



**REPUBLIC OF MOZAMBIQUE
MINISTRY OF PUBLIC WORKS, HOUSING AND WATER
RESOURCES**



URBAN WATER SECURITY PROJECT (P509890)

Resettlement Policy Framework (RPF)

RPF PREPARED FOR:



Fundo de Investimento e Património do Abastecimento de Água
(FIPAG)

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April 2025

Table of Contents

DEFINITIONS	viii
EXECUTIVE SUMMARY	xi
1 INTRODUCTION	1
1.1 Background	1
1.2 Project Description.....	3
1.2.1 Project Development Objective (PDO)	3
1.2.2 Project Components	3
1.2.3 Project Activities Involving Works.....	6
1.2.4 Project Location	8
1.2.5 Implementation Arrangements.....	9
1.3 Purpose and Objectives of this Resettlement Policy Framework.....	10
1.3.1 Purpose of this RPF.....	10
1.3.2 Key Principles.....	11
1.3.3 Objectives of the RPF.....	12
1.3.4 Scope of the RPF	12
2 POLICY, LEGAL AND REGULATORY FRAMEWORK	13
2.1 Relevant Mozambican Laws and Regulations	13
2.1.1 Constitution of the Republic	13
2.1.2 Land Law and Land Law Regulation	13
2.1.3 Territorial Planning Law and Regulation.....	15
2.1.4 Regulation on Resettlement Process from Economic Activities and Technical Directive for PAR Preparation	15
2.1.5 Technical Directive on the Preparation of the Resettlement Action Plan (PAR) and Implementation Process (Ministerial Diploma 156/2014).....	17
2.1.6 Directive on the Expropriation Process for Territorial Planning Purposes - Ministerial Diploma No. 181/2010 of November 3.	17
2.2 Institutional Framework	18
2.3 World Bank Environment and Social Standards	18
2.3.1 Comparison between Mozambican Legislation and World Bank ESS 5	19
3 SOCIAL-ECONOMIC BASELINE INFORMATION OF THE URBAN WATER SECURITY PROJECT AREAS	24
3.1 Introduction	24
3.1.1 Maputo Metropolitan Area and Moamba District	24
3.1.2 Xai-Xai City	25

3.1.3	Chibuto District	26
3.1.4	Inhambane City.....	27
3.1.5	Maxixe City	27
4	POTENTIAL (RESETTLEMENT) SOCIAL RISKS AND IMPACTS AND MITIGATION MEASURES	29
4.1	Potential Positive Impacts	29
4.1.1	Improvement In water supply and Reliability	29
4.1.2	Improved quality of life, especially for women, due to increased coverage of access to safe drinking water.....	29
4.1.3	Economic Development.....	29
4.1.4	More Efficient Use of Water as a Scarce Resource:	29
4.1.5	Improved Quality of Surface and Groundwater:	30
4.1.6	Public Health Benefits	30
4.1.7	Creation of Employment Opportunities	30
4.1.8	Improved resilience of communities to climate risks.....	30
4.2	Potential Negative Impacts.....	30
5	PROCESS FOR PREPARATION AND IMPLEMENTATION OF RESETTLEMENT ACTION PLANS	36
5.1	Identification of Project Sites	36
5.2	Overall RAP Process	37
5.2.1	Screening.....	37
5.2.2	Preparation of individual resettlement action plans (RAPs)	37
5.2.3	Consultation and Participatory Process	38
5.2.4	Disclosure and Notification	38
5.2.5	Establishing a Cut Off Date	38
5.2.6	Documentation and Verification of Land and Other Assets.....	39
5.2.7	Compensation and Valuation	39
5.2.8	Public Consultation and Participation.....	39
5.2.9	Census of Affected Entities.....	40
5.2.10	Socio- Economic Surveys.....	40
5.2.11	Income Restoration	40
6	ELIGIBILITY CRITERIA FOR VARIOUS CATEGORIES OF AFFECTED PEOPLE	42
6.1	Overview	42
6.2	Eligibility Criteria for Compensation	42
6.3	Categories of People Affected by the Project	42

6.4	Cut-off date	43
6.5	Entitlement Matrix.....	44
6.6	Methods of valuing affected assets.....	49
6.7	Valuation of Affected Assets.....	50
6.7.1	Determination of Compensation Payment.....	50
7	CALCULATIONS FOR COMPENSATION PAYMENTS PER CATEGORY OF LOSS	52
7.1	Compensation for Land.....	52
7.1.1	Land Measurements	52
7.2	Determination of Crop Compensation Rates	52
7.2.1	Other Domestic Fruit and Shade Trees	53
7.3	Compensation for Permanent Structures	53
8	Stakeholder Consultation and Disclosure Arrangements	54
8.1	Introduction	54
8.2	Purpose of stakeholder's engagement.....	54
8.3	Objective of Stakeholder Engagements	54
8.3.1	Stakeholder Engagement	54
8.4	Stakeholders Engaged.....	55
8.5	Outcomes of consultation meetings	56
8.6	Disclosure of RPF.....	58
9	GRIEVANCE PROCEDURES	58
9.1	Introduction	58
9.2	Grievance Registration.....	58
10	MONITORING, EVALUATION AND REPORTING.....	62
10.1	Objectives and Scope	62
10.2	Internal Monitoring Process	62
10.2.1	Monitoring During Resettlement.....	63
10.2.2	Monitoring After Resettlement.....	63
10.3	<i>External Monitoring Process.....</i>	<i>63</i>
10.4	<i>Supervision by the Donor Agency.....</i>	<i>65</i>
10.5	<i>Completion audit</i>	<i>66</i>
10.5.1	Evaluation and RAP Completion Report.....	66
10.5.2	Responsibility of the Authorities.....	67
10.5.3	Indicators to Measure RAP Performance.....	67

10.5.4	Reporting and Documentation	68
11	Organisational Framework.....	69
11.1	Institutional Framework for the Implementation of the UWSP.....	69
11.2	Roles and Responsibilities	69
12	RPF BUDGET AND FUNDING	71
12.1	Budget to Implement RAP	71
12.2	RPF Budget	71
13	ANNEXES.....	74
	<i>ANNEX 1: Sample Grievance Form.....</i>	<i>74</i>
	<i>ANNEX 2 : Outline For Preparing Sub-Project Resettlement Plans (RAPs).....</i>	<i>75</i>
	<i>ANNEX 3: Structure for Preparation of RAP.....</i>	<i>81</i>
	<i>ANNEX 4: Sample Table of Contents for Consultation Reports</i>	<i>92</i>
	<i>Annex 5: Summary of Stakeholders Consulted, Summary of Issues raised, and responses provided, Attendance List of participants and Sample Photographs.</i>	<i>98</i>

LIST OF ACRONYMS

AIA	Environmental Impact Assessment
AID	International Development Association
AGL	Local Government Authorities
ANE	National Roads Administration
AT	Technical Assistance
CIRESP	Interministerial Commission for Public Sector Reform
COVID-19	Coronavirus Disease 2019
CTSMR	Technical Commission for Resettlement Monitoring and Supervision
CGR	Grievance Management Committee
CDR	District Resettlement Commission
CTNASR	National Technical Commission for Resettlement Monitoring and Supervision
CPR	Provincial Resettlement Commission
CERC	Contingent Emergency Response Component
DPO	Data Protection Office
DINOTER	National Directorate of Land and Territorial Planning
EDGE	Mozambique Digital Economy and Governance
ESIA	Environmental and Social Impact Assessment
ESAS	Environmental and Social Safeguards Specialist
GdM	Government of Mozambique
GRM	Grievance Redressing Mechanism
GF	Financial Management
GIDE	Interministerial Coordination Group
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immunodeficiency Syndrome
IFC	International Finance Corporation
IDA	International Development Association
ICT	Institute of Science and Technology
INCM	National Institute of Communication of Mozambique
INAGE	National Institute of Electronic Governance
INTIC	National Institute of Information and Communication Technology
IOT	Territorial Planning Instruments
MAEF	Ministry of Agriculture, Environment and Fisheries
MPD	Ministry of Planning and Development
MPWHWR	Ministry of Public Works, Housing and Water Resources
MTL	Ministry of Transport and Logistics
M&E	Monitoring and Evaluation
MO	Operations Manual
MZM	Mozambican Metical (currency)
MQR	Complaints and Grievance Mechanism
ONG	Non-Governmental Organization
OP	Operational Policy
ODP	Project Development Objective
OLC	Community Liaison Officer

OMS	World Health Organization
OMA	Environmental Officer
PAD/DAP	Project Appraisal Document
PAP	Project-Affected Person
RAP	Resettlement Action Plan
ESMP	Environmental and Social Management Plan
ESP	Economic and Social Plan
PGECIM	Mozambican Electronic Government, Communications and Infrastructure Project
PNDT	National Territorial Development Plan
PEOT	Special Territorial Planning Plans
PIA	Interested and Affected Parties
PPP	Public-Private Partnership
QPR	Resettlement Policy Framework
QAS	Environmental and Social Framework
QGAS	Environmental and Social Management Framework
SDAE	District Services for Economic Activities
SDMAS	District Health, Women and Social Action Services
SDPI	District Planning and Infrastructure Services
SISTAFE	State Financial Administration System
SIG	Geographic Information System
SOC	Operations and Security Center
SPA	Provincial Environmental Service
SPGC	Provincial Geography and Cadastre Services
UIP	Project Implementation Unit
TIC	Information and Communication Technology
USD	United States Dollar

DEFINITIONS

Census means any field survey carried out to identify and determine the number of Project Affected Persons (PAPs) and their assets; in accordance with the procedures, satisfactory to the National legislation and WBG's Safeguard Policies. The census must be complemented by additional information gathered during consultations with affected communities and the Local Leaders.

Compensation is the payment in cash, and jobs, houses, in kind, land and conservation measures, or other assets given in exchange for the taking of land including fixed assets thereon, in part or whole depending on the context, the nature of the right or use or occupancy, the type of losses and the purpose of the resettlement or economic displacement.

Cut-off date is the date of commencement of the census of PAPs within the project area boundaries. This is the date on and beyond which any person whose land is occupied for project use, will not be eligible for compensation. The date has to be announced widely as the cut-off date and enough time has to be given to the PAPs for the subsequent actions to be valid.

Environmental and Social Management Framework (ESMF) is a safeguard instrument that establishes procedures and guidelines for the mitigation, adaptation, monitoring and governance measures to be considered and implemented during the design, construction and operation of the Program as well as to provide orientation to the development of ESMPs. For the UWSP project, the ESMF has been prepared as a separate and stand-alone document to be used in conjunction with this RFP.

Grievance Redress Mechanisms (GRM) means all processes and tools that serve to channel conflict into an institutionalized mechanism for peaceful resolution. They facilitate communication between affected people and management (project, local authorities, government, etc.) regarding problems that arise, and enable those affected to complain with dignity, knowing that there is a system of appeals leading to an impartial decision making. A detailed description of the GRM process is included in chapter 9.

Involuntary displacement means the involuntary taking of land resulting in direct or indirect economic and social impacts caused by:

- Loss of benefits from use of such land;
- Relocation or loss of shelter;
- Loss of assets or access to assets; or
- Loss of income sources or means of livelihood, whether or not the project affected person has moved to another location.

Involuntary Land Acquisition is the taking of land by government or other government agencies for compensation, for the purposes of a public project against the will of the landowner. The landowner may be left with the right to negotiate the amount of compensation proposed. This includes land or assets for which the owner enjoys uncontested customary rights.

Land refers to agricultural and/or non-agricultural land and any structures thereon whether temporary or permanent and which may be required for the Project.

Land acquisition means the taking of, or alienation of, land, buildings or other assets thereon for purposes of the Project.

Project Affected Persons (PAPs) means those persons who, as a result of land acquisition or involuntary displacement, economic and/or social adverse impacts, regardless of whether or not the said Project affected persons physically relocate. PAPs can include informal land occupants/users that lack formal and/or customary rights. These people may have their:

- Standard of living adversely affected, whether or not the Project Affected Person must move to another location.
- Right, title, interest in any house, land (including premises, agricultural and grazing land) or any other fixed or movable asset acquired or possessed, temporarily or permanently, adversely affected.
- Access to productive assets or natural resources adversely affected, temporarily or permanently; or
- Business, occupation, work or place of residence or habitat adversely affected.

Replacement Cost means an amount sufficient to cover full replacement cost of lost assets and related transaction costs.

The cost is to be based on the **Market rate (commercial rate)** taking into account the Mozambican legislation for transaction of property. In terms of land, this may be categorized as follows:

Replacement cost for agricultural land means the pre-project or pre-displacement, whichever is higher, market value of land of equal productive potential or use, located in the vicinity of the affected land, plus the costs of

- Preparing the land to levels similar to those of the affected land; and
- Any registration, transfer taxes and other associated fees.

Replacement cost for houses and other structures means a method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement. Where functioning markets exist, replacement cost is the market value as established through independent and competent real estate valuation, plus transaction costs. Where functioning markets do not exist, replacement cost may be determined through alternative means, such as calculation of output value for land or productive assets, or the undepreciated value of replacement material and labor for construction of structures or other fixed assets, plus transaction costs. In all instances where physical displacement results in loss of shelter, replacement cost must at least be sufficient to enable purchase or construction of housing that meets acceptable minimum community standards of quality and safety even though the house being replaced may have been substandard. Such costs shall include:

- Purchase of building materials;
- Transporting building materials to the construction site;
- Any labor and contractors' fees;
- Any registration costs; and
- Pre-project or pre-displacement, whichever is higher, market value of land of equal size and locational advantage in a similar area, plus the transaction costs.

Resettlement Assistance means the measures to ensure that project affected persons who may be required to be physically relocated are provided with assistance, such as moving allowances, residential housing or rentals whichever is required, for ease of resettlement during relocation and any transitional losses.

Resettlement Policy Framework (RPF) means this safeguards instrument, which has been prepared to guide the preparation of Resettlement Action Plans (RAP)) throughout the UWSP implementation. The RPF will be disclosed to set out the resettlement and compensation policy, organizational arrangements and design criteria to be applied to meet the needs of the people who may be affected by the project.

The Resettlement Action Plans (RAPs) for the project will be prepared consistent with the provisions of this RPF.

Resettlement Action Plan (RAP) is a resettlement instrument (document) to be prepared when project activity locations, are identified and acquisition of land for the project is required. When land acquisition leads to physical displacement of persons, and/or loss of shelter, and/or loss of livelihoods and/or loss, denial or restriction of access to economic resources. The project proponent impacting on the people and their livelihoods prepares RAPs. RAPs contain specific and legally binding requirements to be abided by UWSP to resettle and compensate the affected people before implementation of the project activities causing adverse impacts. Where impacts are limited in nature or for small scale impacts and the number of PAPs is smaller, a simplified plan may be developed. .

EXECUTIVE SUMMARY

A. INTRODUCTION

The Mozambique Urban Water Security Project (UWSP) is a government initiative aimed at improving water supply services in urban areas. It is funded by the International Development Association (World Bank) and will be implemented by various agencies, including Water Supply Asset Holdings and Investment Fund (FIPAG), Directorate of Water Supply and Sanitation (DNAAS), Water Regulatory Authority (AURA), and South Regional Water Administration Structure (ARA-Sul). Specifically, FIPAG will lead the implementation of water supply infrastructure and performance improvement activities, while DNAAS will oversee activities related to Private Water Providers (PWP), regulatory strengthening activities benefiting AURAS, the project's water resources management (WRM) and watershed components benefiting ARA-Sul. The project's development objective is to increase access to improved water supply services; and improve service delivery capacity in selected cities.

Despite progress since the end of the civil war in 1992, significant challenges remain, such as intermittent water supply and limited access to piped water for many urban households. The project, transitioning from a Program-for-Results (PforR) to an Investment Project Financing (IPF) structure, emphasizes compliance with the World Bank's Environmental and Social Framework (ESF) and aims to meet growing urban water demand through performance-based grants and strategic improvements.

The Government of Mozambique, through the Ministry of Public Works, Housing, and Water Resources (MOPHRH), has developed this Resettlement Policy Framework (RPF) for the Urban Water Security Project (UWSP). The project aims to improve water supply services and infrastructure in Maputo, Gaza, and Inhambane provinces, including the Greater Maputo Metropolitan Region (GMMR). The RPF ensures compliance with Mozambican laws and World Bank Environmental and Social Standards (ESS), particularly ESS5 on involuntary resettlement, to mitigate social risks and safeguard affected communities.

B. Project Components

The UWSP Project components are:

Components 1: Access to sustainable and climate resilient water and sanitation services (US\$70 million).

C1 will support a combination of interventions from source to tap to strengthen the climate resilience and sustainability of urban water supply and sanitation services that are regularly affected by climate-change-exacerbated droughts and floods events, contributing to the implementation of priority climate adaptation investments enacted in the country's NDC, specifically under the water resources and resilient water supply and sanitation systems strategic area. C1 is structured in five sub-components, specifically:

- (a) Reducing climate hazards impacting water supply infrastructure and services through integrated Water Resources Management (IWRM) and watershed management.
- (b) Expansion of access to climate-resilient water supply services
- (c) Output-based payments for low-income household connections
- (d) Improvement of the quality of services provided by PWPs
- (e) Access to safely managed sanitation

Component 2: Improvement of performance and efficiency of services which will support the improvement of performance and efficiency of water supply services in the Greater Maputo Metropolitan

Area (GMMA) and Southern Region provided by AdRMM and AdRS respectively, allocating one-third of the project investments to finance activities, through a grant mechanism for water utilities, that will contribute to lower energy consumption and greenhouse gas (GHG) emissions, specifically NRW reduction and energy efficiency. This component is structured in four sub-components, specifically:

- (a) Performance improvement for the service area of the GMMA.
- (b) Performance improvement for the Southern Region service area
- (c) NRW PBC for GMMA.
- (d) Revolving fund for a prepaid meter program

Components 3: Water sector development support to improving the enabling environment for PSP which will support several critical actions underpinning the operationalization of a sector reform effort led by the Government of Mozambique (GoM) to improve the enabling environment for PSP and to achieve universal and equitable access to safe and affordable drinking water. This component will be divided into three sub-components, specifically:

- (a) Improvement of the enabling environment for Private Sector Participation
- (b) Strengthening the regulatory role of AURA
- (c) Strengthen ARA-Sul capacity to manage water resources
- (d) Institutional development support for FIPAG
- (e) Preparatory studies for the next generation of WSS investments

Components 4: Project Management Support which will support technical assistance and incremental project operation costs for the two Project Implementation Units (PIU) based on FIPAG and DNAAS, and the Project Technical Units (PTU) based on ARA-Sul and AURAS. It will also provide additional support for the environmental and social compliance.

Components and Subcomponents Are Likely to Cause Displacement.

Based on the detailed components, Component 1 will have civil works which may likely cause displacement. Civil works under **Component 1** is likely to cause displacement and will involve the following key infrastructures:

- Expansion of water treatment and transport capacity.
- Pumping stations and bridge crossings for main pipes, including the Incomati Pipe Bridge and Umbeluzi River Pipe Bridge.
- Transmission main lines and distribution networks.
- Borehole fields, main lines, and distribution centers in the Inhambane districts:
 - Proposed groundwater systems include three borehole fields, one main line, and three distribution centers.
 - Notable infrastructure includes the Malembuane borehole field, the expansion of the Sabié Water Treatment Plant (WTP), and reservoirs.

C. Implementation Arrangements

The **Ministry of Public Works, Housing and Water Resources (MOPHRH)** will oversee the project, with **FIPAG** managing water supply infrastructure and **DNAAS** handling private water providers and regulatory strengthening, benefiting **AURA**. **ARA-Sul** will manage water resources and watershed components. A **Project Implementation Unit (PIU)** will be hosted by **FIPAG**, while **DNAAS** will use its existing PIU from the Água Segura Project. **AURA and ARA-Sul** will each host Project Technical Units (PTUs) for institution-specific activities. The **Private Sector**, through Component 3 (C3), will play a vital role by integrating **Public Water Provider (PWP)** services into regulatory frameworks, partnering with **FIPAG** on water supply systems, ensuring compliance with licensing standards, maintaining water quality, and training licensing authorities. They will also support community engagement, ensuring fair compensation, resettlement support, and essential infrastructure in affected areas, promoting sustainable urban water security.

D. Purpose of this RPF

The purpose of the RPF is to clarify resettlement principles, organizational arrangements, and design criteria to be applied to sub-projects or project components to be prepared during project implementation.

Under UWSP, the finer details of its sub-project's locations, scope, technology and technical specifications of projects which are likely to have direct bearing on land requirements and hence the scope of displacement are not known at the moment. In the absence of such information, this Resettlement Policy Framework (RPF) has been prepared to lay down the broad framework for policy, procedures, entitlements, eligibility criteria, mechanism for addressing grievances, framework for stakeholder and Project Affected Persons (PAPs) participation and institutional arrangements to govern response to and resolution of displacement impacts of project implementation. This RPF has been prepared consistent with the applicable policy provisions and best practices relating to land acquisition and compensation as provided both in GoM Land Acquisition policies and laws as well as World Bank ESSR 5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement.

E. Potential Impacts

The likely positive and negative impacts include:

- **Positive:** Improved water access, public health, economic growth, and climate resilience.
- **Negative:** Physical/economic displacement, loss of livelihoods, land conflicts, and social disruptions (e.g., gender-based violence).

F. Resettlement Principles

This RPF has been prepared to provide guidelines and principles on addressing any potential physical and/or economic displacement impacts. Implementation of the Urban Water Security Project (PSHU) will be grounded on several principles which include:

- Avoid displacement where possible; minimize impacts if unavoidable.
- Compensate affected persons (PAPs) at replacement cost, regardless of tenure status.
- Restore or improve livelihoods and living standards.
- Ensure transparent consultation, participation, and grievance redress.

G. Eligibility and Entitlements

According to ESS5 of the World Bank, the criteria for determining eligibility for compensation, resettlement and rehabilitation assistance measures for persons to be displaced, are based on the following:

- a. Persons that have formal legal rights to land, including customary and traditional; and religious rights recognized under the laws of Mozambique.
- b. Persons who do not have formal legal rights to land or assets at the time the census begins; but have a recognized claim of use to such land or ownership of assets through the national and traditional laws of Mozambique. This class of people includes those that come from outside the country and have been given land by the local dignitaries to settle, and/or to occupy.
- c. Persons who have no recognizable legal right or claim to the land they are occupying, using or deriving their livelihood on such land. This class of people includes encroachers/squatters.

H. Implementation Process

- **Screening:** Identify resettlement impacts during subproject planning.
- **Resettlement Action Plans (RAPs):** Prepared for subprojects triggering displacement, with stakeholder input.
- **Cut-off Date:** Census date to prevent opportunistic claims.
- **Consultation:** Engage communities, local leaders, and vulnerable groups at all stages.
- **Approving the plan:** Approving the RAPs prepared.
- **compensation:** Clearly explain compensation basis and provide agreements listing assets and types of compensation. Ensure payouts in the presence of affected persons and local leaders.
- Vacating the land
- **Monitoring:** monitor and provide necessary technical assistance to management of resettlement activities
- **Completion audit:** The completion audit ensures that all resettlement activities comply with ESS5 and meet the objectives of the RPF/RAP.

I. Grievance Mechanism

A multi-tiered system allows PAPs to raise concerns via local leaders, FIPAG, or judicial channels. The agencies involved in preparing and implementing the RAP and the local leaders, focal points at FIPAG, will be responsible for registering any complaints presented (in person, telephone, mailbox, letters, anonymous, among other) by the PAPs and members of local community. The activities and the respective timetable for reaching a solution will be recorded. The focal points will need to keep a record of complaints received and channel it to FIPAG for resolution.

The agencies involved in the preparation and implementation of the RAP will be responsible for keeping the complainant informed of the decisions and initiatives taken to reach a solution. Grievances can be submitted at the district or provincial government level (MOPHRH/ FIPAG) in writing and orally. It is recommended that mechanisms for receiving complaints should focus as closely as possible on the local level, before transferring them to the provincial or regional levels.

Additionally, complaints are documented and resolved within 10 days (or longer for complex cases).

J. Monitoring and Reporting

A monitoring system comprising both internal monitoring as well as external monitoring and evaluation will be established to track the progress on social management, including land acquisition and resettlement programmes and to ensure compliance with RPF and RAPs. The MIS system will be designed such that it can generate real-time consolidated reports on land acquisition, resettlement programmes, and other type of social impact mitigation activities. The system will be housed in the office of the Project Coordination Team but will be accessible from the Project's site offices. Consolidated reports on the progress of the land acquisition and resettlement programmes will be made available in the project website and shared with the World Bank on a regular basis

Progress reports shall be submitted to the World Bank and MOPHRH.

The RPF provides a robust framework to address resettlement risks, ensuring fair treatment of PAPs and alignment with international safeguards. Its success hinges on community engagement, transparent processes, and adherence to Mozambican and World Bank standards. This RPF will be disclosed in the project website and the World Bank's external website.

1 INTRODUCTION

1.1 Background

The Republic of Mozambique (the Recipient) through the Ministry of Economy and Finance and Ministry of Public Works, Housing, and Water Resources (MOPHRH) will implement the Mozambique Urban Water Security Project (UWSP) (the Project), with the involvement of the Water Supply Asset Holdings and Investment Fund (FIPAG), Directorate of Water Supply and Sanitation (DNAAS), Water Regulatory Authority (AURA), and South Regional Water Administration Structure (ARA-Sul) as the Implementing Agencies, consistent with their respective mandates, as set out in the Financing Agreement (the Agreement). Specifically, FIPAG will lead the implementation of water supply infrastructure and performance improvement activities, while DNAAS will oversee activities related to Private Water Providers (PWWs), regulatory strengthening activities benefiting AURAS, the project's water resources management (WRM) and watershed components benefiting ARA-Sul. The International Development Association (the Bank), has agreed to provide financing for the Project, as set out in the Agreement.

The Government of Mozambique (GoM) is committed to increasing investments to secure water to meet growing urban demand, expand treatment and distribution capacity, promote efficiency in service delivery and foster sustainability, with the aim of providing safely managed water for all, as defined in the 2016 Water Policy, the National Water Resources Management Plan and the Action Plan for the Implementation of the Sustainable Development Goals (SDGs 2015-2030).

Mozambique has achieved significant economic growth since the end of the civil war in 1992, but important challenges still affect the country's prospects. Many people in Mozambique still lack access to clean, piped, water. While access to clean water is a sector goal, expected to lead to significant economic and human development gains, the water sector lacks sufficient funding and capacity to meet this goal by 2030.

The socioeconomic gains of water investments in Mozambique are evident in the main urban centres, where more than two decades of investment have resulted in increased access to water supply from 60% of people in 2000 to close to 90% in 2020, which has contributed to a reduction in child mortality from 95 (in 1 000 children) in 2003, to 69 in 2011, as well as a reduction in the prevalence of diarrheal diseases in children under five from 13,4% in 2003 to 9,9 per cent in 2018.^{1 2 3} This also translates into increased economic growth prospects, contributing to poverty eradication by increasing productivity with higher agriculture and industrial production and yields, time-saving and fewer sick workers, and reduced expenditure on healthcare and treatment.⁴ Further, the gains in the water sector have contributed to narrowing the gap in gender equality, and have led to the direct creation of jobs.

At a sectoral level, a substantial proportion of the Mozambican urban population continues to lack consistent access to safely managed drinking water services. While 90% of urban households have access to clean water, supply is often intermittent and many people do not have piped water to their premises, relying on a public standpipe or on neighbours' supply. At present, none of the 21 main cities have a

¹ MISAU (Ministério da Saúde). 2005. Demographic and Health Survey 2003 Report.

² MISAU (Ministério da Saúde). 2013. Demographic and Health Survey 2011 Report.

³ MISAU (Ministério da Saúde). 2018. Inquérito de indicadores de imunização, malária e HIV 2015.

⁴ SIWI (Stockholm International Water Institute) 2005. Making Water a Part of Economic Development

continuous water supply service, with only seven systems reaching the target service level of 16 hours of supply per day, defined by the Water Regulatory Authority (AURA) as the threshold for good performance. Public drinking water services managed by state agencies⁵ are also not expanding at the same speed as the growth of urban settlements, which are growing at 4,4% per year⁶, with the shortfall being taken up by PWP,⁷ mainly in peri-urban areas.

In the Greater Maputo region, over 40% of the urban population is supplied by PWP, most of whom are unlicensed and abstract water from poorly drilled, uncontrolled, boreholes that put aquifers at risk of salinisation and contamination. The quality of water delivered is also not properly monitored. In addition, PWP charge a tariff averaging 51% higher than the public utility, meaning that the poor living in the peri-urban areas pay more for drinking water services.

The GoM is committed to increasing investments to secure water to meet increasing urban demand, expand treatment and distribution capacity, promote efficiency in service delivery, and foster sustainability, with the aim of delivering safely managed water to all. Nevertheless, increased investment in the urban water supply system has not always translated into sustained improved services. Poor performance in the public water sector is hampering the national effort to improve supply services. Average hours of service in the main urban systems have declined in recent years together with the reduced recovery of costs for services from water users. Water quality in both surface and groundwater sources of supply is also declining, which further threatens urban water security. Although part of this decline in service can be attributed to underfunding of the sector and rapid population growth in the main cities, it indicates that a more sustainable expansion of the water supply service demands a paradigm shift from concentrated investments in infrastructure to a coupling of investments with institutional strengthening that includes incentives for service performance improvement.

It is in this sense that the World Bank is supporting the GoM, through the Ministry of Public Works, Housing and Water Resources (MOPHRH), in the implementation of the Urban Water Security Project (PSHU). The Project Development Objective (PDO) is to increase access to better water supply services and improve service delivery capacity in selected cities.

Among the activities to be carried out in the Mozambique Urban Water Security Project, are supplying water to rural and urban communities (which will require construction works and major rehabilitation activities), construction of Pipe Bridge, Borehole fields, main lines and distribution centers, the Sabié Water Treatment Plant (WTP), as well as reservoirs. It is inevitable that these activities will lead to either land acquisition and /or denial of restriction to or loss of access to economic assets and resources and therefore, ultimately to the resettlement and compensation of people. When this occurs, relevant

⁵ Two state agencies are responsible for investments in water supply in the urban space, the Water Supply Asset Holding and Investment Fund (Fundo de Investimento e Património do Abastecimento de Água, FIPAG) in main cities; and the Water and Sanitation Infrastructure Administration (Administração das Infra-estruturas de Água e Saneamento, AIAS) in secondary cities.

⁶ World Bank. 2022. Data Portal. Urban population growth (annual per cent) – Mozambique. link: <https://data.worldbank.org/indicator/SP.URB.GROW?locations=MZ>

⁷ A Survey conducted by the National Directorate of Water Supply and Sanitation in 2018, identified 1 830 PWP supplying water to

1,8 million people through piped connections in urban areas from the Southern Region, with more than 75% of the total share of this business, 1,4 million in the Greater Maputo Region.

provision in the laws of Mozambique, such as the Constitution of the Republic of Mozambique, Land Law, no. 19/1997, Regulation of the Land Law and the World Bank ESS5, on Land Acquisition, Restrictions on Land Use and Involuntary Resettlement will be triggered. As part of the preparation for implementation of the Urban Water Security Project (PSHU), the Ministry of Public Works, Housing and Water Resources (MOPHRH) has commissioned a Resettlement Policy Framework (RPF), through the consultant.

This document presents a Resettlement Policy Framework (RPF) for the Project prepared under a consultancy for the Ministry of Public Works, Housing and Water Resources (MOPHRH). The RPF has been developed in tandem with an Environmental and Social Management Framework (ESMF) as one of a set of due diligence instruments required to address and manage potential environmental and social impacts associated with the Urban Water Security Project.

1.2 Project Description

1.2.1 Project Development Objective (PDO)

The development objective of the proposed Urban Water Security Project (PSHU) is to increase access to improved water supply services and to improve service delivery capacity in Selected Cities.

The project investments will target the Southern Region of Mozambique, covering three of the country's provinces most affected by water scarcity and droughts, Maputo, Gaza and Inhambane, and the Greater Maputo Metropolitan Region (GMMR). The project is structured in four components, namely (1) Access to sustainable and climate resilient water and sanitation services; (2) Improvement of performance and efficiency of services; (3) Water sector development support to improving the enabling environment for PSP; and (4) Project Management Support.

1.2.2 Project Components

The project development objective is to increase access to improved water supply services; and improve service delivery capacity in selected cities. The project is structured in three components, namely (1) Improving the enabling environment for private sector participation; (2) Sustainable and climate resilient service delivery (access); and (3) Improvement of performance and efficiency of services.

Component 1 (C1). Access to sustainable and climate resilient water and sanitation services (US\$70 million). C1 will support a combination of interventions from source to tap to strengthen the climate resilience and sustainability of urban water supply and sanitation services that are regularly affected by climate-change-exacerbated droughts and floods events, contributing to the implementation of priority climate adaptation investments enacted in the country's NDC, specifically under the water resources and resilient water supply and sanitation systems strategic area. C1 is structured in five sub-components, specifically:

- (a) **Reducing climate hazards impacting water supply infrastructure and services through Integrated Water Resources Management (IWRM) and watershed management**, including providing strategic support to ARA-Sul to fulfill its mandate, covering investments that will contribute to strengthening of climate-informed water planning and allocation, the enhancement of water quality through improved watershed management that reduces climate-change-exacerbated water source contamination, assurance of water availability to meet urban demand via source diversification and demand conservation.

- (b) **Expansion of access to climate-resilient water supply services**, including investments for the expansion of water treatment and transport capacity, as well as downstream investments to expand the distribution network following the key principles for climate-resilient water infrastructure design, with key water treatment plant (WTP), pumping stations, and bridge crossings for main pipes designed to withstand and be installed above historic flood levels, following the protocol for climate-proofing of water supply infrastructure and service.⁸
- (c) **Output-based payments for low-income household connections**, building on the successful experience of output-based payments implemented in WASIS II (P149377) and aims at increasing access to piped water connections for low-income households in the main urban centers. Under this component, output-based grant payments are to be provided to regional utilities to cover the costs of connecting low-income households.
- (d) **Improvement of the quality of services provided by PWP**s through grants for upgrading PWP water supply infrastructure to comply with technical standards, with best practices for climate-proofing of operations and service, and to enable them to distribute bulk water supply purchased from the regional utilities.
- (e) **Access to safely managed sanitation** financing the completion of the ongoing Fecal Sludge Treatment Plant in Tete currently supported by the MUSP (P161777) that is closing in September 2025.

Component 2 (C2). Improvement of performance and efficiency of services (US\$60 million). C2 will support the improvement of performance and efficiency of water supply services in the Greater Maputo Metropolitan Area (GMMA) and Southern Region provided by AdRMM and AdRS respectively, allocating one-third of the project investments to finance activities, through a grant mechanism for water utilities, that will contribute to lower energy consumption and greenhouse gas (GHG) emissions, specifically NRW reduction and energy efficiency. C2 is structured in four sub-components, specifically:

- (a) **Performance improvement for the service area of the GMMA.** Carrying out a performance-based program of activities defined under a Performance Improvement Action Plan (PIAP) for the GMMA, which include investments for: (i) NRW reduction led by the utility not covered by the NRW Performance-Based Contract (PBc) (2.c); (ii) improving energy efficiency; (iii) improving the collection ratio and the operational cost coverage ratio; (iv) digitalization of operations; (v) training and capacity building in key areas for the utilities; (vi) women empowerment within; (vii) improving utility's governance and accountability; (viii) establishment of communications platforms for information sharing on water quality and services and timely resolution of complaints; and (ix) implementation of the turn-around plans derived from the Utilities of the Future (UoF) assessment.
- (b) **Performance improvement for the Southern Region service area.** Carrying out a performance-based program of activities defined under a PIAP for the Southern Region, which include investments for: (i) co-management contract for NRW reduction; (ii) improving energy efficiency; (iii) improving the collection ratio and the operational cost coverage ratio; (iv) digitalization of operations; (v) training and capacity building; (vi) women empowerment; (vii) improving utility's governance and accountability; (viii) establishing of communications platforms for information sharing on water quality and services and timely resolution of complaints; and (ix) implementation of the turn-around plans derived from the UoF assessment.
- (c) **NRW PBc for GMMA.** PBc for NRW reduction to be signed between FIPAG and a contractor to be selected on a competitive basis to implement investments to reduce NRW, including

⁸ WBG. 2020. Resilient Water Infrastructure Design Brief. Link: <http://hdl.handle.net/10986/34448>

investments to reduce both physical and commercial losses, management technologies, and capacity-building programs, in the service areas of GMMA and the Southern Region.

- (d) **Revolving fund for a prepaid meter program.** Supporting the acquisition of pre-paid meters to be installed for consumers segments with high water bill and low billing collection ratios to support the desired increasing in operational costs coverage based on receivables.

Component 3 (C3). Water sector development support to improving the enabling environment for PSP (US\$10 million). C3 will support several critical actions underpinning the operationalization of a sector reform effort led by the Government of Mozambique (GoM) to improve the enabling environment for PSP and to achieve universal and equitable access to safe and affordable drinking water. This component will be divided into three sub-components, specifically:

- (f) **Improvement of the enabling environment for Private Sector Participation,** which will support the development of the legal framework for the integration of PWP services into the regulated service provision (the development of technical standards, including best practices for climate-proofing of operations and service, and bulk water supply models), including the licensing and monitoring of their water quality and services, and the dissemination and training of licensing authorities.
- (g) **Strengthening the regulatory role of AURA** to promote efficiency and inclusiveness in the provision of services by extending them to the poorest segments of the population and reducing the risk of investment in the sector through economic regulation that guarantees tariffs that fully cover operating costs, debt service, a return on private investment and ensure service to poor segments of the population.
- (h) **Strengthen ARA-Sul capacity to manage water resources** including licensing of water users, strengthening of management and ARA-Sul's financial sustainability, capacity building, including in climate-risk prevention, management and response, institutional development support, and the implementation of a women empowerment program.
- (i) **Institutional development support for FIPAG.** This sub-component will support FIPAG in managing the process of restructuring the urban water supply sector, including strengthening it to be an institution focused on mobilizing funds for investment in the sector, migrating from its previous focus on operations, and to strengthen private sector participation and private capital mobilization for urban water supply.
- (j) **Preparatory studies for the next generation of WSS investments** will allocate resources to support the preparation of the future generation of priority investments in WSS.

Component 4 (C4). Project Management Support (US\$6 million). will support technical assistances and incremental project operation costs for the two Project Implementation Units (PIU) based on FIPAG and DNAAS, and the Project Technical Units (PTU) based on ARA-Sul and AURAS. It will also provide additional support for the environmental and social compliance.

Project management support comprises technical assistance and incremental operating costs to ensure fiduciary compliance including financial management (FM), procurement and environment and social safeguards, monitoring and evaluation (M&E) for. This component will support necessary equipment (e.g. computers, software and other goods), capacity building (training), and incremental staff to allow the project implementing unit to carry out their responsibilities.

- (a) **Technical Assistance and Project Management Support for FIPAG** to ensure technical and fiduciary compliance, including financial management (FM) and procurement, monitoring and evaluation (M&E). This component will support necessary equipment (e.g. computers,

software and other goods), capacity building (training), travel, logistics and incremental staff to allow the PIU to carry out their responsibilities related to the project.

- (b) **Technical Assistances and Project management support for DNAAS** to ensure technical and fiduciary compliance, including financial management (FM) and procurement, monitoring and evaluation (M&E). This component will support necessary equipment (e.g. computers, software and other goods), capacity building (training), travel, logistics and incremental staff to allow the PIU to carry out their responsibilities related to the project. It will also support technical assistances and incremental operating costs for the implementation two PTUs based on ARA-Sul and AURAS.
- (c) **Support for the Environmental and Social Compliance** to ensure compliance with the Environmental and Social Commitment Plan, the satisfactory implementation of the Stakeholders Engagement Plan (SEP), and the Environmental and Social Management Framework, the Resettlement Policy Framework, including the compensation of people affected by the project (PAP) interventions.

The Resettlement Policy Framework (RPF) shall be prepared to cover the following specific scope of work:
Component 1: Access to sustainable and climate resilient water and sanitation services which will support a combination of interventions from source to tap to strengthen the climate resilience and sustainability of urban water supply and sanitation services is likely to cause displacement and will involve the following key infrastructures:

- a) Expansion of water treatment and transport capacity.
- b) Pumping stations and bridge crossings for main pipes, including the Incomati Pipe Bridge and Umbeluzi River Pipe Bridge.
- c) Transmission main lines and distribution networks.
- d) Borehole fields, main lines, and distribution centers in the Inhambane districts:
 - ✓ Proposed groundwater systems include three borehole fields, one main line, and three distribution centers.
 - ✓ Notable infrastructure includes the Malembuane borehole field, the expansion of the Sabié Water Treatment Plant (WTP), and reservoirs.

1.2.3 Project Activities Involving Works

The project activities involving work financed are presented in table 1 below.

Table 1-1 - Project activities involving works in each component

Component	Typology of civil work
Component 1. Access to sustainable and climate resilient water and sanitation services	Expansion of water treatment and transport capacity: <ul style="list-style-type: none"> ✓ May lead to potential resettlement due to land acquisition for facility expansion. Increasing capacity often requires larger plants, new treatment units, and additional storage tanks, which can encroach on residential, agricultural, or commercial

	<p>land. The need for buffer zones to mitigate environmental and health risks may further extend the impact area, potentially leading to displacement.</p> <p>Pumping stations, and bridge crossings for main pipes: Expanding water treatment and transport capacity can also lead to resettlement due to the need for additional land, infrastructure modifications, and potential disruptions to existing communities</p> <ul style="list-style-type: none"> ✓ These require substantial land for installation and operation, often leading to displacement if located in densely populated areas. The need for buffer zones, road access, and auxiliary infrastructure can expand the affected area, impacting homes, businesses, or agricultural lands. Additionally, noise, vibrations, and safety concerns may make adjacent areas unsuitable for habitation. <p>Completion of the ongoing Fecal Sludge Treatment Plant in Tete: May trigger resettlement or land acquisition due to the infrastructure required for treatment operations and associated environmental safety measures.</p> <ul style="list-style-type: none"> ✓ Additional processing units, storage tanks, and waste stabilization ponds may require land beyond the existing footprint, potentially displacing nearby households, agricultural plots, or commercial spaces. ✓ Designated sludge drying beds or containment zones must be located in a safe, well-managed area, which could require additional land, affecting existing land use and livelihoods. <p>Incomati River pipe and Umbeluzi River pipe bridges:</p> <p>Construction of the bridge may require land on either side of the river. If the bridge crosses densely populated areas, homes, businesses, or agricultural land might need to be acquired and communities affected. It may displace people living and cultivating crops near the rivers or along the pipeline routes.</p> <p>Sabié Water Treatment Plant extension:</p> <ul style="list-style-type: none"> ✓ Potential displacement for expanding existing facilities. ✓ Constructing such a facility may require additional land, potentially encroaching on residential, agricultural, or commercial properties. <p>Pumping stations, transmission main lines and distribution networks: Construction of these may have a high likelihood of resettlement due to land acquisition along transmission routes.</p>
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	<ul style="list-style-type: none"> ✓ Pumping Stations may require dedicated land for installation, buffer zones, and access roads, which can encroach on residential or agricultural areas. Noise, vibrations, and safety concerns may make adjacent properties unsuitable for habitation, leading to displacement. ✓ Transmission Main Lines: Large-diameter pipelines transporting water to different locations often require long stretches of land, typically cutting through private, communal, or agricultural properties. Construction easements and maintenance access routes may restrict land use or necessitate resettlement, particularly in densely populated urban areas. Likewise, expanding water distribution lines within communities can disrupt existing structures, roads, and public spaces. <p>Water intra-household connections: Connection to secondary water provision network and laying of pipes to the bathroom, kitchen, sink, laundry or reserve tank: Minimal resettlement risk, as these are typically implemented on private land or existing properties.</p> <p>Improvement of the primary water supply infrastructure including civil and electromechanical works.</p>
Component 2. Improvement of performance and efficiency of services	<ul style="list-style-type: none"> ✓ Acquisition of pre-paid meters to be installed for consumers segments. ✓ Primary and secondary network renewal, mesh closure, and auxiliary channel renewal. ✓ Pump adjustments, reduction of rounds, precise flow and pressure measurements, installation of monitoring equipment, fuel savings and vehicle maintenance, energy shifting or temporary shift of energy consumption, replacement of generator sets, renovation of engines, renovation of medium-low voltage boards, distributed self-generation.

1.2.4 Project Location

The project will target the Southern Region of Mozambique, covering three of the country's provinces most affected by water scarcity and droughts, namely Maputo, Gaza (Xai-Xai and Chibuto), Inhambane (Inhambane city and Maxixe), and the Greater Maputo Metropolitan Region (GMMR). The map on figure 1-1 shows the location of the targeted project areas.

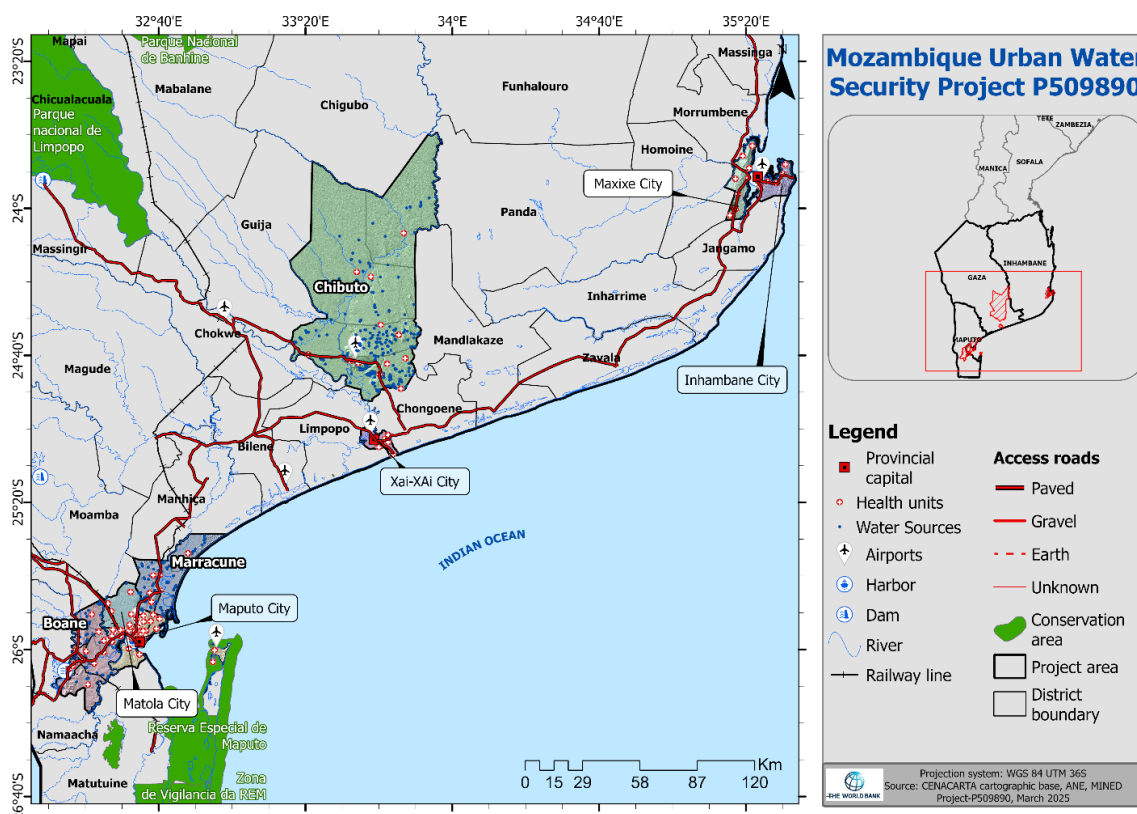


Figure 1-1 - Project targeted area

1.2.5 Implementation Arrangements

The project will be implemented by the Ministry of Public Works, Housing and Water Resources (MOPHRH) at the central level through several of its subordinated institutions. FIPAG, DNAAS, AURA, and ARA-Sul will be responsible for implementing various components, consistent with their respective mandates. Specifically, FIPAG will lead the implementation of water supply infrastructure and performance improvement activities, while DNAAS will oversee activities related to private water providers (PWPs), regulatory strengthening activities benefiting AURAS, the project's water resources management (WRM) and watershed components benefiting ARA-Sul.

A Project Implementation Unit (PIU) will be hosted by FIPAG, which is mandated under Government Decree 72/1998 to plan and manage the design and execution of water supply infrastructure for primary systems. This makes FIPAG the most suitable agency to deliver the project's water supply components. DNAAS will host a second PIU, while the beneficiary institutions, AURA and ARA-Sul, will each host Project Technical Units (PTUs) responsible for implementing institution-specific activities, under the coordination and fiduciary oversight of the PIU. DNAAS will make use of the PIU currently serving the Rural and Small Towns Water Security Project (Água Segura, P173518).

Since Component 3 (C3) aims to strengthen and enhance the private sector's role in the water industry, the private sector will assume a pivotal role in the Urban Water Security Project. Their responsibilities include integrating Public Water Provider (PWP) services into regulated frameworks, partnering with FIPAG to design and implement water supply systems, and collaborating with AURA to ensure compliance with licensing, monitoring, and regulatory standards. Private sector actors are also responsible for maintaining water quality and consistent service delivery, providing training and capacity-building support to licensing

authorities, and equipping communities with adequate water infrastructure. Moreover, they will actively engage in consultations with affected communities to address concerns transparently, ensure fair compensation, and foster community involvement in resettlement processes, all while ensuring the provision of adequate infrastructure in resettlement areas.

1.3 Purpose and Objectives of this Resettlement Policy Framework

1.3.1 Purpose of this RPF

The purpose of the RPF is to clarify resettlement principles, organizational arrangements, and design criteria to be applied to sub-projects or project components to be prepared during project implementation.

Precise location(s) of (sub) project activities and the need for compensation is not known at this stage. However, the activities of the project may lead to land acquisition, restrictions on land use and involuntary resettlement; and as a result, there is need to put in place a framework for resettlement planning and implementation.

Once the sub-project or individual project components are defined and the necessary information becomes available, such a framework will be expanded into a specific plan proportionate to potential risks and impacts. Project activities that will cause physical and/or economic displacement will not commence until such specific plans have been finalized and approved by the Bank and fully implemented. Therefore, this Resettlement Policy Framework (RPF) will guide the management of issues associated with land acquisition, restrictions on land use and involuntary resettlement in relation to infrastructure investments financed under the Urban Water Security Project and guide the preparation of Resettlement Action Plans.

This RPF seeks to ensure that in the event that Government of Mozambique through Water Supply Asset Holdings and Investment Fund/Fundo de Investimento e Património do Abastecimento de Água (FIPAG) seek to acquire land for project activities, any possible adverse impacts of proposed project activities are minimized and addressed through appropriate mitigation measures. If physical or economic displacement cannot be avoided, displaced persons are compensated at the replacement cost for land and other assets and otherwise assisted as necessary to improve or at least restore their incomes and living standards.

The potential risks associated with any decision to acquire land for the project or sub-projects by government through FIPAG can be minimized by:

- Avoiding displacement of people as much as possible;
- Having a well-designed resettlement process in place; in the event that displacement is required;
- Compensating in a timely manner for losses and ensuring resettlement assistance
- identifying public or community infrastructure, property or services that may be affected
- Ensuring mitigation of land acquisition associated risks such as GBV and family break up, are planned for upfront. The prevention and response to such risks should be mainstreamed in the land acquisition and involuntary resettlement process.
- To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure⁹

⁹ Security of tenure means that displaced persons are resettled to a site that they can legally occupy, where they are protected from the risk of eviction and where the tenure rights provided to them are at least as robust as those they had prior to displacement.

- To conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project warrants
- To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.

1.3.2 Key Principles

This RPF has been prepared to provide guidelines and principles on addressing any potential physical and/or economic displacement impacts. Implementation of the Urban Water Security Project (PSHU) will be grounded on several principles which include:

- All displaced persons are entitled to compensation for land and attached assets, or to alternative but equivalent forms of assistance in lieu of compensation; lack of legal rights to the assets lost will not bar displaced persons from entitlement to such compensation or alternative forms of assistance.
- Compensation rates refer to amounts to be paid in full to the eligible owner(s) or user(s) of the lost asset, without depreciation or deduction for fees, taxes, or any other purpose.
- Compensation for land, structures, unharvested crops, and all other fixed assets should be paid prior to the time of impact or dispossession.
- When cultivated land is to be taken for project purposes, Water Supply Asset Holdings and Investment Fund/Fundo de Investimento e Patrimônio do Abastecimento de Água (FIPAG) seeks to provide replacement land of equivalent productive value if that is the preference of the displaced persons.
- Community services and facilities will be repaired or restored if affected by the project.
- Displaced persons should be consulted during preparation of the RP, so that their preferences are solicited and considered.
- The RP (in draft and final versions) is publicly disclosed in a manner accessible to displaced persons.
- A grievance mechanism by which displaced persons can pursue grievances will be established and operated in a responsive manner.
- Negotiated settlement processes are acceptable as an alternative for legal expropriation if appropriately implemented and documented.¹⁰
- Land donation is acceptable only if conducted in a wholly voluntary manner and appropriately documented.ⁱ
- The [name of implementing agency] bears official responsibility for meeting all costs associated with obtaining project sites, including compensation and other considerations due displaced

¹⁰ *Appropriate principles for negotiated settlement transactions include (a) intended project sites are screened to identify competing claims to ownership or use, or other encumbrances that would impede two-party negotiations; (b) if the site is collectively or communally owned or used, the negotiation process includes those individuals or households who directly occupy or use it; (c) prior to negotiations, owners or users are informed by project authorities of their intent to obtain relevant land (and other assets) for project use; (d) owners or users are informed of their rights and options to pursue legal remedies or other actions, and sign a declaration indicating willingness to negotiate; (e) at the onset of negotiations, project negotiators present the owner or user with a proposed package of compensation or other beneficial considerations, along with an explanation as to the basis of this initial offer; (f) owners or users are informed that they may make counterproposals as they may see fit; (g) negotiations are conducted without resort to coercion or intimidation in any form; (h) an agreement establishing payment amounts or other agreed considerations is written, signed, and recorded; (i) payment of compensation and provision of any other agreed considerations is completed prior to taking possession for project use; and (j) owners or users retain the right of access to the grievance mechanism if they have complaints regarding any aspect of the negotiated settlement process.*

persons. The RP includes an estimated budget for all costs, including contingencies for price inflation and unforeseen costs, as well as organizational arrangements for meeting financial contingencies.

- l) Monitoring arrangements will be specified in the RP, to assess the status and effectiveness of RP implementation.

1.3.3 Objectives of the RPF

The specific objectives of this RPF are to:

- Provide framework guidance in identifying and managing situations when the project may lead to physical or economic displacement/resettlement or interfere with their cultural resources. Any compensation measures will be implemented in accordance with this RPF;
- Guide the management of all social issues associated with land acquisition, restrictions on land use and involuntary resettlement in relation to infrastructure investments financed under Urban Water Security Project (PSHU) and ensure that the resettlement aspects of the project are adequately understood and addressed. During the development of this RPF, special reference was made, but not limited to the current national socio-economic dynamics, World Bank Environment and Social Standards and, the Mozambique legal, policy and institutional framework as applicable to the implementing ministry (FIPAG) under the Urban Water Security Project (PSHU); and
- Provide a thorough understanding of how the developed RPF will be applied by FIPAG and what type of tools, technical inputs, institutional capacity and other kinds of support will be required for its effective use and implementation.
- Define the eligibility criteria for identification of project affected persons (PAPs) and entitlements.
- Describe the consultation procedures and participatory approaches involving PAPs and other key stakeholders in resettlement planning; and
- Provide procedures for filing grievances and resolving disputes.

1.3.4 Scope of the RPF

This Resettlement Policy Framework covers the following elements, consistent with the relevant Mozambique national laws and provisions of the World Bank Environment and Social Standards described in ESS5. The following activities were undertaken during preparation of this RPF:

- i. Review the relevant legislation, regulations and local rules governing the use of land and other assets
- ii. Consult with FIPAG officials and other key stakeholders that are engaged in land acquisition, restrictions on land use and involuntary resettlement processes so as to identify current challenges and community vulnerabilities and suggest workable recommendations to be adopted into the project.
- iii. Assess the capacity of the implementing agencies (FIPAG, DNAAS, AURA, ARA-Sul) and any other stakeholders to implement this RPF. In addition, identify the capacity strengthening needs for the implementation of the RPF by the project; and propose and cost capacity building program including training for key institutions and other stakeholders

2 POLICY, LEGAL AND REGULATORY FRAMEWORK

Mozambique's Constitution established that the country has no land market as such. The land belongs to the state and people and other entities may acquire the right to use it. The principles and objectives guiding land acquisition, loss of assets or impact on livelihoods and resettlement in Mozambique are embedded in the relevant policies and regulations, which remain largely dispersed. Among others, the guiding principles include:

- a) There should be compensation upon land acquisition, resettlement, loss of assets and impact on livelihood.
- b) There should be no distinction between compensation for land with formal title deed and customary land.

These and other principles are presented in this Chapter, which highlights the relevant policies and legislation.

2.1 Relevant Mozambican Laws and Regulations

2.1.1 Constitution of the Republic

The Constitution of the Republic of Mozambique (2004) states that natural resources located in the soil and subsoil, inland waters, the sea, the continental shelf, and the exclusive economic zone are the property of the State. The State promotes the knowledge, inventory, and valuation of natural resources and determines the conditions for their use and exploitation while safeguarding national interests.

The Constitution further states that in Mozambique, land is State property and cannot be sold, alienated, mortgaged, or pledged. The State establishes the conditions for land use and exploitation, recognizing the rights of use and exploitation by citizens, including the protection of rights acquired through inheritance or occupation unless there is a legal reservation or if the land has been legally allocated to another person or entity.

2.1.2 Land Law and Land Law Regulation

The Land Law (Law 19/97, of October 1) reinforces the general principle that land is State property and cannot be sold, alienated, mortgaged, or pledged in any way (Article 3). This law classifies land as public domain (areas reserved for public interest or areas intended for economic activities); and total and partial protection zones (areas designated for flora and fauna conservation, biodiversity preservation, historical sites, etc., subject to specific regulations for their use and exploitation - special license).

Article 12 of the Land Law explains the principles of land use and exploitation: the right to use and exploit land is acquired by occupation by individuals and local communities, according to customary norms and practices, provided they do not contradict the Constitution of the Republic. Occupation can include national individuals who have been using the land in good faith for at least ten years, as well as those who apply for authorization.

Another form of land occupation refers to total and partial protection zones. In these zones, no "Right of Land Use and Exploitation" is granted, but special licenses may be issued for certain activities. The following areas are considered "partial protection zones" (PPZ):

- Land within 100 meters from water springs;
- Land within 250 meters surrounding dams and reservoirs;
- Land occupied by public interest railways and their stations, with an additional 50 meters on each side of the line;
- Land occupied by highways, four-lane roads, and installations and aerial, surface, and underground conductors of electricity, telecommunications, petroleum, gas, and water, with an additional 50 meters on each side, as well as land occupied by roads, with a strip of 30 meters for primary roads and 15 meters for secondary and tertiary roads;
- Land within 100 meters from airports and airfields;
- Land within 100 meters from military and other defense and security installations.

Maintaining the partial protection zones free of occupation has been a challenge for the Government due to uncontrolled urban, suburban, and rural land occupation. The responsibility for maintenance of these protection areas falls on the institutions responsible for the surrounding infrastructure, but the extent of these areas and limited resources make control inefficient. If temporary use of PPZs is necessary, the project must follow the procedures prescribed in the Land Law to obtain a special license with a validity period.

PPZs created or occupied by the project under the MDAP implementation must be handed over to the institutions responsible for the infrastructure, with the PPZ free of any occupation. The responsibility for maintaining the PPZ will be passed on to the responsible institution.

Occupants of PPZs created or occupied by the project will be compensated for the land and any other losses suffered according to the current RPF. In cases where the permanence of occupants in the PPZ is possible, the required licenses will be obtained for the corresponding activities and uses.

The Regulation of the Land Law (Decree 66/98, of December 8) addresses the process of obtaining the DUAT. According to Articles 9, 10, and 11, local communities occupying land according to customary practices acquire the right to use and exploit the land, as do nationals who have been using the land in good faith for at least ten years. Nationals and foreigners who submit a valid application also acquire the right to use and exploit the land.

There is a specific regulation governing land occupation in urban areas (Urban Land Regulation, Decree 60/2006, of December 26), which, in addition to the general principles concerning land acquisition in Mozambique, states that the acquisition of the right to use and exploit land in urbanized areas may occur through deferment, lottery, public auction, private negotiation, and good-faith occupation (Article 24).

2.1.3 Territorial Planning Law and Regulation

Territorial planning in Mozambique is governed by the Territorial Planning Law (Law 19/2007, of July 18). This law provides for the rational and sustainable use of natural resources, preservation of a balanced environment, and governance of planning across the country. Article 20 establishes provisions for expropriation, applicable when land is needed for public projects or enterprises in rural and urban areas. Expropriation must be justified and accompanied by fair compensation, which should consider tangible and intangible asset losses, social cohesion disruption, and loss of productive assets.

To operationalize the Territorial Planning Law, the Regulation of the Territorial Planning Law (Decree 23/2008, of July 1) was approved, applicable nationwide. This regulation establishes criteria for territorial planning and defines two main instruments at the national level:

- National Territorial Development Plan (PNDT)
- Special Territorial Planning Plans (PEOT)

2.1.4 Regulation on Resettlement Process from Economic Activities and Technical Directive for PAR Preparation

The Regulation on the Resettlement Process Resulting from Economic Activities (Decree 31/2012, of August 8) establishes the basic rules and principles governing resettlement processes resulting from economic activities initiated by public or private entities, whether individuals or legal entities, national or foreign, aimed at promoting citizens' quality of life and environmental protection.

According to this regulation, the objective of resettlement is to boost the country's socioeconomic development and ensure that the affected population achieves an improved quality of life, social equity, considering the sustainability of physical, environmental, social, and economic aspects (Article 5). The resettlement process is guided by the following principles:

- Principle of social cohesion;
- Principle of social equality;
- Principle of direct benefit;
- Principle of social equity;
- Principle of maintaining income levels;
- Principle of public participation;
- Principle of environmental responsibility;
- Principle of social responsibility.

The rights of those affected by the resettlement process are outlined in Article 10 and include:

- Having their income levels restored to the same or higher than before;
- Having their standard of living restored to the same or higher than before;
- Being transported with their belongings to the new place of residence;
- Living in an infrastructured physical space with social amenities;
- Having space to practice their subsistence activities;
- Providing input throughout the resettlement process.

Article 11 of the Regulation outlines the responsibilities of the proponent, which include:

- Preparing and implementing the Resettlement Action Plan (PAR);
- Participating, when invited, in meetings of the Monitoring and Supervision Committee;
- Implementing the resettlement project in accordance with the approved PAR, specific regulations, and recommendations from the process;
- Bearing costs related to the preparation and implementation of the PAR;
- Facilitating monitoring and evaluation actions of the resettlement process by the Technical Monitoring and Supervision Committee.

The Technical Monitoring and Supervision Committee, a multisectoral body, is established to monitor, supervise, and provide methodological recommendations for the resettlement process. This committee comprises representatives from the sectors of Territorial Planning, Local Administration, Public Works and Housing, Agriculture, other relevant areas, and members of Provincial and District Governments.

Article 13 explains that public participation is guaranteed throughout the entire process of preparing and implementing resettlement plans. This participation should be carried out through public meetings, depending on the nature of the issues, and in coordination at the national level to align strategies and assess their suitability to the evolving reality. Public consultation aims to ensure that both resettled and host communities actively participate in decision-making processes and have access to all relevant information about the studies conducted and the resettlement process. The Regulation requires at least four public consultations to be advertised through major existing media outlets and at intervention sites (Article 23).

Article 16 establishes the resettlement model for the physical transfer of households and includes the following:

- Regularized and infrastructured housing plot;
- Housing typology with minimum characteristics of Type III, with an area of 70m²;
- Houses built using conventional materials and according to the approved project;
- Housing projects appropriate to the sociocultural characteristics of the resettlement site;
- Preservation of vegetation during the housing construction phase;
- Ensuring the continuation of subsistence activities at resettlement sites or defining income-generating programs when applicable;
- Implementation of access roads, water supply systems, sanitation, electrification, health posts, schools, child centers, markets, shops, police posts, leisure areas, sports facilities, recreational spaces, places of worship, and meeting spaces;
- Reservation of areas for agriculture, livestock, and other activities.

According to the regulation, the approval of resettlement plans is the responsibility of the District Government. However, this approval must be preceded by a compliance opinion issued by the sector overseeing Territorial Planning, after consultation with the sectors of Agriculture, Local Administration, Public Works, Housing, and Water Resources.

2.1.5 Technical Directive on the Preparation of the Resettlement Action Plan (PAR) and Implementation Process (Ministerial Diploma 156/2014)

The Technical Directive on the Preparation of the Resettlement Action Plan (PAR) and Implementation Process (Ministerial Diploma 156/2014) assists in assessing compliance with the goals included in the PAR, aiming to: (a) evaluate the level of satisfaction of the resettled population's needs; and (b) conduct technical assessment and validation of information received from the implementation process of the plan. The directive defines procedures and phases to be followed in the preparation of the PAR, which involves three stages with corresponding outcomes, as follows:

- Collection and analysis of physical and socioeconomic data: This involves gathering data in the project or enterprise area, including: (a) identification and delimitation of the intervention area; (b) quantification of affected families and their socioeconomic profile; (c) physical-environmental characterization; (d) land use patterns; and (e) identification of the needs and preferences of the affected population. Other components include family characteristics or patterns; production and income levels; the extent of expected losses, whether total or partial, physical or economic; information on vulnerable groups; and forms of access to land, housing, water, roads, schools, and health services.
- Preparation of the resettlement plan: This stage includes: (a) analysis of the socioeconomic profile of the affected families; (b) evaluation and analysis of tangible and intangible assets; (c) definition of the degree of impact—both quantitative and qualitative; (d) determination of compensation criteria; and (e) establishment of livelihood restoration mechanisms.
- Preparation of the implementation action plan for the resettlement project: This step involves developing the Action Plan, which must cover the following aspects: (a) Institutional Matrix - the entities involved in the preparation and implementation of the plan, along with their competencies and responsibilities; (b) Schedule - timeframes for task completion; and (c) Budget - expenses related to the construction of housing units and infrastructure, payment of compensations, and other costs inherent to the process.

2.1.6 Directive on the Expropriation Process for Territorial Planning Purposes - Ministerial Diploma No. 181/2010 of November 3.

According to this Diploma, expropriation for territorial planning purposes is considered to be carried out in the public interest when its final objective is the protection of a common interest of the entire community. It may be declared under the following circumstances:

- a) Acquisition of areas for the implementation of economic or social infrastructure with significant positive social impact.
- b) Preservation of soils, watercourses, and water sources, areas rich in biodiversity, or infrastructures of public or military interest.

This Decree also includes the procedures and basic formulas for calculating compensation for structures, houses, crops, trees, and coefficients for intangible benefits.

2.2 Institutional Framework

The proposed project will be implemented by the Ministry of Public Works, Housing, and Water Resources (MOPHRH) and with the involvement of Fundo de Investimento e Património de Abastecimento de Água (FIPAG), Directorate of Water Supply and Sanitation (DNAAS), Water Regulatory Authority (AURA), and South Regional Water Administration Structure (ARA-Sul) as the Implementing Agencies. MOPHRH will be responsible for overall project coordination. There will be a Project Coordination Unit (PCU) in MOPHRH and in FIPAG which will be supported by one Project coordinator based in MOPHRH who will provide project oversight and coordination support.

The implementation of the project involves clearly defined roles and responsibilities among various entities to ensure effective management of environmental and social risks.

- **FIPAG (Water Supply Asset Holdings and Investment Fund /Fundo de Investimento e Património de Abastecimento de Água):** The main implementing agency responsible for managing major civil works, ensuring compliance with E&S standards, and operating the Grievance Redress Mechanism (GRM). FIPAG will establish a Project Coordination Unit (PCU) for daily coordination, monitoring, financial management, and reporting.
- **DNASS (National Directorate of Water Supply and Sanitation):** Provides oversight on water supply and sanitation policies, standards, and guidelines, ensuring compliance with the Environmental and Social Framework (ESF).
- **AURA (Water Regulatory Authority):** Regulates water supply services, monitors service quality, and ensures adherence to environmental and social standards.
- **AIAS (Water and Sanitation Infrastructure Administration):** Manages small-scale infrastructure works, including local water supply systems, and ensures compliance with E&S safeguards.
- **ARA-Sul (Regional Water Administrations):** Oversees water resource management, including surface and groundwater monitoring, and integrates E&S requirements into water management activities.
- **MPWHWR (Ministry of Public Works, Housing, and Water Resources):** Provides overall coordination, policy direction, and support for the project.
- **Contractors and Service Providers:** Ensure compliance with environmental and social standards during project implementation and report on performance.
- **Local Authorities and Municipalities:** Facilitate local engagement, monitor activities, and support the implementation of mitigation measures.
- **Communities and Local Stakeholders:** Participate in consultations, provide feedback, and engage in monitoring activities.

2.3 World Bank Environment and Social Standards

The legal framework relating to land administration in Mozambique is wide reaching and complex. Entitlements for payment of compensation are essentially based on the loss of right to use of and benefit from the land which is the property of the State as defined under statutory law.

World Bank Environmental and Social Standard 5 (ESS5) requires projects to appropriately plan for and respond to these impacts, and thus improve decision making about resettlement, options, alternatives, participation of PAPs and compensation.

For this UWSP, Mozambican legislation will guide rights of tenure but in cases where project affected people have no rights of tenure according to Mozambique law, the provisions of the Bank ESS5 will apply in terms of their rights for compensation, consultation, and grievance mechanisms where they have been

affected by this Project. Where there is conflict between laws of Mozambique and the World Bank ESS5 on Land Acquisition, Restrictions on Land Use and Involuntary Resettlement, the latter must take precedence if the Bank is to fund this project.

The World Bank's ESS5 on Land Acquisition, Restrictions on Land Use and Involuntary Resettlement is to be complied with where involuntary resettlement, impacts on livelihoods, acquisition of land or restrictions to access to natural resources, may take place as a result of the project. It includes requirements to:

- a) Avoid and where avoidance is not possible to minimize involuntary resettlement by exploring project design alternatives
- b) Avoid forced eviction
- c) Mitigate unavoidable adverse impacts from land acquisition or restrictions on land use through timely compensation for loss of assets at replacement cost and assisting displaced persons in their efforts to improve, or at least restore, livelihoods and living standards, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of project implementation, whichever is higher
- d) Improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure
- e) Ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and informed participation
- f) Conceive and execute resettlement activities as sustainable development programs,
- g) Provide sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project may warrant

This standard covers direct impacts that result from Bank-assisted investment projects, and are caused by the land acquisition, restrictions on land use or involuntary resettlement resulting in:

- (i) Physical relocation or loss of shelter;
- (ii) Loss of assets or access to assets; or
- (iii) Loss of access to income sources or means of livelihood, whether or not the affected persons must move to another location

The standard implies that the Urban Water Security Project activities that may result in the involuntary acquisition of land (or in the restriction of access to legally designated parks and protected areas resulting in adverse impact on livelihoods) a RAP must be prepared by the implementing agencies and cleared by the World Bank prior to implementing the resettlement activities. The ESS5 also requires that the provision of compensation and other assistance to PAPs, to restore livelihoods when these are affected, shall be done prior to the displacement of people. In particular, the standard requires that damage to crops and trees or possession of land for project activities may take place only after compensation has been paid. Resettlement sites, new homes and related infrastructure, public services and moving allowances must be provided to the affected persons in accordance with the provisions of the RAP.

2.3.1 Comparison between Mozambican Legislation and World Bank ESS 5

Erro! A origem da referência não foi encontrada. below outlines the gaps between GoM and World Bank requirements for resettlement and compensation. It is clear in the comparison that the ESS 5 offers more reasonable and/or fair benefits and recognition to PAPs than Mozambique law; therefore, in cases where benefits are greater, the World Bank's ESS5 will apply and in all cases, "the higher of the two standards

will be followed in all RAPs prepared for the Urban Water Security Project, since the higher standard also satisfies the requirements of the lesser standard. In this case, the World Bank ESS5 will be followed since it is higher on application of these policies.”

Table 2-1: Summary of comparison of Mozambican Law and the World Bank ESS5 on Resettlement and Compensation

TYPES OF AFFECTED PERSONS/ LOST ASSETS	MOZAMBIKAN LAW	WORLD BANK’S ESS5	MITIGATION MEASURES
Land Use and Benefit of Title Owners and Users (formal and Informal)	Land for Land. Decree 31/2012 stipulated that land must be compensated by land. Entitled to compensation at a fair rate for improvements on the land. This is based upon the type of rights they hold related to the use of the land under the law.	Recommends land-for-land compensation. Other compensation is at replacement cost. Land use and benefits for title holders and users	Compensation of land-for-land will be prioritized. When compensation in kind is difficult to apply, priority can be given to monetary compensation for the loss at replacement cost.
Land Users	In some cases, land users have secured tenure extended to them under the law based on period of occupation. In other cases land users are not entitled to compensation for land occupation or use, or to compensation for crops and any other economic assets.	Entitled to some form of compensation whatever the legal recognition of their occupancy. Entitled to compensation for improvements, crops, may be entitled to replacement land, and income must be restored to pre-project levels at least.	Whatever the legal recognition of their occupancy land users will be entitled to compensation so that they may maintain or raise their levels of well-being / income.
Owners of non-permanent’ buildings	Cash compensation based on market value or entitled to new housing on authorized land under government (state or local) housing programmes.	Entitled to in-kind compensation or cash compensation at full replacement cost including labor and relocation expenses, prior to project impact.	Entitlement to in-kind compensation or cash compensation will be at full replacement cost including labor and relocation expenses, prior to project impact.
Owners of ‘permanent’ buildings	Cash compensation is based on market value.	Entitled to in-kind compensation or cash compensation at full replacement cost including labor and relocation expenses, prior to project implementation.	Entitlement to in-kind compensation or cash compensation will be at full replacement cost including labor and relocation expenses, prior to project impact.
Perennial and annual crops	Cash compensation based upon rates calculated as	For rates of compensation for	60 days advance notice to harvest standing seasonal crops, if harvest is not

TYPES OF AFFECTED PERSONS/ LOST ASSETS	MOZAMBICAN LAW	WORLD BANK'S ESS5	MITIGATION MEASURES
	an average net agricultural income that takes into account location and productive factors.	land, trees, and crops, additional measures Should be made to ensure that the compensation paid meets the requirements of replacement value as set out in ESS5	<p>possible, cash compensation for crops (or share of crops) equivalent to prevailing market price.</p> <p>Cash compensation for perennial crops and fruit bearing trees based on annual net product market value multiplied by remaining productive years.</p> <p>Cash compensation equivalent to prevailing market price of timber for non-fruit trees.</p>
Livelihood restoration and assistance	There are no explicit provisions under resettlement or relocation for livelihood assistance.	Livelihood restoration and improvement programs will commence in a timely fashion in order to ensure that affected persons are sufficiently prepared to take advantage of alternative livelihood opportunities as the need to do so arises. Livelihoods and living standards are to be restored in real terms to pre-displacement levels or better	Livelihood restoration will include options and alternatives from which affected persons may choose The project will provide transitional allowance.
Consultation and disclosure	Required by the Mozambican legislation under the Decree 130/2006 Public Participation Process	Consult project-affected persons, host communities and local NGOs, as appropriate. Provide them opportunities to participate in the planning, implementation, and monitoring of the resettlement program, especially in the process of developing and implementing the	<p>Community engagement, public participation process will be followed from the commencement of the project.</p> <p>Affected persons should be given opportunities to participate fully in all the phases of the resettlement process and their suggestions taken into consideration in any decisions that are arrived at</p>

TYPES OF AFFECTED PERSONS/ LOST ASSETS	MOZAMBICAN LAW	WORLD BANK'S ESS5	MITIGATION MEASURES
		procedures for determining eligibility for compensation benefits and development assistance (as documented in a resettlement plan), and for establishing appropriate and accessible grievance mechanisms.	
Grievance mechanism and dispute resolution	The grievance redress mechanism is not explicitly described in the Mozambican legislation. Mozambican law does not require a system for registering or resolving grievances, nor does it provide a systemic approach for responding to and managing issues and conflicts as they arise.	ESS5 requires that grievance mechanism for the project is in place as early as possible in project development to address specific concerns about compensation, relocation or livelihood restoration measures raised by the displaced persons (or others) in a timely manner. Establish appropriate and accessible grievance mechanisms.	Grievance committees to be instituted will not replace the existing legal process in Mozambique rather it seeks to resolve issues quickly so as to expedite receipt of entitlements and smooth resettlement without resorting to expensive and time-consuming legal action. If the grievance procedure fails to provide a settlement, complainants can still seek legal redress.
Vulnerable groups		Particular attention should be paid to the needs of vulnerable groups among those displaced such as those below the poverty line, landless, elderly; women and children and indigenous peoples and ethnic minorities.	Special attention will be paid to vulnerable persons affected and necessary measures will be provided in the entitlement matrix of the RAP.
Stakeholder Consultations	Mozambique's legal framework does not fully comply with international standards for involving affected and interested parties throughout all project phases, often limiting	Consult project-affected persons, host communities and local NGOs, as appropriate. Provide them opportunities to participate in the	UWSP will have continuous consultations with the PAPs and their local leaders during preparation of the RAP report, their

TYPES OF AFFECTED PERSONS/ LOST ASSETS	MOZAMBIKAN LAW	WORLD BANK'S ESS5	MITIGATION MEASURES
	<p>their involvement to specific instances such as environmental and land-use licensing. The country lacks specific mechanisms to ensure meaningful engagement of stakeholders, including affected persons, civil society, and vulnerable groups, throughout the project cycle, sometimes excluding them from decision-making processes.</p>	<p>planning, implementation, and monitoring of the resettlement program, especially in the process of developing and implementing the procedures for determining eligibility for compensation benefits and development assistance (as documented in a resettlement plan), and forestablishing appropriate and accessible grievance mechanisms.</p> <p>ESS5 provide for need for onsultation with PAPs, host communities and local government. In the event of dealing with vulnerable persons additional provisions apply to consultations with displaced vulnerable groups in accordance with ESS7.</p>	<p>disclosure and implementation. Consultations will ensure equitable gender representation as stipulated in ESS5.</p>

3 SOCIAL-ECONOMIC BASELINE INFORMATION OF THE URBAN WATER SECURITY PROJECT AREAS

3.1 Introduction

Information on various social and economic indicators about the target area is crucial in planning and implementing project intervention to maximize the benefits expected and at the same time mitigates the adverse risks and impacts anticipated from the project. The socio-economic information further forms the baseline for future monitoring and evaluation of the project impacts towards the targeted groups Social-Economic background¹¹. This chapter provides a description of socio-economic baseline conditions in the proposed project areas of province of Maputo, Gaza (Xai-Xai and Chibuto), Inhambane (Inhambane city and Maxixe), and the Greater Maputo Metropolitan Region (GMMR).

3.1.1 Maputo Metropolitan Area and Moamba District

The Maputo Metropolitan Area is comprised by the Municipalities of Maputo, Marracuene, Matola and Boane, and is the most populated area in Mozambique, with an estimated 3,000.00 inhabitants in 2023. The economy is centred around the harbour (the largest port in the country – the Maputo port).

The main exports include sugar, cotton, and hardwood. About 70% of Boane inhabitants rely on agriculture as their main livelihood.

The current population in Moamba is approximately 80,000 people. The population is expected to grow to up to 90,000 by 2030.

The Moamba District is divided into four administrative posts (Moamba-Sede, Ressano Garcia, Sabié and Pessene).

Matola has a population of approximately 1,616,267 inhabitants. Despite the rapid urbanization process, in 2009, only 39% of Matola's population lived in urban areas, 14% in rural areas and the remaining 47% in peri-urban or suburban areas. Industry is the backbone of the economy of the Municipality of Matola, which has the largest industrial park in the country, representing around 60% of the national industry.

The Marracuene District is home to a total population of 230.530 inhabitants. The population density of this district is higher than the provincial population density (53.1 people/km²) and the national population density (25.3 people/km²). It is noteworthy that this density is also higher than the average population density of coastal districts in Mozambique (46.4 people/km²). The majority of the population of this district (87.8%) is considered rural.

The Maputo Metropolitan Area and Moamba District rely on a combination of surface water and groundwater sources to meet their water needs. The primary water sources include the Umbeluzi and Incomati river basins for surface water, and the Greater Maputo Aquifer for groundwater. The region faces challenges such as water scarcity, pollution, and the impacts of climate change. Socially, the area is characterized by a growing population, with urbanization driving increased demand for water resources. Vulnerable groups, including low-income households and informal settlements, often face limited access to reliable water supply. Efforts are underway to improve water infrastructure, such as expanding treatment plants and distribution networks, while also addressing social equity by prioritizing underserved communities.

¹¹ Source: UBOS - Population Census statistics 2014

In Mozambique, the land tenure system is governed by the Land Law of 1997, which designates all land as state property while granting usage rights, known as DUATs (Direito de Uso e Aproveitamento da Terra), to individuals and communities. Despite the framework, informal land markets thrive, operating outside formal legal systems and relying on customary practices and interpersonal agreements. These informal markets provide access to land for many individuals but lack official recognition, complicating efforts related to compensation and resettlement. Determining fair compensation is particularly challenging in the absence of formal records and standardized valuation methods. Furthermore, informal settlers often struggle to prove their rights to land, leaving them vulnerable to exclusion from compensation schemes. In the Greater Maputo Metropolitan Region (GMMR), the demand for land is amplified by rapid urbanization and population growth. While land tenure is frequently formalized through DUATs, informal settlements remain common, leaving many residents without secure tenure. This dynamic contributes to urban planning challenges and frequent disputes over land allocation.

3.1.2 Xai-Xai City

Xai-Xai is located in Gaza Province and occupies an area of approximately 1,865 km² and is the capital of the province. The municipality is divided into 4 urban Administrative Posts, each subdivided into neighborhoods (12 in total). The Municipality of the City of Xai-Xai has an approximate area of 135 km² and a population density of 857hab./ km². Currently the population of the City of Xai-Xai is 132,884 inhabitants distributed over an area of 135 km².

The Xai-Xai district, where the Municipality in question is located, has an estimated population of 283,000 inhabitants in an area of 1870 km². The municipality has around 36 educational establishments and around 8 Health Units, including hospitals, health centers and health posts. Public energy supply covers a rate of around 60%, through Electricidade de Moçambique (EDM), which is a public company. The energy that supplies the City of Xai-Xai comes from the Chicumbane Substation, which in turn is supplied by the Infulene Substation in Maputo. Most of the city's neighborhoods benefit from the electricity system through household connections, public lighting and industrial connections.

Xai-Xai City, the capital of Gaza Province in Mozambique, has a diverse economy primarily driven by agriculture, with rice and cashew being notable crops. The city also serves as a trade and transport hub, benefiting from its strategic location along the EN1 highway. Fishing is another significant activity, supported by the Limpopo River and coastal access. Additionally, tourism contributes to the economy, with attractions like Praia do Xai-Xai and nearby wetlands drawing visitors.

The Xai-Xai Water Supply system is located in the city of Xai-Xai and the districts of Limpopo and Chongoene. It is composed of 9 subsystems, namely: Neighborhood 11, Neighborhood 13, Hospital, Patrice Lumumba, Inhamissa 6, CFPP, Marieny Gouaby, Chinuguine, Praia and 4 Small Systems: Chicumbane, Julius Nyerere, Muahetane and Chongoene whose water capture source is underground. The system has a total of approximately 498km of distribution network and 52km of adductors. Overall, the installed production capacity is around 43,670m³/day, with an installed power of 766.35Kw/h and the average practice is around 22,790m³/day. Water losses average 52%, making it a challenge to reduce them at AO level to around 40%. The coverage rate is around 62%, resulting from 26,342 domestic customers and 23 fountains. The population of the system's coverage area is estimated at around 235,092

inhabitants, with around 139,613 inhabitants served by domestic connections and 6,900 inhabitants served by fountains.

In Xai-Xai City, the land tenure system is primarily governed by Mozambique's Land Law of 1997, which recognizes land as state property and grants usage rights (DUATs - Direito de Uso e Aproveitamento da Terra) to individuals and communities. Urban areas like Xai-Xai have a mix of formal and informal tenure systems. Formal tenure involves DUATs, which provide legal security for land use, while informal settlements often lack secure tenure, leading to challenges in urban planning and land management. Customary land tenure is also present in rural areas surrounding Xai-Xai, where land is managed by local leaders based on traditional practices. The coexistence of formal and customary systems can sometimes lead to conflicts over land rights and boundaries. Vulnerable groups, such as low-income households, often face barriers to accessing secure land tenure, highlighting the need for equitable land management policies.

3.1.3 Chibuto District

The population of the Chibuto District is 229 319 inhabitants, of which 44% are men and 56% are women, with a population density of 40.6 inhabitants/km². The most populated Administrative Posts are District Headquarters, with 32%, and Malehice with 28%. The total number of families in the district is 41,287. The district has a museum, 2 Monuments (Tchaimite and Mucotuene).

The district is crossed by national road number 1 (EN1) and has a network of around 318 km of secondary and tertiary roads. The district is also served by the fixed and mobile communication network, and is covered by the national electricity grid, from the state supplier EDM.

Agriculture is the basis of the district economy, being dominated by the family sector. The main crops are corn, rice, beans, cassava and vegetables. However, cashew income takes center stage, with the district being the second largest producer in the province. The district is also suitable for cotton production. The Chibuto heavy sands project constitutes a very important development platform that could lead to the rapid economic and social development of the district.

Land use in Chibuto District is predominantly centered on agriculture, with smallholder farming being a key activity. The fertile floodplains of the Limpopo and Changane Rivers are intensively cultivated for crops such as maize, rice, and cassava, supporting both subsistence and commercial farming. Livestock rearing is also widespread, contributing to household incomes and food security. Urbanization has led to increasing demand for land, resulting in changes in land use as residential and commercial developments expand. Additionally, the district's natural resources, such as forests and water bodies, are utilized for fishing, gathering, and small-scale forestry, playing a vital role in local livelihoods. Sustainable land management is essential to balance these uses and support the district's economic growth.

The main species of domestic animals in the district are poultry, pigs, goats, sheep and cattle. The existence of large areas of good quality pasture, as well as the tradition of cattle raising, is a significant advantage.

The water supply system infrastructure in Chibuto is equipped with a collection center, a 143-kilometer distribution network, with the installed capacity to supply 100,000 inhabitants in an estimated horizon until the year 2030. In the first phase, more than two thousand connections were installed that will benefit three neighborhoods, namely 25 de Junho, Chimundo and Samora Machel.

In Chibuto District, the land tenure system is shaped by the country's Land Law of 1997. This law recognizes land as state property and grants usage rights (DUATs - Direito de Uso e Aproveitamento da Terra) to individuals and communities. In rural areas of Chibuto, customary land tenure is prevalent, where local leaders allocate land based on traditional practices. In urban and peri-urban areas, formal land tenure systems are more common, with DUATs providing legal security for land use. However, informal settlements exist, often lacking secure tenure, which can lead to disputes and challenges in land management.

3.1.4 Inhambane City

The municipality of Inhambane, according to data from the general population and housing census, registered a total population of 98 257 inhabitants, of which 53.0% were female and 47.0% were male (INE, 2022).

The municipality of Inhambane presents a growing trend of population inhabitants in more agglomerate urban and suburban neighborhoods, while rural neighborhoods are characterized by population dispersion. The population growth rate is 2.2%/year. The Muelé, Liberdade and Josina Machel neighborhoods are the most populated in the municipality of Inhambane and, furthermore, the Muelé neighborhood stands out for having the largest population, reaching around 22.8% of the total population of the municipality.

The existing attractions make the municipality of Inhambane one of the points of attraction for national and international tourists that the province and the country have. Among the various tourist activities that exist in the municipality of Inhambane, those that are most frequently developed are related to: water sports (surfing, sailing, skiing); beach sports (soccer, volleyball, etc.); sport fishing, activities with 4X4 motorcycles; boat trips (traditional and yacht); canoeing, sea diving, including professional diving courses; snorkeling; to horse riding; to the observation of marine mammals and birds.

In terms of cash crops, in addition to coconut and cashew trees, cassava, beans, peanuts and various vegetables, such as tomatoes, lettuce, cabbage, among others, predominate.

The Water Supply System of the Inhambane integrates 4 systems, namely: The City, Salela, Nhamua and Josina Machel systems, with a total of approximately 148,081 km of distribution network piping and 15,352 km of adductor piping. The main source of water capture is surface water for the Guiúá system and underground water for the Salela, Nhamua and Josina Machel systems. Overall, the capture capacity is in the order of 14,436 m³/day and the average practiced is in the order of 10,916 m³/day. The installed production capacity is 30,536 m³/day, and the current production capacity is around 11,176 m³/day. The coverage rate is around 82%, corresponding to 17,116 connections (63,868 population served) out of a total of 74,599 residents in the area of assignment.

3.1.5 Maxixe City

The city of Maxixe has a population of 123,114 according to data from the General Population and Housing Census (INE, 2013), of which 67,894 are women (55%) and 55,220 are men (45%). The population density is 452ha/km.

With regard to transport, due to the fact that the municipality is crossed by EN1, there has been a large movement of light, heavy and passenger vehicles, which represents an added value for the city in terms

of transport availability. There is also the mobile telephony services system, currently operated by three operators, namely TMCEL, VODACOM and MOVITEL.

The electricity supply system for the City of Maxixe is provided by the Cahora Bassa Hydroelectric Plant from the Lindela substation with a network consisting of 4 high voltage lines.

The Water Supply System of the Maxixe integrates the city's main system and the autonomous systems of Mangapana and Mabil, with a total of approximately 350 km of distribution network piping and 20 km of adductor piping totaling 370 km. The main source of water collection for the main system is surface water from the Inhanombe River, located in the Habana neighborhood, 12 km from the city of Maxixe, and underground water for the Mangapana, Mabil, Chambone and Habana systems. The surface collection point was built between 2006 and 2008 with a raw water collection capacity of 300 m³/h. Underground water collection is carried out through a total of 13 wells, 7 (seven) in Habana, 2 (two) in Chambone, 2 (two) in Macuamene and 2 (two) in Mabil. Overall, the capture capacity is around 10,824 m³/day and the average is around 9,120 m³/day.

The system supplies, through a 350 km distribution network, 13,703 household connections and 26 public fountains, for an average of 16 hours a day, approximately 76,820 inhabitants, which corresponds to 66% of a total population of 117,700 inhabitants distributed across 15 neighborhoods, namely: Chambone, Rumbana, Nhambiho, Bato, Habana, Malalane, Macupula, Maquetela, Eduardo Mandlane (Expansion), Nhamaxaxa, Matadouro, Mabil, Barrane and Bembe.

4 POTENTIAL (RESETTLEMENT) SOCIAL RISKS AND IMPACTS AND MITIGATION MEASURES

The proposed Urban Water Security Project is likely to result in both positive and adverse impacts. The detailed impact analysis and development of mitigation measures will be undertaken during the Environmental and Social Impact Assessment (ESIA) and Resettlement Action Plan (RAP) for sub-projects.

The main civil infrastructure components of the project that are likely to be implemented include: Incomati Pipe Bridge, which is proposed to replace the existing 550mm HDPE pipe infrastructure laid across the Incomati road bridge deck, Metal pipe bridge over the Umbeluzi River, Borehole fields, main lines and distribution centers: In the Inhambane districts, the proposed groundwater systems consist of three borehole fields, one main line and three distribution centers. The Malembuane borehole field, the expansion of the Sabié Water Treatment Plant (WTP), reservoirs.

This section presents the likely potential resettlement risks and impacts that may arise before, during and after the implementation phase of the projects, which include:

- Risk of land-related
- risks related to the selection of beneficiaries
- Loss of Agricultural Land / Pastureland
- Loss of Crops (perennial and seasonal)
- Loss of Trees

The project will target the Southern Region of Mozambique, covering three of the country's provinces most affected by water scarcity and droughts, namely Maputo, Gaza and Inhambane, and the Greater Maputo Metropolitan Region.

4.1 Potential Positive Impacts

4.1.1 Improvement In water supply and Reliability

The replacing of obsolete pipelines and expanding facilities like the Sabié Water Treatment Plant will enhance water availability and reliability, particularly in urban areas such as Maputo and Matola. Additionally, the backup systems like the second pipe on the Incomati Pipe Bridge reduce the risk of service disruptions.

4.1.2 Improved quality of life, especially for women, due to increased coverage of access to safe drinking water

Improved access to safe drinking water in the household, through household connection or yard taps frees women from the task of fetching water, making more time available for other household activities, human capital development, or income-generating activities. In addition, it reduces the risk of GBV, as women do not have to collect water outside their home. It is noted that the target areas comprise rural and peri-urban settlements with low-income levels and poor populations.

4.1.3 Economic Development

Reliable water infrastructure supports businesses, industries, and agriculture, fostering regional economic growth.

4.1.4 More Efficient Use of Water as a Scarce Resource:

Modernized infrastructure, such as new pipeline networks, boreholes, and treatment facilities, ensures water is used more efficiently, minimizing waste and promoting sustainability.

4.1.5 Improved Quality of Surface and Groundwater:

Repairs to leaks, replacement of outdated pipelines, and installation of new systems will reduce contamination risks, improving the quality of water resources for both human consumption and ecosystems.

4.1.6 Public Health Benefits

The interventions such as groundwater systems, chlorination stations, and leak repairs will improve the quality and access to safe drinking water, and contribute to reducing the incidences of waterborne diseases for current beneficiaries of the system and new consumers covered by the expansion of the system, including vulnerable groups. The activities under RA2 will increase production of drinking water by the WSS, improve the system reliability and expand the water supply system coverage in the metropolitan area of Maputo and surrounding areas of the cities of Xai-Xai and Inhambane

4.1.7 Creation of Employment Opportunities

The construction and maintenance of infrastructure projects can create jobs for local residents, boosting the local economy. Positive opportunities for communities are expected to be in the form of temporary employment and business opportunities during the construction phase various infrastructure facilities, including revenues from the sale of food and other consumable goods to workers. It is expected that some jobs will be available during construction of the different subprojects for the local population, mainly as casual workers. However, these employment opportunities are expected to be temporary and benefit the community in the short term only. There will be a minimal positive impact on employment, since few local people are likely to be employed.

4.1.8 Improved resilience of communities to climate risks

Expanded and modernized water systems shall enhance the region's ability to cope with climate variability, such as droughts or increased water demand due to population growth. The increase of household distribution of drinking water will help beneficiary communities to cope with difficulties in accessing water in situations of flooding or drought, increasing the resilience of the population to climatic events.

4.2 Potential Negative Impacts

The proposed interventions under the Urban Water Security project, involving the construction of new wellfields and main pipelines in the provinces of Maputo, Gaza, and Inhambane, as well as in the Greater Maputo Metropolitan Region, may result in **both temporary and permanent physical and economic displacement** due to civil works. Specific risks include:

1. Economic and Physical Losses:

- Pipelines passing through or near populated areas may lead to economic and physical disruptions despite the intention to align them along existing roadways.
- Inhabitants may face challenges as assets, including land crucial for income-generating or subsistence activities, may be temporarily or permanently affected.

2. Impact on Agriculture and Livelihoods:

- In areas like Patrice Lumumba neighborhood and Inhambane, the main pipeline may disrupt subsistence agricultural fields and destroy fruit trees, affecting food security and livelihoods.
- Structures such as fences and walls could be damaged, causing additional costs and inconveniences to residents.

3. Disruption of Land Use:

The development around Xai-Xai and Inhambane cities could interfere with the use of land, particularly those utilized for subsistence farming or local economic activities.

This RPF will be consulted upon, finalized and disclosed prior to appraisal. Permanent effects will result into an infinite loss of use of property, vegetation, or, parcels of land by the affected person as a result of the project activities. Other likely negative resettlement and social issues include;

- a. Risk of adverse impacts affecting cultural heritage sites (including sacred sites, graveyards and graves) and archaeological heritage during construction and excavations. The risk is low as the civil works will be mainly undertaken along roads, in peri-urban areas, although a screening process shall be conducted prior to construction, through consultation with local authorities and communities to identify potential sites. An archaeological chance find procedure will be implemented following the legal requirements.
- b. Resettlement may lead to a decline in accessing communal resources such as water sources and grazing lands.
- c. The project may lead to disruption of social relations and ties due to resettlement.
- d. There can also be instances of infectious diseases like HIV/AIDS due to new interactions of communities that utilize the new facilities with contract workers.
- e. Child labor by contractors. This may be as a result of construction workers especially the foreign contractors brought in the communities to work.
- f. social risks related to the selection of beneficiaries linked to the possibility of elite capture or other factors of exclusion of key intended categories of beneficiaries of the project, considering that these categories are the most vulnerable and often lack voice.
- g. Social Exclusion and Discrimination: There is a risk that vulnerable and disadvantaged individuals or groups may be excluded from project activities and benefits, and that project impacts may fall disproportionately on the vulnerable.
- h. Limited capacity of project teams in assessing and addressing vulnerable and disadvantaged individuals or groups -related risks
- i. Project teams may not be equipped to adequately address complaints related to discrimination, particularly as complaints may be challenging to address without causing harm to the parties involved.
- j. increased risk of sexual and gender-based violence (GBV).
- k. risk of land-related conflict related to those activities which may require land.
- l. Sexual abuse: During construction of the proposed infrastructure, there will be employment of workers by a contracted contractor within the provinces where interventions will be implemented. The influx of workers employed by the construction company, along with those looking for jobs with the construction company, is widely associated with an increase in sexual abuse and assault of girls in the area. If workers are not sensitized, this may lead increase in sexual violence against both girls who

are attending school and those out of school. The sexual assaults could lead to girls having to leave school because of pregnancy.

- m. There is a potential risk of vulnerable or marginalized individuals or groups being excluded from project benefits. This refers to all vulnerable individuals or groups who by virtue, for example, of their age, gender, ethnicity, religion, physical, mental or other disability, social, civic or health status, economic hardships , and/or dependence on unique natural resources, may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual/group is also more likely to be excluded from/unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so.

The above impacts can result in further indirect impacts, including the marginalization of the population concerned, degradation of health standards, and loss of access to resources for marginalized communities such as farmers, elderly, women, children disturbance to the way of life of affected population, conflicts with host communities, and potential food shortages. Potential resettlement, social and gender impacts and mitigation measures are discussed in table below.

Table 4-1: Summary of likely adverse resettlement impacts and management measures

PROJECT ACTIVITIES	NATURE OF IMPACTS	MITIGATION MEASURES	PERSONS IN CHARGE
Proposed interventions construction of new wellfields and main pipeline, Xai-Xai groundwater wellfields, overland main line, distribution centres and network construction, expansion of the Sabié WTP	Loss of use of property, vegetation, crops	Prepare a RAP according to this RPF; compensate accordingly to the entitlement matrix prior to land acquisition. Facilitate participatory consultations with affected communities to align project plans with their needs, mitigating potential tensions and losses. Ensure fair, adequate and timely compensation of those people whose land is affected through land take. Prepare a Livelihood Resettlement Plan to offer alternative livelihood support for those economically displaced, including agricultural training, access to alternative land, or financial assistance.	AURA, Ministry of Finance, FIPAG
	Loss of land	Prepare a RAP according to this RPF; compensate accordingly to the entitlement matrix prior to land acquisition. Ensure fair, adequate and timely compensation of those people whose land is affected through land take.	AURA, Ministry of Finance, FIPAG Communities/farmers

PROJECT ACTIVITIES	NATURE OF IMPACTS	MITIGATION MEASURES	PERSONS IN CHARGE
		Prepare a Livelihood Resettlement Plan for affected communities.	
	Livelihood changes for some communities	Prepare a Livelihood Resettlement Plan for affected communities Offer alternative livelihood support for those economically displaced, including agricultural training, access to alternative land, or financial assistance. Skills development and trainings should also be provided to women and youth.	AURA, Ministry of Finance, FIPAG
	Misuse of compensation money	Project beneficiaries should be actively involved in the various stages of the project, especially through several stakeholder workshops, community surveys, and local supervision committees including farmer cooperative groups. Trainings in Financial Management, Skills development and trainings be provided to women and youth e.g business management skills, post-harvest handling, import utilization, leadership and management thereby promoting economic livelihoods and empowerment. Engagement with the communities, particularly targeting the vulnerable groups including women and girls, on raising the awareness of the potential arrival of external workers, expected social conducts and behaviors, and grievance redress mechanisms should be done.	AURA, Ministry of Finance, FIPAG
Other Social Issues			
Labour and Employment	Influx of migrant job seekers to access gainful employment in the construction works and associated impacts such as sexual promiscuity and HIV/AIDS spread,	<ul style="list-style-type: none"> Preparation of Influx Management Plan by contractor/Lead Local Artisan Preparation of Labor and Recruitment Plan by contractor/Lead Local Artisan in-line with the project LMP 	AURA, Ministry of Finance, FIPAG, Local leaders, district officials

PROJECT ACTIVITIES	NATURE OF IMPACTS	MITIGATION MEASURES	PERSONS IN CHARGE
	pressure on local infrastructure such as hospitals. For example, some of the activities, such as the expansion of the Sabié WTP, there will be a labour force of up to 500 people at peak construction	<ul style="list-style-type: none"> Preparation of a “code of conduct for workers. Communities should be sensitized on HIV/AIDS awareness and sexual abuse. Establishment of a grievance Handling Mechanism. Sensitization to communities and schools. Sharing IEC materials on Child labour. Workers should be sensitized. Special consideration should be given to local workforce as much as possible provided that skillset and technical requirements meet the requirements for the works involved. 	
	Child labor by contractors	Child protection policy should be developed and shared with the client and supervisors. Collaboration with stakeholders such as Department of Child labour in the Ministry of Gender Labor and Social Development.	AURA, Ministry of Finance, FIPAG, Local leaders, district officials
	Gender-based violence such as sexual assaults Sexual abuse	Have a code of conduct for all project workers who will be interacting with the local community. Develop and mainstream gender and youth and vulnerability inclusion strategies. The project should ensure that project related workers are sensitized not to engage in relationships with underage girls and married women, and on issues relating to exploitation, HIV/AIDs and STDs.	AURA, Ministry of Finance, FIPAG, Local leaders, district officials, NGO
	HIV & AIDS Impacts, Sexually Transmitted Infections (STIs).	<ul style="list-style-type: none"> Sensitize workers and the surrounding communities on awareness, prevention and management of HIV/AIDS through beneficiaries training, awareness campaigns, multimedia and workshops or during community Barraza’s. Provide information, education and communication about safety and health. 	

PROJECT ACTIVITIES	NATURE OF IMPACTS	MITIGATION MEASURES	PERSONS IN CHARGE
		<ul style="list-style-type: none"> Provide an on-site clinic to provide Voluntary Counselling and Testing (VCT) services 	

5 PROCESS FOR PREPARATION AND IMPLEMENTATION OF RESETTLEMENT ACTION PLANS

This RPF guides the preparation of Resettlement Action Plan/s (RAP). Project RAPs, consistent with this RPF, will be prepared and submitted to the World Bank for its approval. Ministry of Public Works, Housing, and Water Resources (MOPHRH) through the Project Implementation Support Team (PCU) will make sure that, a comprehensive Resettlement Action Plan is prepared for each activity that triggers resettlement under this Urban Water Security Project.

5.1 Identification of Project Sites

Since the exact locations of the project sites are unknown, the preparation and disclosure of this Resettlement Policy Framework is a conditionality for appraisal by the World Bank and Ministry of Public Works, Housing and Water Resources (MOPHRH). However, during implementation of the Urban Water Security Project (PSHU), identification of these sites will be made and when that happens, a screening of each proposed intervention or project site should be undertaken to identify whether the site and proposed intervention presents involuntary resettlement impacts and risks.

In the event that involuntary resettlement cannot be avoided, a Resettlement Action Plan will be prepared by MOPHRH for the respective subprojects. If there is no resettlement impact identified, then the World Bank standard on involuntary resettlement ESS5 shall not be triggered and no RAP is required however, the project will document the outcome of the screening report that shows there is no land acquisition and resettlement impacts.

Therefore, some of the PSHU project infrastructure such construction of new wellfields and main pipelines that will be implemented, might require preparation of RAP since the different interventions may require the Involuntary taking of land, loss of livelihood and other assets or result in economic impact. According to the ESS5, once the subprojects or individual project components are defined and the necessary information becomes available, a RPF will be expanded into a specific plan (RAP) appropriate to potential risks and impacts.

This will inform the choice of resettlement and compensation options and help estimate compensation cost. This RPF provides a framework for resettlement associated with the project. Each subproject will need to go through a process to identify the level of resettlement required, and if so, the development of a plan for resettlement. At this stage, the World Bank ESS 5 calls for the preparation of individual RAPs/RAPs that must be consistent with this RPF.

As soon as the list of sub-projects are identified and approved by MOPHRH, a consultative and participatory process for preparing a RAP will be started, which involves; identification and hiring of an appropriate team that will carry out the RAP (Such a team should include a Sociologist, Surveyor, Valuation Experts and the Local Government representatives); consultations with the key stakeholders (including the vulnerable or Marginalised individuals or groups who often do not have a voice to express their concerns) will be initially done to justify the need for the resettlement and plan the way forward; undertaking a socio-economic survey to determine the scope and nature of resettlement impacts. The likely displaced persons will be categorized using identifiable groupings or demographics (such as occupational groups, gender, age groups, Vulnerable or Marginalized Individuals or groups), description of the area, and their livelihoods or standards of living and specific needs identified, described and assessed. The socio-economic survey will constitute the basis for evaluating the success of the resettlement

operations in terms of whether the PAPs have been able to restore their incomes and improve their standards of living.

While identifying the project affected people, particular attention is to be paid to the needs of the Vulnerable groups among those economically and /or physically displaced particularly those below the poverty line, the landless, the elderly, women and children, women and child headed households, indigenous groups, ethnic minorities, HIV/AIDS afflicted persons, orphans, street children, and other historically disadvantaged groups who may not be protected by GoM's land compensation procedures as well as Vulnerable or Marginalized Individuals or groups who may be targets of discrimination.

5.2 Overall RAP Process

Through the adaptation of this RPF, all RAPs should be prepared following requirements and procedures given in this RPF. The process of preparing the RAPs, in line with the requirements provided in this RPF, will involve the following:

5.2.1 Screening

The first stage in the process of preparing the individual resettlement and compensation plans is the screening process to identify the land/areas that will be impacted and need. The resettlement and compensation plans will contain the analysis of alternative sites undertaken during the screening process.

The safeguard consultants recruited by FIPAG (environmental specialist, and social development specialist) based on the design of the subproject, shall carry out screening to identify the involuntary resettlement impacts and risks. If resettlement impacts are found because of the PSHU subproject, the World Bank requirements on Involuntary Resettlement ESS5 shall be triggered and RAPs for the subproject shall be prepared and submitted to the World Bank for review and clearance. If there is no resettlement impact identified, then the World Bank policy on involuntary resettlement ESS5 shall not be triggered and no RAP will be prepared. Due Diligent Report specifying no demand on land acquisition and resettlement impact will then be prepared and submitted to the World Bank for clearance.

Each RAP should be submitted for review and approval to the World Bank in good time before the commencement of the subproject works. Activities for compensation and support can be started only when the World Bank has approved each RAP. The payment for compensation, allowances and other support or assistance should be completed before taking of land and related assets.

5.2.2 Preparation of individual resettlement action plans (RAPs)

If it is determined as a result of screening that the implementation of the subproject will lead to resettlement impact, then a RAP will be prepared. A RAP shall be prepared in accordance with the ESS5 and the Mozambican legislation by licensed consultants. When a RAP is required, the consultant shall submit completed studies along with their RAP's subproject application to the Resettlement Committee for appraisal, and subsequently to the World Bank.

Detailed guidelines for preparing a RAP are available on the World Bank's website (www.worldbank.org) and in the World Bank's Resettlement and Rehabilitation Guidebook. As soon as the list (sub-projects) is approved by the FIPAG, a consultative and participatory process for preparing a RAP will be started, as follows:

- A socio-economic survey will be completed to determine scope and nature of resettlement impacts.
- baseline census and socio-economic analysis and survey information providing sufficient data on the PAPs;
- The socio-economic study will be carried out to collect data in the selected sub-project sites.
- The socio-economic assessment will focus on the potential affected communities, including some demographic data, description of the area, livelihoods, the local participation process, and establishing baseline information on livelihoods and income, landholding, etc.
- description of resettlement sites; programs for improvement or restoration of livelihoods and standards of living;
- implementation schedule for resettlement activities; and detailed cost estimates.

While carrying out these tasks, specific attention will be paid to the needs of vulnerable groups among those displaced, especially those below the poverty line, the landless, the disabled, the elderly, women and children, indigenous peoples, ethnic minorities, or other displaced persons who may not be protected through national land/property compensation legislation.

5.2.3 Consultation and Participatory Process

The consultations must start during the planning stages when the technical designs are being developed, and at the land selection/screening stage. The process therefore seeks the involvement of PAPs including vulnerable or marginalized individuals or groups throughout the census for identifying eligible PAPs and throughout the RAP preparation process.

5.2.4 Disclosure and Notification

All eligible PAPs should be informed about the proposed project and the RAP process. A cut-off date is established as part of determining PAPs eligibility. In special cases where there are no clearly identifiable owners or users of the land or asset, the RAP team must notify the respective local authorities and leaders. A “triangulation” of information-affected persons; community leaders and representatives; and an independent agent (e.g. local organization or NGO; other government agency; land valuer) may help to identify eligible PAPs. The RAP must notify PAPs about the established cut-off date and its significance. PAPs must be notified both in writing and by verbal notification delivered in the presence of all the relevant stakeholders.

5.2.5 Establishing a Cut Off Date

In accordance with World Bank ESS5, a Cut-off Date will be determined, taking into account the likely implementation schedule of the activities. To ensure consistency between GoM legal requirements and ESS5, this cut-off date should be the date that the census starts because it is when the PAPs are identified and hence notification to owners/occupiers. Once the relevant approvals have been provided the Project Implementation Team from FIPAG will develop a compensation program.

The entitlement cut-off date refers to the time when the census begins i.e. assessment of persons and their property in the sub-project area is carried out, once the sub-project area has been identified. It is the date of commencement of the census of PAPs within the project area boundaries.

This is the date on and beyond which any person whose land is occupied for project use, will not be eligible for compensation. The date has to be announced widely as the cut-off date and enough time has to be given to the PAPs for the subsequent actions to be valid.

At around the same time, the site-specific socio-economic study will take place. After the cut-off date, no new cases of affected people will be considered. The establishment of a cut-off date is required to prevent opportunistic invasions/rush migration into the chosen land areas thereby posing a major risk to the project. The dates will then be communicated to the community through their respective representatives at the village level, sub counties and at the districts.

Where there are clearly no identified owners or users of assets, the respective Regional Lands Board and Land Use Administration will notify the community leaders and representatives to help to identify and locate the land users. These leaders and representatives will also be charged with the responsibility of notifying their members about the established cut-off date and its significance. The user(s) will be informed through both formal notifications in writing and by verbal notification delivered in the presence of the community leaders or their representatives.

5.2.6 Documentation and Verification of Land and Other Assets

The government authorities at both national and local levels; community elders and leaders; representatives from the FIPAG, DNAAS, AURA and ARA-Sul should arrange meetings with PAPs to discuss the compensation and valuation process. For each individual or household affected by the sub-project, the RAP preparation team will complete a Compensation Report containing necessary personal information on the PAPs and their household members; their total land holdings; inventory of assets affected; and demographic and socio-economic information for monitoring impacts. This information will be documented in a Report and ideally should be “witnessed” by an independent or locally acceptable body (e.g. Resettlement Committee). The Reports will be regularly updated and monitored.

5.2.7 Compensation and Valuation

All types of compensation should be clearly explained to the individual and households involved. These refer especially to the basis for valuing the land and other assets. Once such valuation is established, FIPAG will produce a Contract or Agreement that lists all property and assets being acquired by the sub-project and the types of compensation selected. All compensation should occur in the presence of the affected persons and the community local leaders.

5.2.8 Public Consultation and Participation

Projects involving the community owe their success to community participation and involvement from planning to implementation stage. Hence public consultation through participatory rural appraisal shall be mandatory for all projects requiring land acquisition, compensation and resettlement for the project activities.

The persons affected by the project should participate in the whole process of compiling and implementation of the resettlement plan, for which, at this point, before formulating the

resettlement plan, public meeting should be held to provide the residents with the right to learn this policy framework. Relevant Local Governments should enable affected households and non-domestic organizations to understand the treatment they may enjoy and the options they may select according to the resettlement plan.

5.2.9 Census of Affected Entities

A census of families and persons adversely affected by the Project activities shall be conducted by the Project. The census shall include a complete inventory of all losses to be incurred by each PAP. This information shall include as a minimum: (a) number of persons, main occupation and level of income; (b) number, type, and dimension of the houses; (c) number, quality, and area of all the residential plots; (d) number, category, type, and area of agricultural land held and to be lost by each PAP; (e) tenure status of agricultural land and amount of rent paid by tenant/lessee, where applicable; (f) quantity, category, and dimension of all rent of other fixed assets adversely affected; (g) productive assets lost as a percentage of total productive assets; (h) temporary damage to productive assets; (i) quantity, category, and quality of non-agricultural livelihood adversely affected; (j) quantity, type, and quality of community resources to be acquired.

5.2.10 Socio- Economic Surveys

The census and inventory of loss are supplemented with data from socioeconomic study. Socioeconomic study data and information are used to establish baseline information on household income, livelihood patterns, standards of living, and productive capacity. This baseline information constitutes a reference point against which income or livelihood restoration and the results of other rehabilitation efforts can be measured. Other areas of socioeconomic analysis may include: land tenure and transfer systems; the patterns of social interaction in the affected communities; public infrastructure and social services that will be affected; and social and cultural characteristics of displaced communities. The means of sustaining livelihood for the affected will be captured as this will be used to analyze options for providing resettlement assistance. Interviews are conducted with a systematic sample and using a uniform questionnaire. The sample should provide a sufficient number of cases for statistical analysis.

5.2.11 Income Restoration

If it is found that there are severely affected households and/or relocation households by the subproject, income restoration program or a livelihood restoration program shall be prepared. In order to assist PAPs to restore livelihoods and income levels, the subproject will provide an income restoration package adapted to the needs and situation of PAPs as identified in the socioeconomic surveys. The scope of the entitlements should include an allowance to cover living costs during a period of reduced income while PAPs restore current livelihood and income generating activities or make a transition to new income-generating activities. In kind assistance to reinforce or initiate income-generating activities should also be provided.

The income restoration/Livelihood restoration program should be decided in consultation with local authorities and PAPs eligible for the income restoration and will be fully developed in the RAP for each subproject. The RAP team should also have consultative meetings with other stakeholders such as NGOs, CBOs, institutions and organizations who will help in identifying restoration strategies and programs that best suit the PAPs. The RAP process mentioned above should be undertaken by a team consisting of, but not limited to; sociologists, gender specialist, archaeologist, Cultural Heritage Specialist, valuers, surveyors, rural development specialist, public health specialist, agronomists, human rights lawyer, cultural heritage specialist, livelihood restoration specialist.

6 ELIGIBILITY CRITERIA FOR VARIOUS CATEGORIES OF AFFECTED PEOPLE

6.1 Overview

Determination of the eligibility of the occupants or users of the properties to be compensated by the Project shall be done through a transparent and legal process, taking into consideration existing laws of Mozambique, and WB ESS5 guidelines.

6.2 Eligibility Criteria for Compensation

According to ESS5 of the World Bank, the criteria for determining eligibility for compensation, resettlement and rehabilitation assistance measures for persons to be displaced, are based on the following:

- d. Persons that have formal legal rights to land, including customary and traditional; and religious rights recognized under the laws of Mozambique.
- e. Persons who do not have formal legal rights to land or assets at the time the census begins; but have a recognized claim of use to such land or ownership of assets through the national and traditional laws of Mozambique. This class of people includes those that come from outside the country and have been given land by the local dignitaries to settle, and/or to occupy.
- f. Persons who have no recognizable legal right or claim to the land they are occupying, using or deriving their livelihood on such land. This class of people includes encroachers/squatters.

Persons covered under (a) and (b) above are provided compensation for loss of land and assets and other assistance as needed. Persons covered under (c) above are provided resettlement assistance in lieu of compensation for the land they occupy, and other assistance, as necessary, if they occupy the project area prior to the cut-off date.

6.3 Categories of People Affected by the Project

Development projects may involve the economic or physical displacement of people resulting in their loss of shelter, productive assets and access to productive assets to various degrees. In addition, families may also be subject to interrupt or eliminate their access to and use of productive assets, although they themselves will not be physically relocated.

The WB environment and social standards is designed to ensure that people who are physically or economically displaced as a result of development projects are no worse off than they were before displacement. The Project proponent has the additional opportunity to provide means of re-establishing livelihoods aiming to ensure resettled families become better off than they were before. Assessment of the degree of impact on livelihoods should take place for all subprojects causing potential displacement revealed by the sub-project screening process. It is likely that the scale of displacement impacts will be very low for education development project.

The exact numbers of displaced people, the degree of impact on the families' livelihoods (their losses, ownership status, tenancy status etc.) who may be affected and displaced during implementation of the Mozambique Urban Water Security Project activities cannot be accurately estimated at this stage. These shall also be identified during the development of RAPs/ARPs and compensation plans for sub-projects that require them. Households in which single members are affected by the sub-project are considered

affected family units. However, the Project Affected Persons (PAPs) or the persons likely to be displaced economically or physically can generally be categorized into the following main groups:

Table 6-1: Criteria for assessment of potentially affected families

Impact Type	Description
Full physical displacement. Full physical and economic displacement.	<ul style="list-style-type: none"> Families living in subproject site areas. Families that will lose their houses and other structures only. Families that will lose their houses, other structures and part of their farm plots and produce
Partial economic displacement	<ul style="list-style-type: none"> Families living outside subproject site areas, which practice agriculture within the project areas required for the project. Families that will lose part of their farm plots and production
	<ul style="list-style-type: none"> Families who only live and cultivate in a sub-project area during the agricultural period. Families that will lose houses and/or other structures. Families that will lose houses and/or other structures and part of their farm plots and production.
	<ul style="list-style-type: none"> Families who carry out small businesses (with permanent or temporary structures) in a subproject area. Families that will lose income from the closure of business and who lose structures erected for this activity in the subproject area. Families living in rented houses/land that are located in the project area. Families living or working in rented houses/land in the subproject area on a seasonal or occasional basis related to livelihood/income Families that will lose the house they rent and occasionally occupy as shelter or to carry out business. Families renting houses used by others located in the subproject area Families that will lose the house they rent to others and/or other structures short or longer term.

6.4 Cut-off date

The census and inventory of assets will be used to help set a cut-off date. People occupying Project sites will be informed of the moratorium that begins after this date. It prohibits construction activities and investment in permanent improvements and burials until the occupants have been compensated. Setting a cut-off date as early as possible during the planning process will avoid people invading the area after the cut-off date, to get compensation or any other form of assistance for which they are not eligible. The cut-off date for each sub-project site will be based on the date that census starts. The declared cut-off date will depend on a risk analysis of, inter alia, the following factors:

- Confirmation of investment in the Project,
- The definitive selection of Mozambique Urban Water Security Project infrastructure,
- The background, attitudes and experience of potential PAPs in the Project area with compensation,

- d. The readiness of the district authorities to collaborate in implementing the moratorium, and
- e. The collection of all the census data and information on affected assets needed to confirm rights to compensation.

Potential PAPs and the surrounding local communities must be informed effectively of the date. Information regarding the cut-off date should be well documented and disseminated throughout the project areas at regular intervals in written and (as appropriate) nonwritten forms and in the local languages to be understood by the PAPs. The cut-off date will be officially published in areas accessible to PAPs, specifically, within respective districts, administrative posts and community areas.

6.5 Entitlement Matrix

Entitlement matrix outlined in Table 6-2 below defines the type of compensation and assistance that is to be provided to the different categories of project-affected households. The following principles will guide payment of compensation for lost assets:

- a. Compensation shall be paid prior to acquisition or displacement.
- b. Compensation shall be extended to all PAPs irrespective of tenure status.
- c. Compensation will be at full replacement cost meaning that replacement of assets with an amount sufficient to cover full cost of lost assets and related transaction costs.
- d. Replacement cost for agricultural land implies the market value of land of equal productive potential or use located in the vicinity of the affected land, plus the costs of preparing the land to levels similar to those of the affected land; and any registration and transfer taxes.
- e. Compensation for structures shall include the full market cost of materials and labour required for re-constructing a building of similar surface and standing. In other words, the affected person must be able to have their structure rebuilt in a different location using the compensation paid for the old building. Depreciation will not be considered while calculating the cost of affected structures. The Compensation package will also include cost of moving, such as transport costs as well as any associated land titling or transfer fees.
- f. In case of physical displacement and depending on tenure category, PAPs will be provided transition assistance such as moving allowances, subsistence allowances and alternative plot or house where possible. PAPs will also be offered support after displacement during transition period and based on a reasonable estimate of the time likely to be needed to restore their livelihood and standards of living. All efforts will be made to resettle the physically displaced families within the same settlement to enable them to retain their identity and continue their inter-personal and inter dependency relations.
- g. PAPs will be provided with development assistance in addition to compensation measures such as land preparation, credit facilities, training, or job opportunities.
- h. In cases where in-kind replacement is not the preferred option of the PAPs, then the cash compensation will be based on the replacement cost. For the purposes of this RPF, the use of replacement value, or market value, will mean the higher value of two options.

The Entitlement Matrix below shows the types of affected people, the types of losses, and the forms and amounts of compensatory actions that will be taken for each type.

Table 6-2: Entitlement and Compensation Matrix (Replacement cost)

Category of Project Affected People	Type of Loss	Compensation for loss of Structures	Compensation for loss of Assets	Other assistance
Families with residential houses: Habitable houses used as a permanent primary residence	Structures: Loss of immovable assets People with Legal Ownership of Houses:	Replacing the structure, building materials or monetary compensation.	Compensation in kind or at replacement cost Cash compensation at full replacement cost based on replacement value (no discount for depreciation). Where possible, replacement houses to be located within boundaries of existing homestead. Where not possible for replacement houses to be located within boundaries existing homestead, suitable resettlement land to be identified and prepared within existing village or district. The construction of housing shall meet acceptable minimum community standards of quality and safety.	Transport assistance for relocation, household food packages for the first three months, and a welcome box containing basic household items Right to salvage materials without deduction from compensation
	Loss of commercial enterprises (mostly informal)	Assistance to rent similar business facilities nearby	In-kind replacement Or Cash compensation at full replacement cost (no discount for depreciation).	Building materials may be salvaged from old structures.
Families who farm in the Project area with or without formal rights to the land	Loss of annual and developed perennial crops and use of the land for farming		Monetary compensation for loss of developed crops using replacement value rates and the provision of alternative land of	If alternative land is not provided in time to ensure the following harvest and if subsequent losses are more than 10% of the family's livelihood, a

Category of Project Affected People	Type of Loss	Compensation for loss of Structures	Compensation for loss of Assets	Other assistance
			equal or better quality for cultivation. If it is proven that no adequate alternative land exists, monetary compensation for the loss of land use rights	food allowance may be necessary. In order to ensure that living conditions are restored to an equal or better level than before the Project, after the allowance has finished, timely alternative definitive compensation must be provided and include inputs and technical assistance.
Families with or Without formal rights to the land who only occupy and farm in the Project area on a seasonal basis	Loss of physical assets and use of land for agriculture.	Monetary or construction Materials compensation for the loss of non-residential structures, assistance to transport old and new materials and for construction	Monetary compensation for loss of crops based on the replacement value and the provision of alternative land for cultivation if appropriate. If no adequate alternative land exists, monetary compensation for the loss of land use rights.	Transitional monetary compensation for the temporary loss of temporary shelters or their immediate restoration in an alternative location (with equivalent conditions). If necessary assistance will include a) identifying alternative, comparable land or better, b) payment of transitional assistance based on the length of interruption, renting temporary fixed assets to develop alternative income generation activities equal to or better than before the Project. In order to ensure that living standards are restored after the transition allowance

Category of Project Affected People	Type of Loss	Compensation for loss of Structures	Compensation for loss of Assets	Other assistance
				has ended, timely definitive compensation alternatives must be provided (as soon as possible).
Individuals or families, with or without formal land use rights, holding land in the Project area that is rented out or used by others	Loss of property.	As above	As above	As above
Individuals or families who rent properties for commercial activities that are their livelihoods in	Loss of temporary or permanent use of the structure and interrupted income	None	None	Transitional monetary compensation for temporary loss of income and assistance to restore it in a different activity location (with equivalent conditions); or, if necessary, assistance to develop alternative activities that produce an income equal to or better than before the Project. In order to guarantee the reestablishment of living conditions that are equal to or better than those prior to the Project, when the transition allowance ends, timely alternative definitive compensation must be provided.
An individual working for another person in an	Temporary interruption of income from work for others.	None	None	None

Category of Project Affected People	Type of Loss	Compensation for loss of Structures	Compensation for loss of Assets	Other assistance
informal activity in the Project area.				
Individual employed in an activity in the Project area.	Temporary interruption of income from employment.	None	None	Monetary compensation after proof of most recent wage and while work is interrupted due to the Project. (Witness to provide such a proof could be used in the absence of written documentation)
Individuals or families who are denied access to their income sources by Project activities.	Temporary loss of access to source of income	None	None	Monetary compensation after acceptance of proof of the lost amount during the interruption caused by the Project. (Witness to provide such a proof could be used in the absence of written documentation)
Families or communities with cultural property in the Project area	Loss of access or location	None	None	Symbolic monetary compensation, in kind, for ceremonies and support for transferring the corpse, if necessary, or any other physical or intangible transfer
Families with or without formal rights to land they inhabit in areas adjacent to those where construction will take place	Damage to physical assets and livelihood sources (agricultural resources and business).	Compensation paid by contractor based on non-depreciated replacement costs. Or destroyed structures replaced by similar structures	Monetary compensation paid by contractor for loss of crops and damage to property, based on official Unit rates and recommendations on calculating replacement values in this RPF. If proven	Assistance with food allowances or employment until livelihood is restored, assistance transferring assets; post-resettlement support. monetary compensation for the period that trade or any other livelihood is interrupted.

Category of Project Affected People	Type of Loss	Compensation for loss of Structures	Compensation for loss of Assets	Other assistance
			that no adequate alternative	Assistance accessing medical services, if applicable
Vulnerable families (headed by the elderly, children, the disabled etc.)	Loss of land and/or damage to physical assets and livelihoods (agricultural and business resources)	Replacement of land, assets and alternative livelihoods	Replacement of any affected asset, preferably in kind	In kind assistance to initiate or develop land
Squatter/informal dweller/Persons without formal legal rights to land	Loss of structures	Buildings and structures	Cash compensation for affected structure without depreciation	<p>Relocation assistance (costs of shifting + assistance to find alternative secure accommodation preferably in the community of residence through involvement of the project.</p> <p>Alternatively, assistance to find accommodation in rental housing or in a squatter settlement scheme, if available).</p> <p>Rehabilitation assistance if required assistance with job placement, skills training)</p> <p>Right to salvage materials without deduction from compensation</p>

6.6 Methods of valuing affected assets

According to ESS5, with regard to land and structures, “replacement cost” can be obtained using the following rules:

- For agricultural land, it is the pre-project or pre-displacement, whichever is higher, market value of land of equal productive potential or use located in the vicinity of the affected land, plus the

cost of land preparation to levels similar to those of the affected land, plus the cost of any registration and transfer taxes.

- For land in urban areas, it is the pre-displacement market value of land of equal size and use, with similar or improved public infrastructure facilities and services and located in the vicinity of the affected land, plus the cost of any registration and transfer taxes.
- For houses and other structures, it is the market cost of the materials to build a replacement structure with an area and quality similar to or better than those of the affected structure, or to repair a partially affected structure, plus the cost of transporting building materials to the construction site, plus the cost of any labor and contractors' fees, plus the cost of any registration and transfer taxes. ESS5 requires that replacement houses must meet "acceptable minimum community standards of quality and safety, even though the house being replaced may have been substandard." Preferably, compensation will be paid in-kind for the replacement cost without depreciation of the structure. PAPs also have the right to utilize the original materials from their structures, even if these structures are already fully compensated.

In determining the replacement cost, depreciation of the asset and the value of salvage materials are not taken into account, nor is the value of benefits to be derived from the project deducted from the valuation of an affected asset. Where domestic law does not meet the standard of compensation at full replacement cost, World Bank guidelines and technical specifications for compensation at replacement cost will be applied.

6.7 Valuation of Affected Assets

During RAP preparation, the FIPAG will engage the services of a competent and acknowledged independent assessor, responsible for determining replacement cost of affected land and assets. During the valuation process, PAPs, local officials and relevant government offices (such as the District Committee for Land Cadaster under the Provincial Government) will be consulted. Subsequently, compensation and restoration measures will be developed by the project with support from assessor and local authorities based on the valuations thus established.

In addition to compensation for lost assets, PAPs will be entitled to transitional assistance which includes moving expenses, temporary residence (if necessary), employment training and income support while awaiting employment. PAPs should have an option for full compensation as regulated by Mozambican legislation, and WB procedures, which were described in detail in previous paragraphs, if the duration of impact is to exceed two years. These losses will be estimated for each individual case and may vary from (temporary or permanent) loss of business opportunities to loss of crops, orchards, trees, and other items. In relation to losses that cannot easily be valued or compensated for in monetary terms (e.g., access to public services, customers, and suppliers; or to fishing, grazing, or forest areas), attempts will be made to establish access to equivalent and culturally acceptable resources and earning opportunities.

6.7.1 Determination of Compensation Payment

6.7.1.1 Compensation Packages

Two main resettlement packages will be designed/used to ensure satisfactory compensation for PAPs who lose assets or livelihoods when the Mozambique Urban Water Security project is implemented. These packages will be developed in consultation with PAPs. Each PAP will have the opportunity to choose the option that best suits their circumstance. In-kind and/or in cash resettlement packages

will be used as means of compensation. Table 6-3 indicate the type of compensation will be an individual choice although every effort will be made to instil the importance and preference of accepting in kind compensation if the loss amounts to more than 20% of the total loss of subsistence assets. PAPs will be advised about benefits of replacement of physical assets and risk inherent in cash payments. For example, unless the affected person chooses cash compensation land-for-land compensation will be encouraged as it ensures PAPs immediately have land for settlement or farming and avoids risk of squandering compensation payments.

Table 6-3: Forms of compensation

Cash Compensation	Compensation will be calculated and paid, based on replacement costs.
In-Kind Compensation	Compensation may include items such as land, houses other buildings, building materials, seedlings, agricultural inputs and financial credits for equipment.
Assistance	Assistance may include moving allowance, transportation and labor, title fees, or other related costs.

Making compensation payments raises some issues regarding inflation, security, and timing. One purpose of providing in-kind compensation is to reduce inflationary pressures on the costs of goods and services. Local inflation may still occur; thus, market prices shall be monitored within the time period that compensation is being made to allow for adjustments in compensation values. The question of security, especially for people who will be receiving cash compensation payment, needs to be addressed by local administration and FIPAG. For payment of compensation in-kind, the time and new location will have to be decided and agreed upon by each recipient, in consultation with the Local Government Authorities.

6.7.1.2 Compensation Payments

All compensation payments will be made to the affected party in the presence of the following:

- a) Officials from the relevant government ministry or department overseeing the project,
- b) Representatives from the local government, such as district or municipal officials
- c) Traditional leaders or community representatives
- d) Valuer
- e) Surveyor
- f) Land Cadaster

7 CALCULATIONS FOR COMPENSATION PAYMENTS PER CATEGORY OF LOSS

The calculation of the compensation will be defined combined the World Bank methods and the existing methods under the Mozambican legislation. The entitlements to be used are those described in the previous chapter.

7.1 Compensation for Land

According to the land law, in Mozambique land itself is not compensated for, as all land is owned by the state. However, compensation shall be guided by principles that aim to ensure fairness, transparency, and restoration of livelihoods. Compensation will be based on the valuation of affected assets, including land, structures, and crops. Affected persons are categorized based on their land tenure status, such as legal owners, tenants, or informal settlers. The valuation process considers market rates and replacement costs. All types of compensation should be clearly explained to the individual or household. A land acquisition team comprising the Landowner(s), the Local Community, local leader chairperson, district administrator or the president of the municipality and Land Valuation Officers should draw up a contract listing all property and land to be acquired, and the types of compensation (cash and/or in-kind) selected. A person selecting in-kind compensation has an order form, which is signed and witnessed. The compensation contract should be read aloud in the presence of the affected party and other stakeholders prior to signing. For the RPF, any RAPs to be prepared will comply with ESS5 requirements.

7.1.1 Land Measurements

The unit of measurement for land will be that which is used and understood by the affected persons. Therefore, if a traditional unit of measurement exists in the rural areas, that unit shall be used. If a traditional unit of measurement does not exist, it is recommended that land should be measured in meters or any other internationally accepted unit of measurement. In such cases, the unit that is being used must be explained to the affected farmers/users. The unit of measurement must be easily related to recognizable land features that the communities are familiar with, such as relative location of trees, stumps and other fixed features on the sites. Understanding the unit of measurement ensures that the affected person is able to verify his/her own size of land that is being lost. This maintains transparency in the process and avoids subsequent accusations for wrong measurements or miscalculation of land areas.

7.2 Determination of Crop Compensation Rates

Given the importance of the crop production to the local subsistence economy in the provinces, crops will be compensated on the basis of the market prices provided by the DPASA in the targeted province. The values can be adjusted to the market price prevailing at the time of compensation. For fruit trees the compensation will be on a combined replacement value. Fruit tree compensation will be the value based on the lost production until the replacement seedling comes into production. These values are determined and verified by the provincial Agriculture Department and at district level. Preference will be given to the replacement of affected trees seedlings, unless otherwise decided by the PAPs. The cost of new fruit trees seedlings, the labor for planting and tending the new trees to maturity and compensation rates for loss of income will be based on information obtained from the DPASA and from the socio-economic surveys.

Based on this information, a compensation schedule for fruits such as cashew, coconut, guava, mango and other trees can be developed, incorporating the following criteria:

- Replace loss of income for subsistence fruit (e.g. coconut, cashew, guava or mango) based on production yields as quickly as possible. Cash payments to farmers will be aimed at replacing income derived from the sale of excess fruit production until replacement trees produce the equivalent (or more) in projected cash income.
- Provide subsistence farmers with new tree seedlings to replace the affected trees to sustain future source of income and food from the fruits.
- Provide farmers with the opportunity to derive alternative income from trees bearing more valuable fruits at off-season periods.

7.2.1 Other Domestic Fruit and Shade Trees

These trees have recognized local market values, depending upon the species and age. Compensation for wild trees "owned" by individuals, who are located in lands as defined in this policy, will be paid. Wild, productive trees belong to the community when they appear in the bush as opposed to a fallow land. These trees will be compensated for under the umbrella of the village or community compensation.

7.3 Compensation for Permanent Structures

The project will try as much as possible to avoid displacement of structures, however, procedures for the compensation under physical losses are given. Compensation for buildings and structures will be paid by replacing huts, houses, farm outbuildings, latrines, fences and other impacted permanent structures. Any affected houses will be rebuilt on the acquired replacement land. However, cash compensation will be available as a preferred option for structures such as affected ancillary structures, that are not the main house or house in which someone is living. The applicable replacement costs for construction materials, as well as associated labor costs needed to build replacement structure, will be used to calculate the values.

.Alternatively, compensation will be paid in-kind for the replacement cost without depreciation of the structure. The project will survey and update construction material prices on an ongoing basis and will consult the local/nearby markets of the area for updating these prices. Compensation will be made for structures that are abandoned because of relocation, or resettlement of an individual or household, or structures that are damaged directly by construction activities. Replacement values will be based on:

- Drawings of individual's house and all its related structures and support services,
- Average replacement costs of different types of household buildings and structures based on information on the quantity and type of materials used for construction (e.g. bricks, rafters, bundles of straw, doors etc.), considering the actual prices of construction materials,
- Prices of these items collected in different local markets
- Costs for transportation and delivery of these items to acquired/replacement land or building site,
- Estimates of construction of new buildings including labor required.

8 Stakeholder Consultation and Disclosure Arrangements

8.1 Introduction

Meaningful engagement with stakeholders is necessary for the project's social license of operation and sustainability. Engagements to date have been guided by ESS 10 Stakeholder Engagement and Information disclosure. Stakeholder and community consultation and participation provide opportunities for informing the Project Affected Persons (PAPs) and other stakeholders about the proposed project and eliciting PAP and stakeholder feedback. They also provide opportunities for people to present their views and values and for allowing consideration and discussion of sensitive social mitigation measures and trade-offs, as well as affording PAPs with opportunities to contribute to both the design and implementation of the program activities, while at the same time creating a sense of ownership for the project. In so doing, the likelihood of conflicts between and among the affected persons and with the management committees will be reduced.

8.2 Purpose of stakeholder's engagement

This chapter describes the nature and level of the consultation carried out during preparation of the RPF. The project will involve consultations with various institutions, agencies, local leaders and communities. However, the specific stakeholders are not identified at this stage. The ESMF, SEP, LMP and RPF are prepared on the basis of consultation with representative sample Provincial relevant authorities (in Maputo, Gaza and Xai-Xai targeted cities), as well as local civil society and affected population living in the project targeted areas (Maputo, Gaza, and Inhambane Provinces, including the Greater Maputo Metropolitan Region (GMMR)). Special emphasis was laid on consulting with Vulnerable population including women, female headed households, children/ child headed households, Persons with Disability (PWD), elderly and others (where possible) and persons with disabilities, as the UWSP is located in areas where the latter group can engage in surmounting issues of mobility. Public consultations with all stakeholders, at all stages of project implementation, will be carried out and the nature and number of consultations, location, and type of participants and the summary of findings will be documented.

The purpose of the public consultation was to promote inclusive, transparent, and meaningful dialogue between the Urban Water Security Project (UWSP) team and stakeholders potentially affected by or interested in the project.

8.3 Objective of Stakeholder Engagements

8.3.1 Stakeholder Engagement

The objectives of engaging stakeholders and the general public during the RPF process and beyond include:

8.3.1.1 Ensuring understanding

An open, inclusive and transparent process of engagement and communication will be undertaken to ensure that stakeholders are well informed about the Master Plan as it is developed. Information will be disclosed as early and as comprehensively as possible and appropriate. The purpose was to present the project's objectives, scope, and planned activities for the stakeholders to understand.

8.3.1.2 Involving stakeholders in the assessment:

Stakeholders will also be included in the RPF as well as the RAP study through a multi-sectoral technical committee appointed by FIPAG. They will also play an important role in providing local knowledge and information for the baseline to inform the impact assessment.

8.3.1.3 Ensuring compliance

The process will be designed to ensure compliance with both national regulatory requirements and international best practice.

To gather views on the potential benefits, design, scope, risks and mitigation measures for the proposed Mozambique Urban Water Security Project (UWSP), on 22nd March 2025, stakeholder consultations were conducted in Moamba Sede and Xai-Xai City to gather insights on the Mozambique Urban Water Security Project (UWSP), engaging a total of 128 participants from government institutions, local communities, private sector representatives, and civil society organizations. The Moamba Sede session, held at Zunguza Complex, brought together 82 stakeholders, while 46 participants attended in Xai-Xai City. These consultations aimed to assess the project's potential benefits, design, scope, risks, and mitigation measures as part of the preparation phase. The feedback collected directly informed key safeguard documents, including the Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), Stakeholder Engagement Plan (SEP), Labour Management Plan (LMP), and Environmental and Social Commitment Plan (ESCP), ensuring the project aligns with community needs while addressing environmental and social considerations for sustainable urban water security in Mozambique.



Figure 8-1: Some of the stakeholder engagements

8.4 Stakeholders Engaged

The respective stakeholders that were consulted are summarized in Table 8-1 below. The stakeholder consultation meeting attendance lists are presented in **Annex 5**.

Table 8-1: Summary of Stakeholders Engaged during phase 1 of the consultation

Main Participant Group/Stakeholders met	Date	Venue	Male	Female	Total
District Government officials of Moamba, Administration of	March 22, 2025	Zunguza Complex, in Moamba District	44	38	82

the Tenga Circle, Community-Based Organizations, civil society representatives, and members of the private sector water and sanitation committees, local service providers, and traditional leaders.					
District Government officials of Xai-Xai City, Marian Guambi B, Priya De Sai-Sai, Unit A, Inhamissa B, In Inham	March 22, 2025	Salgadinho da Mana Argentina	32	11	43
	Mach 22, 2025	Inhambane Hotel Escola	33	8	41
Total			109	57	166

8.5 Outcomes of consultation meetings

Table 8-2: summary of consultation outcomes

Stakeholder	Issues/concerns raised	Responses
District Government officials of Moamba, Administration of the Tenga Circle, Community-Based Organizations, civil society representatives, and members of the private sector water and sanitation committees, local service providers, and traditional leaders.	He hopes that the new project will bring changes and improvements to FIPAG's problems and that the readiness in water response and control will be improved	One of the objectives of the project is precisely to promote efficiency in the provision of services and to provide safe managed water for all
	The loss of water is due to the lack of maintenance of the pipelines, so we need to have the contact of the person responsible for the new project	Contacts for complaints and grievances will be provided in the implementation phase of the project, now we are in the phase of study.
	Recruiting local labor can reduce the risk of GBV.	
	Those who design the project should be part of the implementers to maintain the spirit of the project.	
	Need for better communication with communities and local governments.	
	Participants hope the new project will improve water service efficiency, reduce costs, and ensure safe water access.	
	Requests for hiring local labor and involving community leaders in implementation.	
	Ensure transparency in project phases and timely responses to complaints.	
	There is a high risk of Unwanted pregnancies, unemployment, and	

	conflicts over private land use for boreholes.	
	Participants expressed cautious optimism but stressed the need for accountability, community engagement, and swift action to address longstanding issues with water services	
	Use community radios for public awareness campaigns	
District Government officials of Xai-Xai City, Marian Guambi B, Priya De Sai-Sai, Unit A, Inhamissa B, In Inham	Many stakeholders raised concerns over the cost of water, particularly in cases where private vendors might be involved. There was widespread agreement that water should remain affordable and accessible to the poorest communities.	
	Several participants emphasized the need for stronger community engagement, improved communication strategies, and more transparent decision-making processes. Some cited previous resettlement processes that lacked follow-up, leading to distrust.	
	Multiple participants highlighted that elderly and low-income residents were once prioritized in water distribution but have been increasingly marginalized, especially with private sector involvement. Many feared that privatization of water supply services would further disadvantage the most vulnerable groups	
	A recurring concern among participants was the fear that the project, like previous water initiatives, might not be fully completed. Many expressed skepticisms, citing past projects that either stalled or were implemented in a way that did not benefit all intended recipients.	
	There were concerns about the exclusion of certain neighborhoods from water access, despite the presence of main pipelines in their vicinity. Many felt that the prioritization process was unclear	

	and potentially unfair, leading to frustration and even acts of vandalism.	
	Concerns were raised regarding unresolved past resettlement cases. Some households were included in resettlement lists but never contacted or compensated.	

8.6 Disclosure of RPF

This RPF will be disclosed at the FIPAG website, and enable affected people accessing the RPF, it will also be made available in hard copies at different levels. The RPF shall be translated into Portuguese, and were deemed appropriate, it shall be translated into local languages for easy access by affected people and stakeholders.

9 GRIEVANCE PROCEDURES

9.1 Introduction

This chapter explains the procedures for settling or redressing grievances and complaints from the PAPs or other aggrieved parties in the course of project implementation. The grievances and complaints could be about land expropriation, resettlement, activities associated with the construction of subproject implementation activities, if need be, social issues or any other subject related to the project. For effective implementation of the project, grievances and complaints should be redressed from project start through end of monitoring. All grievances and complaints should be recorded and processed at all stages of the implementation project.

Conflicts generally arise from poor communication, inadequate or lack of consultation, inadequate flow of accurate information, or restrictions that may be imposed on people through the implementation of Project activities. Grievances Redress Mechanism will be available for the sub-project affected persons to be able to address their issues and to solve prior to use formal legal grievance system. Through this mechanism, AP's will be able to react on any damages occurred during the construction works.

According to World Bank ESS5 an independent grievance mechanism should be established for Project Affected Persons. It requires establishment of appropriate and accessible grievance mechanisms to resolve disputes in connection with resettlement and compensation. Additionally, ESS 7 emphasizes that a grievance mechanism should be culturally appropriate and accessible to affected Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities and takes into account the availability of judicial recourse and customary dispute settlement mechanisms among Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities.

9.2 Grievance Registration

The agencies involved in preparing and implementing the RAP and the local leaders, focal points at FIPAG, will be responsible for registering any complaints presented (in person, telephone, mail box, letters, anonymous, among other) by the PAPs and members of local community. The activities and the respective timetable for reaching a solution will be recorded. The focal points will need to keep a record of complains received and channel it to FIPAG for resolution.

The agencies involved in the preparation and implementation of the RAP will be responsible for keeping the complainant informed of the decisions and initiatives taken to reach a solution. Grievances can be submitted at the district or provincial government level (MOPHRH/ FIPAG) in writing and orally. It is recommended that mechanisms for receiving complaints should focus as closely as possible on the local level, before transferring them to the provincial or regional levels.

PAPs with grievances about proposed or actual compensation, or compensation arrangements, should be able to present them to trusted leaders, focal points in respective districts/municipals and FIPAG who, if necessary, can act as a liaison with others who can solve the problems. Grievances can be submitted in a local language to an influential local leader or to the local LRC where they arose.

Traditional leaders and other influential leaders should be members of the local LRC and be involved in awareness raising and solving local problems. Some social conflicts or those related to land and the use of resources can be resolved by traditional local leaders or by others. If these problems exceed their authority, they can be passed on to be resolved by zone secretaries and local, municipal or district authorities, where appropriate.

If problems and grievances are related to relationships between external or secondary stakeholders or exceed the resolution ability of the community or local authorities, they can be communicated to the focal point or social facilitator from RAP implementation consultant. This channel can help to find a local solution, or provide a fast channel for a timely solution, involving the Municipality or District Government, the Local Resettlement Committee (LRC), and ultimately, if necessary, the FIPAG and the MOPHRH head office.

Those seeking redress and wishing to state grievances will do so by presenting the complaints to the above-mentioned entry points. Where the affected person is unable to write, s/he should obtain assistance to write the note and emboss the letter with his/her thumbprint. The complaint will then be screened with the Local Resettlement Committee to determine the validity of the claims. If valid, the project team will notify the complainant, and s/he will be assisted.

The Local Leader, focal points or FIPAG, should respond within 10 days during which any meetings and discussions to be held with the aggrieved person should be conducted. If the grievance relates valuation of assets, experts may need to be requested to revalue the assets and this may necessitate a longer period of time. If the complainant's claim is rejected, the matter shall be brought before the local government authority for settlement.

It must be noted that in the local communities, people take time to decide to complain when aggrieved. Therefore, the grievance procedures will ensure that the PAPs are adequately informed of the procedure, before their assets are taken. The grievance redress mechanisms are designed with the objective of channeling and solving disputes at the earliest possible time, which will be in the interest of all parties concerned and therefore, it implicitly discourages referring such matters to a Tribunal for resolution. Nevertheless, if the PAPs are not comfortable with the decision of grievance Committee, S/he can present the case to the Tribunal. Compensation and resettlement plans will be binding under statute and will also consider that customary law governs land administration and tenure in the rural/village areas. This is the law that inhabitants living in these areas, are used to and understand.

All grievances/complaints shall be made logged in the language that the PAPs understand and are familiar with and channelled to the Local Leader or GRM focal point personnels. Copies of the complaint shall be sent to FIPAG -PCU within 15 days after the public notice. Channelling complaints through the Local Leader or GRM focal point personnels is aimed at addressing the problem of distance and cost the beneficiaries or PAP may have to face. The Local Leaders shall maintain records of grievances and complaints, including minutes of discussions, recommendations and resolutions made. The procedure for handling grievances should be as follows:

- a) The project beneficiaries or affected person can submit their grievance orally or in writing, to the Local Leader or directly to the GRM focal points. The grievance note should be signed and dated by the PAP. Where the project beneficiaries or affected person is unable to write, s/he should obtain assistance to write the note and emboss the letter with his/her thumbprint. The GRM focal point will also be available to assist with the completion of the form mentioned above. If it appears that the PAP (beneficiary or affected person) does not understand the process or entitlement the focal point will be expected to provide explanation and play a largely facilitator's role. A sample grievance form is provided in Annex 1;
- b) The Local Leader, GRM focal point will then either accept to consider the grievance or reject it. The response should be within 10 days during which any meetings and discussions to be held with the aggrieved person should be conducted. If the grievance relates to valuation of assets, experts may need to be requested to revalue the assets, and this may necessitate a longer period of time. If the grievance is related to gender-based violence, discrimination the committees should also receive the complaints and provide adequate response. In this case, the aggrieved person must be notified by the Local Leader GRM Focal point personnel that his/her complaint is being considered. If the resolution proposed by the Local Leader or Focal Point, is accepted by the PAP/beneficiary, the PAP will sign the grievance form to show agreement and the grievance register will also be updated to reflect conclusion of the matter, otherwise step c) below will be followed in appeal;
- c) If the beneficiary community or PAP does not receive a response or is not satisfied with the outcome within the agreed time he lodges his grievance to FIPAG or the District Resettlement Committee. An intention to appeal should be communicated through the GRM Focal Points and recorded in the Grievance Register. The GRM Focal Point on noting the appeal will forward the case to the FIPAG or District Resettlement Committee with all details attached and notify the beneficiary community or PAP of the venue, date and time of when a hearing will be consulted aimed at resolving the grievance;
- d) The FIPAG or District Resettlement Committee will then attempt to resolve the problem (through dialogue and negotiation) within 15 days of the complaint being lodged. If no agreement is reached at this stage, then the complaint is taken to the provincial level and to the national level and finally the court, as a last resort, until the complaint is solved. Figure below shown the grievance redress mechanism:

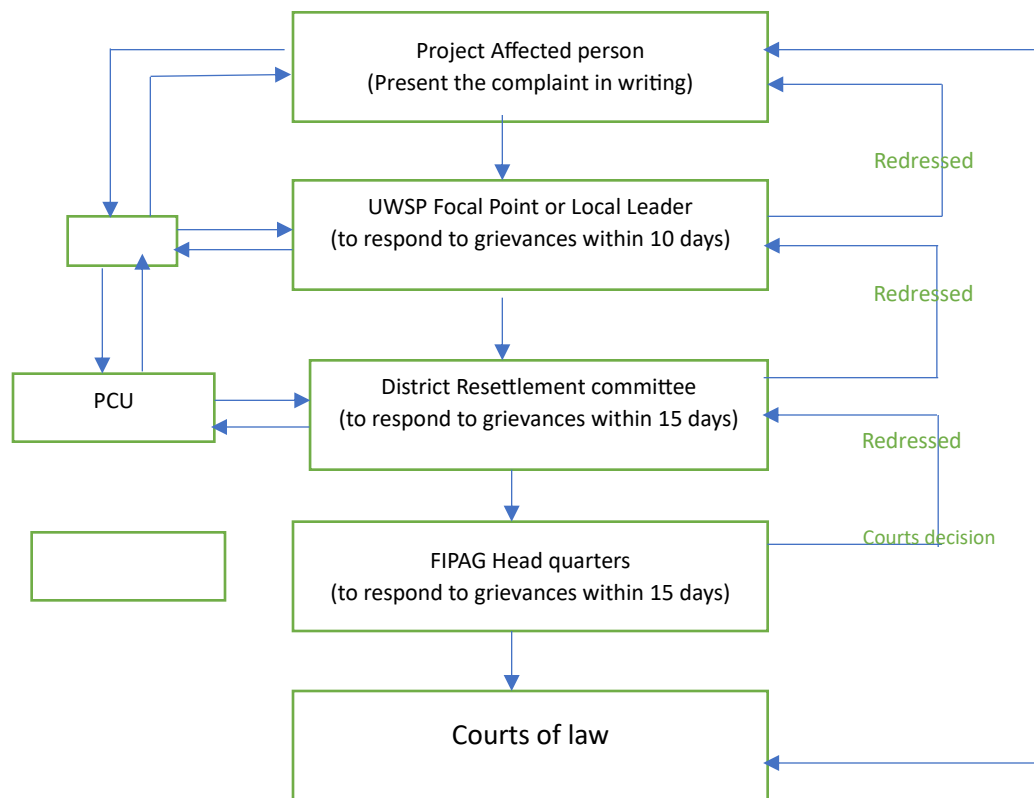


Figure 9-1: GRM Process

Project beneficiaries/PAPs can address complaints not resolved at local level to FIPAG for further consideration under the UWSP GRM which can also offer the option of independent technical evaluation and mediation. If beneficiary communities or affected communities feel their grievances are not adequately addressed, they have the option to go up to Provincial Governor or still further, national level or court. It is important to note that the grievance redress mechanism is conceived to solving disputes at the earlier possible time of the outbreak, and it is of interest of all parties concerned, thus, matters should only be directed to the courts as a last resort.

A grievance will be considered “resolved” or “closed” when a resolution satisfactory to both parties has been reached, and after corrective measures has been successfully implemented. When a proposed solution is agreed between the Project and the complainant, the time needed to implement it will depend on the nature of the solution. However, the actions to implement this solution will be undertaken within one month of the grievance being logged and will be tracked until completion. Once the solution is being implemented or has been implemented to the satisfaction of the complainant, a complaint closure form will be signed by both parties (Representative of the GRC and the complainant), stating that the complainant considers that his/her grievance is closed. The grievance will then be archived in the Project Grievance database.

10 MONITORING, EVALUATION AND REPORTING

This chapter presents the monitoring, evaluation and reporting framework for the UWSP Project. It provides the background of monitoring evaluation and reporting framework; and underscores the importance and the approach that will be adopted for its implementation. Additionally, some best practices are presented if the best outcomes are to be realized in the process.

A monitoring system is a project management tool. It provides regular reports to project management regarding the outcomes of the involuntary resettlement operation and the well-being of the resettled population. The purpose is not only to document success but also to identify the need for corrective actions if things are not going well.

10.1 Objectives and Scope

Evaluation and monitoring are key components of the Resettlement Policy Framework. The monitoring plan will indicate parameters to be monitored, institute monitoring guidelines and provide resources including responsible persons or institutions, necessary to carry out the monitoring activities. Objectives include:

- a. Monitoring specific situations or difficulties arising from the implementation and of the compliance of the implementation with objectives and methods as set out in this Resettlement Policy Framework;
- b. Evaluation of the mid- and long-term impacts of the Resettlement and Relocation Action Plan on affected households' livelihood, environment, local capacities, on economic development and settlement.
- c. Through monitoring and evaluation, FIPAG PCU department will establish a reporting system for the project RAP that will:
- d. Provide timely information to the project about all resettlement and compensation issues arising as a result of resettlement related activities;
- e. Identify any grievances, especially those that have not yet been resolved at the local level and which may require resolution at the higher levels;
- f. Document completion of project resettlement and compensation that are still pending, including for all permanent and temporary losses; and
- g. Evaluate whether all PAPs have been compensated in accordance with the requirements of this RPF and that PAPs have better living conditions and livelihoods.

The Monitoring and Evaluation (M&E) mechanism provides a basis to assess overall success and effectiveness of various resettlement processes and measures. This mechanism is based on two components:

- a. Internal monitoring – undertaken by the M&E Officers within FIPAG; and
- b. External evaluations –undertaken by an external agency e.g. independent entity/consultant.

10.2 Internal Monitoring Process

The overall objectives and tasks of the internal monitoring process are:

-
- c. Tracking progress of RAP implementation including number of PAPs compensated, relocated and assistance to vulnerable persons;
 - d. How complaints and grievances are managed.
 - e. Follow up on livelihood recovery or socio-economic status of individuals benefitting from the project activities against a pre-resettlement baseline; and

- f. Regularly respond to M&E findings by adapting existing measures or by modifying implementation processes.
- g. The monitoring process will be used to analyse progress and change at regular intervals and shall be linked to the various stages of the RAP, as follows:

10.2.1 Monitoring During Resettlement

During resettlement, M&E should focus on resettlement issues such as:

- a. Number of families that have been moved;
- b. Number of people given possession and legal papers to new property (land or house);
- c. Impacts on livelihood and income;
- d. Registration of unemployed people.

10.2.2 Monitoring After Resettlement

After the physical relocation is completed, monitoring shall focus on rehabilitation issues and status on each of the measures will be assessed, for example:

- a. Target date for completion (e.g. within two months of resettlement);
- b. Progress to date
- c. Progress in the last month
- d. Target for the month
- e. Reasons for delay, if any; and
- f. Action to be taken, including specific responsibilities of other members of implementation team.
- g. Socio-economic assessment to ensure minimal impacts – that the PAPs are not worse off than before the RAP process.

10.3 External Monitoring Process

FIPAG under the PCU will engage an Independent Monitoring Unit (IMU) or consultant if necessary for purposes of external monitoring and evaluating implementation of compensation and resettlement activities. In establishing the unit, effort will be made to draw on personnel with resettlement and social development experience in Mozambique. The External Monitor must have past experience in conducting external resettlement monitoring for donor-funded projects. The IMU shall be appointed to monitor the resettlement and compensation process and implementation of requirements to verify that compensation, resettlement and rehabilitation have been implemented in accordance with this RPF and the agreed subproject RAPs. Sample terms of reference (ToRs) for the independent monitor have been provided in

Box 1 below.

Box 1: Sample Terms of Reference for External Monitoring Agency

FIPAG /PCU will seek an independent monitoring entity for the Resettlement Action Plan of the UWSP Project. The appointed entity will be required to undertake roles below and submit semi-annual information to FIPAG about RAP progress.

a) Scope of Work:

The external monitoring agency will have the following responsibilities:

- Monitor RAP timelines and how they match planned implementation schedule.
- Monitor RAP activities, disbursement of compensation payments, and provide assessment of compliance of RAP actions with requirements of funding agency.
- Conduct surveys among resettled PAPs to assess their satisfaction with RAP implementation.
- Act as independent observer at consultative meetings and grievance resolution sessions.

b) Specific actions

The monitor will:

- Undertake post RAP evaluation to assess success of overall resettlement activities.
- Review the socio-economic baseline and census database to confirm its accuracy and validity.
- Identify and select impact indicators for monitoring impacts including ones that might be gender-specific.

c) Implementation Arrangements

Over the engagement period, the monitor shall report directly to FIPAG's/PCU Project Coordinator and the unit safeguards team.

d) Reporting

Detailed work plan for the assignment comprised in a comprehensive inception report that shows grasp of monitoring requirements.

Monitoring report every 6 months.

e) Requisite qualifications

The External Monitor must have past experience in conducting external resettlement monitoring for donor-funded projects. The monitor should have demonstrated competency in Mozambique and World Bank ESF.

The IMU will also be responsible during monitoring be involved in the complaints and grievance procedures to ensure concerns raised by PAPs are addressed. In addition, the independent evaluation will determine:

- If all sub-projects have been screened for Environmental and Social Risks
- If the right safeguards instrument has been prepared for sub-project that trigger involuntary resettlement
- If compensation payments have been completed in a satisfactory manner;
- If there are improvements in livelihoods and well-being of PAPs
- If PAPs livelihood and well-being have improved, and have not worsened as a result of the sub-project

Several indicators will be used to measure these impacts. These include, among others,

- Comparison of income levels of PAPs before-and-after the RPF and or RAP implementation;
- Comparison of income levels of households/individuals/ farmers benefitting from the Project;
- Livelihoods and employment assistance offered under the project and other accessible alternative

incomes;

- Number of grievances and their status, time and quality of resolution;
- Number of vulnerable people/groups identified and assisted, and impact of resettlement assistance provided on them;
- Number of demolitions if any after giving notice if any, and
- Number of PAPs paid in a given period in comparison with what was planned.

Furthermore, other outcome indicators that assess the effectiveness of the resettlement and changes occurred to the communities' standard of living will be assessed using a monitoring form. Key indicators are given in Table 10-1 below.

Table 10-1: Outcome Indicators

Category	Indicator
Assets	Change in housing size/no of rooms
	Change in housing quality
	Change in house ownership
	Change in number/access/size of outbuildings
	Change in access to distant land plots/ homestead land
Employment	Change in number of people employed
	Change in the number of 'vulnerable' people unemployed
	Change in the stability of income (e.g. from full-time to part time employment)
Income	Change in the average income per person, per household
	Change in source of income
Expenditure	Change in expenditure/ time spent on travel (to work, healthcare, markets, extracurricular activities, cultural sites, kindergarten)
	Change in expenditure on healthcare, kindergarten, household goods, livestock produce)
Infrastructure	Changes in access to entertainment/ community facilities
	Change in access to/ quality of healthcare, education, kindergarten, markets, transportation
	Availability of extracurricular activities at school
Health	Change in frequency/ type of health problems, frequency of accessing healthcare
Education	Change in no of children attending kindergarten/ boarding school
Community	Change in type/ frequency of interactions
Networks	Change in support received within the community

10.4 Supervision by the Donor Agency

The Implementation Support missions will specifically focus on reviewing the quality of ESMF and RPF implementation, finding solutions to implementation problems, assessing the likelihood of achieving the project Development Objective, review with the PCUs the action plan and disbursement programs for the next six months; verify compliance of project activities with the Bank's environmental and social safeguard guidelines; and review monthly and quarterly reporting.

The World Bank's safeguards team will every six months carry out missions to the project sites to identify compliance and ensure that all the WB standards including ESS5 are followed.

10.5 Completion audit

The World Bank Environmental and Social Standard ESS5 states that upon completion of a project, the project proponent oversees an assessment to determine whether the objectives of the resettlement instrument have been achieved. Evaluation is intended at checking whether policies have been complied with and providing lessons learnt for amending strategies and implementation in a longer-term perspective. The completion audit will allow the project to verify that all resettlement/compensation related measures identified in the RPF, and any RAP developed for that purpose were implemented or otherwise, and that compensation programmes have been completed in compliance with ESS5. The audit will also evaluate and ensure that the actions prescribed in the RPF and any RAP and implemented had the desired effect. The Project may engage a local consultant to carry out the completion audit. The completion audit is to be undertaken after implementation of the RPF and or RAP or when required to ascertain reported infractions in the RAP implementation process.

10.5.1 Evaluation and RAP Completion Report

This report will be prepared and submitted to the funding agency six months after the completion of compensation. During RAP implementation the consultant will submit to FIPAG quarterly progress reports, after completion of resettlement, a final report will be submitted to FIPAG prior to preparation of the project implementation report. The report shall indicate effectiveness of project implementation and disbursement of compensation payments, effectiveness of public consultations and socio-economic impact of the transmission line. This report will give overall assessment of the RAP process indicating activities undertaken, success of mitigation actions, monitoring and lessons learnt.

The RAP Implementation Report shall include but not be limited to the following information:

- ❖ Background to the RAP preparation including a description of the project activities, scope of impacts, number of affected persons and estimated budget;
- ❖ Update of its implementation with actual numbers of displaced persons by segments, compensation paid, issues/ complaints raised and solutions provided;
- ❖ Complaints status;
- ❖ Early assessment of the impacts of resettlement and compensation on affected categories at the time of report production;
- ❖ Total sum disbursed;
- ❖ Lessons learned from the RAP Implementation; and
- ❖ Annexes (Lists of affected persons, List of persons compensated, Maps, and infrastructure drawings, etc.)

10.5.2 Responsibility of the Authorities

The role of the implementing authorities is critical in the operationalization of the Resettlement Policy Framework. The following are important points to observe:

- ❖ Ensure that there is trust between the PAPs and the authorities throughout the process by being transparent in every action and sharing information.
- ❖ Being realistic with time frames and sequencing of related activities;
- ❖ When registration will be completed;
- ❖ When assessment will be completed;
- ❖ When computation of entitlements will be carried out;
- ❖ When payments will be made by whom and where; and
- ❖ When the acquired land will be vacated and when the contractor will move on site;
- ❖ Adhering to the agreed and publicized timetable of delivery of compensation is critical. This calls for a deliberate effort to ensure;
- ❖ Funds for compensation are ready set aside and accessible when payment commences; and
- ❖ The location for resettlements is demarcated and available without encumbrances for those who opt to be relocated.
- ❖ Indicators to Determine Status of Affected People

These indicators are most important with respect to the RPF policy on resettlement and compensation. They will be informed by the baseline survey and will provide the respective administrative units and the World Bank data and trends for refocusing the project and for improving delivery as a whole. The following will be considered:

- a. Number of affected persons by types of losses
- b. Status of resettlement with timelines whether met or outstanding
- c. Affected individuals, households, and communities are able to maintain their pre-project
- d. Standard of living, and even improve on it; and
- e. The local communities remain supportive of the project.

10.5.3 Indicators to Measure RAP Performance

In terms of the resettlement process, the following indicators could be used to understand the success of the measures identified and the working of the relevant parties in implementation the RAP:

- a. Compensation;
- b. Percentage of individuals selecting cash or a combination of cash and in-kind;
- c. The number of contentious cases as a percentage of the total cases;
- d. The number of grievances and time and quality of resolution;

- e. The ability of individuals and families to re-establish their pre-displacement activities;
- f. Number of impacted locals employed by the civil works contractors;
- g. General relations between the project and the local communities.
- h. Proposed use of payments

These will be determined through the following activities:

- a. Each individual will have a compensation dossier recording his or her initial situation, all subsequent project use of assets/improvements, and compensation agreed upon and received;
- b. The PCU will maintain a complete database on every individual impacted by the subproject land use requirements including
- c. Questionnaire data will be entered into a database for comparative analysis coordinated by the PCU;
- d. Relocation/resettlement and compensation, land impacts or damages; and should prepare Resettlement Completion Reports for each RAP, in addition to other regular monitoring reports.

10.5.4 Reporting and Documentation

Safeguards updates will be part of the overall project reports. Separate safeguard report will be provided on request by the World Bank and for other relevant discussions. The report will at least cover status of compensation disbursement, nature of complaints, redress actions and follow-ups other information and documentation will include;

- ❖ All disclosed safeguards Instruments
- ❖ Minutes of all consultation and disclosure meetings and workshops (including pictures where feasible)
- ❖ Sub-project Environmental and Social screening reports/forms
- ❖ RAP/ Compensation Reports
- ❖ New safeguards issue not anticipated during preparation
- ❖ Site Meetings, any meeting that discusses key project issues
- ❖ Changes in decisions regarding safeguards related matters
- ❖ Grievance records
- ❖ Safeguards field visit reports etc...

11 Organisational Framework

11.1 Institutional Framework for the Implementation of the UWSP

This section outlines the institutional framework, describing relevant government bodies and authorities with jurisdiction over the Mozambique Urban Water Security Project. The project will be implemented through various agencies under the coordination of the Ministry of Public Works, Housing, and Water Resources (MPWHWR). The primary implementing agencies include FIPAG, DNASS, AURA, AIAS, and ARA-Sul, working in collaboration with relevant stakeholders such as Municipalities, Local Authorities, Ministry of Health, and Provincial Directorates of Land and Environment (DPTA).

The government shall establish a Project Steering Committee (PSC) chaired by the National Director to oversee and coordinate implementation of the project at the policy level. The PSC shall consist of the permanent secretaries or their representative from the implementing agencies ie Water Supply Asset Holdings and Investment Fund (FIPAG), (Water Regulatory Authority (AURA), South Regional Water Administration Structure (ARA-Sul) and Directorate of Water Supply and Sanitation (DNAAS).

A steering committee, chaired by the National Director of DNAAS, will provide oversight of the Program and ensure convergence toward the Program objectives. The steering committee will meet twice per year (ordinary sessions), with the purpose of (i) reviewing and adopting the Program's implementation plan; (ii) reviewing and adopting the Program's evaluations; (iii) reviewing and adopting the financial reports, annual activity, budgets, and procurement plans, and (iv) deciding on the allocation of funds between the different implementing agencies. In addition, the PSC shall host meetings with the World Bank team to review the project results, discuss key issues, and agree on key milestones. The review meeting shall be based on a technical review conducted and led by the World Bank team in collaboration with the PTC. FIPAG shall act as the secretariat for the biannual project review meeting and will also be responsible for organizing the meeting, including inviting additional organizations or agencies to the meeting as necessary.

The government shall also establish a Project Technical Committee (PTC) to coordinate implementation of the project components at the technical level. The PTC shall be called Project Coordination Unit (PCU) chaired and shall comprise the key staff responsible for implementation of each component and sub-components. The PCU will ensure that the Program is implemented according to the Program Operations Manual (POM) and will be responsible for coordinating day-to-day management of the Program activities, monitoring results, and generating performance and financial reports on Program implementation. The PCU will be responsible for providing relevant information to the VA for the independent verification of results. The PCU will also be responsible for preparing the consolidated interim financial reports and the consolidated annual financial statements.

11.2 Roles and Responsibilities

The implementation of the project involves clearly defined roles and responsibilities among various entities to ensure effective management of environmental and social risks.

- **FIPAG (Fundo de Investimento e Património de Abastecimento de Água):** The main implementing agency responsible for managing major civil works, ensuring compliance with E&S standards, and operating the Grievance Redress Mechanism (GRM). FIPAG will establish a Project Implementation Unit (PIU) for daily coordination, monitoring, financial management, and reporting.
- **DNASS (National Directorate of Water Supply and Sanitation):** Provides oversight on water supply and sanitation policies, standards, and guidelines, ensuring compliance with the Environmental and Social Framework (ESF).

- **AURA (Water Regulatory Authority):** Regulates water supply services, monitors service quality, and ensures adherence to environmental and social standards.
- **AIAS (Water and Sanitation Infrastructure Administration):** Manages small-scale infrastructure works, including local water supply systems, and ensures compliance with E&S safeguards.
- **ARA-Sul (Regional Water Administrations):** Oversees water resource management, including surface and groundwater monitoring, and integrates E&S requirements into water management activities.
- **MPWHWR (Ministry of Public Works, Housing, and Water Resources):** Provides overall coordination, policy direction, and support for the project.
- **Contractors and Service Providers:** Ensure compliance with environmental and social standards during project implementation and report on performance.
- **Local Authorities and Municipalities:** Facilitate local engagement, monitor activities, and support the implementation of mitigation measures.
- **Communities and Local Stakeholders:** Participate in consultations, provide feedback, and engage in monitoring activities.

12 RPF BUDGET AND FUNDING

12.1 Budget to Implement RAP

At this stage, it is not possible to estimate the likely number of people who may be affected. This is because the sub-projects have not yet been developed and the land impacts have not yet been fully identified. The budget will be developed from the specific social assessment studies (census and socio-economic surveys) and mitigation/livelihood restoration measures to be developed. Each sub project RAP will include a budget that will cover resettlement activities (including compensation cost for affected assets, and assistance, and provide for contingencies). The cost will be derived from expenditures relating to:

- (1) The preparation of the resettlement/compensation action plan, including the cost of consultation and outreach;
- (2) Relocation and transfer;
- (3) Income and means of livelihood restoration plan;
- (4) Administrative costs; and
- (5) Estimated contingency needs

12.2 RPF Budget

This section estimates all costs that will be incurred to implement the requirements or recommendations of this RPF. The RPF requires that implementation of the project integrates environmental and social issues for the long term environmental and social sustainability of the project as well as its components and sub-components. Among other things the RPF recommends the following key issues, namely, preparation of site-specific RAPs, training and capacity building, reviewing and monitoring mechanisms among other requirements.

Building the capacity of staff from the implementing unit and the project implementers as well as local government officials at district level will be very vital. This will enable them to screen, review and monitor land acquisition and resettlement issues in the project to ensure compliance with requirements of the national policies and Acts as well as World Bank ESF.

Details of the estimated costs are presented in Table below. PIU and local government officials at district level will be responsible in the implementation of capacity development activities on this RPF. Budget estimated costs for the various activities under this project will be built in the overall project budget. The project developer will be responsible for funding the preparation of the draft RAP and all compensation and resettlement measures, including internal monitoring. The Government of Mozambique (GoM), through agencies such as FIPAG, DNASS, AURA, AIAS, and ARA-Sul, will ensure compliance with the ESS5 and ESS 10 of the World Bank's Environmental and Social Framework (ESF).

The budget, implementation timing and responsibilities are presented in **Table 12-1** below.

Table 12-1: Proposed RAP Budget

S.N	Component	Timing	Responsibility	Amount (USD)	Period
1	Preparation of Site-specific Resettlement Action Plans (RAPs)	During planning or Before project implementation- Conducting initial valuation and ongoing reviews during planning	FIPAG, AURA, ARA-Sul & DNAAS	450,000	Cost estimates for each RAP preparation undertaken for 3 years.
2	Recruitment of a Social Safeguards Specialist/RAP Specialist	During Project Implementation- Recruit and onboard a specialist enabling immediate integration into the project team	FIPAG, AURA, ARA-Sul & DNAAS	300,000	Cost estimate salary for the specialist for project period (5 years each at 5,000 USD)
3	Capacity building:				
	b) Capacity Building or Training District Technical Officers on World Bank's Social and Environmental Safeguards requirements and RAP process in Mozambique.	Before and during project implementation- Design and conduct training sessions for District Technical Officers	FIPAG, AURA, ARA-Sul & DNAAS	100,000	Lumpsum for the project period
	c) Training Social and Environmental Focal Persons, social Safeguards Specialist/RAP Specialist in World Bank's Social and Environmental Safeguards requirements and RAP process in Mozambique.	Throughout the project management period-Design and conduct training sessions for Focal Persons	FIPAG, AURA, ARA-Sul & DNAAS	50,000	Lumpsum for the project period
4	Operation of the GRM, Strengthening Grievance Redress Mechanism structures	Throughout project implementation- Establishment of GRMs with ongoing operations and reviews and reporting during project implementation	FIPAG, AURA, ARA-Sul & DNAAS	180, 000	Lumpsum for the project period
5	Monitoring RAP implementation process to ensure all compensation is completed and other social safeguards are adhered to.	Monitoring to be done every quarter throughout the project implementation period.	FIPAG, AURA, ARA-Sul & DNAAS, Local Governments and GRCs	100,000	Cost is for throughout the project management period
6	Facilitation of stakeholder engagements (one meeting every Quarter, throughout the project implementation period)	During project implementation	FIPAG, AURA, ARA-Sul & DNAAS	180, 000	Lumpsum throughout the project period
7	RAP Audit-Hiring consultants to undertake RAP Audits	After project Implementation	FIPAG, AURA, ARA-Sul & DNAAS	150,000	Lumpsum throughout the project period.

8	Contingency Funding (unforeseen legal challenges, support for PAPs,	During Project Implementation- Funds reviewed to address emerging issues	FIPAG, AURA, ARA-Sul & DNAAS	250,000	Lumpsum throughout the project period
	Total (USD)			1,400,000	

13 ANNEXES

ANNEX 1: Sample Grievance Form

Name (Complaint): _____

PAPs ID Number: _____

Contact Information: _____ (Community; mobile phone)

Nature of Grievance or Complaint:

Date:

Individuals Contacted Summary of Discussion

Signature

PAPs: _____ Date: _____

RAP Consultant representative: _____ Date: _____

Local Authorities: _____ Date: _____

Annex 6: Sample Resolution Form

Name of Person: _____

Position: _____

Review/Resolution

Date of Meeting on Grievance: _____

People Present at Meeting (see attachment):

Was field verification of complaint conducted? Yes____ No____

Findings of field investigation:

Summary of Conclusions from the Meeting:

Key Issues:

Was agreement reached on the issues? Yes____ No____

If agreement was reached, detail the agreement below:

If agreement was not reached, specify the points of disagreement below and Next Action Step

Agreed:

Signed (Conciliator): _____ Signed (person): ____

Signed (Independent Observer): _____

Date: _____

ANNEX 2 : Outline For Preparing Sub-Project Resettlement Plans (RAPs)

This template is extracted from the ESS5—Annex 1: Involuntary Resettlement Instruments

The scope of requirements and level of detail of the resettlement plan vary with the magnitude and complexity of resettlement. The plan is based on up-to-date and reliable information about:

- a) The proposed project and its potential impacts on the displaced persons and other adversely affected groups,
- b) Appropriate and feasible mitigation measures, and
- c) The legal and institutional arrangements required for effective implementation of resettlement measures.

Minimum elements of a resettlement plan

1. Description of the project/sub-project. General description of the project/sub-project and identification of the project/sub-project area.
2. Potential impacts. Identification of:
 - a) The project/sub-project components or activities that give rise to displacement, explaining why the selected land must be impacted for use within the timeframe of the project/sub-project;
 - b) The zone of impact of such components or activities;
 - c) The scope and scale of impacts on structures and other fixed assets;
 - d) Any project/sub-project -imposed restrictions on use of, or access to, land or natural resources;
 - e) Alternatives considered to avoid or minimize displacement and why those were rejected; and
 - f) The mechanisms established to minimize displacement, to the extent possible, during project /sub-project implementation.
3. Objectives: The main objectives of the resettlement program
4. Census survey and baseline socioeconomic studies. The findings of a household-level census identifying and enumerating affected persons, and, with the involvement of affected persons, surveying land, structures and other fixed assets to be affected by the project. The census survey also serves other essential functions:
 - a) Identifying characteristics of displaced households, including a description of production systems, labour, and household organization; and baseline information on livelihoods (including, as relevant, production levels and income derived from both formal and informal economic activities) and standards of living (including health status) of the displaced population;
 - b) Information on vulnerable groups or persons for whom special provisions may have to be made;
 - c) Identifying public or community infrastructure, property or services that may be affected;
 - d) Providing a basis for the design of, and budgeting for, the resettlement program;
 - e) In conjunction with establishment of a cut-off date, providing a basis for excluding ineligible people from compensation and resettlement assistance; and
 - f) Establishing baseline conditions for monitoring and evaluation purposes.

As the Bank may deem relevant, additional studies on the following subjects may be required to supplement or inform the census survey:

- a) Land tenure and transfer systems, including an inventory of common property natural resources from which people derive their livelihoods and sustenance, non-title-based usufruct systems (including fishing, grazing, or use of forest areas) governed by local recognized land allocation mechanisms, and any issues raised by different tenure systems in the project area;
 - b) The patterns of social interaction in the affected communities, including social networks and social support systems, and how they will be affected by the project; and
 - c) Social and cultural characteristics of displaced communities, including a description of formal and informal institutions (e.g. Community organizations, ritual groups, non-governmental organizations (NGOs)) that may be relevant to the consultation strategy and to designing and implementing the resettlement activities.
5. Legal framework. The findings of an analysis of the legal framework, covering:
- a) The scope of the power of compulsory acquisition and imposition of land use restriction and the nature of compensation associated with it, in terms of both the valuation methodology and the timing of payment;
 - b) The applicable legal and administrative procedures, including a description of the remedies available to displaced persons in the judicial process and the normal timeframe for such procedures, and any available grievance redress mechanisms that may be relevant to the project;
 - c) Laws and regulations relating to the agencies responsible for implementing resettlement activities; and
 - d) Gaps, if any, between local laws and practices covering compulsory acquisition, imposition of land use restrictions and provision of resettlement measures and ess5, and the mechanisms to bridge such gaps.
6. Institutional framework. The findings of an analysis of the institutional framework covering:
- a. The identification of agencies responsible for resettlement activities and NGOs/CSOs that may have a role in project implementation, including providing support for displaced persons;
 - b. An assessment of the institutional capacity of such agencies and NGOs/CSOs; and
 - c. Any steps that are proposed to enhance the institutional capacity of agencies and NGOs/CSOs responsible for resettlement implementation.
7. Eligibility. Definition of displaced persons and criteria for determining their eligibility for compensation and other resettlement assistance, including relevant cut-off dates.
8. Valuation of and compensation for losses. The methodology to be used in valuing losses to determine their replacement cost; and a description of the proposed types and levels of compensation for land, natural resources and other assets under local law and such supplementary measures as are necessary to achieve replacement cost for them.
9. Community participation. Involvement of displaced persons (including host communities, where relevant):
- a) a description of the strategy for consultation with, and participation of, displaced persons in the design and implementation of the resettlement activities;
 - i. A summary of the views expressed and how these views were taken into account in preparing the resettlement plan;
 - ii. A review of the resettlement alternatives presented and the choices made by displaced persons regarding options available to them; and
 - iii. Institutionalized arrangements by which displaced people can communicate their concerns to project authorities throughout planning and implementation, and measures to ensure that such vulnerable groups as indigenous people, ethnic minorities, the landless, and women are adequately represented.

10. Implementation schedule. An implementation schedule providing anticipated dates for displacement, and estimated initiation and completion dates for all resettlement plan activities. The schedule should indicate how the resettlement activities are linked to the implementation of the overall project.
11. Costs and budget. Tables showing categorized cost estimates for all resettlement activities, including allowances for inflation, population growth, and other contingencies; timetables for expenditures; sources of funds; and arrangements for timely flow of funds, and funding for resettlement, if any, in areas outside the jurisdiction of the implementing agencies.
12. Grievance redress mechanism - The plan describes affordable and accessible procedures for third-party settlement of disputes arising from displacement or resettlement; such grievance mechanisms should take into account the availability of judicial recourse and community and traditional dispute settlement mechanisms.
13. Monitoring and evaluation: Arrangements for monitoring of displacement and resettlement activities by the implementing agency, supplemented by third-party monitors as considered appropriate by the Bank, to ensure complete and objective information; performance monitoring indicators to measure inputs, outputs, and outcomes for resettlement activities; involvement of the displaced persons in the monitoring process; evaluation of results for a reasonable period after all resettlement activities have been completed; using the results of resettlement monitoring to guide subsequent implementation.
14. Arrangements for adaptive management: The plan should include provisions for adapting resettlement implementation in response to unanticipated changes in project conditions, or unanticipated obstacles to achieving satisfactory resettlement outcomes.

Additional planning requirements where resettlement involves physical displacement

When project circumstances require the physical relocation of residents (or businesses), resettlement plans require additional information and planning elements. Additional requirements include:

1. Transitional assistance: The plan describes assistance to be provided for relocation of household members and their possessions (or business equipment and inventory). The plan describes any additional assistance to be provided for households choosing cash compensation and securing their own replacement housing, including construction of new housing. If planned relocation sites (for residences or businesses) are not ready for occupancy at the time of physical displacement, the plan establishes a transitional allowance sufficient to meet temporary rental expenses and other costs until occupancy is available.
2. Site selection, site preparation, and relocation. When planned relocation sites are to be prepared, the resettlement plan describes the alternative relocation sites considered and explains sites selected, covering:
 - a. Institutional and technical arrangements for identifying and preparing relocation sites, whether rural or urban, for which a combination of productive potential, locational advantages, and other factors is better or at least comparable to the advantages of the old sites, with an estimate of the time needed to acquire and transfer land and ancillary resources;
 - b. Identification and consideration of opportunities to improve local living standards by supplemental investment (or through establishment of project benefit-sharing arrangements) in infrastructure, facilities or services;
 - c. Any measures necessary to prevent land speculation or influx of ineligible persons at the selected sites;

- d. Procedures for physical relocation under the project, including timetables for site preparation and transfer; and
 - e. Legal arrangements for regularizing tenure and transferring titles to those resettled, including provision of security of tenure for those previously lacking full legal rights to land or structures.
- 3. Housing, infrastructure, and social services. Plans to provide (or to finance local community provision of) housing, infrastructure (e.g. water supply, feeder roads), and social services (e.g. schools, health services); plans to maintain or provide a comparable level of services to host populations; any necessary site development, engineering, and architectural designs for these facilities.
- 4. Environmental protection and management: A description of the boundaries of the planned relocation sites; and an assessment of the environmental impacts of the proposed resettlement and measures to mitigate and manage these impacts (coordinated as appropriate with the environmental assessment of the main investment requiring the resettlement).
- 5. Consultation on relocation arrangements. The plan describes methods of consultation with physically displaced persons on their preferences regarding relocation alternatives available to them, including, as relevant, choices related to forms of compensation and transitional assistance, to relocating as individual households families or with pre-existing communities or kinship groups, to sustaining existing patterns of group organization, and for relocation of, or retaining access to, cultural property (e.g. places of worship, pilgrimage centres, cemeteries).
- 6. Integration with host populations. Measures to mitigate the impact of planned relocation sites on any host communities, including:
 - a. Consultations with host communities and local governments;
 - b. Arrangements for prompt tendering of any payment due the hosts for land or other assets provided in support of planned relocation sites;
 - c. Arrangements for identifying and addressing any conflict that may arise between those resettled and host communities; and
 - d. Any measures necessary to augment services (e. G. Education, water, health, and production services) in host communities to meet increased demands upon them, or to make them at least comparable to services available within planned relocation sites.

Additional planning requirements where resettlement involves economic displacement

If land acquisition or restrictions on use of, or access to, land or natural resources may cause significant economic displacement, arrangements to provide displaced persons with sufficient opportunity to improve, or at least restore, their livelihoods are also incorporated into the resettlement plan, or into a separate livelihoods improvement plan. These include:

- i. Loss of access to land or resources. For those whose livelihood is affected by loss of land or resource use or access, including common property resources, the resettlement plan describes means to obtain substitutes or alternative resources, or otherwise provides support for alternative livelihoods
- ii. Support for alternative livelihoods. For all other categories of economically displaced persons, the resettlement plan describes feasible arrangements for obtaining employment or for establishing a business, including provision of relevant supplemental assistance including skills training, credit, licenses or permits, or specialized equipment. As warranted, livelihood planning provides special assistance to women, minorities or vulnerable groups who may be disadvantaged in securing alternative livelihoods.

- iii. Consideration of economic development opportunities. The resettlement plan identifies and assesses any feasible opportunities to promote improved livelihoods as a result of resettlement processes. This may include, for example, preferential project employment arrangements, support for development of specialized products or markets, preferential commercial zoning and trading arrangements, or other measures. Where relevant, the plan should also assess the feasibility of prospects for financial distributions to communities, or directly to displaced persons, through establishment of project-based benefit-sharing arrangements.
- iv. Transitional support. The resettlement plan provides transitional support to those whose livelihoods will be disrupted. This may include payment for lost crops and lost natural resources, payment of lost profits for businesses, or payment of lost wages for employees affected by business relocation. The plan provides that the transitional support continues for the duration of the transition period.

ANNEX 3: Structure for Preparation of RAP

This template is extracted from the ESS5—Annex 1: Involuntary Resettlement Instruments

The scope of requirements and level of detail of the resettlement plan vary with the magnitude and complexity of resettlement. The plan is based on up-to-date and reliable information about:

This template is extracted from the ESS5—Annex 1: Involuntary Resettlement Instruments

The scope of requirements and level of detail of the resettlement plan vary with the magnitude and complexity of resettlement. The plan is based on up-to-date and reliable information about:

- a) The proposed project and its potential impacts on the displaced persons and other adversely affected groups,
- b) Appropriate and feasible mitigation measures, and
- c) The legal and institutional arrangements required for effective implementation of resettlement measures.

Minimum elements of a resettlement plan

1. Description of the project/sub-project. General description of the project/sub-project and identification of the project/sub-project area.
2. Potential impacts. Identification of:
 - a) The project/sub-project components or activities that give rise to displacement, explaining why the selected land must be impacted for use within the timeframe of the project/sub-project;
 - b) The zone of impact of such components or activities;
 - c) The scope and scale of impacts on structures and other fixed assets;
 - d) Any project/sub-project -imposed restrictions on use of, or access to, land or natural resources;
 - e) Alternatives considered to avoid or minimize displacement and why those were rejected; and
 - f) The mechanisms established to minimize displacement, to the extent possible, during project /sub-project implementation.
3. Objectives: The main objectives of the resettlement program
4. Census survey and baseline socioeconomic studies. The findings of a household-level census identifying and enumerating affected persons, and, with the involvement of affected persons, surveying land, structures and other fixed assets to be affected by the project. The census survey also serves other essential functions:
 - a) Identifying characteristics of displaced households, including a description of production systems, labour, and household organization; and baseline information on livelihoods (including, as relevant, production levels and income derived from both formal and informal economic activities) and standards of living (including health status) of the displaced population;
 - b) Information on vulnerable groups or persons for whom special provisions may have to be made;
 - c) Identifying public or community infrastructure, property or services that may be affected;
 - d) Providing a basis for the design of, and budgeting for, the resettlement program;
 - e) In conjunction with establishment of a cut-off date, providing a basis for excluding ineligible

- people from compensation and resettlement assistance; and
- f) Establishing baseline conditions for monitoring and evaluation purposes.

As the Bank may deem relevant, additional studies on the following subjects may be required to supplement or inform the census survey:

- a) Land tenure and transfer systems, including an inventory of common property natural resources from which people derive their livelihoods and sustenance, non-title-based usufruct systems (including fishing, grazing, or use of forest areas) governed by local recognized land allocation mechanisms, and any issues raised by different tenure systems in the project area;
 - b) The patterns of social interaction in the affected communities, including social networks and social support systems, and how they will be affected by the project; and
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The proposed project and its potential impacts on the displaced persons and other adversely affected groups,

- d) Appropriate and feasible mitigation measures, and
- e) The legal and institutional arrangements required for effective implementation of resettlement measures.

A. Introduction

1. This document constitutes a simplified template for a Resettlement Policy Framework (RPF) prepared for a Low or Moderate Risk project¹², consistent with requirements of the World Bank Environmental and Social Framework.¹³ Its fundamental purpose is to establish terms of agreement between relevant authorities in [formal sovereign borrower name] and the World Bank regarding principles and procedures to be used in subsequent preparation of a Resettlement Plan (RP) or Resettlement Plan (RPs).¹⁴ World Bank approval of an RP (or RPs) is required before project authorities invite bids for any contracts in which works are expected to involve physical or economic displacement as a result of land acquisition or restrictions on access or use of natural resources.

2. The RPF is intended to avoid or minimize any adverse impacts associated with physical or economic displacement, and to ensure arrangements are in place to mitigate any adverse impacts that may occur. The [formal sovereign borrower name] hereby agrees to apply the principles, procedures, and standards incorporated in ESS5 of the World Bank ESF if obtaining any sites for project use would cause economic displacement¹⁵ or physical displacement.¹⁶

3. This RPF is intended to utilize the existing legal and policy framework of [name of formal sovereign borrower], incorporating any supplementary measures necessary to achieve consistency with ESS5 principles and standards.¹⁷

B. Project Objectives and Description

4. The objective of the [name of project, with acronym for further reference] is [Project Development Objective, from Project Concept Note (PCN), Project Appraisal Document (PAD), or other available documentation].

5. [Project description, including identification of components, from PCN, PAD or elsewhere]

6. [Identification of components that may require physical displacement or land acquisition for project use, including description of likely scale of land required for use, and explanation why preparation

¹² in case a subproject is categorized as substantial risk, the RAP should reflect that in terms of content.

¹³ Specifically, Environmental and Social Standard 5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement (ESS5), Annex 1B. The template is primarily intended for use in projects initially classified as Low or Moderate Risk. It may also be appropriate for use in projects with a Substantial Risk classification if risks identified as substantial do not relate directly to ESS5. To ensure that the relevant authority is aware of its obligations, it is recommended that the RPF be accompanied by a provision of a transmittal letter, signed by the chief executive (or similar relevant authority) of the implementing agency.

¹⁴ To ensure that the relevant authority is aware of its obligations, it is recommended that the RPF be accompanied by a provision of a transmittal letter, signed by the chief executive (or similar relevant authority) of the implementing agency.

¹⁵ As described in ESS5, Paras. 33–36.

¹⁶ As described in ESS5, Paras. 26–32.

¹⁷ The RPF does not supersede provisions of ESS5 or the ESF, and the World Bank remains solely responsible for determining what is required to achieve consistency with those requirements throughout the course of project implementation.

of a site-specific RP is not technically feasible at the time the RPF is prepared. If feasible, a description of likely resettlement-related impacts and an estimated number of persons likely to be affected by them is also included.]

C. Key Principles and Definitions

7. In World Bank-assisted projects, borrowers are expected to take all feasible measures to avoid or minimize adverse impacts from land acquisition and restrictions on land use associated with project development. The fundamental objective of ESS5 is to ensure that, if physical or economic displacement cannot be avoided, displaced persons (as defined below) are compensated at the replacement cost for land and other assets, and otherwise assisted as necessary to improve or at least restore their incomes and living standards.

8. Other ESS5 objectives include:

- a) To avoid forced eviction¹⁸
- b) To improve living conditions of poor or vulnerable persons who are physically displaced, through provision of adequate housing, access to services and facilities, and security of tenure¹⁹
- c) To conceive and execute resettlement activities as sustainable development programs, providing sufficient investment resources to enable displaced persons to benefit directly from the project, as the nature of the project warrants
- d) To ensure that resettlement activities are planned and implemented with appropriate disclosure of information, meaningful consultation, and the informed participation of those affected.

9. Displaced persons (ESS5, Para. 10) are defined as any persons subjected to project-related adverse impacts who (a) have formal legal rights to land or assets; (b) have a claim to land or assets that is recognized or recognizable under national law; or (c) who have no recognizable legal right or claim to the land or assets they occupy or use. The term incorporates all potential categories of persons affected by land acquisition and associated impacts; all of those adversely affected are considered “displaced” under this definition regardless of whether any relocation is necessary.

10. Replacement cost (ESS5, Para. 2, footnote 6) is defined as a method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement. Where functioning markets exist, replacement cost is the market value as established through independent and competent real estate valuation, plus transaction costs. Where functioning markets do not exist, replacement cost may be determined through alternative means, such as calculation of output value for land or productive assets, or the undepreciated value of replacement materials and labor for construction of structures or other fixed assets, plus all transaction costs associated with asset replacement. In all instances where physical displacement results in loss of substandard shelter,

¹⁸ Defined as the removal against the will of individuals, families, and/or communities from the homes and/or land which they occupy without the provision of, and access to, appropriate forms of legal and other protection, including all applicable procedures in ESS5.

¹⁹ Security of tenure means that displaced persons are resettled to a site that they can legally occupy, where they are protected from the risk of eviction and where the tenure rights provided to them are at least as robust as those they had prior to displacement.

replacement cost must at least be sufficient to enable purchase or construction of housing that meets minimum community standards of quality and safety.

11. ESS5 also establishes key principles to be followed in resettlement planning and implementation. These include:

- a) All displaced persons are entitled to compensation for land and attached assets, or to alternative but equivalent forms of assistance in lieu of compensation; lack of legal rights to the assets lost will not bar displaced persons from entitlement to such compensation or alternative forms of assistance.
- b) Compensation rates refer to amounts to be paid in full to the eligible owner(s) or user(s) of the lost asset, without depreciation or deduction for fees, taxes, or any other purpose.
- c) Compensation for land, structures, unharvested crops, and all other fixed assets should be paid prior to the time of impact or dispossession.
- d) When cultivated land is to be taken for project purposes, the [name of implementing agency] seeks to provide replacement land of equivalent productive value if that is the preference of the displaced persons.
- e) Community services and facilities will be repaired or restored if affected by the project.
- f) Displaced persons should be consulted during preparation of the RP, so that their preferences are solicited and considered.
- g) The RP (in draft and final versions) is publicly disclosed in a manner accessible to displaced persons.
- h) A grievance mechanism by which displaced persons can pursue grievances will be established and operated in a responsive manner.
- i) Negotiated settlement processes are acceptable as an alternative for legal expropriation if appropriately implemented and documented.²⁰
- j) Land donation is acceptable only if conducted in a wholly voluntary manner and appropriately documented.
- k) The [name of implementing agency] bears official responsibility for meeting all costs associated with obtaining project sites, including compensation and other considerations due displaced persons. The RP includes an estimated budget for all costs, including contingencies for price inflation and unforeseen costs, as well as organizational arrangements for meeting financial contingencies.
- l) Monitoring arrangements will be specified in the RP, to assess the status and effectiveness of RP implementation.

D. Legal and Regulatory Framework

²⁰ Appropriate principles for negotiated settlement transactions include (a) intended project sites are screened to identify competing claims to ownership or use, or other encumbrances that would impede two-party negotiations; (b) if the site is collectively or communally owned or used, the negotiation process includes those individuals or households who directly occupy or use it; (c) prior to negotiations, owners or users are informed by project authorities of their intent to obtain relevant land (and other assets) for project use; (d) owners or users are informed of their rights and options to pursue legal remedies or other actions, and sign a declaration indicating willingness to negotiate; (e) at the onset of negotiations, project negotiators present the owner or user with a proposed package of compensation or other beneficial considerations, along with an explanation as to the basis of this initial offer; (f) owners or users are informed that they may make counterproposals as they may see fit; (g) negotiations are conducted without resort to coercion or intimidation in any form; (h) an agreement establishing payment amounts or other agreed considerations is written, signed, and recorded; (i) payment of compensation and provision of any other agreed considerations is completed prior to taking possession for project use; and (j) owners or users retain the right of access to the grievance mechanism if they have complaints regarding any aspect of the negotiated settlement process.

12. [This section will be drafted on a country-by-country basis, briefly summarizing relevant constitutional, legal, and regulatory provisions. Relevant provisions include expropriation, compensation standards and procedures, tenurial arrangements, treatment of persons lacking full legal title, and other topics that may be pertinent to the project context and location.]

13. The [formal name of sovereign borrower] agrees to take all actions necessary to ensure full and effective implementation of RPs prepared in accordance with the RPF, and to otherwise take actions necessary to achieve all relevant provisions of ESS5.

E. Preparing a Resettlement Plan

14. All projects causing physical or economic displacement through land acquisition or project-related restrictions on resource access or use are required to prepare a resettlement plan for World Bank approval. Responsibility for preparation and implementation of the RP (or RPs) rests with the [name of implementing agency]. As necessary, [name of implementing agency] will exercise its authority to coordinate actions with any other involved agencies, jurisdictions, or project contractors to promote timely and effective planning and implementation.

15. RP preparation begins once the physical footprint of a proposed investment has been determined, establishing that a particular site (or sites) must be acquired for project use. The [name of implementing agency] initially screens proposed sites to identify current usage and tenurial arrangements and identifies the site (or sites) that will minimize physical and economic displacement. The [name of implementing agency] subsequently carries out, or causes to be carried out, a census survey to identify and enumerate all displaced persons on the selected site (or sites) and to inventory and value land and other assets that are to be acquired for project use.

16. Each RP is based on the principles, planning procedures, and implementation arrangements established in this RPF,²¹ and normally includes the following contents:

- a) Description of the project (with appropriate maps and illustrations), including explanation for the necessity of acquiring particular sites for project use and efforts undertaken to avoid or minimize the amount of land acquisition or other potential impacts deemed necessary
- b) Results of a census survey of displaced persons and inventory and valuation of affected land and assets
- c) Description of any project-related restrictions on resource use or access
- d) Description of tenure arrangements, including collective, communal, or customary use or ownership claims
- e) Review of relevant laws and regulations pertaining to acquisition, compensation, and other assistance to displaced persons, and identification of gap-filling measures needed to achieve ESS5 requirements
- f) Description of land and asset valuation procedures and compensation standards for all categories of affected assets
- g) Eligibility criteria for compensation and all other forms of assistance, including a cutoff date for eligibility
- h) Organizational arrangements and responsibilities for RP implementation
- i) Implementation timetable

²¹ Additional details regarding preparation of an RP are included in ESS5, Annex 1.

- j) Estimated budget and financial contingency arrangements
- k) Consultation and disclosure arrangements
- l) Description of grievance mechanism
- m) Arrangements for monitoring implementation progress.

The RP should be complemented by a separate set of individual compensation files for each displaced household or persons. These files are to be handled confidentially by the borrower to avoid any prejudice to displaced persons. In fragility, conflict, and violence (FCV) environments, RPs should also clarify procedures to be applied to ensure the security of displaced persons when they receive compensation payments.

Eligibility criteria for compensation and all other forms of assistance should be clearly summarized in a table that can be used for consultation with displaced persons (see example provided in Annex).

Additional planning measures must be incorporated into RPs for projects causing physical displacement, or significant economic displacement, as described below.

17. For projects causing physical displacement,²² the RP should include planning measures relating to the following, as relevant for project circumstances:

- a) Description of relocation arrangements, including options available to displaced persons, and including transitional support for moving or other expenses
- b) Description of resettlement site selection, site preparation, and measures to mitigate any impacts on host communities or physical environment, including environmental protection and management
- c) Measures to improve living standards and otherwise address particular needs of relocating poor or vulnerable households, including measures to ensure that replacement housing is at least consistent with minimum community standards and is provided with security of tenure
- d) Description of project design measures to improve living standards, access to or functioning of community services or facilities, or for providing other project-related benefits
- e) Any measures necessary to address impacts of resettlement on host communities.

18. For projects causing significant economic displacement,²³ the RP describes (as relevant):

- a) The scale and scope of likely livelihoods-related impacts, including agricultural production for consumption or market, all forms of commercial activity, and natural resource use for livelihoods purposes
- b) Livelihoods assistance options (for example, employment, training, small business support, assistance in providing replacement land of equivalent productive value, other) available to persons losing agricultural land or access to resources
- c) Assistance measures available to commercial enterprises (and workers) affected by loss of assets or business opportunities directly related to land acquisition or project construction

²² Additional details regarding planning measures for physical displacement are provided in ESS5, Annex 1, paras. 17–23.

²³ Consideration of scale of loss of productive assets as well as changes in institutional, technical, cultural, economic, and other factors may be important in determining the significance of economic displacement. In general practice, however, loss of 10 percent or more of productive land or assets from a household or enterprise often is considered significant. Additional details regarding planning measures for economic displacement are provided in ESS5, Annex 1, paras. 24–29.

- d) Project measures to promote improvement of productivity or incomes among displaced persons or communities.

F. Consultation and Disclosure Arrangements

19. The RP summarizes results of measures taken to consult with displaced persons regarding the project, its likely impacts, and proposed resettlement measures. It also summarizes the meetings held with displaced persons (dates, locations, number of participants), including comments, questions, and concerns expressed by displaced persons during these meetings as well as responses provided to them. The [name of implementing agency] discloses a draft RP to the displaced persons (and the public) after Bank review and solicits comments from displaced persons regarding the proposed plan. Disclosure of the final RP occurs following consideration of comments received and following Bank acceptance.

G. Monitoring and Evaluation

20. [Name of implementing agency] will make arrangements for monitoring implementation and will provide periodic monitoring reports to the Bank regarding the status of land acquisition and implementation of the RP. For projects with significant impacts, competent resettlement monitoring professionals will monitor implementation progress and provide advice on any necessary corrective actions and will conduct an implementation review when all mitigation measures in the RP are substantially complete. The implementation review evaluates the effectiveness of mitigation measures in achieving RP and ESS5 objectives and recommends corrective measures to meet objectives not yet achieved.

H. Grievance Mechanism

21. To ensure that displaced persons can raise complaints regarding the land acquisition process, calculation or payment of compensation, provision of assistance, or other relevant matters, the RP provides for an accessible and responsive grievance mechanism. The RP describes submission procedures, organizational arrangements, and responsive performance standards for handling grievances, and measures to be taken to inform displaced persons or communities about grievance initiation and response standards. The grievance mechanism does not preclude displaced persons from pursuing other legal remedies available to them.

22. The [name of implementing agency] keeps a record of all complaints referred to the grievance mechanism, including a description of issues raised and the status or outcome of the review process.

ANNEX 4: Sample Table of Contents for Consultation Reports

1. Introduction.

1.1 Project Description

2. Stakeholder Analysis

2.1 Areas of Influence/Stakeholders

2.2 Description of Stakeholders

3. Stakeholder Engagement

3.1 Previous Consultation Activities

3.2 Implemented Community Engagement Activities

4. Summary of Key Issues

5. Future Consultation Events

Template: Consultation Activity Summary Table

Location and communities represented	Meeting Date	Participants	Discussion Summary

Annex A - Suggested Outline for Preparation of RP Entitlements Matrix – Example Only, to be adapted for specific project

IMPACT	AFFECTED PERSONS	ELIGIBILITY CRITERIA	ENTITLEMENT IN PRINCIPLE	MITIGATION STANDARDS/MEASURES
[A. Loss of agricultural land] - Irrigated land - Rainfed land - Pasture - Groves - Fishpond - Other	Owners	(TBD)	Compensation in kind or at replacement cost	(TBD; usually unit of currency per unit of land)
	Users with legalizable claims	(TBD)	Compensation in kind or at replacement cost	(TBD; usually unit of currency per unit of land)
	Renters/Lessees	(TBD)	Prorated compensation for remainder of term; assistance in finding suitable alternative	(TBD; usually unit of currency per unit of land)
	Other users (squatters, encroachers)	(TBD)	Compensation for improvements; assistance in lieu of land compensation	(TBD)
B. Loss of residential land	Owners	(TBD)	Compensation in kind or at replacement cost	(TBD; usually unit of currency per unit of land)
	Users with legalizable claims	(TBD)	Compensation in kind or at replacement cost	(TBD; usually unit of currency per unit of land)
	Renters/Lessees	(TBD)	Prorated compensation for remainder of term; assistance in finding suitable alternative	(TBD; usually unit of currency per unit of land)
	Other users (squatters, encroachers)	(TBD)	Compensation for improvements; assistance in lieu of land compensation	(TBD)
C. Loss of commercial land	Owners	(TBD)	Compensation at replacement cost,	(TBD; usually unit of currency per unit of land)

IMPACT	AFFECTED PERSONS	ELIGIBILITY CRITERIA	ENTITLEMENT IN PRINCIPLE	MITIGATION STANDARDS/MEASURES
	Users with legalizable claims	(TBD)	commercial real estate value	(TBD; usually unit of currency per unit of land)
	Renters/Lessees	(TBD)	Compensation at replacement cost, commercial real estate value	(TBD; usually unit of currency per unit of land)
	Other users (squatters, encroachers, illegal businesses)	(TBD)	Prorated compensation for remainder of term; assistance in finding suitable alternative	(TBD; usually unit of currency per unit of land)
			Compensation for improvements; assistance in lieu of land compensation	
D. Temporary loss of land	Owners, occupants, users	(TBD)	Compensation for duration of project use; restoration of land to prior condition	(TBD)
E. Loss of agricultural production - crops -fruit/nut trees -timber trees -aquaculture -forest produce -livestock forage -livestock	Producers	(TBD)	Opportunity to bring to market, or compensation at market value at maturity (or compensation at net present value for trees and livestock)	(TBD)
F. Loss of productive fixed assets -irrigation facilities -fencing -wells -troughs -sheds	Asset owners/users	(TBD)	Compensation at replacement cost (non-depreciated value including labor and materials)	(TBD)

IMPACT	AFFECTED PERSONS	ELIGIBILITY CRITERIA	ENTITLEMENT IN PRINCIPLE	MITIGATION STANDARDS/MEASURES
-barns -other				
G. Loss of residential structures (Often categorized by major building material ,fixed improvements, or other features)	Owners Occupants with legalizable claims Renters/Lessees Illegal structures	(TBD) (TBD) (TBD) (TBD)	Direct house replacement or compensation at replacement cost (non-depreciated value including labor and materials); transitional assistance Direct house replacement or compensation at replacement cost (non-depreciated value including labor and materials); transitional assistance Prorated compensation for remainder of term; assistance in finding suitable alternative; transitional assistance Direct house replacement or compensation at replacement cost (non-depreciated value including labor and materials); transitional assistance	(TBD, usually specified as unit of currency per square meter of structure) (TBD, usually specified as unit of currency per square meter of structure) (TBD) (TBD)
H. Loss of commercial structures (Often categorized by	Owners	(TBD)	Compensation at replacement cost for	(TBD)

IMPACT	AFFECTED PERSONS	ELIGIBILITY CRITERIA	ENTITLEMENT IN PRINCIPLE	MITIGATION STANDARDS/MEASURES
major building material, function and capacity, fixed improvements, or other features)	Occupants with legalizable claims	(TBD)	structures, fixed equipment and other improvements; transitional assistance	(TBD)
	Renters/Lessees	(TBD)	Compensation at replacement cost for structures, fixed equipment and other improvements; transitional assistance	(TBD)
	Illegal structures	(TBD)	Prorated compensation for remainder of term; compensation at replacement cost for fixed equipment and other improvements; transitional assistance	(TBD)
			Compensation at replacement cost for structures, fixed equipment and other improvements; transitional assistance	
I. Loss of agricultural livelihood	Affected agricultural producer	TBD, requires definition of significant impact caused by severity of loss or imposed changes in livelihood methods	In addition to compensation for lost land and assets, persons whose livelihoods are significantly affected receive alternative employment, skills training, business development assistance, or other additional assistance linked to livelihoods restoration or improvement	(TBD)

IMPACT	AFFECTED PERSONS	ELIGIBILITY CRITERIA	ENTITLEMENT IN PRINCIPLE	MITIGATION STANDARDS/MEASURES
J. Temporary loss of business income	Owner, enterprise	(TBD)	Payment of support for period of disruption	(TBD, based on prior reported profits or other forms of estimation)
K. Temporary loss of employment or wages	Employees	(TBD)	Payment of wages or unemployment support for period of disruption	(TBD, based on payment records or other forms of estimation)
L. Loss of public or community infrastructure, facilities or services	Public or private owners	(TBD)	Compensation at replacement cost for damage or destruction of infrastructure and facilities; assistance in restoring functionality and accessibility of services	(TBD)
M. Material assistance to vulnerable or disadvantaged	Displaced illegal residents, users or occupants	(TBD)	In addition to applicable forms of compensation and assistance, provision of defined security of tenure	(TBD)
	Blind or otherwise disabled	(TBD)	Project design provides features relating to safety and accessibility	(TBD)
	Occupants displaced from substandard housing	(TBD)	Arrangements for obtaining replacement housing meeting minimum legal or community standards	(TBD)]

Annex 5: Summary of Stakeholders Consulted, Summary of Issues raised, and responses provided, Attendance List of participants and Sample Photographs.

A. Attendance List of Stakeholders in Moamba District

Lista de Presença
Reunião de consulta Pública de
Preparação do Plano de Gestão Ambiental
e Social, Plano de Política Residencial

Nome	Proveniência	Função	Idade	Sexo	Assinatura
Niles Cafisane	Electricidade de Moçambique	Técnica Social e do Engajamento Comunitário	37	F	N
ISABELA DANE	E.D.R.	Técnico de Planeamento de sistemas	41	M	Isabela
ANABINA CHANQUE	MOAMBA/Polícia	Donatária	42	F	N.A.
Abílio Mopane	Moamba sede	Doméstico	47	M	Abílio S. Mopane
Rafael Chilande	Moamba	Doméstico	39	M	Rafael R. Chilande
Inocência Mandlate	Moamba-sede	Assessor	27	M	Inocência
Marta euna	Moamba-sede	Doméstica	58	F	Marta euna
Evelina Mabusa	Moamba-sede	Desempregada	64	F	Evelina Mabusa
Cristina Timane	Moamba-sede	Doméstica	65	F	Cristina Timane
Abílio Francisco Bernardo	Moamba-sede	Doméstico	20	M	Abílio F.B. Bernardo
Delfina Lurdes Ndima	Moamba sede	Base Doméstico	24	F	Delfina Ndima

Lista de Presença
Consulta Pública - PSHU
02/03/2025 - Moamba Sede

Nome	Proveniência	Função	Idade	Sexo	Assinatura
Laura Matsinda	Moamba Moamba-Sede	Doméstico	46	F	Laura
Joete Afonso	Moamba-Sede	Doméstica	23	F	Joete
Leírcia Chirinzza	moamba sede	Doméstica	25	F	Leírcia
Isabel Sobane	moamba sede	Doméstica	56	F	isabel
Manuel Isenand	Moamba-Sede	Informal	22	M	Isenand
Wilson Tsugue	Pessene Bata wambela	Cosselheiro Líder comunitário → comite círculo	79	m	wilson
Fernando S. Mozike	Pessene B. waimbela		67	m	Fernando
SAIOYAO TETE	Pessene waimbela		62	M	STEIZ

Lista de Presença

Reunião Consultiva Pública - PSHU

MOAMBA - 22/03/25

Nome	Proveniência	Função	Idade	Sexo	Assinatura
Artur José de Matos	Moamba	Coordenador	39	Masculino	Artur
MANUEL VASCO PESSANE	PESSANE	-x-x-x-x-x	66	Masculino	Manuel V. Pessane
JOTAMO SAMUEL Moacile	MADINGUINE	capitão	57	Masculino	Jotamo
Jeremias Afonso	B. LIVIVINE	Docente	41	Masculino	Jeremias
Bergson Luiz	B. SUL	sub do secretário	57	Moamba	Bergson
Maria do Céu	B. SUL	chefe do quart	59	Moamba	Maria do Céu
FILIPPE CARLOS M. COSSA	B. JOSINA MACHEL	SECRETARIO	58	M	Filipe W. COSSA
Maximiliano	B. Central	Secretário	64	M	Maximiliano
Osvaldo Uamba	PESSANE - DAMO	SECRETARIO	48	M.	Osvaldo Uamba
Isabel Filimone Zita	Pessane B	Secretaria	55	F	Isabel
Isabel Filimone Zita	B. SUL Moamba	Autoridade Comunitária	67	Masculino	Isabel
Fernando Chokanga	Pessane - B. MOACILE	Pr. Sec. de Moamba	38	M.	Fernando
Antônio Pinto Cege	PESSANE XICO CHOW	Recursos Humanos	45	M	Antônio
Bernardo Momi	Pessane	Residente	50	M	Bernardo
FRANCISCO MARIN	B. JOSINA MACHEL	RESIDENTE	46	M	Francisco
José Zidamela	B. MACHADO	chefe do G. 1. Moamba	47	F	José
Rosalina Zidamela	B. LIVIVINE				Rosalina

Lista de Presença

Reunião de Consulta Pública - PSHU

Moamba - 22/03/2025

Nome e Apellido	Proveniência	Função	Idade	Sexo	Assinatura
Cláudio Raposo	ADRM	Técnico	49	M	Cláudio
MANSON Wemy	KOZAK.	Gestor	66	M	Manson
Ilma de Aguiar	SPA	Técnica	42	F	Ilma
ANTONIO NYAKALI	MOAMBA	Gestor	42	M	Antônio
MARAGULA	MOAMBA	Gestor			Maragula
JOSÉ SIMÃO	PAXITÓZIO				José
Mateus Machava	Bicucane	Secretário d/B.	47	M	Mateus Machava
Vicente Camarero	EDM	Superior	35	M	Vicente
Nassardin Moma	EDM	DEPDE	40	M	Nassardin
Carlos Isenans	Moamba	EN	81	M	Carlos
Mário Rossini	EN	EN	35	M	Mário
YAMBO	EN	EN			Yambo
MATIAS FILIPE COSSA	Moamba	EN	53	M	Matias
Simone Uamba	MAHOCH	Regulador			Simone
Conice Af. Fazer	Moamba		22	F	Conice

Lista de Presenças
Consulta Pública - PSHU
22/03/2025 - Moamba Sede

Nome	Proveniência	Função	Idade	Sexo	Assinatura
Dulson Mutale	AdRMM	Coordenador Ambiental	35	M	Dulson Mutale
Amir Rames Amir	AdRMM	Técnico de Ambiente	26	F	Amir
Pedro Fernandes Júnior	ARA-Sul, IP	de Segurança	25	M	Pedro Fernandes
Jannick T. I. Bette	ARA-Sul, IP	Estagiário	29	M	Jannick
Isabelia Fargate	Pessoa	Técnico de Salvaguarda	53	M	Isabelia
Lucas Zandomeni	Pessoa	C. Pesto	49	M	Lucas
Lucmila Macianas	ARA - Sul, IP	PS Zona	44	F	Lucmila
Guilherme Planguere	ARA - Sul, IP	Tec. Rec. Ambiental	38	F	Guilherme
David Mucambe	ARA - Sul, IP	Tec. Rec. Hídricos	33	M	David
Mordino Trough	Puro - Kachibhe	Eng. Ambiental	56	M	Mordino
Sida Chilove	AdRMM	Eng. Ambiental	-	F	Sida
Jerônimo F. Alijó	CFPS	Coordenador Ambiental	41	M	Jerônimo
Isabel D. S.	TRANSALP	2.ª	42	M	Isabel
Francisco Nalano	B. Madeireira	Lider Tradicional	89	M	Francisco
António Mulilanga	Bairro 7. de Maio	Pastor	90	M	António

Nome	Proveniência	Função	Idade	Sexo	Assinatura
Isabelia Banza	Pesto	Técnicos	35	F	Isabelia
Helio da Costa	Pessoa	Infra Localidade	43	M	Helio
Manuel Cumbi	AdRMM	Gestor do sector	46	M	Manuel
Artemio Amone	AdRMM	Gestor do sector	39	M	Artemio
Fernando Chitanga	Makore - Pessoa	Lider Comunitário	42	M	Fernando
Márcio Costa	Chirandziane - Pessoa	Lider Comunitário	55	F	Márcio
Narciso Chitanga	Chirandziane	Representante	26	M	Narciso
	Pessoa	Cateco			

Lista de Presença
Reunião de Consulta Pública - PSHU
Moamba - 22/03/2025

Nome e Apelido	Proveniência	Função	Idade	Sexo	Assinatura
Lichamo Celestino Muntoro	SDAE Moamba	Extencionista	35	M	
Antonio Paulo Sainda	B. Cimento	Lider Comunitario	69	M	
Valdemar A. Lissane	ICS - P&S	Delegado do ICS- P&S	49	F	
Elza Murgato	ICS - P&S	Chefe de Secção	44	F	
Jacinto Chiloambo	PSENG	SECRETARIO	50	M	
Silvo N.S. Macielana	Matola	Tecnico-FP&S	40	M	
Alberto Chamboero	Ma puto	Eng. Holandico	30	M	
Jacinto Raul	Bairro Cheira	Secretario	57	M	
Fernando Xavier	Bairro Chivonantele	chefe de S	50	M	
Arnaldo Malwana	Damo	Chefe do Quarteirão	50	M	

Lista de Presença
Reunião de Consulta Pública - PSHU
Moamba - 22/03/2025

Nome e Apelido	Proveniência	Função	Idade	Sexo	Assinatura
Agostinho Chissano	Tenga	M. Cominidade	69	M.	
Mannel Junior como	Tenga	Sf do bairro	42	M	
Simoize Lissane	Tenga	Lider Comunitario	55	M	

B. Attendance List of Stakeholders in Xa-Xai

Reunião de Consulta Pública 22/03/25

Nome	Instituição	Contacto	Assinatura
Alfredo Conde	JBN 2 EA	846311113	Conde
Armindo Machado	SDAE XAI-XAI	860182032	Machado
Ala Lora Jauota	ICS - XAI-XAI	840667095	Jauota
Almeida C. Almeida	INGA-GALA	846589395	Almeida
Carlos Blaguala	FIPAG	869635555	Blaguala
6 Ricardina Harb	S.B.C.T. A/	847835888	Ricardina
7 José Artur Harb	SABMVA	876823494	Harb
8 Somane Afonso Patrício	Sec. Adm. Maria Nogueira	845488887	Somane Patrício
9 João Roberto	Lider comunitário	877105056	João
10 Rita Antonio Jamine	Lider comunitário	876145896	Rita
11 Karlo Eugénio Patrício	Lider comunitário	877895044	Karlo
12 Juvareo Dava	ARA-SOL/DAL	866021555	Juvareo
13 Américo Nogueira	SPA-G	874730723	Américo
14 - Claudio Almeida	SPA-G	878721621	Claudio Almeida
15 - Amélia Nogueira	DPS-G039	867667378	Amélia
16 - Jeanett Navea	Posto Sede	867338740	Jeanett
17 - Ernesto F. Sitor	Sec B.C.U.A	863666537	Ernesto
18 - Zita David Nogueira	CMCX	845520978	Zita
19 - Manuel Figueiredo	AIAS IP	864456480	Manuel
20 - Francisco Almeida	Lider, unido 3	842032882	Francisco
21 - Fernando Marques	Radio C Xai-xai	861888882	Fernando
22 - Inácio Corgo	Imunidade B	842432746	Inácio
23 - Pedro Maria Sitor	Post. Adm. Patrício Luma	877393899	Pedro
24 - Juvareo Patrício	Post. Adm. Maria Nogueira	8457010/84337000	Juvareo

Nome	Instituição	Contacto	Assinatura
Jafete E. Tromingo	Cromungine	870003900	8-50
Martelino Chifunde	ADRS	843966746	8-10
Eolbira Augusta Macab	ADRS	843901741	8-10
Alberto Jacob Maturu	UPI-Gaza	873591600	8-10
Antonio Domingos Lima	CMCXX	8/824591140	8-10
Jeannett Delfina Tassierado	CMCXX	867338740	8-10
Leonardo Pedro Duma	INAM	878265048	Duma
Virabdo Bala	EDUCAÇÃO	847794866	8-10
Alfredo Constantino Nard	Sec. do Baixo Rio	820802180	8-10
Conrado Chikangule	Lider do Tanc.	874845932	8-10
Antônio casimiro Jr	Ndambini 2000	868451334	8-10
TIVARE			8-10
Abner Ramos Nyumbwa	ADRS	846105556	8-10
Luís Hilder	ADRS	876108361	8-10
Fernão J. Simbine	Adj. Secretário Baixo	878919274	8-10
Alda Lúcia Tsaur	DPS	840304404	8-10
Amarildo da Costa	ABUA	874076632	8-10
Seana J. Insa David	SPAS	826907070	8-10
Geandra E. Hlobre	ADRS	845997350	8-10
Emmilda Eliseu Sibalo	FIPAG-Sede	878457796	8-10
43 Participantes			
32 Homens			
11 Mulheres			