



REPUBLIC OF MOZAMBIQUE

MINISTRY OF PUBLIC WORKS, HOUSING AND WATER RESOURCES,



URBAN WATER SECURITY PROJECT (P509890)

**PREPARATION OF ENVIRONMENTAL AND SOCIAL INSTRUMENTS:
ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK, RESETTLEMENT
POLICE FRAMEWORK AND OTHERS (ESCP, SEP AND LMP)**

PUBLIC CONSULTATION MEETING REPORT – INHAMBANE CITY

REPORT PREPARED FOR:



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

Gabinete do Director Geral

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The Urban Water Security Project (UWSP, Project No. P509890) is a Government of Mozambique initiative, to be implemented by the Ministry of Public Works, Housing and Water Resources through its closer agencies namely and the Water Supply Investment and Asset Fund (FIPAG), National Directorate for Water Supply and Sanitation (DNAAS), Water Southern Regional Administration (ARA-Sul) and Water Regulatory Authority (AURA). It aims to increase access to improved water supply services and 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, namely Maputo, Gaza and Inhambane, and the Greater Maputo Metropolitan Region (GMMR).

The project supports the 2016 National Water Policy's goal of providing safely managed water for all, focusing on strengthening infrastructure, improving utility performance, and enabling private sector participation. UWSP integrates environmental and social safeguards from the outset. Key instruments under preparation — such as the Environmental and Social Management Framework (ESMF), Resettlement Policy Framework (RPF), Stakeholder Engagement Plan (SEP), Environmental and Social Commitment Plan (ESCP) and Labor Management Procedures (LMP) — ensure that the project addresses risks, protects vulnerable groups, and promotes inclusive development.

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

- Present the project's objectives, scope, and planned activities;
- Share and explain the environmental and social safeguard instruments under preparation, including the ESMF, RPF, SEP, LMP, ESCP and others;
- Collect feedback, concerns, and suggestions from stakeholders to inform the finalization of these instruments and guide implementation in a socially inclusive and environmentally responsible manner;
- Ensure that the perspectives of women, youth, and vulnerable groups are meaningfully considered in project planning;
- Clarify the available grievance mechanisms and how community members can stay engaged throughout the project lifecycle.

The consultation was held on March 22, 2025, at the Hotel Escola in Inhambane City, with the participation of 42 stakeholders. Attendees included residents, government officials, civil society representatives, and members of the private sector. Participants came from Inhambane City, Maxixe and Maputo.

Table 1: Number of participants segregated by gender and other meeting details

Date	22 nd March 2025
Venue	Hotel Escola, Inhambane City
Time	8:30 – 13:00
Total attendance	41
No of Men	32
No of Women	08

Table 2: Minute of the key comments/ issues raised by the participants

ID	INTERVENER	INSTITUTION	ISSUE/ COMMENT	ANSWER
01		INGD - Inhambane	<p>INGD maps the risk zones and advises households not to occupy, yet contrary to their efforts, FIPAG has been expanding the supply of water throughout these risk areas while the population disobeys the guidance to leave the zones. It stresses a visible conflict of interest between both institutions. The project should address such situations to prevent future misleading.</p> <p>Regarding this concern, it is also important to call for the resettlement issues since it plays a key role in the process of decision-making from the resettled households. In many cases the resettlement process displaces communities to safe areas but that lack basic services, including potable water. It forces people to go back to the risk zones because FIPAG has set water infrastructures, so I would recommend resettlement policies to improve.</p>	<p>Consultant</p> <p>The observation is welcome. The SEP will accommodate as much as possible all the IAPs interests, concerns and contributions seeking for a strong coordination</p>
02		AdRS - Águas da Região Sul, Inhambane	<p>There has been a growing trend to open private water wells in neighborhoods. This process does not observe safety and quality standards and is harmful to the health of consumers. It is important to reinforce monitoring. The project should accommodate this concern in its component.</p>	<p>Consultant</p> <p>The observation is well noted and welcome. There is a component in the project that is supposed to deal with water regulation, and quality standard. The concern will be taken into consideration in details in the project.</p>

03		INAM - National Institute of Meteorology, Inhamabne	It is necessary to actively involve the meteorological services over the life cycle of the project. In the presentation I felt the weather component was missing, since this component is essential for the execution of the civil constructions works. The project should include the issue of weather forecast.	<p>Consultant</p> <p>This issue has to do with the engagement of IAPs. In the survey that will be conducted to identify the IAPs, it is important to deeply involve the meteorological issues and it this is provided for in ESS-10 which is also valid to accommodate the comment raised by Sr. Isaias related to the need of involve the communication, the media. This ESS is also a guidance for the strategy of the communication/ engagement among the different IAPs, so that information can easily flow inside and also to outside the project.</p>
04		Instituto de Comunicação Social, Inhambane	<p>In our day-to-day work, we have seen conflicts between public and private water providers, as well as among the private themselves. There is a need to reconcile the private and public sector since the consumer is an ordinary citizen who experiences a conflict when he finds that private water tariffs are higher than those of the public sector causing problems that eventually lead to the sabotage of the public sector supply system.</p> <p>The other issue is that I did not feel the proper involvement of the media as such. From this event I think you should have invited the press, as only one member of the Institute of Communication was invited.</p>	<p>Consultant</p> <p>We welcome your observation and acknowledge the press/ media should have been invited through a direct invitation letter. It represent a strong contribution to improve the SEP, in terms of IAPs.</p>

05		INGD - Inhambane	<p>It would be very helpful if we had here some representative from the municipality authority, as well as the district government, since they have much to say about. It is mandatory to them to make part of this meeting because of the environmental risk profile of this cities. Maxixe city is drastically exposed and affected by erosion while Inhambane city is posed to urban flooding.</p> <p>I invite the consultant to visit the master plan for prevention and management of risk and disasters.</p> <p>INGD has the component of E&S Safeguards, so they can help the project to meet compliance with the norms.</p> <p>Maxixe and Inhambane cite have a map of the respective risk zones, so it is important to read these instruments.</p>	<p>Consultant</p> <p>We thank and welcome your observation. The municipality and government authority were invited, unfortunately only the municipality representative from Inhambane is attending the meeting.</p> <p>INGD is one of the main IAPs in the project and it was considered in the upcoming SEP. The basic sense of the project principles acknowledges the need to better deal with the challenges posed by the climate changes when designing the water infrastructures and it is accommodate in different components of the project through resilience water infrastructure program.</p>
06		ARA-Sul, Inhambane	<p>The project should reduce the intention of people to open boreholes for domestic water consumption. It may seem that the impact is positive, since the customers argues that water is available at all time through domestic boreholes. However, there is negative impact as this water does not undergo quality tests.</p> <p>The neighborhood representatives should collaborate with ARA-Sul /FIPAG to help with monitoring process of these issues. Households do not respect technical procedures such</p>	

			as minimum distance from the contamination sources, such as latrines, cemeteries, landfills.	
07		AIAS, IP	<p>The water pipeline crosses several urban areas. What will happen to the pipeline that crosses the municipality?</p> <p>What is the population density in the groundwater catchment area taking into account the sources of contaminations? Is there any guideline to mitigate this risk?</p> <p>The project identify the conflict between FIPAG and Water Private Providers and plans to resolve this conflict as one of the project activities. I would like to know which side the AdRs does belong to? Are they private providers or public?</p>	<p>Consultant</p> <p>The question regarding the potential risks of contamination will be properly addressed in the next stage of the project, (after approval of the E&S instruments) through the ESIAs and ESMPs that can capture specific issues of the field.</p> <p>The Environmental and Social Commitment Plan (ESCP) and Environmental and Social Management Framework (ESMF) which are part of the instruments on process of preparation and the reason why this public consultation meeting is happening will also states the need of preparing ESIAs, ESMP and other specific E&S instruments before starting the project activities.</p> <p>A technician from FIPAG Maputo, answered as below:</p> <p>According to what you may have noticed from the current presentation, the Water Law of 2016 have come up to the presentation, so there are structural reforms happening</p>

				<p>in the water sector. Into these reforms, FIPAG has stopped to sell water. It is no longer their task. The component of selling water is on process of transition/ transference to the AdRs. FIPAG is only focused on attracting investments and constructing infrastructures. AdRMM serving Maputo, AdRS, serving the southern region of the country, AdRC to the center region and AdRM for north. These are public limited companies. FIPAG owns these companies since has the major sharing of its market stock, but they still being private providers.</p>
08		Municipal Council,	<p>Due to the high cost of the water provided by FIPAG, our public institutions have been opting to open their own water boreholes. Unfortunately this procedure does not obey water quality tests and the water does not have the acceptable standards to be consumed. The technicians from FIPAG should lead sensitizing campaigns over the neighborhoods to explain to the communities and institutions the risks associated to that water sources.</p> <p>The private providers which will be integrated in the project are new or only the ones that have already been part of the system, are already registered?</p> <p>One of the components of the project raises the intention to develop a system that can be efficient enough to reduce Non-Revenue Water cases due to water leaks in the water supply channels/ pipes. I would like to know who should be charged for the bill of the water leaks in the water pipes either from</p>	<p>Consultant</p> <p>The private sector is not closed and limited to the providers that are current part of the system. One of the purposes of the project is to strengthen the ability and the capacity of the private providers provide water which also include expansions of the sector. New water private provider are welcome to operate in the sector.</p> <p>The client only pays for water that leaks after getting into their water meter. In case of</p>

			FIPAG or AdRs. Is that the final consumer? The problem here is that the price/ water bill is very high in many cases and it is due to these leaks throughout the water pipe connections, which have nothing to blame to the client (final consumer).	water leaks due to water pipes damages, the AdRs are the ones which should be charged.
09		ARA-Sul	According to the water legislation, any person who wants to open their own water boreholes and operate through a mechanic system must request a formal allowance. This authorization can only be given by the ARAs and before the authorization the water must be tested by a specialized lab.	This participant from ARA-Sul was answering a question related to procedures.
10		Direcção Provincial de Saúde	Talking about resettlement procedures, it has been common to see projects that the resettled persons are displaced to regions where there is no basic services such as water and power supplies, although having these services in the previous lands (compensated). I would like to suggest that this resettlement framework orient the process not displace persons before the provision of basics services like water and electricity.	Consultant Your observation is welcome. The consultant team will ensure the compensation package must include not only individual compensation, but also common and basic services (whenever applicable), prioritizing the fairness and transparence

Proposed Adjustments to Project Instruments and Incorporation of Stakeholder Contributions

The table below outlines key adjustments to project instruments based on public consultation feedback. It also details how specific stakeholder concerns will be incorporated into the project's decision-making process, ensuring transparency, fairness, and accountability.

Table 3: Proposed Adjustments to Project Instruments and Incorporation of Stakeholder Contributions

Project Instrument	Stakeholder Concern	Project Response	Rationale for Incorporation
Stakeholder Engagement Plan (SEP), including Grievance Redress Mechanism (GRM)	<p>Participants expressed concerns about the weak coordination/ or lack of involvement of other IAPs since they were not part of the public consultation meeting (e.g. press/media representative were not directly invited; representatives from municipality authorities and district government are not in the meeting);</p> <p>Other participant has underlined the need to involve the National Institute of Meteorology (INAM) as from the presentation he did not see a strong component paying attention to the weather forecast issues.</p>	<p>The SEP which is on preparation has already considered the Institute of Communication as a representative of the medias. The Institute of Communication is part of the list of IAPs as well as is mentioned in the Engagement Strategy and Dissemination of Project Information proposed into the mentioned SEP.</p> <p>The consultant will reinforce the presence of communication representatives in the SEP through the incorporation of other media institutions.</p> <p>INAM is also part of the SEP and the project components strongly underline the need of involvement of a weather forecast institution since the project aims to respond to the challenges imposed by climate-change-exacerbated droughts and flood events through the design of resilient water infrastructures and programs.</p>	<p>Incorporation of media will Strengthen communication channels and streamline the engagement of the IAPs</p>
Stakeholder Engagement Plan (SEP), including Grievance Redress Mechanism (GRM)	<p>A participant from AdRS has expressed worries about the growing sources of conflicts between local communities living around the Water Collection Plant of Guiua River in Inhambane City and the AdRS due to exacerbated droughts</p>	<p>The project will reinforce the engagement activities through a strong involvement of the local communities as affected parties and the SEP will be enhanced to include community awareness campaigns on the importance of water infrastructures.</p>	<p>Strengthening community ownership and participation reduces the likelihood of vandalism and fosters long-term sustainability.</p>

	events. The community blames the AdRs to be the responsible for the droughts		
Resettlement Policy Framework	Participant expressed concerns about resettlement procedures, since it has been common to see projects that the resettled persons are displaced to regions where there is no basic services such as water and power supplies, although having these services in the previous lands (compensated). The intervener suggested that the Resettlement Policy Framework preparation entitle the process not to displace Project Affected Persons before the provision of basic services like water and electricity in the area for new settlements.	The project will take in consideration all the recommendations that advocated fairness in the resettlement process.	Ensuring fairness in the process aligns with the ESS 5 which advocate the need to restore and/or improve the livelihoods of affected individuals, thus minimizing negative impacts and ensuring justice and respect for their rights.
Environmental and Social Management Framework (ESMF), including Action Plan on Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH); and Environmental and Social Commitment Plan (ESCP)	Water and Sanitation institution representative expressed concerns about the risk assessment over the project implementation, questioning the population density in the groundwater catchment areas and its implication to the risks of contamination when considering the sources of contaminations. He wanted to know if there was any guideline to mitigate this potential risk.	Contractors in close collaboration with the Consultants and Implementing agencies (FIPAG, ARA-Sul, AURA, DNAAS) will adopt and implement the subproject Environmental and Social Impact Assessments (ESIAs), RPF and Site-specific Environmental and Social Management Plan/s (ESMP), including site-specific E&S technical specifications for the subprojects to be included in the Standard Procurement Documents for works, based on the respective ESMP, as set out in the ESMF. Therefore, specific and detailed risk assessments and its management approach will be conducted and explained in the next stages of the project, considering the complexity of each specific subproject.	Integrating environmental considerations aligns with regulatory requirements and international environmental standards such as ESS-1.

		ESMF will guide on the general paths and the E&S instruments that must be prepared. The Environmental and Social Commitment Plan will formalize the clauses related to this guidance which shall be committed by all the interested parties.	
Stakeholder Engagement Plan (SEP), including Grievance Redress Mechanism (GRM)	A participant expressed concerns about the implication/ consequences of the conflict between the water public provider/ authority and the private providers over the final consumer, underlining the need to reconcile/ address the private and public sector. He concerned that the consumer who is an ordinary citizen has experienced a negative impact when he finds that private water tariffs are higher than those of the public sector causing problems that eventually lead to the sabotage of the public sector supply system.	<p>FIPAG will work with local leaders to establish community monitoring groups responsible for reporting and preventing vandalism.</p> <p>The project components aim to create a better coordination between public and private providers, strengthening the ability of the private providers working in the sector, so that they could also charge competitive and fair tariffs/ prices. Private operators partnering with FIPAG will be required to adhere to fair pricing policies to ensure affordability for all community members.</p> <p>The project also aims to promote social tariff for vulnerable groups through the development of appropriate programs.</p>	



**Public Consultation for preparation of E&S
Instruments**
Hotel Escola – Inhambane City
22nd March 2025



22/03/25 LISTA DE PRESENCAS DA CONSULTA PÚBLICA

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