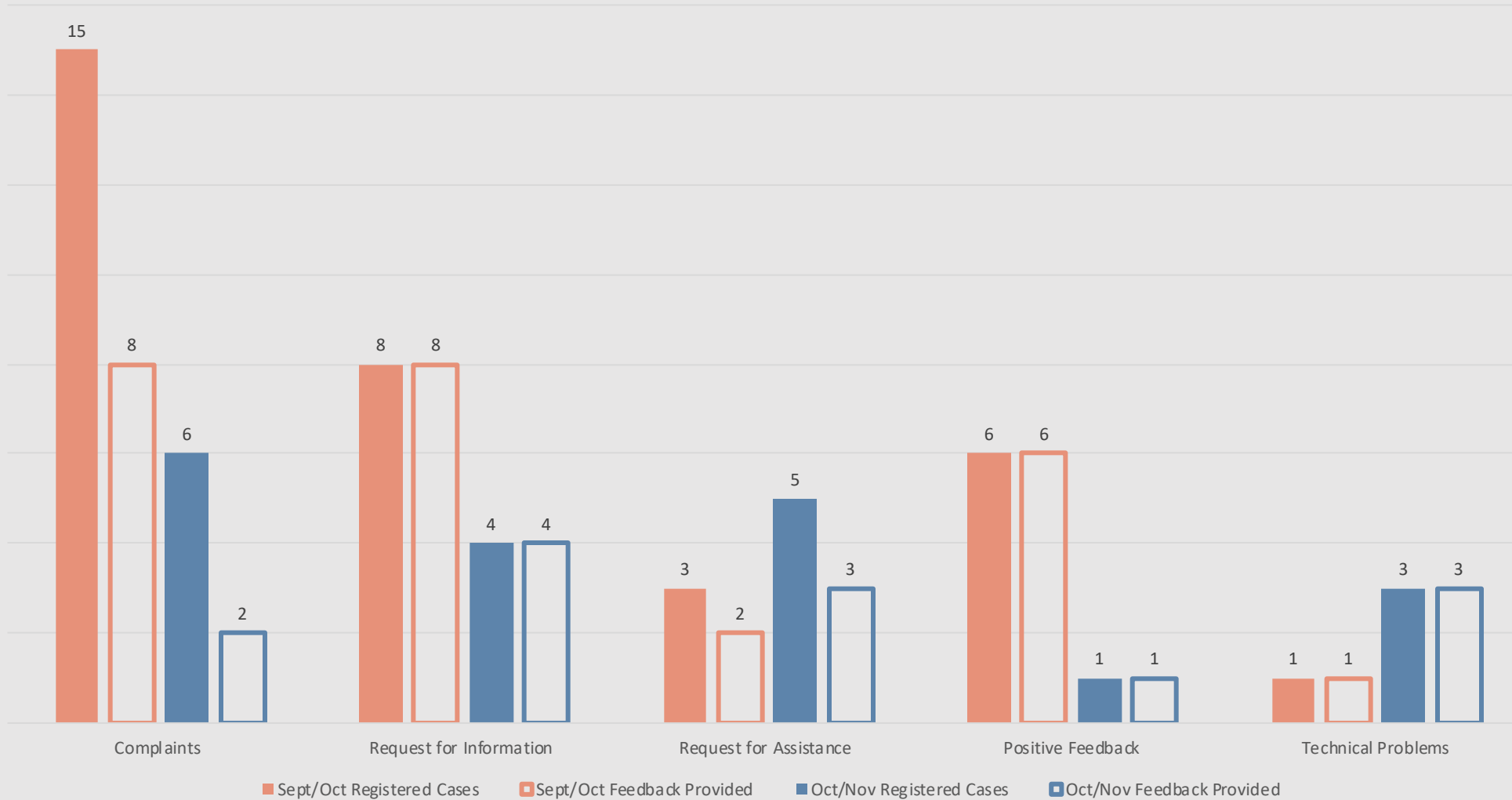
Cases Registered: 22
Feedback Provided:
77%



WASH



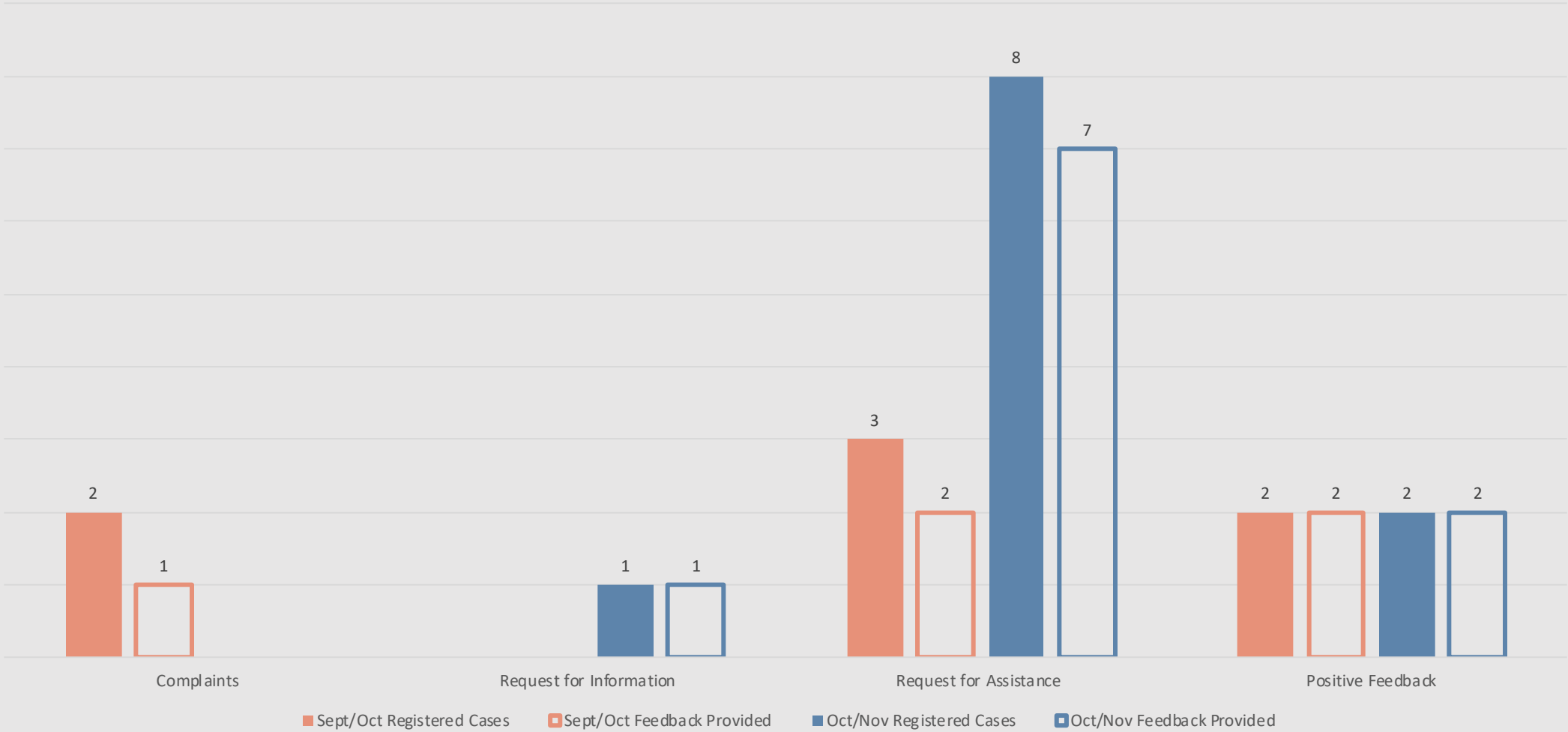
Cases Registered: 52
Feedback Provided:
73%



Education



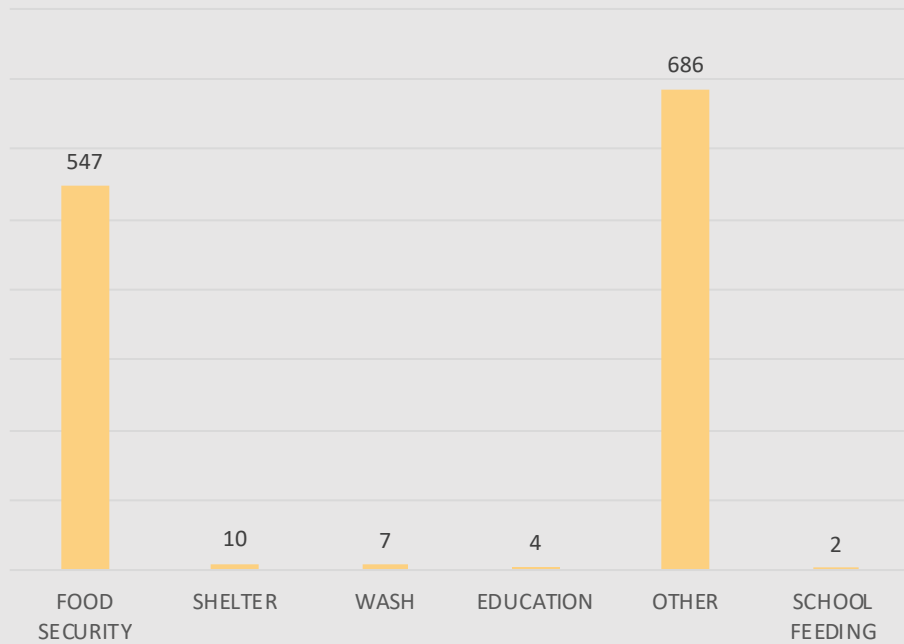
Cases Registered: 18
Feedback Provided:
83%



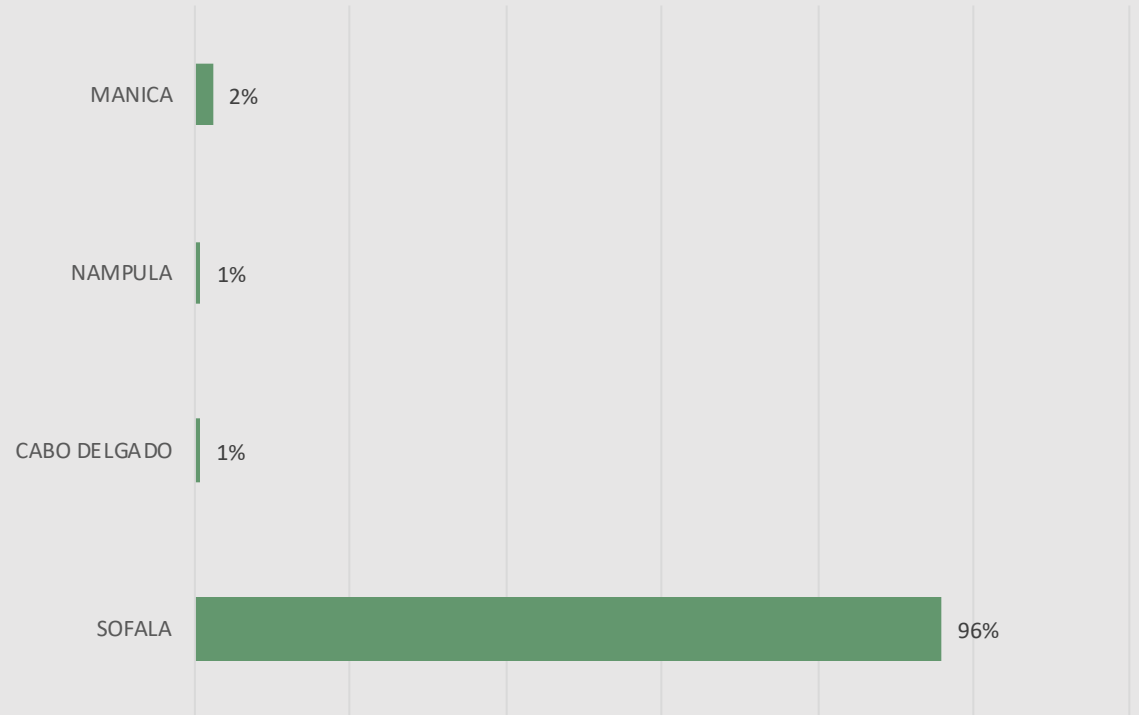
Positive Feedback by Program and by Province for the period Sept/Oct and Oct/Nov 2019

The positive feedback categorized as **Other** has mainly been received for the UNICEF/WFP Joint Voucher Program and for general positive feedback about the humanitarian assistance.

PROGRAM



PROVINCE



Positive Feedback Messages (Sept/Oct and Oct/Nov)

SHELTER:

"I am calling from Nacala to say thank you for the tarpaulins, pots and kitchen utensils and soap" – Nahereque, Nacala, Nampula.

SCHOOL FEEDING:

"I am a teacher and I called to say thank you for the food distributed at the school today for the school children" – Escola Primaria Completa Mbarira, Chibabava

SCHOOL FEEDING:

"I would like to thank World Vision, today, each student in school received rice, oil, salt and beans" – Escola Primaria Acordos de Lusaka, Lamego, Nhamatanda.

EDUCATION:

"I would like to stay thank you for the school materials, I had written a letter and put it in the suggestion box asking for a schoolbag, uniform and shoes and last Thursday I received school books, pens, pencils, an eraser and a sharpener, I don't know the names of the agents that brought them" – Mafarinha, Dondo, Sofala

WASH:

"Thank you for the hygiene kit that was distributed yesterday, 13.11.19" – Natuco, Mecufi, Cabo Delgado

EDUCATION:

"I would like to say thank you for the school materials we received" – Escola Secundaria de Nhamatanda, Nhamatanda, Sofala

SHELTER:

"I called to say thank you to IOM and USAID for the tarpaulins, the kitchen kit, buckets, soap and blankets we received." – Memba, Nampula

FOOD SECURITY:

"I called to say thank you for the food, please continue to be good to our community" – Mandruzi Resettlement site, Dondo, Sofala

FOOD SECURITY –

"Thank you for the work you have been doing here in making sure that only one beneficiary receives food on each household because previously there used to be household with more than 2 or 3 beneficiaries and that was bad for the community" - Mafambisse, Dondo, Sofala

FOOD SECURITY/WASH:

"Thank you to UNICEF and WFP for the vouchers, I was able to get food for my family. Please continue to help our community" – Dondo, Sofala

FOOD SECURITY/WASH:

"Thank you for the voucher, we were able to receive and redeem for food and detergent – Siluvo, Nhamatanda Sofala.

SHELTER:

"I am calling to say thank you for the tarpaulins and tools received, they were distributed last week in Moge" – Moge, Mecufi, Cabo Delgado

Linha Verde da Resposta a Emergência: Narrative 15th November 2019

Overview and recent trends

- ❖ Linha Verde has registered a total of 6274: the majority of the cases continue to originate from Idai affected areas, mainly Sofala.
- ❖ The case volume for Idai affected areas decreased a little between the period Sept/Oct and Oct/Nov, from 1195 to 1117. The feedback rate is now at 87% for Sept/Oct and 83% for Oct/Nov.
- ❖ The case volume from Kenneth affected areas has increased between Sept/Oct and Oct/Nov from 49 to 66 with a slightly lower feedback rate than the Idai response, at 78% for the period Oct/Nov.
- ❖ Feedback is provided retroactively which can explain the decrease in the feedback rate between the two months. During the past month there has also been a low feedback rate from the cooperating partners, and it can take some time to reach the caller again to provide feedback; hence delays in closing the feedback loop.
- ❖ The majority of cases received are related to food assistance with the highest number of calls in the past two months coming from Dondo at 1176 followed by Nhamatanda with 714.
- ❖ A notable rise can be seen from female callers from Idai affected areas during Oct/Nov; they are at 34% compared to 26% during Sept/Oct.

IDAI response - key trends: 16th October – 15th November 2019

Positive feedback

- ❖ Positive feedback is still on the increase; it went from 49% in Sept/Oct to 58% in Oct/Nov.

- ❖ The majority of the cases of positive feedback are from beneficiaries who received a voucher to redeem food and hygiene products in local shops; a UNICEF/WFP joint voucher program.
- ❖ Callers have demonstrated satisfaction with the School Feeding program by WFP; school kids are happy with receiving school material; and beneficiaries expressed gratitude for participating in the Food for Asset program.
- ❖ Some call notes indicate that beneficiaries notice and are happy that action is being taken against people committing fraud, that is, where more than one member in a household is receiving a voucher, although there has also been a notable rise of callers reporting issues of manipulation of beneficiary lists by local leaders.

Duration of the assistance, targeting criteria and assistance requests for NFIs

- ❖ Callers asking about the duration of assistance is on the rise. In light of re-targeting and the first cycle of the recovery phase coming to an end, callers have been asking about the duration of mainly food assistance and seeking clarifications about the selection criteria. In cooperation with cooperating partners Linha Verde shared a message about the next phase of the recovery period.
- ❖ While assistance requests for food has decreased, requests for NFIs has increased. Callers are asking for mainly tarpaulins and a few requests of new tents.
- ❖ Callers from Matadouro are seeking clarifications on the selection criteria for participating in reconstruction activities of the Red Cross. As per clarifications from the Shelter cluster Linha Verde is in the process of providing feedback to those callers.

Linha Verde da Resposta a Emergência: Narrative 15th November 2019

Accessing resources

- ❖ **Fraud and Corruption by local leaders:** this seems to continue consistently especially with regards to distributions being left in the hands of local leaders and manipulation of beneficiary lists, resulting in the exclusion of the more vulnerable people.
- ❖ **Exclusion errors:** people with disabilities reported not having been included on beneficiary lists and therefore not received assistance, some of these cases relate to leaders who have manipulated beneficiary lists. Beneficiaries in the UNICEF/WFP joint voucher program claimed to have been left out of the last distribution of the vouchers. These cases are under verification by the cooperating partner.
- ❖ Beneficiaries in the UNICEF/WFP joint voucher program filed complaints about high prices at the local stores where they can redeem food and hygiene products. There were indications of over 50% increase in prices within the same period and higher prices were being charged to beneficiaries redeeming products with the voucher than customers paying for the same products in cash. Linha Verde informed the callers that WFP in collaboration with cooperating partners sent a letter to the retailers ensuring they maintain the market price.
- ❖ **Actions taken:** Reacting to continued challenges with beneficiary lists as a result of working closely with local structures on identification of beneficiaries for humanitarian assistance, strengthened community involvement and verification at the household level is being enforced for WFP managed activities that will continue until the end of March. Callers are reminded that humanitarian assistance is free and that it is intended to support the most vulnerable. Despite this, calls continue regarding fraud and corruption by local leaders and have increased in the period Oct/Nov in the context of re-verification missions. All cases are taken seriously and are expected to be verified by cooperating partners with support from WFP.

- ❖ Verification exercises have resulted in 'ghosts', people in employment and family members of leaders being removed from lists although in some areas, feedback on verification missions have also suggested some false claims due to the frustration of not meeting the criteria, indicating a need to strengthen communications to communities on the purpose of Linha Verde 1458 and the implications of misuse.

Kenneth and IDP response - key trends: 16th October – 15th November 2019

- ❖ Beneficiaries from mainly Memba, Nampula have expressed their gratitude for receiving tarpaulin, lamps, buckets, pans, blankets and more from IOM and USAID.
- ❖ There has been an increase in complaints, now at 55%.
 - ❖ Calls from Meluco where people seem confused about the beneficiary criteria to receive NFIs.
 - ❖ Callers from Quissanga have filed complaints about the beneficiary selection regarding the food assistance and are seeking clarifications on the targeting criteria.
- ❖ Callers from 2 villages in Mucojo, Macomia reported that they had to flee from their homes due to the attacks. Two of these find themselves in need of food and shelter assistance while another caller claimed to have fled but returned home. Linha Verde has referred these cases to the relevant partners and communicated to the callers that everyone who has been replaced as a result of the attacks have the right to receive assistance but that they must declare themselves to the local authorities where they have sought shelter in order for the Government to be able to channel aid to the affected population.