

**1458**

## Mozambique Cyclone Response 15<sup>th</sup> – 30<sup>th</sup> September, 2019

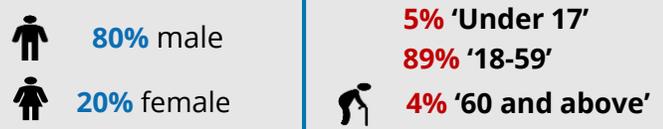
The **tollfree inter-agency hotline** accessible between **6am to 9pm, 7 days** a week, with open lines to record messages through the night. Linha Verde can be used by the affected population and humanitarian actors can request information or report issues arising from or relating to the humanitarian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

**678** Cases Registered

**68%** Feedback Provided

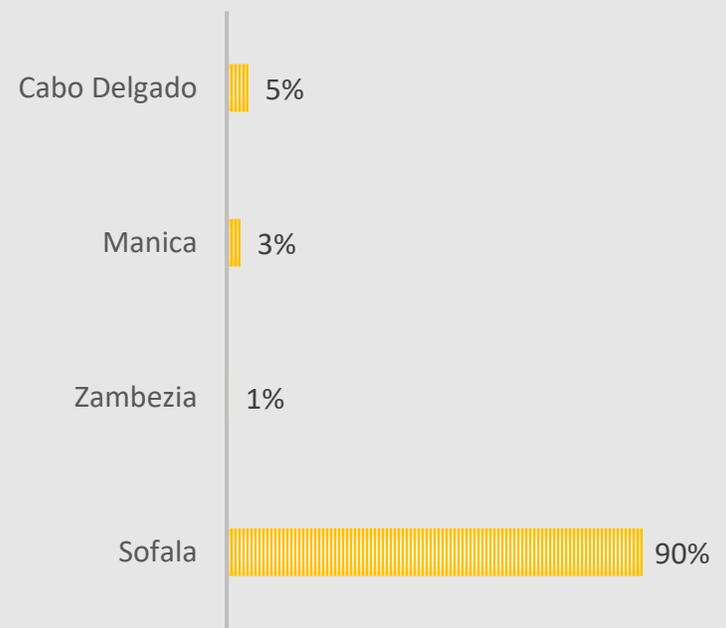


### CALLER PROFILE

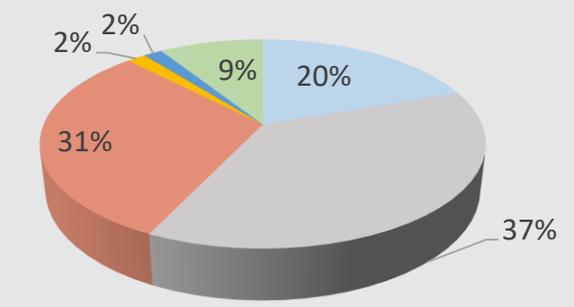


3% of callers did not identify their age

### CASES BY PROVINCES

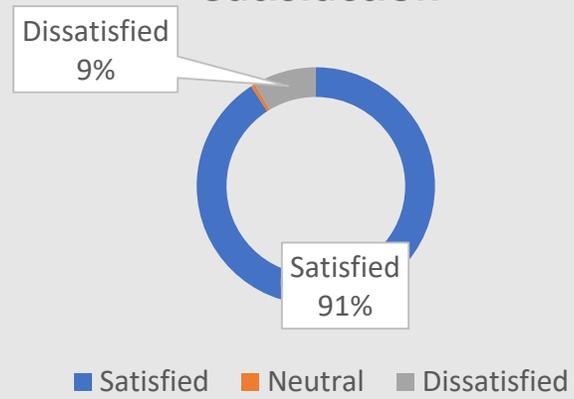


### Knowledge About LV



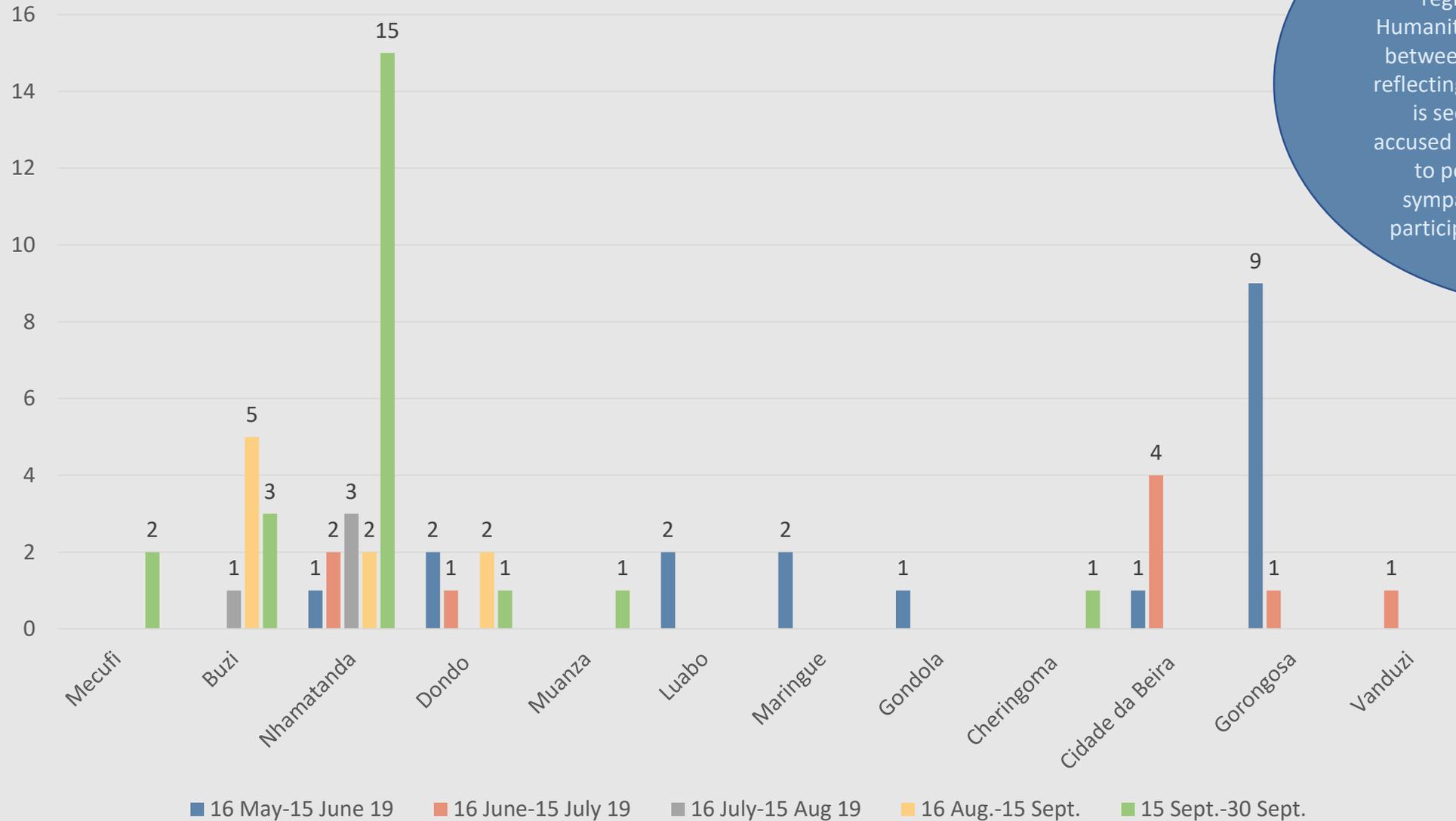
- Pamphlet
- People
- Posters
- Radio
- Suggestion Boxes
- Unspecified

### Satisfaction



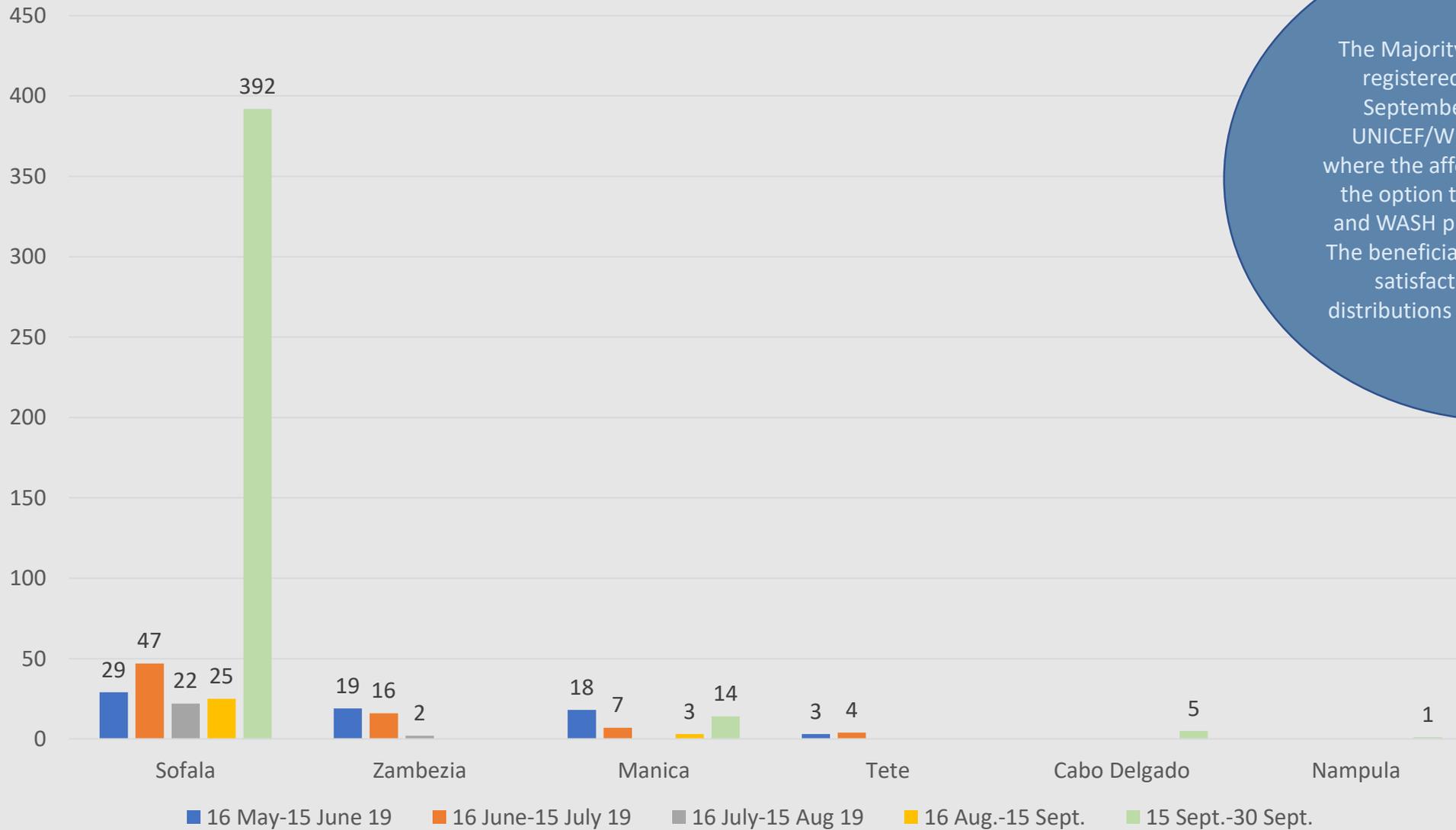
- Satisfied
- Neutral
- Dissatisfied

## Politicizing of Humanitarian Assistance



Linha Verde has registered a notable increase in the number of calls registered as politicization of Humanitarian Assistance in the period between 15<sup>th</sup> -30<sup>th</sup> September 2019, reflecting the upcoming elections. This is seen where local leaders are accused of excluding people belonging to political parties they do not sympathize with and also for not participating in political campaigns.

## Positive Feedback



The Majority of positive feedback registered between 15<sup>th</sup>-30<sup>th</sup> September 2019 was for the UNICEF/WFP voucher initiative where the affected populations have the option to buy a range of food and WASH products in local shops. The beneficiaries also mention their satisfaction in the way the distributions have been carried out.

## Positive Feedback

"I called to say thank you, I received 40kg of rice, 4 litres of cooking oil and 6 kg of peas." – Ibo, Cabo Delgado (Female, 18-59 years)

"Thank you for the assistance I received today, I received a voucher from UNICEF and WFP. The distribution went really well, there was no confusion, everything was calm." - Dondo Sofala (Male, 18-59 years)

"I just called to say thank you for the food assistance as we are able to keep our children fed and happy." – Sussundenga, Manica (Male, 18-59 years)

"I am a widow and would like to thank the WFP for the assistance as my children have not gone hungry and I was able to buy milk, food and soap for my family." – Dondo, Sofala (Female, 18-59 years)

"I called to say thank you very much for the work you guys have been doing, I received corn, 3.5 litres of cooking oil and 6kg of beans, I am participating in the FFA activities." – Gondola, Manica (Male, 18-59)

"I called to convey my thanks for the assistance offered by WFP, I received 40kg of corn, 6kg of beans, and 3.7 litres of cooking oil." - Gondola, Manica (Male, 18-59 years )

"I am grateful for the humanitarian assistance, I have received a tarpaulin, spade and buckets, unfortunately I do not know the name of the organisation that was making the distribution." – Mecufi, Cabo Delgado (Male, 18-59 years)

# Linha Verde da Resposta a Emergência: 15th – 30th September 2019

## Overview and trends

In the period between the 15<sup>th</sup> and 30<sup>th</sup> September 2019, Linha Verde has registered 678 cases with a feedback rate of 68%. Compared with the past month, this indicates a notable rise in issues raised through Linha Verde in half a month. The majority of the calls continue to originate from Sofala, and calls have started to come from Cabo Delgado. The main trends are:

- ❖ A spike in cases of **politicization of humanitarian assistance** where local leaders are accused of excluding people belonging to political parties they do not sympathize with and also for not participating in political campaigns.
- ❖ Increase in positive feedback received from beneficiaries who have received the joint UNICEF/WFP voucher for food and hygiene products. The beneficiaries also mention their satisfaction in the way the distributions have been carried out.
- ❖ Increase in requests for shelter items such as tents and tarpaulins in the districts of Nhamatanda, Dondo and Buzi. Call notes indicate that current living conditions do not cope well with the rain.
- ❖ Since the expansion of Linha Verde to also serve affected population in **Cabo Delgado** in late July, a total of 48 cases have been registered, thereof 30 in the period between 15 and 30 September. The majority of the cases relate to food security such as exclusion from beneficiary lists and requests for food assistance, with a limited number of callers requesting information on shelter and hygiene. The slow uptake in the province suggests limited awareness or trust in Linha Verde in the affected communities, although the increase in calls is a positive sign.
- ❖ Beneficiaries have reported variations in the quantity of food being distributed and seem to lack information on the quantity they should be receiving.

## Programme adjustments:

- ❖ Cases of politicization have been shared on to implementing partners for action. In order to avoid collusion with political campaigns or other activities, or any confusion in this regard, WFP:
  - ❖ Decided to temporarily anticipate food and voucher distributions as well as electronic beneficiary registrations [via SCOPE] before the 7<sup>th</sup> and after the 20<sup>th</sup> October, as much as possible.
  - ❖ Shared distribution plans with local authorities beforehand to avoid that political campaigning take place during implementation of activities. Teams have also closely monitored beneficiary lists and sensitized communities on the neutrality of the assistance.
- ❖ No other clusters have formally announced a similar anticipation of distributions to Linha Verde.
- ❖ Ongoing analysis of cases whereby callers from resettlement sites in Buzi claimed to not have received food assistance since July, along with communication from local authorities, prompted a rapid assessment of the sites in question and resulted in the urgent inclusion of 13 additional resettlement sites in distribution plans.