



REPUBLIC OF MOZAMBIQUE

MINISTRY OF PUBLIC WORKS, HOUSING AND WATER RESOURCES



URBAN WATER SECURITY PROJECT (P509890)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

SEP PREPARED FOR:



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

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PROJECT SUMMARY

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LIST OF ACRONYMS

AdRMM	Maputo Metropolitan Area Water Company (Águas da Região Metropolitana de Maputo)
AFORAMO	Association of Water Providers of Mozambique (Associação Moçambicana de Fornecedores de Água)
AdRS	South Region Water Company (Águas da Região Sul)
AIAS, IP	Administration of Water and Sanitation Infrastructures, Public Institute (Administração de Infra-Estruturas de Água e Saneamento, Instituto Público)
ANE, IP	National Road Administration, Public Institute (Administração Nacional de Estradas, Instituto Público)
ARA-SUL	Water Southern Regional Administration (Administração Regional de Águas – Região Sul)
AURA	Water Regulatory Authority (Autoridade Reguladora de Águas)
CAP	Compliance Action Plan
CoC	Code of Conduct
CTASR	Technical Committee for Supervision and Monitoring of Resettlement (Comissão Técnica de Acompanhamento e Supervisão do Reassentamento)
CSOs	Civil Society Organizations
CTA	Confederation of Economic Association of Mozambique (Confederação das Associações Económicas de Moçambique)
DMF	Delegated Maagement Framework
DNAAS	Administration of Water and Sanitation Infrastructures, Public Institute) AIAS, IP / National Directorate for Water Supply and Sanitation (<i>Direcção Nacional de Abastecimento de Água e Saneamento</i>)
DUAT	Right to Use and Benefit from Land (<i>Direito de Uso e Aproveitamento da Terra</i>)
EDM	Electricity Utility Management Company of Mozambique (<i>EDM - Electricidade de Moçambique</i>)
E&S	Environmental and Social
EIAs	Environmental Impact Assessments
ESC	Environmetal and Social Consultant
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESIP	Environmental and Social Implementation Program
ESM	Environmental and Social Monitoring
ESMF	Environmental and Social Management Framework
ESMPs	Environmental and Social Management Plans
ESS	Environmental and Social Standards
ESSA	Environmetal and Social System Assessment
ESSM	Environmental and Social Safeguards Management
ESSS	Environmental and Social Safeguard Specialist
FGDs	Focused Group Discussions
FM	Financial Management

FSTP	Fecal Sludge Treatment Plant
GBV	Gender-Based Violence
GoM	Government of Mozambique
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
HIV	Human Immuno Virus
HR	Human Resource
IAPs	Interested and Affected Parties
IDA	International Development Association
IEC	Information, Education, and Communication
ILO	International Labour Organization
INAM	National Institute of Meteorology
INE	National Institute for Statistics
INGD	National Institute for Disaster Risk Management and Reduction
IRM	Immediate Response Mechanism
ISO	International Standards Organization
IWRM	Integrated Water Resources Management
M&E	Monitoring and Evaluation
MTA	Ministry of Land and Environment (<i>Ministério da Terra e Ambiente</i>)
NDC	Nationally Determined Contribution
NGOs	Non Governmental Organizations
NRW	Non-Revenue Water
PAD	Project Appraisal Document
PAPs	Project Affected Persons
PDO	Project Development Objective
PF	Process Framework
PIA	Project Influence Area
PIAP	Performance Improvement Action Plan
PIU	Project Implementation Unit
PLAMA	Mozambique Platform for Water
PMC	Project Management Committee
PMU	Project Management Unit
PSP	Private Sector Participation
PROSIR	Resettlement Service Provider (Provedor de Serviços de Reassentamento)
PWPs	Private Water Providers
RA	Risk Assessment
RAP	Resettlement Action Plan

RE	Resident Engineer
RAR	Risk Assessment and Reporting
RPF	Resettlement Policy Framework
SDGs	Sustainable Development Goals
SEA/ SH	Sexual Exploitation and Abuse/ Sexual Harassment
SEMUSATE	Serviços Municipais de Saneamento de Tete
SEP	Stakeholder Engagement Plan
SGs	Safeguards
SMS	Safety Management System
SORT	Systematic Operation Risk-Rating Tool
TMU	Technical Municipality Unity (<i>Unidade Técnica Municipal</i>)
ToRs	Terms of Reference
TPM	Third-Party Monitoring
UoF	Utilities of the Future
USP	Urban Sanitation Project (<i>Projecto de Saneamento Urbano</i>)
VAC	Violence Against Children
WB	World Bank
WHO	World Health Organization
WQA	Water Quality Assessment
WQMP	Water Quality Monitoring Program
WQMT	Water Quality Management Tool
WRM	Water Resources Management
WTP	Water Treatment Plant

GLOSSARY OF TERMS

TERM	DEFINITION
Baseline Data	Initial data collected at the start of the project to serve as a reference point for evaluating progress and impacts during monitoring.
Environmental and Social Management Plan (ESMP)	A detailed plan for mitigating and managing environmental and social impacts during a project, often site-specific and developed after the ESIA.
Environmental and Social Framework (ESF)	The World Bank's framework for managing environmental and social risks in Investment Project Financing (IPF), which includes Environmental and Social Standards (ESSs).
Gender-Based Violence (GBV)	Any harmful act directed at an individual based on their gender, often involving physical, sexual, or psychological harm. Includes prevention and mitigation measures in projects.
GBV/SEA/SH Prevention and Response Action Plan	A plan specifically aimed at preventing and addressing gender-based violence (GBV), sexual exploitation and abuse (SEA), and sexual harassment (SH) in the context of a project.
Grievance Redress Mechanism (GRM)	A system set up to allow affected individuals or communities to lodge complaints about the project, including confidential channels for reporting GBV/SEA/SH incidents.
Project Affected Persons (PAPs)	Individuals or communities who are affected by the project's activities, often through physical or economic displacement.
Resettlement Action Plan (RAP)	A plan that outlines how affected communities or individuals will be compensated and resettled, ensuring that their livelihoods are restored.
Sexual Exploitation and Abuse (SEA)	The abuse of a position of vulnerability, power, or trust for sexual purposes, which can occur in the context of development projects, necessitating strong prevention and response measures.
Sexual Harassment (SH)	Unwanted sexual advances or behaviour that can occur within a project setting, requiring strict monitoring and prevention efforts.
Third-Party Monitoring (TPM)	Monitoring conducted by an independent party to assess project compliance with environmental and social safeguards, focusing on aspects of environmental, social, health and safety impacts.

EXECUTIVE SUMMARY

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 (PWP), 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.

Mozambique has achieved significant economic growth since the end of the civil war in 1992, but important challenges still affecting the country's prospects. Many people in Mozambique still lack access to clean and 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.

At a sectorial 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 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.

The Government of Mozambique (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, 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).

In the avenue to reach SDGs the GoM, through its implementing agencies, is transitioning the Mozambique Urban Water Security Project from a Program-for-Results (PforR) under P178653 to an Investment Project Financing (IPF) under P509890. The project is an IPF with Performance Based Grants (PBG) and aims to enhance access to improved water supply services and improve service delivery capacity in selected cities. This transition requires full compliance with the World Bank's Environmental and Social Framework (ESF), necessitating the preparation of key Environmental and Social (E&S) instruments.

Relatedly, the *Fundo de Investimento e Património do Abastecimento de Água* (FIPAG) has engaged Consultancy Services of **JBN Consults & Planners in JV with EA Consultoria e Serviços** to develop the project's Environmental and Social (E&S) management instruments according to the requirements of the World Bank Environmental and Social Framework (ESF), which includes this SEP.

The Urban Water Security Project is being prepared under the World Bank's Environment and Social Framework (ESF), as well as Mozambican Environmental and Social regulations. Under the ESF, all World Bank Borrowers have agreed to comply with the ten Environmental and Social Standards (ESSs) applied to investment project lending financed by the Bank. This Project recognizes the significance of adopting the ESSs, for identifying and assessing as well as managing the environmental and social risks and impacts associated with this Investment Project. According to Project Appraisal Document (PAD) the Systematic Operation Risk-Rating Tool (SORT) undertaken by the World Bank has classified the environmental and social risks as Moderate and specifically for stakeholders as Low.

The Project Development Objective (PDO) is 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 Urban Water Security Project comprises the following 4 components.

1. **Component 1 (C1): Access to sustainable and climate resilient water and sanitation services (US\$70 million)**, 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 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.
2. **Component 2 (C2): Improvement of performance and efficiency of services (US\$60 million)**, which will support the improvement of performance and efficiency of water supply services in the Greater Maputo Metropolitan Area (GMMMA) 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.
3. **Component 3 (C3). Water sector development support to improving the enabling environment for PSP (US\$10 million)**, 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.
4. **Component 4 (C4). Project Management Support (US\$6 million)**, which 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.

In accordance with the Environmental and Social Standard 10 (ESS10) on Stakeholder Engagement and Information Disclosure, as a recognition of the importance of open and transparent engagement between the Borrower and project stakeholders, FIPAG will provide stakeholders with correct and clear information about the project as this can improve the environmental and social sustainability of the project, enhance project acceptance, and make a significant contribution to its successful design and implementation. Once implemented, the SEP will support the development of strong, constructive, and responsive relationships with project stakeholders which is important for successful management of project environmental and social risks. In this case, it is highlighted that, stakeholder engagement is most effective when initiated at an early stage of the project development process and is an integral part of early project decisions and the assessment, management, and monitoring of the project's environmental and social risks and impacts.

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. This SEP outlines the ways in which the implementing agencies, namely DNAAS, FIPAG (including AdRMM and AdRS), ARA-Sul and AURA will communicate with stakeholders and include a mechanism by which people can raise concerns, provide feedback or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

Therefore, the stakeholder's identification is a critical component of the SEP before the specific engagement begins and it is an on-going process requiring regular review and updating. Through that, the project implementing agencies above mentioned will find it easy to understand how each stakeholder may be affected or how they could be interested in the project so that the engagement can be tailored to inform them and understand their views and concerns in an appropriate manner. A preliminary stakeholder identification and analysis was undertaken considering each project component and subcomponent and were identified 9 affected sets of stakeholders, 29 interested sets of stakeholders and 7 sets of vulnerable groups. It is important to underline that within each set there can have several sub groups.

The stakeholder engagement started with scoping meetings with various stakeholders institutionally at central (Maputo) and provincial levels. Focus group discussions, in-depth interviews and informal discussions with residents of the project area should be used for stakeholder consultation meetings. Consultations should form an integral part of the environmental and social project instruments. To effectively conduct consultations with the identified stakeholders, including local communities, government entities, international organizations, civil society organizations, and affected individuals, various consultation methods are to be employed looking at time and resource constraints.

Thus, the Stakeholder Engagement Program was developed considering the initial Project preparation stage and the Implementation stage through a wide range of stakeholder engagement meetings. The preparation and assessment stage essentially covers the disclosure of the project, as well as the conception and dissemination of the E&S management instruments (ESCP, SEP, ESMF, LMP, RPF, including GRM and GBV/SEA/SH Action Plan) in line with the requirements of the World Bank Environmental and Social Framework (ESF). Government institutions interested in the project, implementing agencies, water private providers and their associations, WB, project implementation partners, local authorities and related associations, donors and general public, including vulnerable groups, among others represent the range of stakeholders involved and/or targeted to be engaged throughout this stage. Engagement meetings (coordination and advocacy meetings, focus group discussions, and business meetings, technical and public consultations) have been and will continue to be conducted throughout this stage. Amongst the engagement meetings held, stand out the public consultation meeting conducted during the ESSA preparation and disclosure, as well as the public consultation meeting undertaken during the preparation of the E&S management instruments under WB ESF, which includes this SEP.

The first public consultation were carried out on February 7th, 2023 in Maputo and a total of 36 stakeholders (24 in the room and 12 virtually), including government institutions, the implementing agencies, NGOs, development funding institutions, water sector entities attended the meeting. This consultation aimed to disclose the UWSP and also collecting essential stakeholder contributions to consolidate the ESSA preparation and the project conception. The minute of this consultation is included in Annex I.

The second public consultation was undertaken on March 22nd, 2025 in Moamba district (representing Maputo province), Xai-Xai city (representing Gaza province) and Inhambane city (representing Inhambane province). A total of 166 stakeholders, among them 102 men (61%) and 64 women (39%), attended the consultation meetings. Apart from continuing disclosing the project, these consultations sought to collect relevant contribution to feed the preparation process of the E&S management instruments under WB's ESF, namely ESMF (including GBV/SEA/SH Risk Assessment, Prevention and Response Action Plan), SEP (including GRM), ESCP, RPF and LMP. Attendees included residents, government officials, civil society representatives, and members of the private sector, technicians from implementing agencies, amongst others. The details of the consultation meetings can be seen in the respective reports, in Appendix I.

The overall responsibility for the implementation of the SEP lies with the Project Implementation Unit under the Project Coordinator with the direct support from the Environmental and Social specialist and other related staff that may be brought on board in the PIU hosted by FIPAG, as the implementing agency which is set to lead the project's water supply components. DNAAS will host a second PIU. The SEP activities will also be implemented along with the site-specific instruments (ESIA/ESMP) both through ESIA consultants and the Contractors who will be involved in the project construction works. Thus, at this level AURA and ARA-Sul will be involved through their E&S safeguards specialists from the Project Technical Units (PTUs) they will host.

This SEP has developed a GRM guidance which should be a guide for the management of the grievances and complaints (including suggestions) during the project lifecycle. The GRM should encompass complaint resolution forums at three levels, namely: (i) Technical Unit level which is responsible for the implementation of specific activities in the project/ subcomponents of the projects; (ii) Project Implementation Central Unit level; (iii) Project Community Management level. The main activities of the mentioned forum include: (i) deliberate on complex issues and stakeholder complaints that are presented over the project cycle; (ii) collectively find appropriate solutions, seek constructive results and, whenever is required, formulate responses on behalf of the project to be communicated to the appropriate stakeholders. Within the existent cultural and legal frameworks, the GRM will encompass three boards of grievances and complaints resolutions, namely (i) community or public board; (ii) project management/ implementation board (includes Technical Unit level and Central Unit level); and (iii) Mozambican judicial system.

The mechanism provides a wide range of channels through which the complaints, grievances or suggestions should be submitted such as toll-free telephone hotlines, SMS/WhatsApp, E-mail, latter, complaint book or suggestion/complaint boxes, in-person at physical facilities or during meetings, online form on the PIU/ implementation agencies website, Corporate WB Grievance Redress Service and WB's Inspection Panel. The process should respect a set of steps within 6 or 7 stages, depending on the progress of each grievance, namely (1) Sorting and processing (preliminary assessment of the claim); (2) Acknowledgement and follow-up (initial response to complainant); (3) Verification, investigation and action; (4) Appeals process; (5) Provision of feedback;

and (6) Monitoring and evaluation. Some relevant tools/ instruments should be handled to support the implementations and management, including recording procedures of the mechanism, which stand out the Grievance Register Form, the Complaint Box Opening Plan, Complaint Box Opening Control Form, Form to Record and Monitor Grievance (See proposed templates of some instruments in Appendix II, III and IV).

The SEP will support the implementation of the Project's Environmental and Social Management Framework (ESMF), the design of site-specific instruments (ESIA/ESMP) and guide the stakeholder engagement process.

The budget estimated for preparing and implementing SEP is US\$ 430 525 and should be funded through Component 4 (C4) – Project Management Support. This budget can be updated throughout the project lifecycle depending on the development of project activities which emphasis on social or community demanding activities.

E&S PIU experts will be responsible for coordinating and internal monitoring the implementation of the SEP with the stakeholders and will be held quarterly. The PIU hosted by FIPAG will be the head of this activity and should get support from DNAAS' PIU and AURA, as well as ARA-SUL's PTUs. External monitoring (TPM) of the SEP may be contracted and carried out in simultaneous with project overall external monitoring, considering an annual basis.

SUMÁRIO EXECUTIVO

A República de Moçambique (a Beneficiária), através do Ministério da Economia e Finanças e do Ministério das Obras Públicas, Habitação e Recursos Hídricos (MOPHRH), implementará o Projecto de Segurança Hídrica Urbana de Moçambique (UWSP) (o Projeto), com o envolvimento do Fundo de Investimento e Participação em Ativos de Abastecimento de Água (FIPAG), da Direção de Abastecimento de Água e Saneamento (DNAAS), da Autoridade Reguladora de Águas (AURA) e da Estrutura Administrativa Regional de Águas do Sul (ARA-Sul) como Agências Implementadoras, em conformidade com seus respectivos mandatos, conforme estabelecido no Acordo de Financiamento (o Acordo). Especificamente, o FIPAG liderará a implementação da infraestrutura de abastecimento de água e as atividades de melhoria de desempenho, enquanto a DNAAS supervisionará as atividades relacionadas aos Fornecedores Privados de Água (PWPs), as atividades de fortalecimento regulatório estarão a cargo da AURAS, enquanto a gestão de recursos hídricos (WRM) do projeto e os componentes da bacia hidrográfica estarão na alçada da ARA-Sul. A Associação Internacional de Desenvolvimento (o Banco) concordou em fornecer financiamento para o Projeto, conforme estabelecido no Acordo.

Moçambique alcançou um crescimento econômico significativo desde o fim da guerra civil em 1992, mas desafios importantes ainda afectam as perspectivas do país. Muitas pessoas em Moçambique ainda não têm acesso a água limpa e canalizada. Embora o acesso à água limpa seja uma meta sectorial que se espera que leve a ganhos significativos em termos de desenvolvimento econômico e humano, o sector de águas carece de financiamento e capacidade suficientes para atingir essa meta até 2030.

A nível sectorial, uma proporção substancial da população urbana moçambicana continua sem acesso consistente a serviços de água potável geridos com segurança. Embora 90% dos domicílios urbanos tenham acesso a água limpa, o abastecimento é frequentemente intermitente e muitas pessoas não têm água canalizada em suas casas, dependendo de furos (poços) públicos ou do abastecimento de vizinhos. Actualmente, nenhuma das 21 principais cidades possui um serviço contínuo de abastecimento de água, com apenas sete sistemas atingindo a meta de 16 horas de abastecimento por dia, definida pela Autoridade Reguladora de Águas (AURA) como o limite para um bom desempenho.

O Governo de Moçambique (GdM) está empenhado em aumentar os investimentos para garantir água potável, a fim de atender à crescente demanda urbana, expandir a capacidade de tratamento e distribuição, promover a eficiência na prestação de serviços e fomentar a sustentabilidade, com o objectivo de fornecer água gerida com segurança a todos, conforme definido na Política de Águas de 2016, no Plano Nacional de Gestão de Recursos Hídricos e no Plano de Acção para a Implementação dos Objectivos de Desenvolvimento Sustentável (ODS 2015-2030).

Visando atingir os ODS, o GdM, por meio de suas agências implementadoras, está transitando o Projecto de Segurança Hídrica Urbana de Moçambique, de um Programa para Resultados (PforR), sob o P178653, para um Financiamento de Projectos de Investimento (FPI), sob o P509890. O projecto é um FPI com Subvenções Baseadas no Desempenho (PBG) e visa ampliar o acesso a serviços de abastecimento de água de qualidade e aprimorar a capacidade de prestação de serviços em cidades selecionadas. Essa transição exige total conformidade com o Quadro Ambiental e Social (QAS) do Banco Mundial, exigindo a preparação de instrumentos ambientais e sociais (A&S) essenciais.

Neste contexto, o Fundo de Investimento e Património do Abastecimento de Água (FIPAG) contratou os serviços de consultoria da JBN Consults & Planners em parceria com a EA Consultoria e Serviços para desenvolver os instrumentos de gestão ambiental e social (A&S) do projecto, de acordo com os requisitos do Quadro Ambiental e Social (QAS) do Banco Mundial, que inclui este PEPI.

O Projecto de Segurança Hídrica Urbana está sendo elaborado no âmbito do Quadro Ambiental e Social (QAS) do Banco Mundial, bem como da regulamentação ambiental e social moçambicana. No âmbito do QAS, todos os mutuários do Banco Mundial concordaram em cumprir as dez Normas Ambientais e Sociais (NAS) aplicadas aos empréstimos para projectos de investimento financiados pelo Banco. Este Projecto reconhece a importância da adopção das NAS para identificar, avaliar e gerir os riscos e impactos ambientais e sociais a ele associados. De acordo com o Documento de Avaliação do Projecto (PAD), a Ferramenta Sistemática de Classificação de Risco Operacional (SORT) utilizada pelo Banco Mundial classificou os riscos ambientais e sociais do projecto como Moderados e, especificamente para as partes interessadas, como Baixos.

O Objectivo de Desenvolvimento do Projecto (ODP) é aumentar o acesso a serviços de abastecimento de água de qualidade e melhorar a capacidade de prestação de serviços em cidades seleccionadas. Os investimentos do projecto serão direccionados à Região Sul de Moçambique, abrangendo três das províncias do país mais afectadas pela escassez de água e secas, nomeadamente Maputo, Gaza e Inhambane, e a Região Metropolitana da Grande Maputo (RMGM).

O Projecto de Segurança Hídrica Urbana compreende os 4 componentes seguintes:

1. **Componente 1 (C1): Acesso a serviços de água e saneamento sustentáveis e resilientes ao clima (US\$ 70 milhões)**, que apoiará uma combinação de intervenções da fonte à torneira para fortalecer a resiliência climática e a sustentabilidade dos serviços urbanos de abastecimento de água e saneamento que são regularmente afectados por secas e inundações agravadas pelas mudanças climáticas, contribuindo para a implementação de investimentos prioritários em adaptação climática promulgados na NDC do país, especificamente na área estratégica de recursos hídricos e sistemas resilientes de abastecimento de água e saneamento.
2. **Componente 2 (C2): Melhoria do desempenho e da eficiência dos serviços (US\$ 60 milhões)**, que apoiará a melhoria do desempenho e da eficiência dos serviços de abastecimento de água na Grande Área Metropolitana de Maputo (GMMA) e na Região Sul, fornecidos pela AdRMM e AdRS, respectivamente, alocando um terço dos investimentos do projecto para financiar actividades, por meio de um mecanismo de subsídio para serviços públicos de água, que contribuirão para a redução do consumo de energia e das emissões de gases de efeito estufa (GEE), especificamente a redução de ARN e a eficiência energética.
3. **Componente 3 (C3). Apoio ao desenvolvimento do setor hídrico para melhorar o ambiente favorável à PSP (US\$ 10 milhões)**, que apoiará diversas acções cruciais que sustentam a operacionalização de um esforço de reforma sectorial liderado pelo Governo de Moçambique (GdM) para melhorar o ambiente favorável à PSP e alcançar o acesso universal e equitativo à água potável segura e acessível.
4. **Componente 4 (C4). Apoio à Gestão de Projetos (US\$ 6 milhões)**, que apoiará a assistência técnica e os custos operacionais incrementais do projecto para as duas Unidades de Implementação do Projeto (UIP), baseadas no FIPAG e no DNAAS, e as Unidades Técnicas do Projeto (UTP), baseadas na ARA-Sul e na AURAS. Também fornecerá apoio adicional para a conformidade ambiental e social.

De acordo com a Norma Ambiental e Social 10 (ESS10) sobre Engajamento das Partes Interessadas e Divulgação de Informações, como reconhecimento da importância do engajamento aberto e transparente entre o Mutuário e as partes interessadas do projecto, o FIPAG fornecerá às partes interessadas informações correctas e claras sobre o projecto, pois isso pode melhorar a sustentabilidade ambiental e social do projecto, aumentar a sua aceitação e contribuir significativamente para o sucesso de sua concepção e implementação. Uma vez implementado, o PEPI apoiará o desenvolvimento de relacionamentos fortes, construtivos e receptivos com as partes interessadas do projecto, o que é importante para o gerenciamento bem-sucedido dos riscos ambientais e sociais. Nesse caso, destaca-se que o engajamento das partes interessadas é mais eficaz quando iniciado em um estágio inicial do processo de desenvolvimento do projecto e é parte integrante das decisões iniciais do mesmo e da avaliação, gestão e monitoramento dos riscos e impactos ambientais e sociais do projecto.

O objectivo geral deste PEPI é definir um programa de engajamento das partes interessadas, incluindo a divulgação de informações públicas e consultas ao longo de todo o ciclo do projecto. Este PEPI descreve as formas pelas quais as agências implementadoras, nomeadamente DNAAS, FIPAG (incluindo AdRMM e AdRS), ARA-Sul e AURA, comunicarão com as partes interessadas e inclui um mecanismo pelo qual as pessoas podem levantar preocupações, fornecer *feedback* ou apresentar reclamações sobre o projecto e quaisquer actividades relacionadas com o mesmo. O PEPI enfatiza especificamente métodos para envolver grupos considerados mais vulneráveis e que correm o risco de serem excluídos dos benefícios do projecto.

Portanto, a identificação das partes interessadas é um componente crítico do PEPI antes do início do engajamento específico e é um processo contínuo que requer revisão e actualização regular. Por meio disso, as agências implementadoras do projecto mencionadas acima terão facilidade em entender como cada parte interessada pode ser afectada ou como pode estar interessada no projecto, para que o engajamento possa ser adaptado para informá-las e compreender suas opiniões e preocupações de maneira adequada. Uma identificação e análise preliminar das partes interessadas foi conduzida considerando cada componente e subcomponente do projecto,

e foram identificados 9 conjuntos de partes afectadas, 29 conjuntos de partes interessadas e 7 conjuntos de grupos vulneráveis. É importante ressaltar que, dentro de cada conjunto, pode haver vários subgrupos.

O engajamento das partes interessadas teve início com reuniões de escopo com diversas partes interessadas, institucionalmente, a nível central (Maputo) e provincial. Discussões em grupos focais, entrevistas em profundidade e discussões informais com moradores da área do projecto devem ser utilizadas nas reuniões de consulta às partes interessadas, como estratégia de engajamento. As consultas devem ser parte integrante dos instrumentos ambientais e sociais do projecto. Para conduzir consultas eficazes com as partes interessadas identificadas, incluindo comunidades locais, entidades governamentais, organizações internacionais, organizações da sociedade civil e indivíduos afectados, diversos métodos de consulta devem ser empregados, considerando as restrições de tempo e recursos.

Assim, o Programa de Engajamento de Partes Interessadas foi desenvolvido considerando a fase inicial de preparação do Projecto e a fase de Implementação por meio de uma ampla gama de reuniões de engajamento de partes interessadas. A fase de preparação e avaliação abrange essencialmente a divulgação do projecto, bem como a concepção e disseminação dos instrumentos de gestão ambiental e social (PCAS, PEPI, QGAS, PGT, QPR, incluindo MGQR e Plano de Ação de Violência Baseada no Género – VBG,/Abuso e Exploração Sexual – AES/ Assédio Sexual – AS) em conformidade com os requisitos do Quadro Ambiental e Social (QAS) do Banco Mundial. Instituições governamentais interessadas no projecto, agências implementadoras, provedores privados de água e suas associações, Banco Mundial, parceiros de implementação do projecto, autoridades locais e associações relacionadas, doadores e público em geral, incluindo grupos vulneráveis, entre outros, representam a gama de partes interessadas envolvidas e/ou alvos a serem engajadas ao longo desta fase. Reuniões de engajamento (reuniões de coordenação e advocacia, discussões de grupos focais e reuniões de negócios, consultas técnicas e públicas) foram e continuarão a ser realizadas ao longo desta fase. Dentre as reuniões de engajamento realizadas, destacam-se a reunião de consulta pública realizada durante a preparação e divulgação da Avaliação dos Sistemas Ambientais e Sociais (ESSA), bem como a reunião de consulta pública realizada durante a preparação dos instrumentos de gestão ambiental e social no âmbito do QAS do Banco Mundial, que inclui este PEPI.

A primeira consulta pública foi realizada a 7 de Fevereiro de 2023 em Maputo e contou com a presença de um total de 36 partes interessadas (24 presenciais e 12 virtuais), incluindo instituições governamentais, agências implementadoras, ONGs, instituições de financiamento ao desenvolvimento e entidades do sector de águas. Esta consulta teve como objectivo divulgar o projecto e também colectar contribuições essenciais das partes interessadas para consolidar a preparação do Relatório da Avaliação dos Sistemas Ambientais e Sociais (ESSA) e a concepção do projecto. A acta desta consulta encontra-se no Anexo I.

A segunda consulta pública foi realizada a 22 de Março de 2025 no distrito de Moamba (representando a província de Maputo), na cidade de Xai-Xai (representando a província de Gaza) e na cidade de Inhambane (representando a província de Inhambane). Um total de 166 partes interessadas, entre elas 102 homens (61%) e 64 mulheres (39%), participaram destas reuniões de consulta. Além de continuar a divulgar o projecto, essas consultas buscaram colectar contribuições relevantes para alimentar o processo de preparação dos instrumentos de gestão ambiental e social no âmbito do QGA do BM, nomeadamente QGAS (incluindo o Plano de Ação de Avaliação, Prevenção e Resposta a Riscos de VBG/AES/AS), PEPI (incluindo MGQR), PCAS, QPR e PGT. Os participantes incluíram moradores, funcionários do governo, representantes da sociedade civil e membros do sector privado, funcionários das agências implementadoras, entre outros. Os detalhes das reuniões de consulta podem ser vistos nos respectivos relatórios, no Apêndice I.

A responsabilidade geral pela implementação do PEPI cabe à Unidade de Implementação do Projecto, sob a coordenação do Coordenador do Projecto, com o apoio directo do especialista em Meio Ambiente e Social e de outros funcionários relacionados que possam ser incorporados à UIP sediada pelo FIPAG, como agência implementadora responsável pela liderança das componentes de abastecimento de água do projecto. A DNAAS sediará uma segunda UIP. As actividades do PEPI também serão implementadas, juntamente com os instrumentos específicos do local (AIAS/PGAS), tanto por meio de consultores de AIAS quanto pelos empreiteiros que participarão das obras de construção do projecto. Assim, a AURA e a ARA-Sul participarão, nesse nível, por meio de seus especialistas em salvaguardas ambientais e sociais das Unidades Técnicas do Projeto (UTPs) por si sedeadas.

Este PEPI desenvolveu um guia para o MGQR, que deve servir de guia para a gestão de queixas e reclamações (incluindo sugestões) durante o ciclo de vida do projecto. O referido MGQR deve abranger fóruns de resolução de queixas em três níveis, a saber: (i) nível da Unidade Técnica, responsável pela implementação de actividades específicas no projecto/subcomponentes do projeto; (ii) nível da Unidade Central de Implementação do Projecto; (iii) nível da Gestão Comunitária do Projecto. As principais atividades do fórum mencionado incluem: (i) deliberar sobre questões complexas e reclamações das partes interessadas apresentadas ao longo do ciclo do projecto; (ii) encontrar colectivamente soluções adequadas, buscar resultados construtivos e, sempre que necessário, formular respostas em nome do projecto, a serem comunicadas às partes interessadas apropriadas. Dentro dos quadros cultural e legal existentes, o MGQR abrangerá três conselhos de resolução de queixas e reclamações, a saber: (i) conselho comunitário ou público; (ii) conselho de gestão/implementação do projecto (inclui os níveis da Unidade Técnica e da Unidade Central); e (iii) sistema judicial moçambicano.

O mecanismo oferece uma ampla gama de canais pelos quais as reclamações, queixas ou sugestões devem ser enviadas, como linhas telefônicas gratuitas, SMS/WhatsApp, e-mail, livro de reclamações ou caixas de sugestões/reclamações, pessoalmente em instalações físicas ou durante reuniões, formulário online no *wabsite* da UIP/agências de implementação, Serviço Corporativo de Reparação de Reclamações do Banco Mundial e Painel de Inspeção do Banco Mundial. O processo deve respeitar um conjunto de etapas dentro de 6 ou 7 estágios, dependendo do progresso de cada reclamação, a saber: (1) Classificação e processamento (avaliação preliminar da reclamação); (2) Reconhecimento e acompanhamento (resposta inicial ao reclamante); (3) Verificação, investigação e acção; (4) Processo de apelação; (5) Fornecimento de feedback; e (6) Monitoramento e avaliação. Algumas ferramentas/ instrumentos relevantes devem ser manuseados para apoiar a implementação e gestão, incluindo procedimentos de registro do mecanismo, dos quais se destacam o Formulário de Registro de Reclamações, o Plano de Abertura da Caixa de Reclamações, o Formulário de Controle de Abertura da Caixa de Reclamações, o Formulário para Registro e Monitoramento de Reclamações (Ver modelos propostos de alguns instrumentos nos Apêndice II, III e IV).

O PEPI apoiará a implementação do Quadro de Gestão Ambiental e Social (ESMF) do Projecto, a concepção de instrumentos específicos para cada local (EIAS/PGAS) e orientará o processo de engajamento das partes interessadas.

O orçamento estimado para a preparação e implementação do PEPI é de US\$ 430.525 e deverá ser financiado pelo Componente 4 (C4) – Apoio à Gestão do Projecto. Este orçamento pode ser atualizado ao longo do ciclo de vida do projecto, dependendo do desenvolvimento das atividades do projecto com maior ênfase em atividades sociais ou comunitárias.

Os especialistas Ambientais e Sociais da Unidade de Implementação do Projecto (UIP) serão responsáveis pela coordenação e monitoramento interno da implementação do PEPI junto das partes interessadas, e as monitorias serão realizadas trimestralmente. A UIP, sediada pelo FIPAG, será a responsável por essa atividade e deverá receber apoio da UPI sediada pela DNAAS, bem como pelas Unidades Técnicas do Projecto (UTP) sediadas pela AURA e pela ARA-SUL. O monitoramento externo (TPM) do PEPI poderá ser contratado e realizado simultaneamente ao monitoramento externo geral do projecto, considerando uma periodicidade anual.

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 (PWPs), 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.

Mozambique has achieved significant economic growth since the end of the civil war in 1992, but important challenges still affecting the country's prospects. Many people in Mozambique still lack access to clean and 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.

At a sectorial 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 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.

The Government of Mozambique (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, 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).

After several projects have been implemented in urban water sector in Mozambique, with World Bank (WB) funding, there is now a strong strategic rationale for WB to continue its intervention with a focus on performance improvement.

In the avenue to reach SDGs the GoM, through its implementing agencies, is transitioning the Mozambique Urban Water Security Project from a Program-for-Results (PforR) under P178653 to an Investment Project Financing (IPF) under P509890. The project is an IPF with Performance Based Grants (PBG) and aims to enhance access to improved water supply services and improve service delivery capacity in selected cities. This transition requires full compliance with the World Bank's Environmental and Social Framework (ESF), necessitating the preparation of key Environmental and Social (E&S) instruments.

Relatedly, the *Fundo de Investimento e Património do Abastecimento de Água* (FIPAG) has engaged Consultancy Services of **JBN Consults & Planners in JV with EA Consultoria e Serviços** to develop the project's Environmental and Social (E&S) management instruments according to the requirements of the World Bank Environmental and Social Framework (ESF) and these include the following instruments:

- Environmental and Social Commitment Plan (ESCP);
- Stakeholder Engagement Plan (SEP), including Grievance Redress Mechanism (GRM);
- Environmental and Social Management Framework (ESMF), including GBV/SEA/SH Action Plan;
- Labor Management Procedures (LMP); and
- Resettlement Policy Framework (RPF).

This Consultancy is promoted by the Government of Mozambique, through the Ministry of Public Works, Housing and Water Resources and its implementing agencies amongst what FIPAG is the main one.

1.2 Project Description and Objectives

Poverty and inequality, which are concentrated in the overpopulated neighbourhoods of the southern region, further exacerbate climate change vulnerabilities in the main cities in Mozambique. It is estimated that over 70% of the inhabitants of Greater Maputo live in slums. Likewise, Maputo and other capital cities in the south face many challenges, such as poor transport and drainage infrastructure, poor garbage collection, high numbers of informal settlements amongst others, which have profound implications on people's livelihoods, particularly in informal settlements. There's also increasing pressure on public water services and job creation. As a result, there's high risk of gender-based violence (GBV) in the region, particularly to women and girls with no access to water in the premises, with reports of experiences or fear of GBV when collecting water from public water points.

The Project Development Objective (PDO) is 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).

1.3 Project Components

The project is structured in four areas/components, namely (1) Accessing 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. . In addition, the Project includes a cross-cutting area aimed at human capital strengthening.

1. 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;¹
- 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 PWPs** through grants for upgrading PWP water supply infrastructure to comply with technical standards, with best practices for climate-

¹ WBG. 2020. Resilient Water Infrastructure Design Brief. Link: <http://hdl.handle.net/10986/34448>

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 (FSTP) in Tete currently supported by the MUSP (P161777) that is closing in September 2025.

2. 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 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 consumer segments with high water bill and low billing collection ratios to support the desired increasing in operational costs coverage based on receivables

3. 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:

- (a) **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;
- (b) **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;

- (c) **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;
- (d) **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;
- (e) **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.

4. 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.

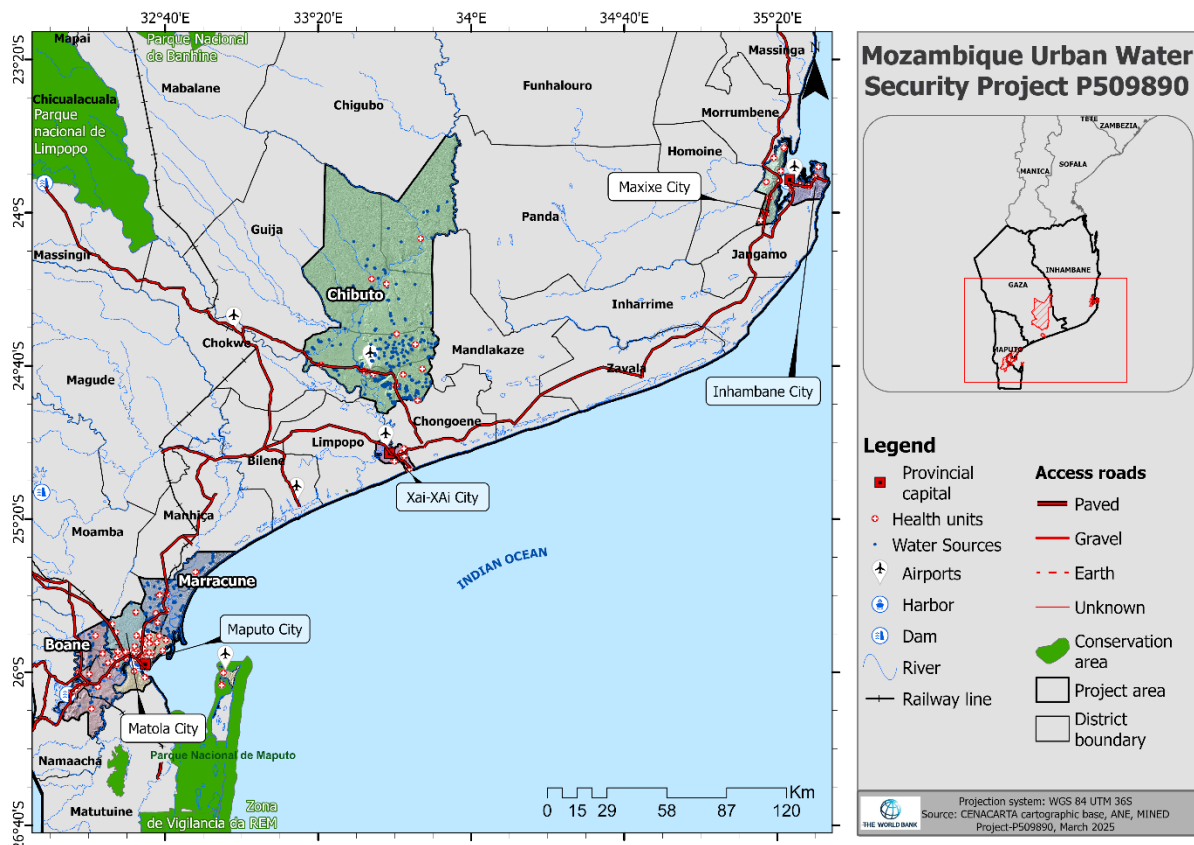
- (a) **Technical Assistance and Project Management Support for FIPAG** to ensure technical and fiduciary compliance, including financial management (FM) and procurement, monitoring and evaluation (M&E). This component will support necessary equipment (e.g. computers, software and other goods), capacity 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 UWSP is being prepared under the World Bank's Environment and Social Framework (ESF).

1.4 Project Location

As shown in figure 1 below, the project targeted area is essentially the province of Maputo, Gaza and Inhambane but focused mainly the Greater Maputo Metropolitan Region (GMMR), Xai-Xai and Chibuto, as well as Inhambane city and Maxixe.

Figure 1: Project targeted area



2. DESCRIPTION AND OBJECTIVE OF SEP

The WB's Environmental and Social Standard on Stakeholder Engagement and Disclosure Information (ESS10) requires borrowers to engage interested and particularly affected parties (IAPs) throughout the project life cycle.

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation throughout the entire project cycle. This SEP outlines the ways in which the implementing agencies, namely DNAAS, DNGRH, ARA-SUL, FIPAG, (including AdRMM, AdRS) and AURA will communicate with stakeholders and include a mechanism by which people can raise concerns, provide feedback or make complaints about the project and any activities related to the project. The SEP specifically emphasizes methods to engage groups considered most vulnerable and that are at risk of being left out of project benefits.

The objectives of this SEP are:

- Stabilish a systematic approach for AIPs' engagement in order to assist the borrowers in identifying project AIPs, building and maintaining constructive relationship amongst all AIPs throughout the project cycle;
- Assess the level of interest and support of the project AIPs and allow their views to be taken into account in the conception, preparation/ design and implementation of the project, including in matters relating to environmental and social performance;
- Promote and provide means for effective and inclusive engagement with AIPs throughout the project lifecycle on issues that may potential affect them;
- Ensure that project-affected communities have accessible and inclusive means to raise issues and grievances and enable borrowers to respond to and manage such issues and grievances;
- Ensure that appropriate information on the project's socio environmental risks and impacts is disclosed to stakeholders in a timely, accessible, understandable and appropriate manner.

3. STAKEHOLDER IDENTIFICATION AND ANALYSIS PER PROJECT COMPONENT

3.1 Methodology

For the UWSP, the following stakeholders have been identified and analyzed per project component. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

3.2 Affected Parties

People, groups and other entities within the Project Influence Area (PIA) who are directly influenced (currently or potentially) by the project and/ or have been identified as most susceptible to the changes associated with the project and who need to be closely involved in identifying risks and their impacts, as well as in making decisions about mitigation and management measures. Affected people are those who quality of life will suffer a direct change as a result of direct impacts of the implementation of the UWSP. It includes local communities, community members and other parties that may be subject to direct impacts from the Project. Specifically, the following individuals and groups fall within this category, as shown in table 1.

3.3 Other Interested Parties

The projects' stakeholders also include parties other than the directly affected communities, including Individuals/ groups/ entities that may not be directly impacted by the project but who consider that their interests may be affected by the project and/ or may influence the design and the implementation of the project. Specifically, the following individuals and groups fall within this category, as shown in table 1.

3.4 Disadvantages/ Vulnerable Individuals or Groups

These are people or groups who may be disproportionately impacted or even more harmed by the project, compared to any other group due to their vulnerable status and therefore may require special efforts to ensure their representation in the consultation and decision-making process associated with the project. These disadvantage or vulnerable individuals or groups often do not have voice to express their concerns or understand the impact of the project. Within the Project, the vulnerable or disadvantaged groups may include but are not limited to the following, as shown in table 1.

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections

Table 1: Project Interested and Affected Parties per Component and Subcomponent

Project Components and Subcomponents	Project Affected Parties	Project Interested Parties	Disadvantages/ Vulnerable Individuals or Groups
Component (C1): Access to sustainable and climate resilient water and sanitation services			
<i>Subcomponent 1.1: Reducing climate hazards impacting water supply infrastructure and services through Integrated Water Resources Management (IWRM) and watershed management</i>	<ul style="list-style-type: none"> – Technicians from implementing agencies; – Technicians from government and/ or public institutions associated with the Water Sector; – Workers from civil constructions companies engaged in the project; – Project workers; – Southern Region water consumers; – Water urban consumers 	<ul style="list-style-type: none"> – Ministry of Public works, Housing and Water Resources (MOPHRH); – Water Southern Regional Administration (ARA-SUL); – Ministry of Land and Environment; – National Institute of Meteorology (INAM); – National Institute for Disaster Risk Management and Reduction (INGD); – Professional Training Center for Water and Sanitation; – National Environmental Quality Control Agency (AQUA); – Ministry of Health; – Mozambican Platform for Water (PLAMA); – Companies and associations specialized in water training; – Municipality authority 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons
<i>Subcomponent 1.2: Expansion of access to climate-resilient water supply services</i>	<ul style="list-style-type: none"> – Technicians from implementing agencies; – Technicians from government and/ or public institutions 	<ul style="list-style-type: none"> – Fund for Investments and Assets of Water Supply (FIPAG); 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons;

	<p>associated with the Water Sector;</p> <ul style="list-style-type: none"> – Local Government Authorities; – Southern Region water consumers; – Workers from civil constructions companies engaged in the project; – Project workers; – Owners of the areas that will be affected by the project, namely (1) people temporarily or permanently affected (physical and economic displacement) by the civil construction works of the project and land acquisition; (2) people who derive their livelihood from common resources and have their access to them restricted due to project activities; – Local community leaving around the project civil constructions work areas; 	<ul style="list-style-type: none"> – Administration of Water and Sanitation Infrastructures, Public Institute (AIAS, IP); – Office of Studies and Projects of the Ministry of Public works, Housing and Water Resources (MOPHRH-GEP); – Companies and associations specialized in water training e.g. Professional Training Center for Water and Sanitation; – Ministry of Health; – Ministry of Land and Environment; – National Institute of Meteorology (INAM); – National Institute for Disaster Risk Management and Reduction (INGD); – National Environmental Quality Control Agency (AQUA); – Electricity Utility Management Company of Mozambique (EDM); – National Road Administration, Public Institute (ANE, IP) 	<ul style="list-style-type: none"> – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons
<i>Subcomponent 1.3: Output-based payments for low-income household connections</i>	<ul style="list-style-type: none"> – Southern Region water consumers; – Low-income water consumers; – Technicians from implementing agencies; – Technicians from government and/ or public institutions 	<ul style="list-style-type: none"> – Fund for Investments and Assets of Water Supply (FIPAG); – Administration of Water and Sanitation Infrastructures, Public Institute (AIAS, IP); – Office of Studies and Projects of the Ministry of Public works, 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only)

	associated with the Water Sector; – Workers from Civil constructions companies engaged in the project;	Housing and Water Resources (MOPHRH-GEP); – Water Southern Regional Administration (ARA-SUL)	represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons
<i>Subcomponent 1.4: Improvement of the quality of services provided by PWP</i>	– Technicians from implementing agencies; – Technicians from government and/ or public institutions associated with the Water Sector; – Private Water Providers Associations; – Private Water Providers; – Local Government Authorities; – Southern Region water consumers; – Workers from Civil constructions companies engaged in the project; – Project workers; – Local community living around the civil constructions work of the project areas;	– Ministry of Public works, Housing and Water Resources (MOPHRH); – National Directorate for Water Resources Management (DNGRH); – National Directorate for Water Supply and Sanitation (DNAAS); – National Environmental Quality Control Agency (AQUA); – Ministry of Health; – Local Water and Sanitation Committees; – Water aid;	– Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons –
<i>Subcomponent 1.5: Access to safely managed sanitation</i>	– Local community living around the civil constructions work of the project areas; – Local Government Authorities; – Workers from Civil constructions companies engaged in the project;	– Ministry of Public works, Housing and Water Resources (MOPHRH); – National Directorate for Water Supply and Sanitation (DNAAS); – National Environmental Quality Control Agency (AQUA);	– Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only)

	<ul style="list-style-type: none"> – Technicians from implementing agencies (DNAAS and AIAS, IP); – Technicians from government and/ or public institutions associated with the Water Sector; – Owners of the areas that will be affected by the project, namely (1) people temporarily or permanently affected (physical and economic displacement) by the civil construction works of the project and land acquisition; (2) people who derive their livelihood from common resources and have their access to them restricted due to project activities; 	<ul style="list-style-type: none"> – Ministry of Health; – Local Water and Sanitation Committees; – Administration of Water and Sanitation Infrastructures, Public Institute (AIAS, IP); – Municipality authorities, e.g. SEMUSATE; 	<p>represented by their associations;</p> <ul style="list-style-type: none"> – People living under chronic diseases; – Illiterate persons; – Extremely poor persons
Component (C2): Improvement of performance and efficiency of services			
<i>Subcomponent 2.1: Performance improvement for the service area of the GMMA</i>	<ul style="list-style-type: none"> – Technicians from implementing agencies; – Technicians from government and/ or public institutions associated with the Water Sector; – Greater Maputo Metropolitan Area Water consumers; 	<ul style="list-style-type: none"> – Office of Studies and Projects of the Ministry of Public works, Housing and Water Resources (MOPHRH-GEP); – Maputo Metropolitan Area Water Company (AdRMM); – Fund for Investments and Assets of Water Supply (FIPAG); – Ministry of Health; – Electricity Utility Management Company of Mozambique (EDM); 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons;

		<ul style="list-style-type: none"> – Local Water and Sanitation Committes; – Water aid; – National Evironmetal Quality Control Agency (AQUA) – Professional Training Center for Water and Sanitation; – Mozambique Water Suppliers Association (AFROMO); – Mozambican Platform for Water (PLAMA); – Companies and associations specialized in water training; – Women Empowerment Associations; 	<ul style="list-style-type: none"> – Extremely poor persons
<i>Subcomponent 2.2: Performance improvement for the service area of the Southern Region</i>	<ul style="list-style-type: none"> – Technicians from implementing agencies; – Technicians from government and/ or public institutions associated with the Water Sector; – Southern region water consumers; 	<ul style="list-style-type: none"> – Office of Studies and Projects of the Ministry of Public works, Housing and Water Resources (MOPHRH-GEP) – South Region Water Company (AdRS); – Fund for Investments and Assets of Water Supply (FIPAG); – Electricity Utility Management Company of Mozambique (EDM); – Ministry of Health; – Local Water and Sanitation Committes; – Water aid; – National Evironmetal Quality Control Agency (AQUA) 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons

		<ul style="list-style-type: none"> – Office of Studies and Projects of the Ministry of Public works, Housing and Water Resources (MOPHRH-GEP) – Professional Training Center for Water and Sanitation; – Mozambique Water Suppliers Association (AFROMO); – Mozambican Platform for Water (PLAMA); – Companies and associations specialized in water training; – Women Empowerment Associations; 	
<u>Subcomponent 2.3: NRW PBc for GMMA</u>	<ul style="list-style-type: none"> – Technicians from implementing agencies; – Technicians from government and/ or public institutions associated with the Water Sector; – Southern region water consumers; – Informal Water Sector Provider – Private Water Provider 	<ul style="list-style-type: none"> – Office of Studies and Projects of the Ministry of Public works, Housing and Water Resources (MOPHRH-GEP) – Fund for Investments and Assets of Water Supply (FIPAG); – Maputo Metropolitan Area Water Company (AdRMM); – South Region Water Company (AdRS); – Mozambique Water Suppliers Association (AFROMO); – Mozambican Platform for Water (PLAMA); – Professional Training Center for Water and Sanitation; – Companies and associations specialized in water training; 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons

		<ul style="list-style-type: none"> – Water Southern Regional Administration (ARA-SUL); – Private Water Providers Associations (e.g AFORAMO) 	
<i>Subcomponent 2.4: Revolving fund for a prepaid meter program</i>	<ul style="list-style-type: none"> – Technicians from implementing agencies; – Southern region water consumers; 	<ul style="list-style-type: none"> – Fund for Investments and Assets of Water Supply (FIPAG); – Water Southern Regional Administration (ARA-SUL); 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons
Component (C3): Water sector development support to improving the enabling environment for PSP			
<i>Subcomponent 3.1: Improvement of the enabling environment for Private Sector Participation</i>	<ul style="list-style-type: none"> – Technicians from implementing agencies; – Private Water Providers Associations (e.g AFORAMO) – Private Water Providers; 	<ul style="list-style-type: none"> – Office of Studies and Projects of the Ministry of Public works, Housing and Water Resources (MOPHRH-GEP) – Water Regulatory Authority (AURA); – National Directorate for Water Supply and Sanitation (DNAAS); – Professional Training Center for Water and Sanitation; – Water Southern Regional Administration (ARA-SUL); 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons;

		<ul style="list-style-type: none"> – Water Regulatory Authority (AURA); – Confederation of Economic Association of Mozambique (CTA); – Companies and associations specialized in water training; – National Environmental Quality Control Agency (AQUA) – Ministry of Health; – Mozambican Platform for Water (PLAMA); – Ministry of Land and Environment; – National Institute of Meteorology (INAM); – National Institute for Disaster Risk Management and Reduction (INGD); 	<ul style="list-style-type: none"> – Extremely poor persons
<i>Subcomponent 3.2: Strengthening the regulatory role of AURA</i>	<ul style="list-style-type: none"> – Technicians from implementing agencies (e.g AURA); – Private Water Providers Associations (e.g AFORAMO); – Private Water Providers; – Southern Region water consumers; 	<ul style="list-style-type: none"> – Office of Studies and Projects of the Ministry of Public works, Housing and Water Resources (MOPHRH-GEP) – Water Regulatory Authority (AURA); – National Directorate for Water Resources Management (DNGRH); – National Directorate for Water Supply and Sanitation (DNAAS); – National Water Council (CAN); – Ministry of Land and Environment; 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons

		<ul style="list-style-type: none"> – National Institute of Meteorology (INAM); – National Institute for Disaster Risk Management and Reduction (INGD); – Water and Sanitation for the Urban Poor; – Mozambican Plataform for Water (PLAMA); 	
<i>Subcomponent 3.3: Strengthen ARA-Sul capacity to manage water resources</i>	<ul style="list-style-type: none"> – Southern region water consumers; – Technicians from ARA-SUAL; – Womens Empowerment Associations; 	<ul style="list-style-type: none"> – Office of Studies and Projects of the Ministry of Public works, Housing and Water Resources (MOPHRH-GEP) – Water Regulathory Authority (AURA); – National Directorate for Water Resources Management (DNGRH); – National Directorate for Water Supply and Sanitation (DNAAS); – National Water Council (CAN); – Ministry of Land and Environment; – National Institute of Meteorology (INAM); – National Institute for Disaster Risk Management and Reduction (INGD); – Water and Sanitation for the Urban Poor; – Mozambican Plataform for Water (PLAMA); 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons

		<ul style="list-style-type: none"> – Water Southern Regional Administration (ARA-SUL); – Fund for Investments and Assets of Water Supply (FIPAG); – Local Water and Sanitation Committes; – Professional Training Center for Water and Sanitation; – Women Empowerment Associations; 	
<i>Subcomponent 3.4: Institutional development support for FIPAG</i>	<ul style="list-style-type: none"> – Private Water Providers Associations; – Private Water Providers; – Southern Region water consumers; – Workers for PWP; – Technicians from FIPAG and DNAAS; 	<ul style="list-style-type: none"> – Office of Studies and Projects of the Ministry of Public works, Housing and Water Resources (MOPHRH-GEP) – Water Regulathory Authority (AURA); – National Directorate for Water Resources Management (DNGRH); – National Directorate for Water Supply and Sanitation (DNAAS); – National Water Council (CAN); – Fund for Investments and Assets of Water Supply (FIPAG); – Ministry of Health; – National Evironmetal Quality Control Agency (AQUA) – Maputo Metropolitan Area Water Company (AdRMM); – South Region Water Company (AdRS); 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons

		<ul style="list-style-type: none"> – Mozambique Water Suppliers Association (AFROMO); – Mozambican Platform for Water (PLAMA); 	
<i>Subcomponent 3.5: Preparatory studies for the next generation of WSS investments</i>	<ul style="list-style-type: none"> – Technicians from implementing agencies; – Technicians from government and/ or public institutions associated with the Water Sector; – Local Government Authorities; – Operators, companies and formal businesses in the water sector; – Private Water Providers Associations; – Private Water Providers; – Southern Region water consumers; – Workers from Civil constructions companies engaged in the project; – Project workers; 	<ul style="list-style-type: none"> – Office of Studies and Projects of the Ministry of Public works, Housing and Water Resources (MOPHRH-GEP) – Maputo Metropolitan Area Water Company (AdRMM); – South Region Water Company (AdRS); – National Directorate for Water Supply and Sanitation (DNAAS); – Water Regulatory Authority (AURA); – Fund for Investments and Assets of Water Supply (FIPAG); – Local Water and Sanitation Committees; – Water aid,; – Ministry of Health; – National Environmental Quality Control Agency (AQUA) – Professional Training Center for Water and Sanitation; 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons
Component (C4): Project Management Support			

<u>Subcomponent 4.1: Technical Assistance and Project Management Support for FIPAG</u>	<ul style="list-style-type: none"> – Technicians from FIPAG – Technicians from government and/ or public institutions associated with the Water Sector; – Labor Market (Skilled and semi-skilled labors) 	<ul style="list-style-type: none"> – Fund for Investments and Assets of Water Supply (FIPAG); – Professional Training Center for Water and Sanitation; – Confederation of Economic Association of Mozambique (CTA) – Companies and associations specialized in water training; 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons
<u>Subcomponent 4.2: Technical Assistances and Project management support for DNAAS</u>	<ul style="list-style-type: none"> – Technicians from DNAAS, AURA and ARA-SUL; – Technicians from government and/ or public institutions associated with the Water Sector; – Labor Market (Skilled and semi-skilled labors) 	<ul style="list-style-type: none"> – Professional Training Center for Water and Sanitation; – Confederation of Economic Association of Mozambique (CTA) – Companies and associations specialized in water training; 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons; – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons
<u>Subcomponet 4.3: Support for the Environmental and Social Compliance</u>	<ul style="list-style-type: none"> – Government of Mozambique (GdM) – Technicians from implementing agencies; 	<ul style="list-style-type: none"> – World BANK (WB) – Fund for Investments and Assets of Water Supply (FIPAG); 	<ul style="list-style-type: none"> – Women and Girls who head households; – Children and Children heading households; – Elderly persons;

	<ul style="list-style-type: none"> – Technicians from government and/ or public institutions associated with the Water Sector; – Local Government Authorities; – Local Government Authorities; – Operators, companies and formal businesses in the water sector; – Private Water Providers Associations; – Private Water Providers; – Southern Region water consumers; – Workers from Civil constructions companies engaged in the project; – Owners of the areas that will be affected by the project, namely (1) people temporarily or permanently affected (physical and economic displacement) by the civil construction works of the project and land acquisition; (2) people who derive their livelihood from common resources and have their access to them restricted due to project activities; 	<ul style="list-style-type: none"> – National Directorate for Water Supply and Sanitation (DNAAS); – Water Regulatory Authority (AURA); – Water Southern Regional Administration (ARA-SUL); – Ministry of Public works, Housing and Water Resources (MOPHRH); – Ministry of Health; – National Environmental Quality Control Agency (AQUA); – Ministry of Land and Environment; – National Institute of Meteorology (INAM); – National Institute for Disaster Risk Management and Reduction (INGD); – Women Empowerment Associations 	<ul style="list-style-type: none"> – Disabled persons (visual, physical and mental) which could be (but not only) represented by their associations; – People living under chronic diseases; – Illiterate persons; – Extremely poor persons
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4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Summary of Stakeholder Engagement Undertaken during Project Preparation

During project preparation, the following public consultation / stakeholders engagement meetings were conducted as shown in the table 2 below. The meetings related to ESSA preparation and disclosure, including the public consultation undertaken on February 7th, 2025, were all conducted under WB leadership/ coordination. The three public consultation for preparation of WB ESF instruments were under leadership of the Environmental and Social Consultant (ESC) team.

4.2 Engagement strategy and dissemination of project information

The table 3 summarize the engagement strategy for the different types of IAPs, taking into account their specific features and needs. The SEP is dynamic and allows for adaptation to the needs over different contexts by facilitating the incorporation of new categories of IAPs, as the implementation of the project requires.

4.3 Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

The SEP below outlines the engagement process, methods, including sequencing, topics of consultations and target stakeholders. The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects

Table 2: Summary of stakeholder engagement done during project preparation

Subject	Date	Number of participants	Venue	Key Issues discussed
ESSA Meeting with FIPAG	9 th , September 2022	08	FIPAG	<ul style="list-style-type: none"> FIPAG has already an Environmental Policy (already shared dated of August 2022); FIPAG has a generic ESMP covering both construction and operation phases, that is attached to contracts with contractors; FIPAG has been undertaking public participation during the EIA process following the national guideline on PPP in EIA; FIPAG has been developing a GRM with WB assistance under the WASIS Project. A GRM Manual was prepared (already shared) and its implementation started in 2021; FIPAG has prepared ToR for consulting services for mapping of GBV service providers. The mapping shall cover all FIPAG's intervention area; In Maputo and Xai-Xai there are small water providers in conflict with FIPAG/AdRMM. AURA is mediating the conflict; The current ES Consultant will start in September six packs of trainings for key ES staff, to be replicated by the key ES staff for other FIPAGs employees. (training plan/manual to be shared)
ESSA Meeting with AdRMM	12 th , September 2022	05	AdRMM	<ul style="list-style-type: none"> AdRMM is responsible for the ES management of all the assets operation. It was prepared and approved an Environmental Policy (already shared). Environmental procedures have been progressively being prepared and implemented, prioritizing the safety aspects (use of PPE, record of incidents, emergency fire response, risk management, solid wastes management - already shared). AdRMM has a GRM mechanism with a green line. The number is identified on customer invoices. AdRMM has an insurance for compensation of no planned damages due to maintenance activities or even operation (such as rupture of a pipeline) No Resettlement Management Plan have been prepared. The company has a Code of Conduct for workers although it does not cover GBV/SEA/SH. AdRMM is trying to convince the water private providers (WPP) to buy AdRMM bulk water at a lower cost. This water has better quality and the WPP could save energy costs.

ESSA Meeting with ARA-Sul	13 th , September 2022	04	ARA-Sul	<ul style="list-style-type: none"> • There is no ESMS, ES Policy, procedures, or ES specifications for contractors. • ARA-Sul has experience in working with WB and AfDB ES requirements • There was an experience of GRM implementation in Corumana Project, which is being managed by Corumana staff.
ESSA Meeting with AURA	14 th , September 2022	05	AURA	<ul style="list-style-type: none"> • The current evaluation indicators do not allow to identify the coverage of poorest households. A proposal to improve the current coverage indicator to assess gender issues and vulnerable groups would be welcome; • A mechanism to receive complaints via hotline and email is being prepared and will be tested in the first half of 2023 (AURAnet); • AURA monitors the water quality of the distribution network by checking the results of water analyses carried out by the operator/provider and if necessary, using analysis kits and complementary laboratory analyses. • AURA was part of the commission created to mediate the conflict between FIPAG and private providers, which also included representatives of MOPHRH and AFORAMO, which resulted in a MoU; • AURA is preparing ToR for a diagnostic study on private water providers. It was considered that will be important to include a stakeholder engagement specialist as a strong stakeholder engagement process will be crucial to achieve conflict resolution.
ESSA Meeting with AFORAMO	15 th , September 2022	04	AURA	<ul style="list-style-type: none"> • There is an improvement in the relationship with the government since the signature of the MoU in December 2021, although there is a delay in the implementation of the agreed measures and little dissemination of the MoU beyond the Maputo metropolitan area, which is causing some discredit in the process. • There is lack of capacity and/or willing of local authorities in the licensing process of water supply services which results in delay in licensing and lack of mapping of intervention areas, which contributes to more conflict • Water supply private providers (WSPP) should be trained and organised to improve the quality of service to distribute bulk water • The use of bulk water will reduce the risk of groundwater overexploitation. • FIPAG should prioritise networks in areas with brackish water • The current system of social tax attribution is only based on consumption, which does not always reflect situations of vulnerability. • WSPP are closer to the community and more able to identify vulnerable households. The public sector should subsidise the private sector in the application of social tariff.

ESSA Meeting with DNGRH	16 th , September 2022	06	DNGRH	<ul style="list-style-type: none"> DNGRH intends to establish an ESMS as an umbrella for all ARAs which are already prepared (shared). There will be need for less than 1 million USD for equipment and support with technical assistance and training. There were some previous experiences in implementing projects ES requirements under WB and AfDB ES requirements, although not transmitted to the new staff
ESSA Meeting with FIPAG	16 th , September 2022	06	FIPAG	<ul style="list-style-type: none"> All operational areas have labs for water quality monitoring, following the standards defined in the Cession Agreement; FIPAG's Planning Directorate have been engaged with AFORAMO and PLAMA (Mozambican Platform for Water)
Public Consultation Meeting for ESSA preparation and disclosure	7 th , February 2023	36	FIPAG	<ul style="list-style-type: none"> As the works will be mainly in urban and periurban areas it is not clear how there will be risks on biodiversity. There is a need to engage municipalities and local leaders and clarify their roles, namely in the licensing of PWP. There is a risk of brackish water emerging due to over-exploitation by private suppliers, who have their boreholes licensed by ARA-Sul. FIPAG must improve its ability to communicate before intervening on the field The capacity to attend and respond to consumers must be strengthened. ESSA recommends that the ESMS be in place before the start of the PforR implementation, but since it was felt that FIPAG has the capacity for environmental and social management it should be in year 1, to allow time to refine the procedures.
Public Consultation Meeting for Preparations of E&S Instruments (see Appendix I for Consultation Report)	22 nd , March 2025	82 (Total)	Zunguza Complex in Moamba Sede	<ul style="list-style-type: none"> Water access and infrastructure planning: Concerns were raised regarding the exclusion of certain neighborhoods from the planned water supply network, despite pipelines running through these areas; Local employment and labor practices: Stakeholders demanded a transparent and fair hiring process, with many recommending a lottery-based recruitment system to prevent favoritism; participants also demanded young and local labor prioritization in the process of hiring workers for the project. Affordability and private sector regulation: There was widespread concern that water supplied through private operators would be too expensive for vulnerable communities, especially the elderly and low-income households. Participants expressed concern that even if private operators are involved in the project, the poorest members of the community may be excluded due to the higher prices these providers typically charge. While
		39 Men		
		43 Women		
Public Consultation	22 nd , March 2025	43 (Total)	Salgadinhos da Mamã	

Meeting for Preparations of E&S Instruments (see Appendix I for Consultation Report)		32 Men	Argentina, Xai-Xai city	<p>FIPAGwater is generally more affordable, the fear is that partnerships with private vendors could compromise accessibility for low-income groups. There were also questions about whether private vendors would be permitted to draw water directly from FIPAG's infrastructure, and how quality control would be maintained in such cases;</p> <ul style="list-style-type: none">• Environmental safeguards and risk mitigation: Participants requested detailed environmental assessments to identify and mitigate risks, ensuring that local ecosystems and water resources are protected; Risks of floodings and infiltration leading to poor quality of water provision were especially raised in Xai-Xai. The risk of water contamination due to the proximity between the water pipes and the sewerage also come up in the discussion;• Community engagement and project governance: There were strong calls for greater transparency, improved communication, and stronger grievance mechanisms to address resettlement concerns and service delivery complaints. Employment and labor practices featured prominently in the discussion. Several community members noted that even when contractors are provided with lists of local artisans or are given specific guidelines for hiring local labor, these are often not respected; Residents called for strong and continuous engagement with local communities throughout the project lifecycle. It was noted that in some resettlement processes carried out in the past, affected persons were listed but never contacted again. This created resentment and a sense of abandonment. Several participants stressed that consultants must work directly with the local population to build trust and support; Regarding the resettlement issue, it was suggested that before the physical displacement, basic live conditions should be provided in the areas designated to build the new settlements; Weak communication and lack of complaints feedback by FIPAG were also expressed as concerns. Communities raised dissatisfaction with the communication flow since pipes have been interrupted for more than three months and no reason is given, no information is disclosed, pipes are exposed, damaged and boreholes are closed with no information.• Emphasis on the need for inter-institutional coordination during the planning and implementation phases: The interaction between the planned water infrastructure and existing energy system was one of the concerns raised over these subject. The location of energy infrastructure along the proposed pipeline route posed a risk to continuous service delivery if not properly managed; Weak coordination and conflict of interests between the National Institute for Disaster Risk Management and Reduction (INGD) and FIPAG since the first has mapped all the risk areas and is advising households not to occupy these areas, yet contrary to their efforts, FIPAG has been expanding the supply of water throughout these risk areas. INGD highlighted the need of a strong coordination. They have offered
		11 Women		
Public Consultation Meeting for Preparations of E&S Instruments (see Appendix I for Consultation Report)	22 nd , March 2025	41 (Total)	Hotel Escola, Cidade de Inhambane	
		38 Men		
		08 Women		

				<p>their availability to work together with the implementing agencies in order to avoid conflict of interests; Weak coordination between FIPAG and municipality council since many roads have been abandoned without restoration after excavation and water pipe laying;</p> <ul style="list-style-type: none"> • Mapping process of potential beneficiaries: Concerns raised over the methodology to map which area should be prioritized due to divergences among the different points of views of the water consumers. Some consumers stated that there are some districts/ areas that were prioritized over others although having lesser water demand. • Environmental considerations were also highlighted. A representative from the Provincial Environment Directorate requested specific information about the geographic areas to be impacted by the project. The objective was to ensure that all potential environmental risks could be appropriately assessed and mitigated in advance; • Private Provider Partnership with public services: FIPAG-supplied water is too expensive for small-scale vendors and in the past, vulnerable individuals such as the elderly were given priority. However, the privatization process has led to the exclusion of many who cannot afford to pay, and this shift could generate new conflicts; FIPA has been imposing barriers for PWP to operate in some areas while FIPAG does not have enough capacity to supply the demand of these areas; • Implications of discontinuous water supply from FIPAG/AdRs and multiple concerns related to billing process and water leakages: This was a recurring theme since several stakeholders have raised concerns about the visible growth of private boreholes to satisfy the demand for water at the household level, resulting from multiple interruptions in the water supply, high rates of water leaks, which charges on consumers' bills. • Warnings were also issued about the risk that the growth of the private water well drilling segment posed to the health of households, since this water does not undergo appropriate quality tests to determine whether it is suitable for consumption. The collaborations of neighbourhood representatives was to help discourage this practice and it was stressed that it is illegal; • The space for the construction of resilient infrastructures must be carefully monitored. Coordination with other responsible stakeholders is a key aspect. Cases of excavations of roads for the installation of water pipes and further abandonment without restoration would be avoided. • Regarding GRM it is important to widely spread all the means so that it could be effectively accessible. It is also important to provide the feedback of the grievances raised over the project implementation.
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				<ul style="list-style-type: none">• In terms of services the project should consider the possibility of including the implementation of pre-paid services via pre-paid meters.• Resettlement issues: concerns were raised regarding unresolved past resettlement cases. Some households were included in resettlement lists but never contacted or compensated. Situations of water pipes running into private properties should be avoided. There are cases of 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). This resettlement framework should guide the process not displace persons before the provision of basics services like water and electricity.• GBV/SEA/SH issues: concerns regarding the risk of early and unwanted pregnancy, which consequently leads to low levels of education, unemployment and increased poverty were expressed, also problems with GBV due to high labor influx and civil construction works within the community environment.
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Table 3: Project stakeholders' needs and engagement strategy

Set of Interested and Affected Parties	Key features	Language needs	Preferred means of notification (telephone, television, radio, letter, direct communication, etc.)	Specific needs (access assistance, daily care, childcare)	Position regarding the project (support, opposition, neutral)	Level of influence (low, medium, high)	Appropriate engagement approach
Technicians from implementing institutinos	Affected part	Portuguese and English	Letter, e-mail, shocases in the offices, WhatsApp, meetings, phone calls, direct communication (face-to-face)	N/A	Support	High	Coordinations meetings/ technical meetings
Project implementing entities	Interested Part	Portuguese and English	Letter, e-mail, shocases in the offices, WhatsApp, meetings, phone calls, direct communication (face-to-face)	N/A	Support	High	Coordinations meetings
Private Water Providers	Affected and Interested Part	Portuguese and English	Letter, e-mail, shocases in the offices, WhatsApp, meetings, phone calls, direct communication (face-to-face), newspaper announcements, TV	N/A	Support	High	Coordinations meetings

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Companies and associations specialized in water training	Interested Part	Portuguese and English	Letter, e-mail, shocases in the offices, newspaper announcements, TV	N/A	Support	High	Coordinations meetings
Technicians from government and/ or public institutions associated with the water sector	Affected Part	Portuguese	Letter, e-mail, shocases in the offices, meetings	N/A	Support	High	Coordinations; meetings, focus group discussions.
Water company workers	Affected Part	Portuguese and English	Letter, e-mail, IEC materials, newspaper announcements, TV	N/A	Support	Low	Coordinating and advocacy meetings; focus group discussions;
Water informal sector operators	Affected Part	Portuguese and other dialects	IEC materials, TV, radio, newspaper, local leadership	N/A	Support	Low	Coordinating and advocacy meetings; focus group discussions; individual meetings
Construction companies	Interested Part	Portuguese	IEC materials, TV, radio, newspaper, local leadership	N/A	Support	Medium	Coordinating and advocacy meetings; focus group discussions; individual meetings
Inhabitants of project influence areas	Affected Part	Portuguese and other local dialects	IEC materials, TV, radio, newspaper, local leadership, community-based organizations	Transport to the consultation location, need for a translator in the local language, Snacks at the meeting, subject to	Support	Low	Public consultations; focus group discussions; individual meetings (wherever applicable);

				the estimated duration of meeting			advocacy meetings.
Groups of women and girls	Vulnerable Group	Portuguese and other local dialects	Letters, IEC materials, TV, radio, community leaders, notification to the local associations that work with these groups	Daytime meetings, arrangement of transportation to meeting location in case of long distances; scheduling of meetings at suitable times that facilitate their attendance; provision of assistance to minors under the care of their mothers while attending meetings; when necessary, provision of assistance with translation into local languages			Advocacy meetings; focus group discussions; targeted surveys; identify and consult with community members who represent women from minority groups.
Disabled persons	Vulnerable Group	Portuguese and other local dialects		Ensure that there is special access for disabled persons, provision of assistance with translation into local languages, companion for the visually impaired,	Support	Low	Public consultations, focus group discussions; individual meetings; meetings with representatives of

				availability of transport			the associations of these groups.
People living under chronic diseases	Vulnerable Group	Portuguese and other local dialects	Community meetings, radio, social media	Ensure that there is special access; focus group discussions and community meetings; transport availability; translation into local language	Support	Low	Public consultations; focus group discussions; individual meetings
Illiterate persons	Vulnerable Group	Local dialects	Community leadership; community radio; door to door communication	transport availability; translation into local language	Support	Low	Community consultations; focus group discussions;
Extremely poor persons	Vulnerable Group	Portuguese and other local dialects	Community leadership; community radio; door to door communication	transport availability; translation into local language	Support	Low	Community consultations; focus group discussions;
Owners of the areas that will be affected by the project, namely (1) people temporarily or permanently affected (physical and economic displacement) by the civil construction works of the project and land acquisition;	Affected Part	Portuguese and other local dialects	IEC materials, TV, radio; leadership and local authority; local newspaper; targeted notifications.	Translation into local language	Opposition	Medium	Public consultations; focus group discussions, individual meetings

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(2) people who derive their livelihood from common resources and have their access to them restricted due to project activities							
National and International NGOs, community-based organizations, local associations	Other Interested Parties	Portuguese, English, other local dialects	Letters, e-mails, IEC materials, phone calls, direct communication (face-to-face)	N/A	Support	Medium	Public consultations; advocacy meetings; meetings with NGOs representatives
Local Water and Sanitation Committees	Interested Parties	Portuguese and other local dialects	IEC materials, TV, radio; local leadership and local authority; local newspaper;	N/A	Support	High	Public consultations; focus group discussions
Private Water Provider Associations	Affected and Interested Parties	Portuguese and other local dialects	Letters, e-mails, IEC materials, phone calls, direct communication (face-to-face)	N/A	Support	Medium	Coordination meetings; Public consultations; advocacy meetings; group discussions

Table 4: Proposal of the Plan for Consultation of IAPs in the Project

Project Stage	Target Stakeholder	Topic of Consultation/ message	Method used	Responsability	Frequency/ Timeline
Preparation and Assessment Stage	Government institution engaged in the project (e.g. MOPHRH, implementing agencies, Ministry of Finance, Ministry of Agriculture, Environment, and Fisheries. Municipality councils, local/district/provincial government amongst other government interested parties; Water Private Providers Associations; World Bank; Project Implementation Partners	– Disclosure of the Urban Water Security Project;	Coordination and advocacy meetings; Focus group discussions; Individual meetings; Technical Visits; One-on-one interviews	MOPHRH, FIPAG	March – April 2025
	<ul style="list-style-type: none"> • Key government institution for the project; • WB. 	– Environmental and Social Commitment Plan.	Coordination and business meetings	MOPHRH and FIPAG	March – April 2025
	Government institution engaged in the project at	– Stakeholder Engagement Plan,	Technical consultations; Personal and Public consultations;	MOPHRH, FIPAG Safeguard team from implementing agencies	March – April 2025

	national, provincial and district scale; NGOs, related associations, private providers, implementing partners, donors and general public, with special attention to women and vulnerable groups, PAPs and other IAPs	including Grievance Redress Mechanism.	Disclosure of information on the website of WB, MOPHRH, FIPAG.		
	Government institution engaged in the project, local authorities; NGOs, related associations, private providers, implementing partners, donors and general public, with special attention to women and vulnerable groups, and other PAIs	– ESMF and RPF disclosure, including description of LMP, GRM and GBV/SEA/SH risk assessment and action plan	Technical consultations; Personal and Public consultations; Disclosure of information on the website of WB, MOPHRH, FIPAG.	MOPHRH, FIPAG Safeguard team from implementing agencies	March – April 2025
Implementation stage	Project Affected Persons, Public and private interested parties, vulnerables groups, ONGs, community-based organizations, district government and WB	– Conception, Selection, Design and Screening of Subprojects	Public and community consultations; Focus group discussions; Media, websites and water platforms	PIU – MOPHRH, FIPAG Safeguard team for the implementing agencies, including PTUs	To be defined by the PIU during the conception, selection and design phase of the subprojects, before their approval
	Project Affected Persons, Public and private interested parties	– ESIA for the subprojects	Public and community consultations; Focus group discussions;	PIU – MOPHRH, FIPAG Safeguard team for the implementing agencies, including PTUs	To be defined by the PIU prior to commencement of activities in subprojects requiring this instruments

			Media, websites and water platforms		
	Project Affected Persons, Public and private interested parties, ONGs, community-based organizations, district government and WB.	– ESMP for the subprojects	Public and community consultations; Focus group discussions; Media, websites and water platforms	PIU – MOPHRH, FIPAG Safeguard team for the implementing agencies, including PTUs	To be defined by the PIU prior to commencement of activities in subprojects requiring this instruments;
	Project Affected Persons; Public and private interested parties, community-based organizations, Technical Committee for Supervision and Monitoring of Resettlement (CTASR), Resettlement Service Provider (PROSIR)	– RAP for the subprojects	Public and community consultations; Focus group discussions; Media, websites and water platforms.	PIU – MOPHRH, FIPAG Safeguard team for the implementing agencies, including PTUs	To be defined by the PIU prior to commencement of activities in subprojects requiring this instruments; Consultations will be carried out continuously through out the implementation stage.
	Affected and interested communities, project stakeholders, ONGs; WB; Implementing Agencies; Government authorities (at local, provincial and central level); Resident Supervising from the subprojects Women and other vulnerable groups will be consulted separately	– Project Progress Reports; – Audit Reports; – GRM Reports; – Stakeholder Feedback Reports.	Community meetings; Notice boards; Media, project green line, SMS, Website, Community notice board, Community radio.	PIU – MOPHRH, FIPAG Safeguard team for the implementing agencies, including PTUs	To be defined by the PIU

4.4 Proposed Strategy to incorporate the views of vulnerable groups

The project will seek the views of women and girls heading households, children and children heading households, elderly and disabled persons, people living under chronic diseases, illiterate persons, extremely poor persons and other vulnerable groups. Thus, apart from community overall consultation, specific meetings with vulnerable groups through focus groups meetings/ discussions will be undertaken.

The SEP will be flexible and dynamic so that updated issues can be accommodated throughout the project life cycle. A social assessment will identify further and detailed issues for vulnerable groups throughout the EIAs and ESMPs preparation thereby the SEP will absorb the appropriate changes.

Therefore, the following measures should be taken in order to remove obstacles to full and enabling participation / access to information:

Involvement of women in specific engagement groups on an ongoing basis throughout the project life cycle. Women should be encouraged to contribute to the decision-making process on diverse issues such as livelihoods, inclusion of community infrastructure, equal opportunities, representation over different discussion forums, whether community, local, institutional or governmental;

- Regarding women heading households, additional measures should be taken in consideration in order to strengthen their participation, such as: arrangement of transportation to meeting location in case of long distances; scheduling of meetings at suitable times that facilitate their attendance; provision of assistance to minors under the care of their mothers while attending meetings; when necessary, provision of assistance with translation into local languages ensuring their representation at meetings;
- In case of vulnerable groups represented by associations, it should be suitable if the dissemination of the information and their engagement would be carried out through their respective associations, ensuring its organizational principles and values are accommodated into the implementation of the project, otherwise the engagement should be undertaken through ONGs, associations or community-based associations.

5. RESOURCES AND RESPONSABILITIES FOR IMPLEMENTING STAKEHOLDERS ENGAGEMENT

Adequate human, financial and technical resources will be provided for the implementation of the SEP over the project life cycle.

5.1 Implementation Arrangements and Resources

The overall responsibility for the implementation of the SEP lies with the Project Implementation Unit under the Project Coordinator with the direct support from the Environmental and Social specialist and other related staff that may be brought on board (such as GBV for instance) in the PIU hosted by FIPAG. DNAAS will host a second PIU.

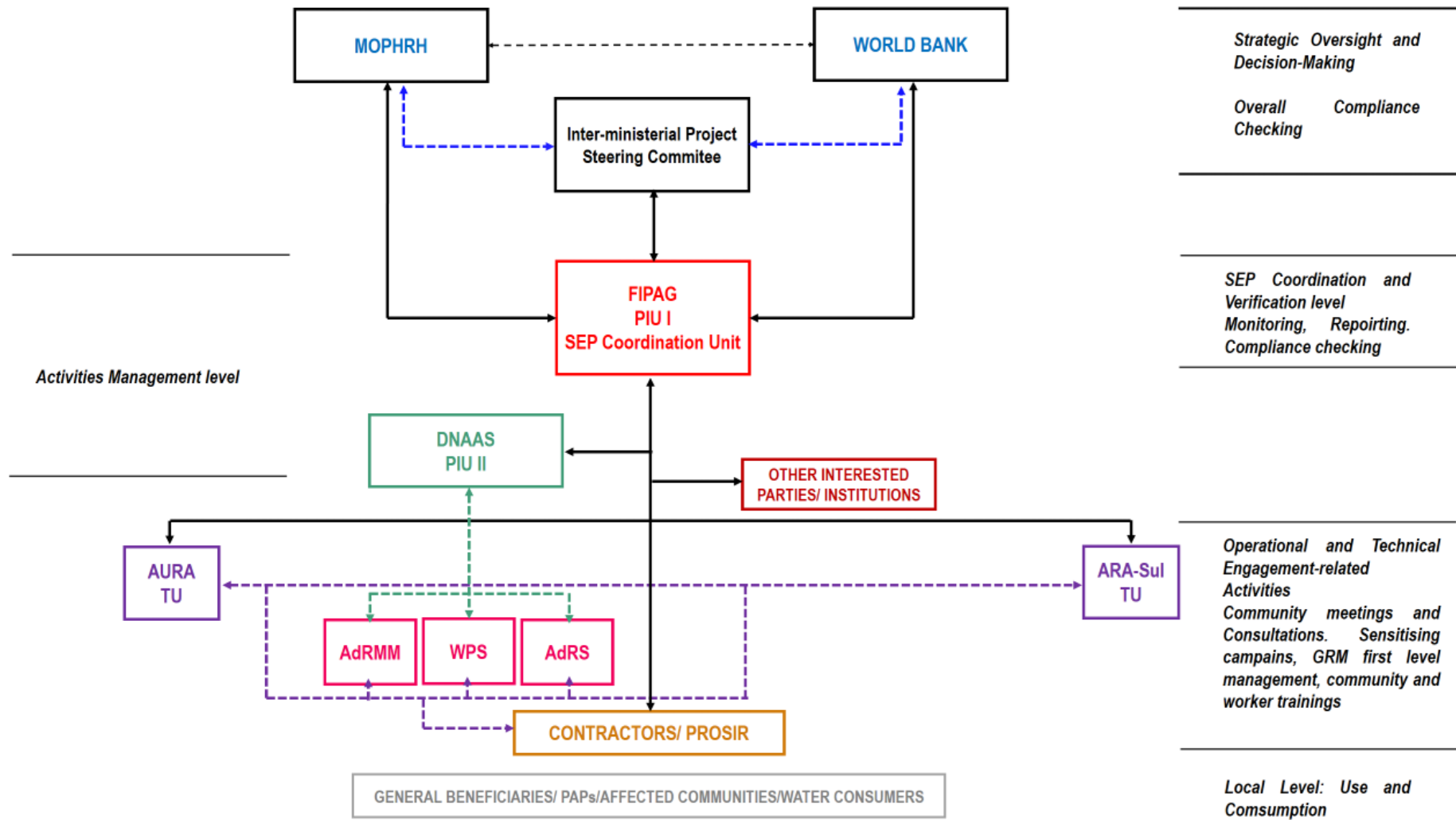
The Environmental and Social safeguards Team must maintain an IAPs database (including terms of commitment, if necessary) throughout the project life cycle. The SEP activities will also be implemented along with the site-specific instruments (ESIA/ESMP) both through ESIA consultants and the Contractors who will be involved in the project construction works. Thus, at this level AURA and ARA-Sul will be involved through their E&S safeguards specialists from the Project Technical Units (PTUs) they will host..

Procurement Arrangements are fundamental on the process of stakeholder engagement and liaising so that activities can flow through the appropriate channels without constraints. The two PIUs hosted by FIPAG and DNAAS respectively and the PTU hosted by AURA-Sul will manage procurement related to its activities. ARA-Sul will need capacity building on procurement and FM support.

Effective coordination and collaboration mechanisms are crucial for the successful implementation of the SEP. These mechanisms will include:

- **Inter-ministerial Project Steering Committee:** Established by the Government to provide strategic oversight and decision-making. The committee comprises representatives from MPWHWR, FIPAG, DNASS, ARA-Sul, AURA, AIAS, Ministry of Economy and Finance, Ministry of Agriculture, Environment, and Fisheries (**MAAP**), and other relevant stakeholders. Meetings will be held twice a year or quarterly as needed;
- **Regular Coordination Meetings:** Held among FIPAG, DNASS, ARA-Sul, AIAS, IP, AURA, and other stakeholders to enhance communication and collaboration;
- **Project Implementation Unit (PIU):** Set up within FIPAG to oversee compliance with E&S requirements, staffed by:
 - **One Environmental Specialist;**
 - **One Social Development Specialist;**
 - **One Gender-Based Violence (GBV) and Gender Specialist;**
 - **One Environmental Advisor.**
- **Grievance Redress Mechanisms (GRMs):** Implemented to address complaints effectively and ensure prompt resolution. The implementation of GRM will flow from the bottom (contractors and TUs) to the Top (PIUs).
- **Collaboration with International Partners:** Ensuring alignment with best practices and standards.
- **Capacity Building Initiatives:** Workshops, guidelines, preparation of E&S instruments, and technical support to improve institutional capacity.

The PIU hosted by FIPAG will be responsible for coordinating the implementation, monitoring, and reporting of E&S compliance for all project activities. Clear roles, responsibilities, and collaboration mechanisms are essential to ensuring that the project adheres to the Environmental and Social Framework (ESF) of the World Bank and achieves its intended objectives.

Figure 2: Flowchar of SEP Implementation Arrangement

During the activities execution phase, the PIU must ensure that monitoring and verification of compliance with the SEP is carried out, as well as that the TUs and contractors prepare Progress Reports to be submitted to the central PIUs and the WB.

Safeguards technicians from the implementing TUs may be supported by Community Liaison Officers/ E&S SGs specialists from the contractor, responsible for implementing the subprojects, also in charge of monitoring all resettlement activities (PROSIR), where applicable, compensations and community engagement meetings in the interventions areas. The TUs should have primary responsibility for implementing the GRM.

The budget estimated for preparing and implementing SEP is US\$ 430 525 as shown below in the table 5 and will be funded through Component 4 (C4) – Project Management Support.

Table 5: Proposed Budget for Project Implementation

	Activity	Quantity	Unit	Unit Cost (USD)	Estimated Cost (USD)
General costs	Consultation/ Participatory planning, decision-making meetings	56	Meetings	2 500,00	140 000,00
	Operations of a free hotline for disseminating information and receiving complaints	60	Months	200,00	12 000,00
	Maintenance of information on websites of the MOPHRH and the project implementing agencies	60	Months	300,00	18 000,00
	Newspaper advertisements/ announcements	40	Announcements	500,00	20 000,00
	Local radio announcements/ programs	50	Announcements	100,00	5 000,00
	Project information leaflets (IEC material)	10	Packages/ Units	1 500,00	15 000,00
	Internal and external verification of implementation of SEP and GRM	5	Verification/ audits	10 000,00	50 000,00
	Workshops/ training to promote E&S instruments	30	Units	1 500,00	15 000,00
	Rental of rooms and venues for training/ meetings	30	Units	1 000,00	30 000,00
	Annual meeting with IAPs	5	Meetings	2 500,00	12 500,00
SUBTOTAL					317 500,00
CENTRAL	Operating Costs - SEP				
	Acquisition of equipments (cameras, telephones, computers)	02	Budget	10 000,00	20 000,00
	Travel (Hotel, accommodation)	50	Nights	200,00	10 000,00
	Vehicle/ transport/ fuel	48	Months	1 000,00	48 000,00
	Flight Tickets	30	Round trip	50,00	15 000,00
Subtotal					93 000,00

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TOTAL					410 000,00
CONTINGENCIES (10%)					20 525,00
GRAND TOTAL					430 525,00

6. GRIEVANCE MECHANISM

A Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner. Amongst the grievances and complains that the IAPs may present, the following stand out:

Project negative impacts on communities – financial losses, physical harms and nuisance from the civil works and/or from the operational activities of the project;

- Health and Safety risks – dangerous circulations of civil works vehicles; emission of fumes and dust from the machinery and civil works vehicles; disputes of spaces over the community roads, between the civil works vehicles and community members;
- Community land ownership concerns related to resettlement and compensation process;
- Negative impacts on the surrounding environment – waste management, water contamination, exacerbation soil erosion, habitat destruction, etc;
- Unacceptable behavior by the contractor's staff or employees, including disrespect for local cultural norms; gender-based violence, including sexual exploitation and abuse, and sexual harassment;
- Project workers-related concerns for construction works conditions – project commitment with national labor law, as well as international standards (H&S work requirements).

Within the engagement scope of the IAPs, the GRM should promote IAPs engagement through awareness of the availability of mechanisms to present their grievances and complaints related to the project implementation and getting feedback without costs or fear of reprisals.

The GRM should be deployed before the project starts and widely disseminated to the IAPs. The level of stakeholders engagement will also be measured by the accessibility of the GRM and the degree of severity of the grievances that arise throughout the lifecycle of the project, as well as its feedback flows.

The stakeholders involved in the implementation of SEP, including community leaders, E&S safeguard experts, Technical Units (TU) and other stakeholders that may be indicated at the implementation level of the subprojects play a key role in the engagement of the IAPs and grievances and complaints resolution.

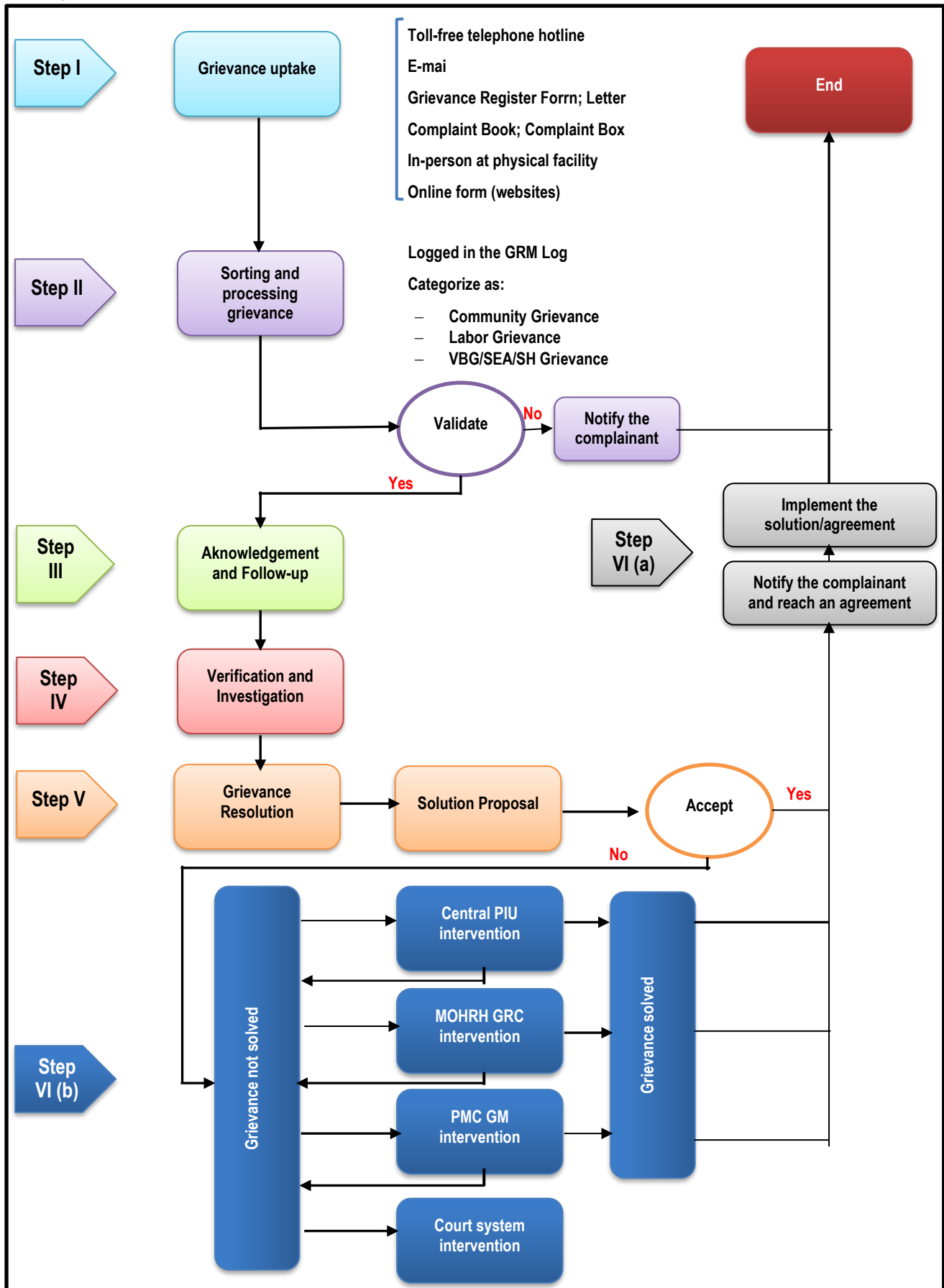
The project GRM should be periodically reviewed, modified and adapted to the context of the specific subprojects or activities.

6.1 Description of Grievance Redress Mechanism (GRM)

Complaint resolution forums should be established at three levels, namely: (i) Technical Unit level which is responsible for the implementation of specific activities in the project/ subcomponents of the projects; (ii) Project Implementation Central Unit level; (iii) Project Community Management level. The main activities of the mentioned forum include: (i) deliberate on complex issues and stakeholder complaints that are presented over the project cycle; (ii) collectively find appropriate solutions, seek constructive results and, whenever is required, formulate responses on behalf of the project to be communicated to the appropriate stakeholders.

Within the existent cultural and legal frameworks, the GRM will encompass three boards of grievances and complaints resolutions, namely (i) community or public board; (ii) project management/ implementation board (includes Technical Unit level and Central Unit level); and (iii) Mozambican judicial system. The mechanism should be guided by the schema presented below, through figure 2 and detailed in the table 6.

Figure 3: Flowchart of the General Grievance Redress Mechanism Procedure



At the level of local communities there are cultural and traditional mechanisms for solving problems through family structures, as well as community and/ or traditional leaders. It is expected that some of the disputes that arise at the local level can be resolved using these mechanisms, without the direct involvement of the proponent, contractor or government representatives at the local and national levels. However, issues raised by the Project such as increased levels of land disputes involving areas for Project implementation must have the official involvement of local authorities and the owner(s) of the land in question.

When problems caused by the project are raised and resolved through existing community resolution mechanisms, the local government structure should report to the project for recording and acknowledgment. Therefore, all complaints and grievances, including the results of the resolution process and the persons involved, are recorded in the Project. It is expected that any disputes at this level can be resolved appropriately. Otherwise, they are transferred to the next level.

A. Grievances Redress Principles

The team involved in the receipt, review and response to grievances relating to the project will be guided by the following principles:

- All complainants should be treated with courtesy, equally and fair at all times;
- If the complainant does not want to be exposed, he/she should be treated as anonymous;
- All complaints should be treated seriously, regardless the channel through which the complaint was presented, whether by telephone, by letter, by e-mail or other means. Regardless of form of communication and submission (*Irrespective of the means of presenting the grievance, the grievance shall be registered in a standard Grievance Registry Form, see Appendix II*);
- All complaints should be registered, documented and responded in writing;
- Timescales set down within the adopted procedures should be made public through meetings with the stakeholders;
- No complainant should be treated less favourably than anyone else because of their:
 - Gender, social and marital status or age;
 - Residence status, provincial origin or location;
 - Sexual orientation;
 - Colour, race, ethnic or nationality origin;
 - Religious or political beliefs or affiliation;
 - Institutional affiliation;
 - Other unjustifiable factors such as language, age, etc.;
- All complainants, if requiring, will receive assistance in making and filing their complaint by the board in charge of GRM;
- All complaints should be treated with confidentiality and confidential treatment of all information, personal and institutional facts relating to the complaint.

Table 6: Illustrative table on GRM Steps – to be adjusted to each project/ subproject

Steps	Description of Process	Timeframe	Responsability
GM implementation structure	<p>Complaint resolution forums should be established at three levels, namely:</p> <ul style="list-style-type: none"> • Technical Unit level which is responsible for the implementation of specific activities in the project/ subcomponents of the projects; • Project Implementation Central Unit level; • Project Community Management level. <p>Within the existent cultural and legal frameworks, the GRM will encompass three boards of grievances and complaints resolutions, namely (i) community or public board; (ii) project management/ implementation board (includes Technical Unit level and Central Unit level); and (iii) Mozambican judicial system.</p>		
Grievance uptake (Receive and Track Complaints)	<ul style="list-style-type: none"> • <u>Step 1:</u> Ensure the GRM is accessible to all IAPs - regular meetings, dedicated telephone line(s), complaints box, and physical register books, e-mails, on-line forms and websites - operational and available on each work site and surrounding areas related to the project. Thus the Complaints Officer/ Local grievances focal point completes the form in case of oral complaints and records all complaints in a simple electronic database, with a back-up regularly maintained in progress reports. <p>Grievances can be submitted via the following channels:</p> <ul style="list-style-type: none"> • Toll-free telephone hotline (800700680), SMS/WhatsApp operated by the E&S PIU team; • E-mail (e-mail address to be set and activated) operated by the E&S PIU team; • Letter to PIU or implementation agency/ Subproject implementation TU (the address should be provided once the PIU is consolidated) or to the consultants hired; • Grievance register form / complaints book/ or suggestion boxes located in the public or community institutions related to the project, contractor camps and work fronts, strategic areas of community neighbourhoods surrounding or near by project implementation areas; 		

	<ul style="list-style-type: none"> In-person at a physical facility such as public or community institutions related to the project, contractor camps, project affected neighbourhood headquarters; Online form on the PIU/ implementation agencies website; Corporate WB Grievance Redress Service: http://www.worldbank.org/GRS; e-mail: grievances@worldbank.org WB's Inspection Panel: ipanel@worldbank.org or to the following address: Inspection Panel, World BANK, 1818 H Street NW, Mail Stop: MC10-1007 Washington, DC 20433 USA. Cell.: +1 (202) 458-5200; Fax: +1 (202) 522-0916 		
Sorting, processing (Preliminary Assessment of the Claim)	<ul style="list-style-type: none"> <u>Step 2:</u> Any complaint received is forwarded to corresponding Subproject Unit Implementation/ Technical Unit/ Contractor/ grievances focal point; logged in GRM log; categorized according to the following complaint types: community grievance; labor grievance; GBV/SEA/SH grievance. 	Upon receipt of complaint	Local grievance focal points
Acknowledgement and follow-up (Initial Response to Complainant)	<ul style="list-style-type: none"> <u>Step 3</u> Receipt of the grievance is acknowledged to the complainant by the targeted Subproject Unit through the local grievance focal point. Human Resources, through the Complaints Officer, will write or communicate verbally (as appropriate) to the complainant within 2 days to explain the complaints management process. 	Within 2 days of receipt	Local grievance focal points
Verification, investigation, action	<ul style="list-style-type: none"> <u>Step 4:</u> Investigation of the complaint is led by GRC; <u>Step 5:</u> A proposed resolution is formulated by GRC; <u>Step 6:</u> Communication to the complainant is carried out by the GRC's head. A seeking of an agreement of the proposed solution between the GRC and the complainant is required; The Complaint Officer/ GRC/ PROSIR follows up with the complainant to ensure his satisfaction 	Within 5 working days	Complaint Committee composed of Contractor, Resident Supervisor and Community/ Municipality authority representatives/ PROSIR

	<p>with the resolution and obtains written agreement from the complainant who confirms his position and files the documents in the database.</p> <ul style="list-style-type: none"> • <u>Step 7:</u> Implementation of the response to resolve the grievance based on the agreement reached in the previous step, then Close the complaint if everything is sort-out. 		
Monitoring and evaluation	<p>The Contractor Complaints Officer (Social Control Officer) and Safeguards Team monitor on a monthly basis the number and type of complaints received, resolved and pending and report to the RS. Data on complaints are collected from Grievance register form / complaints book/ or suggestion boxes every 15 days and reported to the RS monthly.</p> <p>The information of number, purpose/expectation of grievances submitted and status of resolution of grievances will be shared with the PIU monthly and will be included in routine performance reports. The RS and contractor (for overall project operations activities) and PROSIR as well as the PIU GRM representative assess the trends over time and stages of Project development.</p>	Monthly	GRC/ SCO/ RS /PROSIR
Provision of feedback	The Complaint Officer/ GRC/ PROSIR follows up with the complainant to ensure his satisfaction with the resolution and obtains written agreement from the complainant who confirms his position and files the documents in the database	Throughout the complaint redress process	GRC/ SCO/ SCO/ PROSIR
Appeals process	<p>The subproject responsible for the grievance should be strive to come up with a solution within 5 days. Otherwise, the following steps should be taken:</p> <ul style="list-style-type: none"> • <u>Step 8:</u> Escalate the grievance to the next level if no agreement was met. <ul style="list-style-type: none"> i. The first instance of appeal refers to the intervention of the Central PIU and should not exceed 10 days after notification; ii. The second instance of appeal refers to the MOPHRH intervention and should not exceed 15 days after notification; iii. The third instance of appeal refers to Project Management Committee (PMC) and should not exceed 21 days; iv. In addition, if one of the side remains dissatisfied, the affected party can take the claim to the court where it will be treated in accordance with Mozambican law 	<p>Within 10 days</p> <p>Within 15 days</p> <p>Within 21 days</p> <p>Depends on Mozambican law</p>	<p>Central PIU GRC</p> <p>MOPHRH GRC</p> <p>PMC Grievance Manager</p> <p>Court</p>

B. Labor-related Grievances

There will be specific procedures in place to deal with labor grievances in accordance with ESS2 and national legislation to be detailed in the LMP that is part of the ESMF for this project. This labor GRM will have clear mechanisms to immediately notify the WB in the events of specific complains or grievances.

C. Gender-Based Violence/ Sexual Exploitation and Abuse/ Sexual Harrassment-related Grievances

Specific procedures for handling complaints and grievances related to GBV/SEA/SH situations should be established considering confidentiality provisions, as well as secure and ethical documentation, such as:

- Establishment of a specific mechanism, administered by a specialized service provider with feedback to the project GRM; specific project workers should be trained on how to confidentially document GBV/SEA/SH cases;
- The project should provide multiple complaint channels;
- No identifiable information about the survivor should be stored in the GRM logbook or database;
- No identifiable information about the victims should be stored in the GRM logbook or database;
- The GRM should assist victims of GBV/SEA/SH by referring them to specialist Services Providers to immediate support after receiving a grievance.

Therefore, after receiving a case of GBV/SEA/SH complaints, it should be referred to the general project GRM and sent immediately to the PIU Social Safeguard Specialist, considering the Survivor Centered Approach.

For GBV/SEA/SH related cases, a committee for reception and analysis of GBV cases composed by the Social Control Officer (SCO) and Community Based Organization related with the GBV to be identified in the area of the project should be considered as responsible for capturing the basic information related with the case.

The committee should share the complaint with the PIU Social Safeguard Specialist within 24 hours from the time of the event. The event shall be reported to the WB safeguard team within 24 hours.

The following survivor-centered response to a GBV complaint should be followed:

1. The GBV specialist of the GBV Service Provider receiving the report prioritizes psychological support as the first support to the survivors. Also, must ensure that the complainant understands the confidentiality policy and that is her/his choice to file a formal report;
2. The complainant should be given information on available external support (e.g. medical, legal, financial, psychosocial support) by the GBV service provider;
3. The survivors should give the consent;
4. Listen and inform the survivor of potential steps that could be taken, action to be done by the GBV service provider;
5. Let survivors lead the process and decide if, when, and how to report;
6. Upon receipt of a GBV complaint report, only administrative investigation should be done by a GRM committee for GBV (GBV service provider, contractor, engineer and PIU). Ideally, investigations should occur within three business days of the report; Before the administrative investigation start, the SCO must precautionary measure to protect the survivor if she/he agrees with. E.g. place the perpetrator temporarily on another team until the investigation is complete;
7. The perpetrator should be given an opportunity to answer the allegations in writing and to produce evidence to the contrary; He should be formally informed of the results of the investigation. He must acknowledge receipt of the note informing about the investigation result;
8. Appropriate disciplinary measures are assigned to the perpetrator based on the level of offense.

The specialized GBV referral should report the close of the case to the project with the consent of the survivor. The contacts by the project team with the survivor about the case should be avoided.

The involvement of the project team in the investigation of the GBV cases will be limited to administrative investigation.

Confidentiality should be maintained at all times, with information shared only on a need-to-know basis. It is important to clarify that any information related to the survivor should be in the form of codes, and relevant information must be registered and treated respecting privacy and confidentiality.

7. MONITORING AND REPORTING

E&S PIU experts will be responsible for coordinating and internal monitoring the implementation of the SEP with the stakeholders and will be held quarterly. FIPAG PIU will be the head of this activity and should get support from DNAAS PIU and AURA, as well as ARA-SUL PTU. External monitoring (TPM) of the SEP may be contracted and carried out in simultaneous with project overall external monitoring, considering an annual basis.

7.1 Summary of how SEP will be monitored and reported upon (including indicators)

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance. SEP reporting will include the following:

- (i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP);
- (ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, Indigenous Peoples Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- (iii) Quantitative reporting based on the indicators included in the SEP. An illustrative set of indicators for monitoring and reporting is included in Annex 3.

Table 7: Monitoring indicators

Activities	Preferred indicator	Degree of achievement in relation to what was planned		
		Acceptable	Good	Very good
Meeting for dissemination and mobilization	Number of meetings held/planned	30% to 50% of planned	51% to 70% of planned	> 70% of planned
Engagement activity evaluation meeting	Number of meetings held/planned	30% to 50% of planned	51% to 70% of planned	> 90% of planned
EIA/ESIA/ESMPs meetings of subprojects	Number of meetings held/planned	80% to 95% of planned	96% to 99% of planned	100% of planned
Meetings for the preparation of RAPs for subprojects	Number of meetings held/planned	80% to 95% of planned	96% to 99% of planned	100% of planned
Involvement of vulnerable groups in engagement meetings	Number of meetings held/planned	80% to 95% of planned	96% to 99% of planned	100% of planned
	Participation of vulnerable groups/individuals	15%	25%	40%

Grievance Redress Mechanism	Number of complaints filed and resolved at level 1	80% to 95% of planned	96% to 99% of planned	100% of planned
	Number of complaints filed and resolved at level 2	80% to 95% of planned	96% to 99% of planned	100% of planned
	Number of complaints filed and resolved at level 3	80% to 95% of planned	96% to 99% of planned	100% of planned
	Number of complaints proceeded to court	10% - 20%	< 10%	0%

7.2 Reporting back to stakeholder groups

The SEP will be revised and updated as necessary during project implementation in order to ensure that the information presented here is consistent and updated, as well as that the methods of dissemination of protected information maintain protection and recommendations in relation to the project context and specific phases of development. Any major changes to project-related activities and the timeline will be consistently reflected in the SEP.

Quarterly and annual summaries, as well as internal (monthly) reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the project managers. Specific mechanisms to report back to the stakeholders include the following:

- i. Monthly Reports – The Contractor will prepare monthly summary reports (Progress Reports) on stakeholders engagement activities to be submitted to Resident Supervising (RS) and the Implementing Agencies/ PIU. The report will highlight stakeholders activities conducted on a monthly basis; public outreach activities stakeholder meetings, social media and digital engagement; entries in the complaints register; new issues or challenges emerging and how these are/ were considered by the project; grievances;
- ii. Quarterly Reports – The central PIU will prepare quarterly reports on stakeholder engagement activities to be submitted to the WB and this will include:
 - Stakeholder activities carried out on a quarterly basis;
 - Public outreach activities (meetings with stakeholders) carried out during the reporting period and key findings or issues discussed;
 - Record and redress of complaints related to the reporting period and the solutions hold to overcome the grievances;
 - New stakeholder identified and their inclusion in the SEP;
 - New emerging problems or challenges and how these are/ were considered by the project.
- iii. Annual Stakeholder Engagement Reports – the PIU will compile a report summarizing the results of the SEP annually. This report will provide a summary of all issues raised in the engagement process with the IAPs, the status of the grievances resolution for the reporting period, relevant findings for the public consultations. This report should be submitted to the WB.
- iv. Reporting to the communities – it will be the responsibility of the PIU/ Contractor to report to the communities on issues related to:
 - How community views are incorporated into the project;
 - Key findings and conclusions of monitoring activities;

- Mains events and changes in the project dynamics;
- Means of sharing and publishing reports (disseminations channels such as websites, distribution of printed copies to IAPs, community radios, local leaderships, social media, among others);
- Summary of results published in relevant public access locations;
- Contracting issues and other actions of great interest to the community.

The monitoring report will be based on a set of indicators that must be reported on a regular basis, specifically defined in table which will be integrated into the general monitoring system defined for the project.

8. REFERENCES

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3. World Bank Group General Environmental, Health, and Safety Guidelines, April 2007
4. World Bank (2023). Program Appraisal Document on a Proposed Grant. Urban Water Security Program. Water Global Practice, Eastern and Southern Africa Region.
5. World Bank (2023). Environmental and Social Systems Assessment (ESSA) Report. Mozambique Urban Water Security Project (P178653). Program for Results (PforR).
6. World Bank (2022). Concept Environmental and Social Review Summary. Concept Stage. Mozambique Urban Water Security Project (P178653).
7. World Bank (2018). Good Practice Note on Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in World Bank-Financed Projects

9. APPENICE I

Public Consultation Reports – Preparation of E&S Instruments

10. APPENICE II: GRIEVANCE REGISTER FORM

A unique code should be assigned to each complainant / or Project Affected Person (PAP) at the first time they report a concern, and the same code should be used for all future concerns reported by the same person.

1. INCIDENT IFORMATION

1.1 Received By:	1.2 Date received:	1.3 Reported by:
1.4 Grievance category - (Circle as appropriate) (Compensation/Land access/Inadequate Notification/Disruption to business or property/ Property damage/Environmental damage/Safety Risk/Traffic/Boundary Dispute/Other)		
1.5 Project Related? Yes: <input type="checkbox"/> No: <input type="checkbox"/> - If the grievance is not related to the project do not continue.	1.6 Date of the report to Contractor:	1.7 Date of the report to ANE:
1.8 Case ID:	1.9 Location	1.10 District:
1.11 Contract Number:		1.12 Name of the contractor:
3.6 Risk of retaliation: Yes: <input type="checkbox"/> No: <input type="checkbox"/>		
3.7 Description of concern:		
3.8 Pictures or other documents that support the concern (if any)		

11. APPENICE III: GRIEVANCE RESOLUTION REPORT

GRIEVANCE RESOLUTION REPORT			
Complaint N°		Complaint Receipt Date	
Name of Complainant		Neighborhood	
Complainant's Identification Number		Census Registration Number (If applicable)	
Complainant Contact		Assunto Resolvido Por	
Description of Resolution Taken			
Complainant Acceptance of the Resolution Measure Applied			
<p>I,....., hereby declare that I agree with the proposed action to resolve my complaint.</p>			
Name of the person who submitted the complaint:			
Complainant's signature or index finger:			
Name of Community Officer:			
Signature:			
Name and signature of witnesses:			

12. APPENICE IV: SAMPLE FORM TO RECORD AND MONITOR GRIEVANCES

[illegible]

13. ANNEX I: PUBLIC CONSULTATION MEETING FOR PREPARATION AND DISCLOSURE OF ESSA

Mozambique Urban Water Security Project (P178653) Program for Results (PforR)

Environmental and Social Systems Assessment (ESSA)

Consultation Meeting

FIPAG, Maputo

February 7, 2023

Issue Raised	Response
As the works will be mainly in urban and peri-urban areas it is not clear how there will be risks on biodiversity.	Agreed that the major works are foreseen in urban and peri-urban areas with low biodiversity risk, although there are proposed infrastructure, such as the permanent crossing of the Incomati river and the water abstraction in Inhambane (close to a lagoon system) that could result in biodiversity impacts, that shall be properly assessed and managed.
There is a need to engage municipalities and local leaders and clarify their roles, namely in the licensing of PWP.	Agreed. These are key stakeholders that should be engaged during the whole process.
There is a risk of brackish water emerging due to over-exploitation by private suppliers, who have their boreholes licensed by ARA-Sul.	Agreed. The program already includes activities to strengthen ARA-Sul capacity to manage aquifer exploitation and water quality to avoid overexploitation.
There is a risk of the borehole protection zones being occupied with a resulting risk of contamination.	Agreed. We could include in the ESSA a recommendation to strengthen FIPAG's surveillance of the protected areas.
FIPAG must improve its ability to communicate before intervening on the field.	To be included in the ESSA.
The capacity to attend and respond to consumers must be strengthened.	Agreed. The ESSA already includes recommendations to this effect.
The ESSA recommendation for the integration of GRM is not clear. Does it refer to the integration of GRM of all entities involved in PforR?	The recommendation refers only to the integration of existing GRMs into FIPAG. Each entity will have its own GRM. We will clarify this further in ESSA.
ESSA recommends that the ESMS be in place before the start of the PforR implementation, but since it was felt that FIPAG has the capacity for environmental and social	To be discussed.

Issue Raised	Response
management it should be in year 1, to allow time to refine the procedures.	
Being a PforR how is it ensured that there are funds to carry out the prior actions recommended in the ESSA?	PforR allows FIPAG to request an advance of 25% of the funding to cover the costs of the required studies and prior actions. Additional funds will only be made available once satisfactory results of the initial phase have been achieved.



Avaliação do Sistema Ambiental e Social

Reunião de Consulta

Local: FIPAG

Data: 7 de Fevereiro 2023

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14. ANNEX II: TEMPLATE TO CAPTURE CONSULTATION MINUTES

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps

15. ANNEX III: SAMPLE TABLE – MONITORING AND REPORTING ON THE SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
<p>GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?</p>	<ul style="list-style-type: none"> • Are project affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> • Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. 	<p>Records from the implementing agency and other relevant agencies</p>

<p>Stakeholder engagement impact on project design and implementation.</p> <p>How have engagement activities made a difference in project design and implementation?</p>	<ul style="list-style-type: none"> • Was there interest and support for the project? • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> • Active participation of stakeholders in activities • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project. 	<p>Stakeholder Consultation Attendance Sheets/Minutes</p> <p>Evaluation forms</p> <p>Structured surveys</p> <p>Social media/traditional media entries on the project results</p>
<p>Implementation effectiveness.</p> <p>Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> • Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not? 	<ul style="list-style-type: none"> • Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. 	<p>Communication Strategy (Consultation Schedule)</p> <p>Periodic Focus Group Discussions</p> <p>Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives</p>