



Rine Vhathu

Thina Abantu

Iswe Banhu

We the People of Zimbabwe

Iswa Tubantu

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Call Centre Daily Report 26 July 2018

1. Daily call centre calls and action record

Table 1: Call Centre Data	
Total number of calls with incidents recorded	61
Total number of inbound calls	179
Total number of outbound calls	396
Missed overnight callers (for July 26)	11
Action taken	Wherever a violation was noted, callers were referred to police and ZHRC
Verified Incidents	5

2. Incidents reports

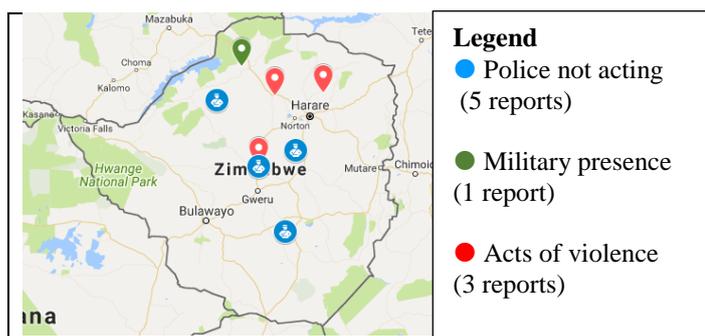
Reports were made for 61 people who interacted with the call centre. Two reports stated that “All is well’ and one was a feedback report leaving 58 callers with violations. A total of 90 violations were reported, impacting both individuals and communities as a whole.

Table 2: Incidents reported 26 Jul	
Violations	Number of reports
People being threatened with violence	30
Electoral malpractices	30
People being forced to do what they do not want to do	11
There has been violence	3
Other: Police not acting & Unable to report to police	9
Other: Trumped charges	2
Other: School use	2
Other: Surveillance	2
Other: Theft	1
Other: Presence of army	1
All is well	2

3. Incidents of particular concern

It is of particular concern where violence has broken out, as well as reports which involve the interference or inaction of the state. On July 26 it was reported that there were acts of violence in Chinhoyi, Bindura North and Mbizo (Kwekwe) and reports of police not acting in Gokwe North, Mhondoro-Mubaira, Chivi South and Mbizo (Kwekwe). Military presence was reported in Kariba.

Table 1: Incidents of particular concern



4. Verification Report

Five cases were followed up with verification, with action being taken for both cases.

Table 3: Reports		
Reports	Location (Province, Constituency)	Action taken
Kraal head distributing agricultural inputs and food aid to ZANU-PF members only.	Midlands, Gokwe Kana	Case confirmed. The food is coming from GMB Manoti. Victim advised to report the case to the police and department of social welfare.
A war veteran was the main perpetrator during 2008 election, his home was used as a base and many people were killed at his homestead. This week he is making door to door campaigns forcing MDC Alliance members to declare that they cannot read or write and need to be assisted to vote. MDC Alliance members are written down and allocated a ZANU-PF member who will assist them to vote. Those who refused are reminded of 2008 and he is claiming that this year they shall be a repeat of 2008 massacres and all MDC Alliance will be killed during the run off phase. Peace champions are having difficulties reporting the violations to the police as the police then tell them that they need the victims to report themselves whereas victims are afraid to go forward and report.	Manicaland, Buhera Central	The report was referred to the ZHRC's provincial team led by and they have undertaken to take up the case. The victims have vowed to openly report their case to the Commission.
An MDC Alliance supporter and others were assaulted by soldiers for distributing MDC Alliance flyers.	Mashonaland West, Chinhoyi Urban	Attempts to reach sender of message has not been successful despite several attempts. Case will be revisited later.
Unknown ZANU-PF people went into a primary school in Zhombe and put posters on teachers' houses, 2 toilets and inside 4 classrooms while children were still inside. Referred caller to ZEC.	Midlands, Zhombe	Case confirmed and sender of message advised to report case to ZEC and the police.
A woman reported that she was being threatened with violence because she won't give out MDC register to the perpetrators. Last night she didn't sleep at home because she fears that she might just be attacked.	Mashonaland East, Uzamba Maramba Pfungwa	Case confirmed but victim indicated that case was already being resolved.