



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 – XAI-XAI 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 Salgadinhos da Mamã Argentina, in Xai-Xai City with the participation of 43 stakeholders. Attendees included residents, government officials, civil society representatives, and members of the private sector and implementing agencies representatives.

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

Date	22 nd March 2025
Venue	Salgadinhos da Mamã Argentina, in Xai-Xai City
Time	8:30 – 13:00
Total attendance	43
No of Men	32
No of Women	11

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

ID	INTERVENER	INSTITUTION	Neighbourhood	ISSUE/ COMMENT	ANSWER
01		Local Government	Marian Guambi B	He commented on FIPAG's poor response when it comes to breakdowns. He asked if the project would hire young people. He suggested some environmental and social risks such as: the risk of dirty water coming out of the taps and the risk of incorrect reading of bills.	Consultant The hiring of local labor is in line with the project policies. The recommendations have been accepted and will be considered.
02		Local Government	Praia de Xai-Xai	The new project is expected to bring changes and improvements to FIPAG's problems and that the response and water control readiness will be improved.	Consultant One of the project's objectives is precisely to promote efficiency in service provision and provide safely managed water for all
03		Local Government	Unidade A	The loss of water is due to the lack of maintenance of the pipes, so we need to have the contact details of the person responsible for the new project.	Consultant The contact details for complaints and claims will be provided during the project implementation phase, now we are in the study phase.

04		Local Government	Praia de Xai-Xai	Understand that FIPAG has an agenda different from that of the government. FIPAG compromises the caretakers' objectives (government) to the population. The new project should coordinate with local governments. FIPAG prohibits private companies while it lacks capacity, it needs to review its policies. The project should seek to understand the real needs of communities and the plans and priorities of local government. Recruiting local workers can reduce the risk of GBV. Does the project foresee social responsibility? Those who design the project should be part of the implementers to maintain the spirit of the project.	Consultant Social responsibility and local labor hiring policies are part of the project principles and will be guided by the LMP, as well as RPF. GBV issues are also part of the project guidance and it will be integrated ESMF, specifically in the GBV/SEA/SH Risk Assessment, Prevention and Response Action Plan
05		Local Government	Cidade de Xai-Xai	Water costs a lot, cuts are made without prior warning, let the populations open their own wells.	Consultant The concern will be forwarded
06		ARA-Sul	Cidade de Xai-Xai	I would like to see local staff hired when implementing the project, work with community leaders and provide them with benefits. The big problem is the lack of handling of	Consultant

				complaints and claims by FIPAG, or if they do resolve them, it is very slow.	Local labor hiring policies are part of the project principles and will be guided by the LMP, as well as RPF. The project is preparing a Grievance Redress Mechanism to guide and manage the set of complaints, grievances and suggestions. It will be part of the SEP.
07			Inhamissa B	FIPAG's leadership has problems because interventions happen when the population connects with the leaders. Billing is not done according to consumption. Pure evil from FIPAG	The concern will be forwarded
08		Local Government	Inhamissa	Many FIPAG pipelines are exposed and damaged, and some boreholes have been closed without informing the population. With this new project, they should communicate more with the population through lectures. The project should establish priorities in its interventions. What are the plans for FIPAG's green areas that are not being used?	Consultant The project is preparing a SEP so that the liaising and engagement among all the interested and affected parties can be sound. Your observation is welcome Other concerns will be forwarded

09		Local Government	Marian Guambi	The new project should address the issue of space for the construction of resilient infrastructure. Will there be coordination with the municipal council? To avoid the possibility of crossing pipelines on roads and not restoring the road after excavation. What are the phases of implementation of the project over the 5 years?	The project is preparing a SEP so that the liaising and engagement among all the interested and affected parties can be sound. Your observation is welcome
10		Direcção Provincial de Saúde	Cidade de Xai-Xai	The project should differentiate the way in which water is treated in Gaza due to flooding. One additional risk is infiltration, which could lead to poor quality water being consumed. Monitoring should be carried out to avoid wasting water. Communities should be educated so that they can understand the differences in billing schedules.	<p>Consultant</p> <p>The project is preparing its ESMF which will include guidance for risks assessment at all levels. This instruments then will orient specific assessments regarding the different project implementation areas, such as ESIAS and ESMPs.</p> <p>The project is preparing a SEP so that the liaising and engagement among all the interested and affected parties can be sound.</p>

11		MINED	Cidade de Xai-Xai	FIPAG has not intervened in the interrupted pipelines for more than 3 months. FIPAG's water is causing serious health problems for the population. There are houses where the meters have been removed, but FIPAG still sending invoices.	<p>Consultant</p> <p>The project is preparing its ESMF which will include guidance for risks assessment at all levels. This instruments then will orient specific assessments regarding the different project implementation areas, such as ESIAS and ESMPs. The quality of the water will be one of the priorities of the project</p> <p>The other concerns will be forwarded</p>
12		INGD	Cidade de Xai-Xai	We hopes that the project will not spend too much time on studies, since many studies have already been done. He warned about the need to observe environmental issues so as not to delay the project. He suggested that prepaid meters be installed. A toll-free hotline for complaints should be installed, and complaint boxes should be included at construction sites. The number for submitting complaints should be widely publicized. There should be a culture of giving feedback to those who have filed complaints. One of the possible environmental risks of the project is the contamination of cultivated fields.	<p>Consultant</p> <p>Studies are important and mandatory at this magnitude of projects.</p> <p>The project is preparing a Grievance Redress Mechanism to guide and manage the set of complaints, grievances and suggestions. It will be part of the SEP, so all grievances concerns and issues will be hosted in the GRM.</p> <p>The project is preparing its ESMF which will</p>

					include guidance for risks assessment at all levels. This instruments then will orient specific assessments regarding the different project implementation areas, such as ESIAS and ESMPs. The quality of the water will be one of the priorities of the project
13		Local Government	Cidade de Xai-Xai	We hope that everything that has been presented will actually happen and that it will contribute to reducing water costs. Bills should be differentiated according to each person's consumption.	Consultant The concern will be duly forwarded
14		Direcção Provincial de Saúde	Cidade de Xai-Xai	The risk of working in the communities is early and unwanted pregnancy, which consequently leads to low levels of education, unemployment and increased poverty. What actions does the project have in mind? Will new pipelines be used or will the existing ones be rehabilitated? The existing pipelines run parallel to the sewage. In this sense, the water consumed in Xai-Xai is not suitable.	GBV issues are also part of the project guidance and it will be integrated ESMF, specifically in the GBV/SEA/SH Risk Assessment, Prevention and Response Action Plan The water supply infrastructure will be modernized, in compliance with technical standards. This modernization will

					include the installation of new durable pipes.
15		Serviços Provinciais de Infraestrutura	Cidade de Xai-Xai	One of the risks is the lack of communication between institutions and the community. We believe that the project already addresses some of the concerns that have been raised. They should consider the issue of the wells being on private land, and he recommends that the rules be established so that the natural resource belongs to the state. The area needs to be delimited to avoid conflicts with the private sector. Another risk to consider is the socio-political situation that the country is going through. He recommends studying other ways of collecting surface water from the Limpopo River with a treatment system.	Consultant The project is preparing a SEP so that the liaising and engagement among all the interested and affected parties can be sound.
16		Rádio Comunitária	Cidade de Xai-Xai	To ensure permanent communication with communities, community radio stations should be used, in radio soap operas. The risks identified can be presented in pieces.	Consultant Recommendation will be forwarded

17		AQUA	Cidade de Xai-Xai	Project information should be communicated, including the closing and opening of project phases. Responses to complaints should be prompt.	The project is preparing a Grievance Redress Mechanism to guide and manage the set of complaints, grievances and suggestions. It will be part of the SEP, so all grievances concerns and issues will be hosted in the GRM.
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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
Procedures for Labor Management (PGMO)	Many participants expressed the will of the project hire local labor and requested a strong component of social responsibility by the project	Social responsibility and local labor hiring policies are part of the project principles and will be guided by the LMP, as well as RPF.	Ensuring fair and transparent hiring aligns with international labor best practices and the project's commitment to social inclusion.
Stakeholder Engagement Plan (PEPI), including Grievance Redress Mechanism (MRR)	Many participants expressed concerns regarding the lack of communication with the local communities and weak coordination among the interested parties, especially with the municipality authorities. The problem of lack or delays on the restoration of roads after excavations and pipes laying was also underlined.	The plan will include a strong component and strategy to link community deep in the project conception, updating and implementation. The SEP will also ensure all interested and affected municipalities authorities are active part in the project.	Strengthening engagement aligns with WB ESF.
Environmental and Social Management Framework (QGAS), including Action Plan on Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH)	Participants expressed concerns regarding the risk of early and unwanted pregnancy, which consequently leads to low levels of education, unemployment and increased poverty, also problems with GBV due to high labor influx and civil works within the community environment.	The project is preparing a GBV/SEA/SH Risk Assessment, Prevention and Response Action Plan, this concerns will be taken in consideration. Local labor hiring policy is also part of the project principles, so it is expected to decrease the labor influx and prevent potential GBV cases	Integrating GBV/SEA/SH Risk Assessment, Prevention and Response Action Plan aligns with International Standards and WB ESF.
Stakeholder Engagement Plan (PEPI), including Grievance Redress Mechanism (MRR)	Many participants raised concerns about lack of feedback from FIPAG in case of complains submissions, delays in the process of grievance resolution, lack of sound and transparent channels to submit complaints	The project is preparing a SEP which includes a GRM. The concerns and suggestions will be duly incorporated	Strengthening grievance mechanism improves the reputation of the project and decrease the level of dissatisfaction and disbelief or mistrust with the project

Environmental and Social Management Framework (QGAS) and Environmental and Social Commitment Plan (PCAS)	<p>Government representatives requested clearer information about the environmental impacts of the project and measures to mitigate risks.</p>	<p>The framework will be expanded to include site-specific impact assessments for affected areas. The Environmental and Social Commitment Plan will outline specific risk mitigation strategies, including water resource protection measures.</p>	<p>Integrating environmental considerations aligns with regulatory requirements and international environmental standards.</p>
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Reunião de Consulta Pública 22/03/25

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43 Participantes			
32 Homens			
11 Mulheres			