CIDADÃO PARTICIPA

Digital platform for inclusive national dialogue in Mozambique

Monthly Report

June 30 – July 30, 2026

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List of Abbreviations

IMD	Institute for Multiparty Democracy
MASC	Civil Society Support Mechanism
JEALOUSY	Computer Center of Eduardo Mondlane University
DNI	Inclusive National Dialogue
USSD	Unstructured Supplemental Service Data
SMS	Short Message Service
FDS	Defense and Security Forces
VAT	Value Added Tax
CNE	National Election Commission
STAE	Technical Secretariat for Electoral Administration
EGFAE	General Statute of State Employees and Agents
COTE	Technical Committee of the National Inclusive Dialogue
OSC	Civil Society Organizations
SME	Small and Medium Enterprises

Summary

This report falls within the scope of the "Citizen Participates" project, coordinated by a consortium composed of the consortium leader, the Institute for Multiparty Democracy (IMD), the Mechanism for Support to Civil Society Organizations Foundation (MASC), the Computer Center of Eduardo Mondlane University (CIUEM), and the Barcelona-based organization Decidim, and is funded by the Catalan Agency for Development Cooperation. The project arises in a context marked by the need to strengthen trust in democratic institutions, promote governance reforms, and expand spaces for citizen participation in Mozambique.

In this sense, the digital platform "Cidadão Participa" (Citizen Participates) was conceived as a tool for citizen participation at the service of the Inclusive National Dialogue Process (DNI), allowing citizens to actively contribute to debates on constitutional reforms, governance, decentralization, national reconciliation, and other topics of public interest.

Through this platform, citizens' contributions are collected, systematized, and channeled to the Technical Commission for Inclusive National Dialogue (COTE), helping to ensure that different sensitivities, perspectives, and proposals from Mozambican society can be considered in the process of building national consensus.

The platform thus constitutes a complementary and permanent mechanism for public consultation, reinforcing citizen participation beyond the face-to-face meetings held within the scope of the DNI.

Following the presentation of the first report, prepared 30 days after the official launch of the platform, we now present the second monitoring report on the contributions submitted by citizens within the framework of the Inclusive National Dialogue Process. This document continues the exercise of systematizing and analyzing citizen participation on the Citizen Participates platform, gathering the main contributions collected between May 29 and June 29, 2026. The report seeks to identify trends, concerns, and proposals presented by citizens in the different thematic areas under consultation, contributing to the strengthening of public participation mechanisms and enriching the process of building national consensus.

1. Regarding Access/Use of the Platform

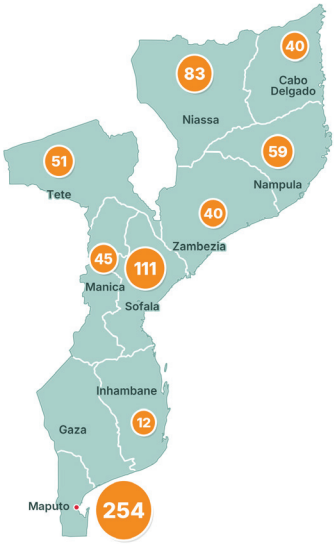
Participation in the platform is through two main channels: via WhatsApp chatbot or through the web platform.

Access via WhatsApp is through the number +258 844308393. To participate, citizens must save the number on their phone, send a "Hello" message, and follow the instructions provided by the system, selecting the "Participate" option, choosing one of the available proposals, entering their comment, and submitting their contribution. After submission, the comment becomes immediately visible on the platform. Alternatively, citizens can participate through their browser by accessing the Citizen Participates platform via the link: https://www.cidadaoparticipa.org.mz/. In this case, the user must create a simple profile with an email address and password, enter the "Inclusive National Dialogue" process, access the "Proposals" section, identify the proposal in which they wish to participate, consult the main results of the consultation and the guiding questions of the debate, and submit their comment.

2. Regarding the Capacity Building of Key Actors on the Platform

During the reporting period, in-person and virtual meetings, as well as training sessions, were held for various stakeholders with the aim of disseminating the Citizen Participation Platform. During these meetings, the IMD team presented the functionalities of the Citizen Participation Platform, including consulting thematic proposals, accessing documents and reports, participating through the digital platform, and using the chatbot integrated with WhatsApp.

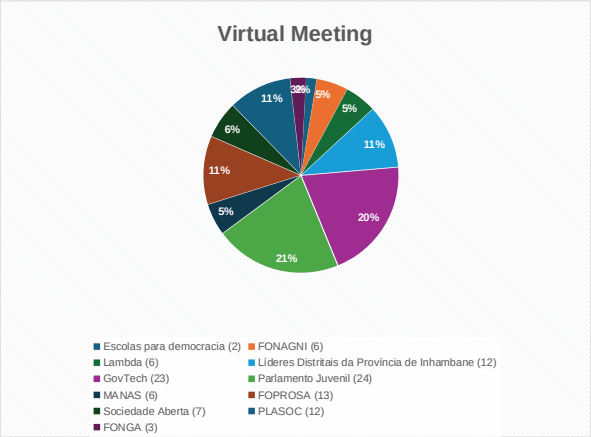
Cumulatively, the platform's dissemination activities reached a total of 757 participants in different provinces of the country, as shown on the map below. This represents an increase of 181 participants compared to the data presented in the previous report.



TOTAL
757

Others

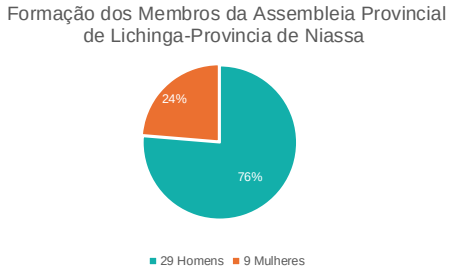
- 24 Youth Parliament
- 23 GovTech
- 15 European Union



Specifically during the period under review, virtual sessions were held with organizations including MANAS (6 participants), FOPROSA (13 participants), Sociedade Aberta (7 participants), among others.

IMD also participated in a virtual exchange session promoted by GovTech, which brought together 23 participants from different countries and organizations interested in digital solutions for citizen participation. During the session, the experience of implementing the Citizen Participates platform in Mozambique was presented, including its role within the National Inclusive Dialogue, the platform's functionalities, and the integration of the chatbot into WhatsApp.

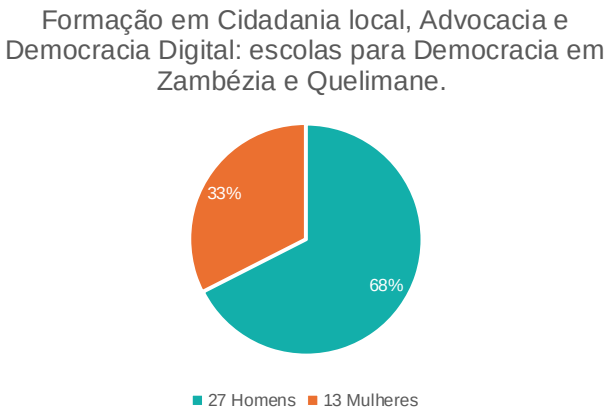
Alongside the virtual meetings, IMD also carried out other capacity-building and awareness-raising activities with different stakeholders. In Niassa province, a training session on Decentralized Governance was held for members of the Provincial Assemblies, with 38 participants.



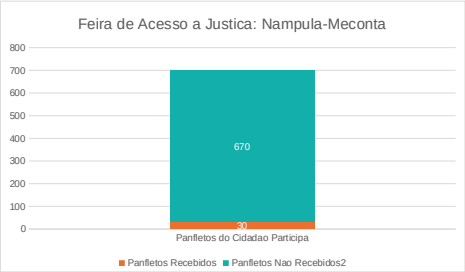
Within the framework of the Schools for Democracy program, a training course on Local Citizenship, Advocacy, and Digital Democracy was held in Zambézia, bringing together 40 participants, of whom 27 were men and 13 were women.

Additionally, IMD participated in a Services Fair in Cabo Delgado, which brought together around 700Participants were given 30 informational pamphlets about the Citizen Participates platform.

In parallel, the contacts collected in various activities carried out by the IMD were digitized, resulting in the registration of more than 700

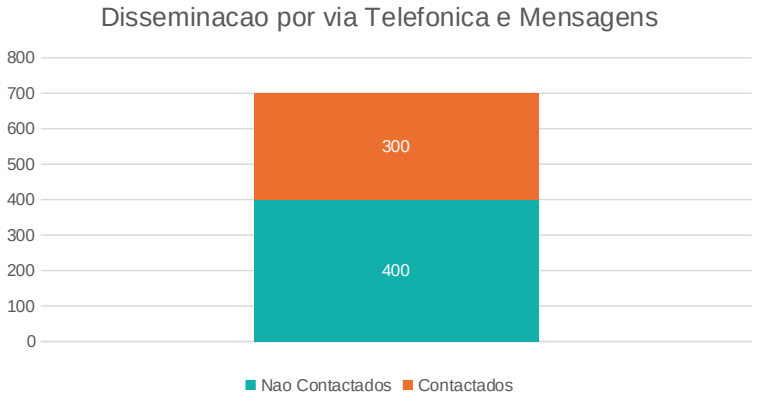


contacts and their respective names. From this group, approximately 300 citizens were contacted by telephone and through messages, with the aim of presenting the platform, providing guidance on the registration process, and encouraging the submission of comments and proposals within the framework of the Inclusive National Dialogue. In several cases, follow-up communications were also carried out to reinforce the information shared and support citizens in the participation process.



The set of capacity-building activities and virtual meetings held brought together a total of 223 participants, including representatives of civil society organizations, members of the Youth Parliament, district leaders, international partners, representatives of the European Union and its Member States, members of the Provincial Assemblies, and citizens involved in the dissemination of the Citizen Participation platform. The results demonstrate the continuity of the awareness-raising and capacity-building efforts developed by IMD to broaden knowledge about the platform and promote more active participation within the framework of the Inclusive National Dialogue.

Despite the results achieved and the increased number of participants reached by the platform's dissemination activities, some challenges persist that continue to influence citizen participation levels in the Inclusive National Dialogue process. During outreach and awareness-raising activities, it was observed that some citizens consider the registration process relatively complex, mainly due to the need to create an account and confirm their email address. Some skepticism was also identified regarding the possibility of the submitted contributions actually

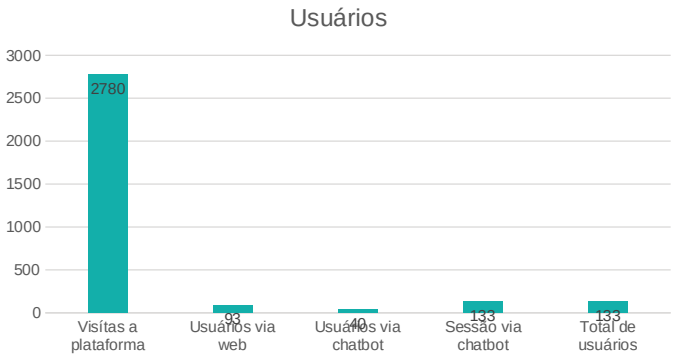


influencing the reform processes, which, in some cases, limits citizens' interest and participation in the platform.

3. Regarding Platform Users

Between May 29th and June 29th, the "Cidadão Participa" platform registered 133 new user registrations, of which 93 accessed it through the web platform and 40 through the WhatsApp chatbot. During the same period, 2,780 visits to the platform and 133 chatbot sessions were recorded, reflecting the continued use of digital participation mechanisms.

Since the platform's launch until June 29th, the cumulative number of registered users has reached 375, with 243 from the web platform and 132 from the WhatsApp chatbot. Of these, 31 users were still awaiting email address confirmation at the time of this report, corresponding to a total of 344 confirmed accounts. During the same period, there were 3,135 visits to the platform and 421 sessions via the chatbot, demonstrating a progressive increase in the use of the different channels available to citizens.



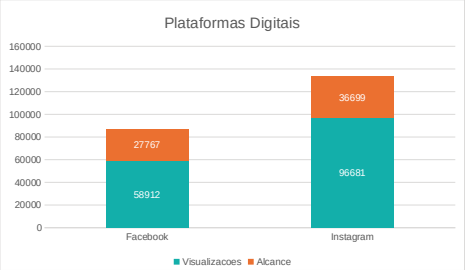
Platform Users

Indicator	April 28 – May 28	May 29 – June 29	Total
Platform visits	355	2780	3135
Users via the web	150	93	243
Users via chatbot	92	40	132
Session via chatbot	288	133	421
Total number of users	242	133	375

The data shows that the web platform continues to be the main access channel for users, while the WhatsApp chatbot plays a complementary role in facilitating citizen participation. The evolution of usage indicators confirms the potential of the "Citizen Participates" platform as an instrument for public consultation, strengthening civic participation, and promoting inclusive national dialogue.

Despite these results, the data also highlight some challenges related to converting interest into effective participation. During the period under analysis, the platform registered more than 2,780 visits, demonstrating considerable interest from citizens. However, this interest does not always translate into registrations or active participation through the submission of comments and proposals.

Additionally, although social media posts about the platform have reached a significant number of people, with over 27,767 people reached and 58,912 views on Facebook, as well as 36,699 people reached and 96,681 views on Instagram, some user comments reveal a lack of interest in registering on the platform.



Many of these citizens believe that the main problems facing the country are already known to government authorities and, therefore, question the usefulness of new spaces for consultation and participation. Additionally, the occasional presence of derogatory or discouraging comments on social media can negatively influence public perception of the initiative and reduce the motivation of other citizens to participate.

4. Key Contributions of Citizens to the Process

Overall, the data show a still moderate level of participation, with

a total of 22 contributions distributed across six of the ten thematic areas under consultation. The Natural Resources area concentrated 7 of the 22 comments registered, corresponding to 32% of the total contributions submitted during the period under analysis. Electoral Affairs registered 6 comments (27%), while the Decentralization and Deconcentration area registered 3 comments (14%). The Defense and Security and Reconciliation and National Unity areas registered 2 comments each (9%), while Constitutional Affairs registered 1 comment (5%).

The contributions gathered continue to demonstrate the potential of digital platforms as instruments for promoting citizen participation, public consultation, and strengthening inclusive democratic dialogue in Mozambique, allowing different perspectives and concerns of society to be incorporated into the Inclusive National Dialogue process.

4.1. Election Affairs

Users of the Citizen Participation Platform expressed concerns related to the transparency, impartiality, and credibility of electoral processes in Mozambique. The contributions received revealed a perceived lack of trust in the current electoral administration institutions, namely the National Elections Commission (CNE) and the Technical Secretariat for Electoral Administration (STAE).

In this context, some participants advocated for profound reforms in the structure responsible for managing electoral processes, proposing the creation of a more independent body, free from political and partisan interference, and capable of ensuring transparent and fair elections. Users considered that greater institutional autonomy could contribute to strengthening citizens' confidence in election results and reducing recurring tensions associated with elections.

Concrete proposals for revising

electoral legislation were also presented, including strengthening transparency in vote counting at polling stations, with the participation of all polling station members and in the presence of journalists, national and international observers, and voting citizens. Participants also recommended the publication of the results obtained at each polling station, the recognition of parallel vote counting as a complementary oversight mechanism, and a review of the electoral administration structure, including proposals to abolish the district-level electoral administration office.

The participants also emphasized that the credibility of the electoral system depended not only on the legality of the procedures, but also on the public perception of its legitimacy. In this sense, they considered it essential to strengthen the independence, impartiality, and transparency of the institutions responsible for electoral administration, as well as to promote continuous improvements in the electoral process.

In addition to the reform proposals, a comment supporting the Citizen Participation initiative was also recorded, reflecting a positive appreciation of the creation of a digital space for citizen involvement in the Inclusive National Dialogue process.

Overall, the contributions received linked the strengthening of democracy to the need to promote more transparent, credible, and inclusive electoral processes, capable of reinforcing citizens' trust in democratic institutions.

4.2. Issues concerning Decentralization and Deconcentration

Users of the Citizen Participation Platform highlighted the need to strengthen the autonomy of provincial governments and clarify the distribution of powers among the different state bodies.

The contributions received highlighted concerns related to potential institutional conflicts between Provincial Governors and Secretaries of State, arguing that decentralization should grant greater power and decision-making capacity to provincial governments, in order to promote more effective management and contribute to local development.

Additionally, some participants advocated for the need to restore greater powers to Provincial Governors, arguing that, as elected representatives, they should have more decision-making power in managing provincial affairs. It was also mentioned that a better definition of the responsibilities of different state bodies could help reduce duplication of functions and prevent the waste of public resources.

Participants considered that more effective decentralization would bring decision-making closer to communities, strengthen local governance, and reduce territorial inequalities. The importance of ensuring coordination and accountability mechanisms that contribute to more efficient and transparent management was also highlighted.

4.3. Matters concerning Reconciliation and National Unity

Users of the Citizen Participation Platform highlighted the importance of reconciliation and national unity for consolidating peace and harmonious coexistence in Mozambique. The contributions received expressed support for the Inclusive National Dialogue initiative and conveyed positive expectations regarding the process's outcomes.

It was also mentioned that strengthening decentralization and local governance can help reduce political tensions and promote more balanced development among the different regions of the country. Participants considered dialogue and inclusion to be fundamental instruments for promoting social cohesion and national stability.

Across the board, participants linked the consolidation of national unity to the strengthening of dialogue, inclusion, and institutional trust, considering these elements fundamental to building a more cohesive and resilient society.

4.4. Justice Matters

During the period under review, no new contributions were registered in the thematic area of Justice. However, the contributions previously collected continued to highlight concerns related to the independence, transparency, and effectiveness of the judicial system.

Participants advocated for strengthening the autonomy of justice institutions, considering it essential to reduce political influence in the appointment and functioning of the bodies responsible for administering justice. The importance of reinforcing mechanisms for institutional oversight and accountability was also highlighted.

Regarding access to justice, the contributions previously collected highlighted the need to bring judicial services closer to citizens, especially those living in rural and hard-to-reach areas. Concerns were also raised about the costs associated with accessing justice and the need to make legislation more accessible and understandable for the population.

In the context of transparency and the fight against corruption, participants advocated for strengthening whistleblowing mechanisms, access to public information, and effective accountability for those involved in illicit practices. These measures were considered essential to strengthen citizens' trust in the justice system and consolidate the rule of law.

4.5. Tax Matters

During the period under review, no new contributions related to Tax Matters were recorded. Nevertheless, contributions collected in previous periods continued to highlight concerns related to tax fairness, the efficiency of tax administration, and transparency in the management of public revenues.

Participants advocated for a tax system reform based on the principles of equity and proportionality, ensuring that citizens and businesses contribute according to their ability to pay. The need to review certain tax benefits and strengthen mechanisms to combat

tax evasion and fraud was also highlighted.

Regarding the modernization of tax administration, contributions highlighted the importance of digitizing services, simplifying tax procedures, and gradually formalizing the informal economy. Participants considered that these measures could contribute to improving revenue collection and increasing the efficiency of public services.

The contributions further emphasized the need to strengthen transparency in the use of resources collected by the State, promoting accountability mechanisms and citizen participation in monitoring public finances. In general, participants associated tax reform with the promotion of more efficient, transparent public management oriented towards national development.

4.6. Topics concerning Natural Resources

Users of the Citizen Participation Platform believe that the governance of natural resources in Mozambique requires increased transparency, accountability, and equitable distribution of the benefits generated by resource exploitation. The contributions received highlighted the need to ensure that a significant portion of revenue is channeled to the provinces and local communities through the financing of infrastructure, education, health, and job creation programs.

Within the framework of social responsibility, participants argued that benefits for communities should be ensured from the initial phases of exploration projects, highlighting the importance of constructing and rehabilitating roads, bridges, and other infrastructure in areas affected by extractive activities. The importance of promoting local content through the hiring of national labor and the integration of Mozambican suppliers into value chains was also emphasized.

The contributions further reinforced the need to promote industrialization and the local processing of raw materials as a way to increase the added value of natural resources and generate more job opportunities for young people. In this context, participants considered it essential to invest in youth training and the diversification of the national economy.

Additionally, some participants advocated for a review of the legislation applicable to the mining sector, considering that the legal framework must keep pace with the current challenges of natural resource exploitation. The adoption of public policies promoting more efficient and responsible exploitation of natural resources was also recommended, based on principles of transparency, equitable distribution of benefits, social inclusion, and sustainability, in order to ensure that the wealth generated effectively contributes to improving the living conditions of all Mozambicans.

In the area of environmental sustainability, the need to strengthen ecosystem conservation actions and promote more sustainable management of natural resources was highlighted. Participants drew attention to the importance of preserving mangroves and involving communities in awareness and

reforestation programs, considering that environmental protection and improving the living conditions of populations must go hand in hand.

In general, the contributions linked sustainable economic development to transparency in the management of natural resources, the equitable sharing of benefits, the strengthening of the legal framework and policies for the exploitation of the extractive sector, and the active participation of communities in decision-making processes.

4.7. Defense and Security Issues

The comments received in this area showed support for the National Inclusive Dialogue initiative and reinforced concerns related to the protection of human rights and the relationship between state institutions and citizens. In particular, the need to ensure greater protection for people with disabilities, combat all forms of discrimination, and promote inclusion in the labor market and the education system was highlighted.

These contributions reinforce the importance of a security approach centered on human dignity and the protection of the most vulnerable groups. In this context, it becomes fundamental to strengthen mechanisms for social inclusion, guarantee equal opportunities, and ensure that all citizens can fully enjoy their rights.

The concerns expressed by the participants are consistent with previously collected contributions, which highlighted the importance of respect for human rights, the professionalism of defense and security institutions, and strengthening trust between citizens and public institutions.

In general, participants associated national security not only with territorial protection, but also with the promotion of fundamental rights, social inclusion, and the construction of a more just and cohesive society.

4.8. Public Administration Affairs and Depoliticization

Users of the Citizen Participation Platform highlighted the need to strengthen transparency, meritocracy, and integrity in public administration. The contributions received emphasized the importance of modernizing recruitment and promotion processes for public employees, advocating for the adoption of digital mechanisms that guarantee greater transparency and fairness in public tenders.

In the context of ethics and integrity in public service, participants expressed concern about the persistence of nepotism, favoritism, and corruption practices, considering that these continue to compromise the efficiency of institutions and limit opportunities for qualified citizens. The need to strengthen oversight and accountability mechanisms, as well as to promote an institutional culture based on ethics and merit, was also highlighted.

The contributions also highlighted the importance of creating more opportunities for qualified young people and ensuring that admission and career progression processes are based on competence and performance, contributing to a more professional public administration

oriented towards the collective interest.

In general, participants associated public administration reform with strengthening meritocracy, transparency, and integrity, considering these elements fundamental to increasing citizens' trust in state institutions.

4.9. Justice Matters

During the period under review, no new contributions were recorded in the thematic area of Justice.

4.10. Tax Matters

During the period under review, no new contributions related to Tax Matters were recorded.

4.11. Constitutional Matters

During the period under review, a new contribution related to Constitutional Affairs was registered. The user expressed opposition to the reduction of the President of the Republic's powers, arguing that, as the highest magistrate of the Nation, the Head of State should maintain the powers currently enshrined in the Constitution.

4.12. Economic Affairs

During the period under review, no new contributions related to Economic Affairs were recorded.

5. Final Considerations

The period between May 29 and June 29, 2026, confirmed the continued implementation of the Citizen Participates platform as a complementary mechanism for citizen participation within the Inclusive National Dialogue Process. The data presented demonstrate a gradual increase in the number of users, visits, and interactions, highlighting a growing interest from citizens and civil society organizations in monitoring and contributing to the debate on national reforms.

The contributions gathered during the period under review reveal that citizens remain particularly interested in topics related to natural resource management, electoral processes, local governance, national reconciliation, and the defense of fundamental rights. New contributions also reinforced the need to improve legislation applicable to the mining sector, promote more transparent, equitable, and sustainable management of natural resources, strengthen the transparency and credibility of electoral processes, clarify the distribution of powers within the framework of decentralization, and reflect on aspects related to the constitutional organization of the State. Across the board, the submitted proposals reinforce the importance of transparency, inclusion, accountability of public institutions, and the effective participation of citizens in the construction of public policies and national consensus.

The outreach and capacity-building activities carried out by IMD, including virtual meetings with civil society organizations, community leaders, youth representatives, and international partners, contributed to expanding knowledge about the platform, strengthening institutional partnerships, and gathering relevant recommendations for the continuous

improvement of the participation mechanisms provided by the project. These initiatives demonstrate that strengthening community mobilization remains an essential element for expanding the platform's reach and promoting more representative participation.

Despite the progress made, challenges persist regarding the conversion of initial interest into effective participation. The registration process, limitations in internet access, low levels of digital literacy in some contexts, the need to confirm an email address to activate an account, and skepticism from some citizens regarding the impact of their contributions continue to influence levels of engagement and active participation. These challenges demonstrate that strengthening citizen participation depends not only on technological improvements to the platform, but also on continuous strategies for raising awareness, monitoring, and strengthening public trust in consultation mechanisms.

In this context, it is recommended to continue outreach efforts, strengthen partnerships with civil society organizations, educational institutions, community leaders, and media outlets, and explore complementary participation mechanisms, such as USSD-based solutions and other modalities accessible to citizens with limited access to digital technologies. It is also recommended to continue awareness campaigns regarding the registration and account confirmation process, in order to reduce the number of users who begin registration but do not complete platform activation.

In summary, the results of this period confirm the potential of the Citizen Participates platform as an innovative instrument for public participation and for bringing citizens closer to the Inclusive National Dialogue Process. The consolidation of this initiative will depend on the continuity of mobilization efforts, the continuous improvement of the user experience, and the demonstration that citizens' contributions are effectively considered in the reform formulation process, thereby strengthening trust in democratic institutions and building an increasingly inclusive national dialogue.

6. Appendix:

6.1. Summary of the Main Contributions Received on the Citizen Participation Platform

Renovation Area	Main Contributions / Recommendations	Number of Comments
Defense and Security	▪ Expression of support for the proposed reform in the Defense and Security sector. ▪ To strengthen trust between citizens and the institutions responsible for defense and security. ▪ Maintaining a focus on protecting human rights and building a more inclusive and safe society.	2 (2 via WhatsApp; 0 via platform)
Tax Matters	▪ No new contributions were recorded during the period under review.	0

Renovation Area	Main Contributions / Recommendations	Number of Comments
Natural Resources	▪ Strengthen transparency and accountability in the management of natural resources. ▪ To ensure a more equitable distribution of revenue to provinces and local communities. ▪ To finance projects in education, health, infrastructure, and job creation. ▪ Promote local content by hiring national labor and suppliers. ▪ To ensure corporate social responsibility in mining areas, including the improvement of roads and bridges. ▪ To promote industrialization and local processing of raw materials. ▪ Strengthening youth empowerment and diversifying the economy. ▪ Strengthen environmental conservation, including the protection of mangroves and the involvement of communities in reforestation efforts. ▪ Strengthen the transparency and oversight of laws and contracts related to natural resources. ▪ Review the legislation applicable to the mining sector. ▪ To improve policies for the exploitation of natural resources, promoting more transparent, equitable, inclusive and sustainable management. ▪ Strengthen environmental conservation, including the protection of mangroves and the involvement of communities in reforestation efforts. ▪ Strengthen the transparency and oversight of laws and contracts related to natural resources.	7 (7 via WhatsApp; 0 via platform)
Constitutional Matters	▪ To defend the maintenance of the current powers of the President of the Republic, considering his role as the highest magistrate of the Nation.	1 (1 via WhatsApp; 0 via platform)

Renovation Area	Main Contributions / Recommendations	Number of Comments
Economic Affairs	▪ No new contributions were recorded during the period under review.	0
Election Affairs	▪ To strengthen the transparency and credibility of electoral processes. ▪ Reform the electoral administration structure to ensure greater independence and impartiality. ▪ To reduce the influence of political parties in the management of electoral processes. ▪ To create mechanisms that strengthen citizens' confidence in elections. ▪ To promote more autonomous, transparent, and effective electoral institutions. ▪ To strengthen the role of politics as an instrument for national transformation and development. ▪ Revise electoral legislation to strengthen the transparency, credibility, and fairness of electoral processes. ▪ To strengthen the transparency of the vote count, ensuring the participation of polling station staff, observers, and citizens. ▪ To publicize the results obtained at each polling station. ▪ Recognizing parallel vote counting as a complementary oversight mechanism. ▪ Review the structure of the district's STAE (Technical Advisory Service). ▪ To improve the transparency of the electoral process. ▪ A comment supporting the initiative has been recorded.	6 (4 via WhatsApp; 2 via platform)
Justice Reform	▪ No new contributions were recorded during the period under review.	0

Renovation Area	Main Contributions / Recommendations	Number of Comments
Public Administration and Depoliticization	▪ Strengthen meritocracy and transparency in public tenders. ▪ To promote the digitalization of recruitment and promotion processes for public employees. ▪ Combating nepotism, favoritism, and corruption in public office. ▪ Strengthen ethics, integrity, and institutional accountability. ▪ Create more opportunities for qualified young people and value professional merit.	1 (1 via WhatsApp; 0 via platform)
Decentralization and Deconcentration	▪ Strengthen the autonomy of Provincial Governors and clarify the responsibilities between Governors and Secretaries of State. ▪ To avoid institutional conflicts between the different local governance bodies. ▪ To promote effective decentralization geared towards local development. ▪ Bringing decision-making closer to communities and strengthening local governance. ▪ To restore greater powers to Provincial Governors, as elected representatives, and to reduce the duplication of functions among State bodies.	3 (3 via WhatsApp; 0 via platform)
Reconciliation and National Unity	▪ Expression of support for the National Inclusive Dialogue initiative. ▪ To strengthen dialogue, social cohesion, and trust between citizens and institutions. ▪ To promote stability and development through more inclusive and decentralized governance mechanisms.	2 (2 via WhatsApp; 0 via platform)

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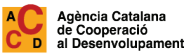

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