GOVERNMENT OF THE KINGDOM OF ESWATINI - MINISTRY OF NATURAL RESOURCES AND ENERGY, ESWATINI WATER SERVICES CORPORATION (EWSC)

MANZINI REGION WATER SUPPLY AND SANITATION PROJECT

UPDATED RESETTLEMENT ACTION PLAN

08 SEPTEMBER 2026

PREPARED BY: ESWATINI WATER SERVICES CORPORATION

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ACRONYMS

ACRONYM	DESCRIPTION
AfDB	African Development Bank
AIDS	Acquired Immunodeficiency Syndrome
ARAP	Abbreviated Resettlement Action Plan
CLO	Community Liaison Officer
CMP	Comprehensive Mitigation Plan
CSO	Central Statistics Office
DFIs	Development Finance Institutions
ECO	Environmental Compliance Officer
EEA	Eswatini Environment Authority
EEC	Eswatini Electricity Company
EIA	Environmental Impact Assessment
ENHB	Eswatini National Housing Board
EPTC	Eswatini Post and Telecommunications
ESAP	AfDB's Environmental and Social Assessment Procedures
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
EWSC	Eswatini Water Services Corporation
GIS	Geographic Information System
GoKE	Government of the Kingdom of Eswatini
GPS	Global Positioning System
GRM	Grievance Redress mechanism
Ha	Hectare
HIV	Human Immunodeficiency Virus
IBRD	International Bank for Reconstruction and Development
IFC	International Finance Corporation
ISS	AfDB's Integrated Safeguards System
LRP	Livelihood Restoration Plan
m^2	Meter Squared
MDGs	Millennium Development Goals
M&E	Monitoring and Evaluation

ACRONYM	DESCRIPTION
MHUD	Ministry of Housing and Urban Development
MOA	Ministry of Agriculture
MRWSSP	Manzini Region Water Supply and Sanitation Project
NGO	Non-governmental Organization
OS	Operational Safeguard
PAC	Project Affected Community
PAPs	Project Affected Persons
PIT	Project Implementation Team
PRSP	Poverty Reduction Support Program
RAP	Resettlement Action Plan
RPF	Resettlement Policy Framework
RMCs	Regional Member Countries
SEP	Stakeholder Engagement Plan
SNL	Swazi Nation Land
TDL	Title Deed Land
WTP	Water Treatment Plant

GLOSSARY OF TERMS

Term	Definition
Assets	All individual or communal properties such as homesteads, land, trees, forests, rangelands, commercial premises, tenancy, income-earning opportunities, social and cultural networks and activities, for which compensation is due if adversely impacted upon.
Asset Inventory	Assembly of specified individual, communal, institutional and public assets (fixed properties) as determined or collected at a certain point in time using specific aerial photos, mapping, field survey, land survey, et cetera. for which an assets register will be developed and compensation payments processed.
Asset Register	A compiled record of affected assets and ownership as adjudicated and valued, and ready to be used for compensation discharge processing. The information may be stored in a computerised database for easy long term tracking of compensation liability discharge and settlement of disputes.
Business or Commercial Property	Buildings or structure, premises, facility or asset used primarily for the purposes of business activity, it may formal or informal.
Communal Resources	Property such as land and vegetation containing pasture, brushwood, medicinal plants, wild vegetables, and other useful grasses (valuable for roofing, making hats, baskets, mats and variety of handicrafts), and to which rights have traditionally been held by the community and which are currently under the management authority of Community Councils,
Census	A field survey carried out to identify and determine the number of Project Affected Persons (PAPs), their assets, and potential impacts. The census is carried out in accordance with the procedures, satisfactory to the relevant national regulations, and the AfDB's Policy. The meaning of the word shall also embrace the criteria for eligibility for compensation, resettlement and other measures, emanating from consultations with affected communities and local leaders.
Community	A group of people linked together by common characteristics, aims, culture and environment, often with family ties.
Compensation	Replacement of property or assets loss with in-kind or its monetary equivalent, or as a payment for loss of usage rights and annual production in the case of

Term	Definition
	communal assets and arable land. It may be payment in cash or in kind for an asset or resource that is acquired or affected by a project at the time the asset needs to be replaced. It is an entitlement to affected persons, as a policy imperative and/or as decreed by government laws or regulations in order to replace the lost asset, resource or income.
Consultation	A tool for managing culturally appropriate two-way communications between project sponsors and the public. Its goal is to improve decision-making and build understanding by actively involving individuals, groups, and organizations with a stake in the project, thus increasing a project's long-term viability and enhancing its benefits to PAPs and other stakeholders.
Cut-Off-Date	The date of commencement of the census of PAPs within the project area boundaries. This is the date on and beyond which any person whose land is occupied for project use, will not be eligible for compensation.
Economic Displacement	The compulsory requirement for an asset to relocate or be destroyed by project activity or impact (physical and/or economic), hence triggering the need for compensation including physical resettlement or relocation in the cases of homesteads, premises and such facilities, or where the means of livelihoods get affected.
Eligibility	The criteria for qualification to receive resettlement benefits.
Entitlement	Resettlement entitlements are the sum total of compensation provided to persons in their respective eligibility category. The entitlement may comprise cash or in-kind compensation, relocation costs, income rehabilitation assistance, transfer assistance, income substitution and relocation.
Entitlement Matrix	The pre-appraisal inventory of assets as a preliminary record of affected or lost assets.
Grievance	An issue, concern, problem or claim (perceived or actual) that an individual or community group wants the Eswatini Water Services Corporation to address and resolve.
Grievance Redress Mechanism	A locally accessible, formalized way to accept, assess and resolve feedback or complaints from individuals or communities who believe they are adversely impacted by the Project.
Homestead	A building or group of buildings within a residential site, inclusive of any other

Term	Definition
	associated structures and facilities, occupied by a household as a home.
Household	A group of persons with one family head bound by blood, marital, legal or any other relationship, living together and operating as a single economic unit in a dwelling (home or homestead).
Household Head	A person in the family who generally runs the affairs of the household and is regarded by other members as the main decision-maker.
Involuntary Resettlement	Compulsory removal of a household due to project activities and effects such as a project-related land acquisition or restrictions on land use which causes physical displacement (relocation and loss of shelter), economic displacement (loss of land, assets or access to assets, including those that lead to loss of income sources or other means of livelihood), or both. Resettlement is considered involuntary when affected persons or communities do not have the right to refuse land acquisition or restrictions on land use that result in displacement.
Land	Land, including anything growing on or permanently affixed to land, such as crops, buildings and other improvements.
Land Acquisition	Methods of obtaining land for project purposes, which may include outright purchase, expropriation of property and acquisition of access rights, such as servitudes or right of way. Land acquisition may also include: • acquisition of unoccupied or unused land whether or not the landholder relies upon such land for income or livelihood purposes; • repossession of public land that is used or occupied by individuals or households; and • project impacts that result in land being submerged or otherwise rendered unusable or inaccessible.
Livelihood	The full range of means that individuals, families and communities utilize to make a living, such as wage-based income, agriculture other natural resource-based livelihoods, petty trade.
Livelihood Restoration	Consists of the entitlements for affected persons and/or communities who are economically displaced, to provide them with adequate opportunity and resources to at least restore, if not improve, their livelihoods.
Public	The process of making information available to affected people and other

Term	Definition
Disclosure	interested parties, particularly with regard to the environmental and social aspects of the program. Disclosure of information should be done in a timely manner, in publicly accessible locations, and in languages and formats readily understood by affected groups.
Physical Displacement	Loss of shelter and/or assets caused by acquisition of related land by the program and hence triggering resettlement or relocation.
Project Affected Person	Any person who, as a result of project implementation, loses the right to own, use, or otherwise benefit from a built structure, land (residential, agricultural, or pasture), annual or perennial crops and trees, or any other fixed or moveable asset, either in full or in part, permanently or temporarily.
Replacement Cost	Method of valuation yielding compensation sufficient to replace assets, plus necessary transaction costs associated with asset replacement. In terms of land, this may be categorized as follows:- Replacement cost for agricultural land means the pre-project or pre-displacement (whichever is higher) value of land of equal productive potential or use located in the vicinity of the affected land, plus the costs of preparing the land to levels similar to those of the affected land, including any registration, transfer taxes and other associated fees. • Replacement cost for houses and other structures means the prevailing cost of replacing affected structures of the quality similar to, or better than, that of the affected structures. Such costs shall include building materials, transporting building materials to site, any labour and contractors' fees, and any registration costs.
Resettlement Action Plan (RAP)	A time-bound action plan to be prepared when subproject locations are identified. In such cases, land acquisition leads to physical displacement of persons, and/or loss of shelter, and/or loss of livelihoods, and/or loss, denial or restriction of access to economic resources. RAPs are prepared by the party impacting on PAPs and their livelihoods. RAPs contain specific and legally binding requirements to be abided by to resettle and compensate the affected party before implementation of the project activities causing adverse impacts.
Stakeholders	Individuals, groups, or institutions that have an interest or stake in the

Term	Definition
	outcome of a project. The term also applies to those potentially affected by a project. Stakeholders include land users, country, regional and local governments, implementing agencies, project executing agencies, groups contracted to conduct project activities at various stages of the project, and other groups in the civil society which may have an interest in the project.
Stakeholder Engagement	Broad, inclusive and continuous process between the project proponent and those potentially affected by the Project that usually spans the life of the Project. It includes broad participation and input to project design and procedures, including consultations, information disclosure and dissemination.
Valuation	Calculation of the cash value of the affected asset, taking account of its market value and/or full replacement costs.
Vulnerable	A disadvantaged person who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project's benefits. Such an individual or group is also more likely to be excluded from or unable to participate fully in the mainstream consultation process and as such may require specific measures and/or assistance to do so. The elderly and minors need particular consideration especially in circumstances where they may be separated from their family, the community or other individuals upon whom they depend.

EXECUTIVE SUMMARY

INTRODUCTION AND PROJECT BACKGROUND

The Eswatini Water Services Corporation (EWSC) was established in 1992, her mandate is to provide quality water and wastewater services to the Kingdom of Eswatini, as the sole provider of water services in the urban areas. The Government of the Kingdom of Eswatini (GoKE) has received financing from the African Development Bank (AfDB) for the implementation of the Manzini Region Integrated Water Supply and Sanitation Project (MRWSSP), in the Manzini Region of Eswatini.

EWSC has been faced with a challenge of providing water supply to un-serviced areas in the Manzini Region. The region has several Tinkhundla with a lack of water supply services and as such is endeavouring to provide potable water in these areas. The proposed project will provide potable water to six (6) targeted Tinkhundla within the region, namely: Mtfongwaneni, Kwaluseni, Mafutseni, Manzini South, Nhlambeni and Manzini North.

The Environmental Management Act, 2002 enforced by the Eswatini Environment Authority (EEA) states that no person shall undertake any project that may have an effect on the environment without the written approval of the Authority, or in the case of review, of the Minister and except in accordance with any conditions imposed in that approval. It further states that "a person proposing to undertake a project to the Authority containing sufficient information to enable the Authority to determine the potential impacts of the project on the environment". In accordance with this Act, the EWSC submitted a project brief for the proposed project and the EEA classified it under Category 3. This is equivalent to Category 1 to the AfDB's Integrated Safeguard System (ISS) and Environmental and Social Assessment Procedures (ESAP). As a Category 1 project, a full Environmental and Social Impact Assessment (ESIA), has been prepared. The ESIA examines the project's potential beneficial and adverse impacts, compares them with those of feasible alternatives (including the "without project" scenario), and recommends measures needed to prevent, minimise, mitigate or compensate for adverse impacts and to enhance environmental and social project benefits. This RAP has been prepared to mitigate asset and livelihood loss, and to comply with the national and AfDB ISS requirements. The first RAP report was approved and disclosed on the EWSC and the Bank's websites on the 26th of January 2024 and 05th February 2024 respectively. However, due to changes where the pipeline was relocated from the right side to the left side on servitudes of public and community roads where it traverses due to geographic reasons, mainly transmission system at Manzini North (Makholweni Chiefdom) and Nhlambeni (Mpini Chiefdom), Changes in the scope occurred on the transmission system for both raw water and treated water. With all the changes that happened after approval of the RAP, the report with accompanying PAPs matrices

had to undergo update and re-submission to the Bank, hence, the reason for this updated report. Details of the changes are outlined in the table below.

Water Supply System Constructed	Baseline	Target	Anticipated Outcome
Transmission system (raw and clean water)	0	57000m	26000m
Water Treatment Plant (capacity)	0	25ML	25ML
Service Reservoirs (2)	0	23.5ML	21ML
Distribution System	0	480km	480KM
Metered Connections	1051	7000	7000
Water Kiosks in per-urban and rural areas	0	14	6
Public onsite sanitation facilities	0	20	20

OBJECTIVES OF THE RAP

It is a widely accepted fact that if the impacts of the project are left unmitigated, involuntary resettlement under development projects may give rise to economic, social and environmental risks. The purpose of the Resettlement Action Plan (RAP) is to address any cases of involuntary resettlement that may arise, as well as to clarify the organizational arrangements that may be needed during different phases of the project preparation and implementation phases.

The RAP describes the policies, procedures and processes that will be followed throughout the project during mitigation of adverse social impacts due to project activities among the project affected persons (PAPs), with and without legal title, whose land or properties, businesses and other assets are expropriated for the execution of the construction works.

The implementation of the Manzini Region Water Supply and Sanitation Project (MRWSSP) will require land acquisition from both landowners on Swazi Nation Land (SNL) and Title Deed Land (TDL), and may affect other privately owned assets such as fruit trees, fences, and community assets. The overall aim of the Resettlement Action Plan is to ensure that the social impacts associated with the construction of the project's infrastructure are addressed. These include:

a) loss of land and other privately-owned assets;
b) loss of social infrastructure and community facilities;
c) impacts on subsistence or livelihoods and income-earning capacity; and
d) collective adverse impacts on host communities and groups or social categories who because of their social position may be vulnerable to changes brought about by project activities.

The RAP has been prepared with reference to Government policies and legislation and the safeguard requirements of the African Development Bank (AfDB).

LEGAL AND POLICY FRAMEWORK

The RAP process has been undertaken in line with national legislation and policies, including but not limited to, National Rural Resettlement Policy, 2003, and the Ministry of Housing and Urban Development Resettlement Policy and Guidelines, 1994, The Constitution of the Kingdom of Eswatini, 2005.

In addition to national policies and legislation, the RAP process was undertaken in line with the African Development Bank (AfDB) Integrated Safeguard Systems, particularly Operational Safeguard 5: Involuntary resettlement land acquisition, population displacement and compensation (OS5). Furthermore, Good International Industry Practice (GIIP) such as the International Finance Corporation (IFC) and World Bank safeguards standards were considered during the development of the RAP.

This section provides an overview of gaps between the Eswatini legal framework and the AfDB requirements as it relates to land acquisition, compensation and resettlement with the MRWSSP RAP. Where gaps between the provisions of national legislation and OS5, OS8, OS10 were identified, the provision that is superior, and that provides better compensation and entitlement to PAPs was applied. This is consistent with the objective that PAPs should not be made worse off than pre-project levels and that it is desirable for their livelihood to be improved rather than prejudiced by the physical or economic displacement.

Some of the gaps identified include but are not limited to; eligibility classification, compensation and livelihood, compensation offers, land for land compensation of equal production use or potential, resettlement assistance, and security of tenure. The results of the gap analysis are presented in **a tabular format, (**Table 3:3) along with measures to address the identified gaps. Where it was determined that the Eswatini legislation does not correspond to AfDB requirements, then AfDB OS2 was followed.

APPROACH AND METHODOLOGY IN THE PREPARATION OF THE RAP

The RAP was undertaken using several instruments, including desktop review, site visits, community and PAPs consultations, and physical identification, enumeration and measurement of affected properties. During the desktop review process relevant secondary data was collected and reviewed, including an assessment of studies undertaken for the project to date. These included:

- Technical Feasibility Study undertaken by Gibb Africa 2019/2020 (Scoping & Final)
- African Development Bank's (AfDB) Integrated Safeguard Systems, particularly OS2 (applicable to the project)
- Relevant Eswatini Legislation and National Policies guiding involuntary resettlement.

Project Maps were also studied prior to undertaking fieldwork. In addition to this, more information was sourced from printed and electronic reports and documents. Demographic Surveys and Census reports were also reviewed, and the MRWSSP Environmental and Social Impact Assessment (ESIA) report was used as a key reference.

A key element of the process was the identification and determination of the number of PAPs (physically and economically affected by MRWSSP), as well as their affected assets. A desktop study of the affected area was undertaken as well as field visits to confirm the properties and to work with community structures. Asset registration and verification targeting homestead heads was undertaken over a period of three (3) months. Identification and registration of assets occurred in the presence of homestead heads, or their representatives, and Community Liaison Officers (CLOs) from the five (5) affected Tinkhundla to check for the correctness of surveyed or measured assets and ownership details.

The final project designs have been approved, however, if there will be any further changes on the design, the RAP will be updated to close gaps due to such variances.

POTENTIAL RESETTLEMENT IMPACTS

The project will require acquisition of agricultural, residential land and relocation of EWSC staff members, informal business structures for the purpose of construction of the WTP and primary and secondary water pipelines. Temporary occupation of land will also occur during the construction period for construction of work areas. Implementation of the project will lead to a number of impacts that will require mitigation and management.

The potential negative impacts or risks include:

- Loss of land and
- Loss of assets such as trees, agricultural crops, etc,.

The potential positive impacts identified include:

- Fair compensation
- Better infrastructure
- Protection of vulnerable groups

Physical works on the project will be undertaken in two lots; Lot 1 works entail the construction of a new Water Treatment Plant (WTP), pipeline to draw raw water from Lusushwana River to the WTP then another pipeline to transfer water from the -WTP to the Logoba Reservoir, and construction of staff houses. Lot 2 will entail the construction of two reservoirs, distribution network, and construction of VIP sanitation facilities.

Table 1 summarises the identity of the affected asset type and the magnitude of losses, as measured, resulting from the construction of the water supply networks, reservoirs and wastewater treatment plant.

Table 1: Asset Type and Magnitude of Losses

#	ASSET TYPE	UNIT MEASURE	TOTAL SIZE
1	Land (SNL)	ha	26.6
2	Land (TDL)	ha	39.31
3	Fruit Trees	Point	795
4	Timber	Point	512
5	Medicinal Plants	Point	551
6	Informal business Structures (kiosks)	m²	474.53

Table 2 summarises the number of people affected and the projected compensation cost.

Table 2: Compensation Summary Sheet

#	Variables	Initial Data	Current Data
	A. General		
1	Region (Manzini)	1	

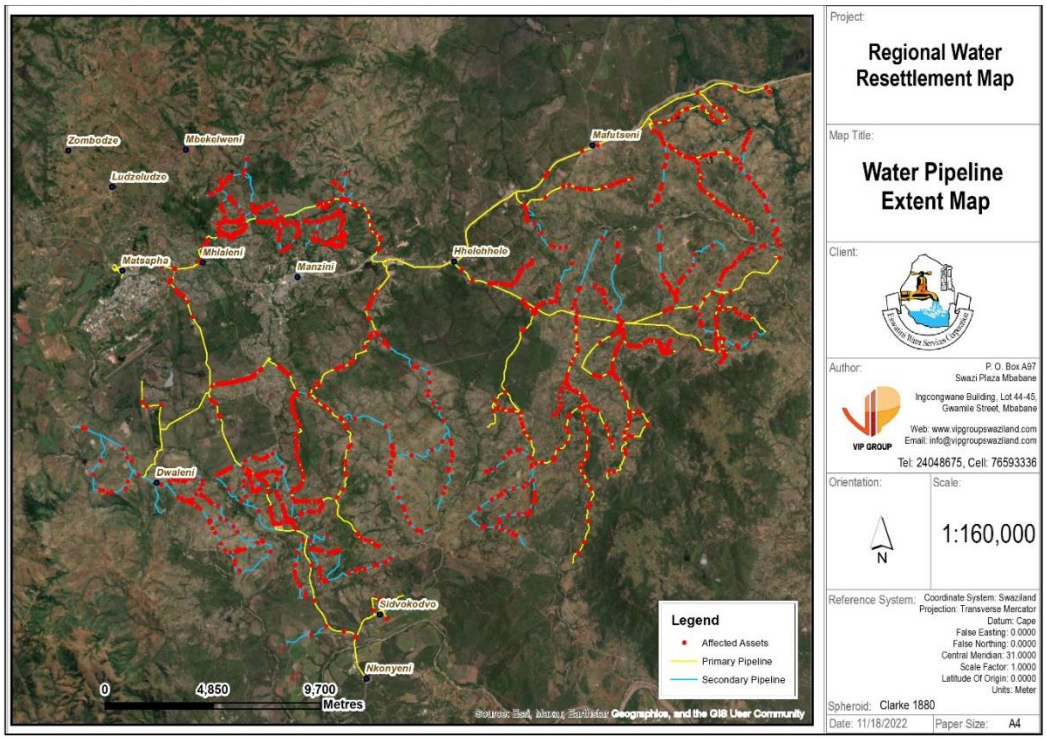
2	Tinkhundla	5	6
3	Village or Suburbs or Chiefdoms	21	22
4	Activities that trigger resettlement	1. Construction of Pump Station and Raw Water pipelines 2. Construction of Water Treatment Plant 3. Construction of Wastewater Treatment Plant 4. Construction of Water Supply Networks 5. Construction of Reservoirs	1. Construction of 20 VIP toilets 2. Construction of 14 Water Kiosks 3. Construction of Pump Station and Raw Water pipelines 4. Construction of Water Treatment Plant 5. Construction of Wastewater Treatment Plant 6. Construction of Water Supply Networks 7. Construction of Reservoirs
5	Project overall cost	E825 000 000.00	
6	Overall resettlement cost	E21 686 193.12	
7	Applied cut-off date (s)	30th October 2022	
8	Dates of consultation with the people affected by the project (PAP)	February 2022 – October 2022	March 2024 – April 2024
9	Dates of the negotiations of the compensation rates or prices	16th September 2022 – 08th October 2022	March 2024 – July 2024
	B. Specific information		
10	Number of people affected by the project (PAP)	379 (11 on Lot 1 and 368 on Lot 2)	622 (130 on Lot 1 and 492 on Lot 2 with 25 PAPs from Title Deed Land and 467 from Swazi Nation Land)
11	Number of physically displaced	0	0
12	Number of affected households	379	130 on Lot 1 and 217 on Lot 2
13	Number of vulnerable affected	26	26 (only in terms of age (above 65 years)
14	Number of households losing their shelters	0	0
15	Total area of lost arable or productive lands (ha)	26.6 ha	
16	Number of households losing their crops and/or revenues	Households will be allowed to cultivate their crops before construction	No PAPs lost crops. In areas where the pipeline traversed through stakeholders' properties, PAPs were advised to plant crops on top of the pipe.

17	Total areas of farmlands lost (TDL) (ha)	39.31ha	39.31ha (Title Deed Land)

Please refer to the attached PAPs summary matrices for PAPs personal information and information on the changes.

Figure 1 indicates the extent of the physical and economic displacements resulting from the construction of raw water intake, staff houses, water supply networks, water treatment plant and reservoirs.

Figure 1: Map showing the extent of physical and economic displacement



CENSUS AND SOCIO-ECONOMIC SURVEY

The project area is situated within the five (5) Tinkhundla Manzini North, Manzini South, Nhlambeni, Mtfongwaneni and Mafutseni which have an estimated two hundred and fifty-nine thousand nine hundred and ninety-six (259 996) residents residing in approximately thirty thousand five hundred and twenty-eight (30 528) households. The five (5) Tinkhundla are subdivided into twenty-seven (27) Chiefdoms with a total population of two hundred and thirty thousand three hundred and thirty-four (230 334). Twenty-one (21) chiefdoms will directly benefit from the project.

The census surveys, consultations and asset registration exercise took place in the field from 29 July to 7 August 2022. Property evaluation was done in February 2023. Compensations are expected to be completed in December 2023 for Lot 1. The potential project beneficiaries in the targeted constituencies

along with the anticipated project coverage is shown in Table 3 below to show the population status (as per the 2017 census of Eswatini) and the proposed coverage of the pipe in percentage and numerical form.

Table 3: Project Beneficiaries

Inkhundla	2017 Population Census	% Coverage	Area Population in 2017	Number of Chiefdoms
Manzini North	43 629	80	34 903	4 of 6
Manzini South	26 170	20	5 234	2 of 6
Mafutseni	22 096	100	22 096	6
Mtfongwaneni	155 449	100	155 449	4
Nhlambeni	12 652	100	12 652	5
Kwaluseni	3 400	0% (Kwaluseni Inkhundla has an existing EWSC water supply system. The project only traversed the main pipeline for treated water to be transported to the Logoba Reservoir.	3 400	1
Total	**259 996**		**230 334**	**22**

ENTITLEMENT AND COMPENSATION FRAMEWORK

Eligibility to Entitlements

Eligibility is defined as those who will be affected directly by resettlement and are eligible for compensation and other assistance. The eligible PAPs are those who sustain losses due to project-related causes, whether individual, institutional, or communal, and whether physically displaced or

otherwise. These PAPs will be eligible for compensation. Such PAPs will include the following categories of people in the six (6) Tinkhundla Project areas:

i. The population resident in areas affected by construction and operational works including the water supply networks, reservoirs and wastewater treatment plant, and work camps and offices; will be compensated for their affected property and assets, including trees, crops, and informal and formal business structures at full replacement cost.

ii. Landholders and/or users of land in areas affected by construction and operational works of the project will be compensated for land acquired; right of access on TDL and crops and trees on SNL at full replacement cost.

The PAPs were considered irrespective of their tenure status, with respect to land that they own, occupy or use. Verification of PAPs was undertaken following approval of the final designs, based on their ownership, occupation or use of the affected land or asset prior to a prescribed cut-off-date.

Table 4 details the categories of affected or impacted individuals or groups that are potentially eligible for entitlements, as well as types of entitlement available.

Table 4: Categories of Affected Individuals or Groups and Types of Entitlements

AFFECTED CATEGORIES	POTENTIAL LOSSES	TYPE OF ENTITLEMENTS
Landholders with registered rights to land	Loss of land	Rates or evaluation-based replacement or cash compensation
	Loss of fixed assets, including homestead or business structures	Rates or evaluation-based replacement or cash compensation
	Loss of production, productive capability (subsistence, income)	Evaluation-based cash compensation
	Loss of rental income from buildings and land	Evaluation-based cash compensation

AFFECTED CATEGORIES		POTENTIAL LOSSES	TYPE OF ENTITLEMENTS
		Loss of usufruct arrangements on land	Evaluation-based cash compensation
Unregistered landholders with socially recognised traditional or customary rights to land		Loss of land Loss of fixed assets, including homestead or business structures Loss of production, productive capability (subsistence, income) Loss of rental income from buildings and land Loss of usufruct arrangements on land	Rates or evaluation-based replacement or cash compensation Rates or evaluation-based replacement or cash compensation Evaluation-based cash compensation Evaluation-based cash compensation Evaluation-based cash compensation
Unregistered landholders with no recognisable legal right or claim to land they are occupying	People with usufruct rights to land (e.g., renters, leaseholders, sharecroppers)	Loss of usufruct arrangements on, and thus access to land Loss of production, productive capability (subsistence, income) Loss of fixed assets on land	Evaluation-based cash compensation Evaluation-based cash compensation Replacement or evaluation-based cash compensation
	People who have encroached on	Loss of land	Evaluation-based cash compensation

AFFECTED CATEGORIES		POTENTIAL LOSSES	TYPE OF ENTITLEMENTS
	land without legal rights or claims to land	Loss of production, productive capability (subsistence, income) Loss of usufruct arrangements on land Loss of fixed assets, including homestead and/or business	Evaluation-based cash compensation Evaluation-based cash compensation Evaluation-based replacement or cash compensation
	Building tenants or renters	Loss of rented accommodation Loss of rented space for business enterprise (income, business networks or clientele Loss of production, productive capability (subsistence, income)	Evaluation-based cash compensation Evaluation-based cash compensation Evaluation-based cash compensation
Agricultural labourers		Loss of income	Evaluation-based cash compensation
Employees of homesteads and business enterprises		Loss of income	Evaluation-based cash compensation
Communities		Loss of communal assets Impeded or constrained access to facilities, services, social networks	Rates-based or evaluation-based replacement or cash compensation Replacement compensation
Homestead or families		Loss of grave sites	Relocation or reburial

AFFECTED CATEGORIES	POTENTIAL LOSSES	TYPE OF ENTITLEMENTS
Government, as legal owner of affected tracts	Loss of land Loss of fixed assets, including structures	Rates or evaluation-based replacement or cash compensation Rates or evaluation-based replacement or cash compensation

A final general "cut-off date" was also declared on the 30th of October 2022 when the cadastral and asset surveys were completed. This was essential to cement agreed arrangements and to avoid opportunistic asset claims. It signalled the point at which the project was ready to offer the PAPs their compensation entitlement packages for acceptance, followed by disbursements and/or relocation processes. It further means that compensation cannot be claimed for structures constructed and land obtained after the declaration date.

The process of verifying PAPs and their assets was undertaken following the signing of compensation agreement forms by PAPs.

Compensation Model

The proposed compensation model includes cash compensation as well as in-kind compensation, and/or a combination of both. The proposed compensation packages, as identified in **Table 5**, are to be presented and discussed with the PAPs. The aim is to provide compensation that is both beneficial and sustainable to the affected PAPs.

Table 5: Compensation Model Packages

1	**Cash Compensation**		
	A	Once-off compensation	Short to medium term dedicated compensation administration structure: i. Livelihood restoration projects in place to ensure that lump sum payment is used for sustainable projects ii. The livelihood projects and their training in place for 3 years

2	**In-Kind Compensation**		
	A	Land for land	Where the project is able to replace arable land with land of similar size and quality, the project will provide a readily prepared land to households at similar cost.

RELOCATION FRAMEWORK

The construction of the new WTP will necessitate nineteen (19) EWSC employees to temporarily relocate to rental housing while new staff housing is under construction.

INSTITUTIONAL ARRANGEMENTS AND RESPONSIBILITIES

Eswatini Water Services Corporation (EWSC) under the Ministry of Natural Resources and Energy, as the Project Proponent, has the responsibility to undertake all technical, administrative and financial responsibilities related to the Project. For the project to succeed a strong Project Implementation Team (PIT) with fulltime Resettlement, Social and Environment institutional base and capacity is required within EWSC, including the establishment of Project-related structures and relevant stakeholders' engagement groupings.

The Social Specialists and Land Acquisition Officer, along with the CLOs engaged by EWSC will ensure that project affected people participate in the project and their concerns are addressed and impacts are mitigated as per the Bank's OS2.

With the PIT in place, all socio-economic and resettlement issues, including implementation of safeguard requirements and RAP matters will be managed by the Project Coordinator overseen by the EWSC Managing Director (MD). Upon completion of the Manzini Region Water Supply and Sanitation Project, it will be handed over to the PIT for operation and maintenance. Recognizing that the resettlement process is consultative and representative, the PIT will work in co-operation with project structures set up specifically for components of the resettlement program.

LIVELIHOOD RESTORATION PROGRAM

The main objective of the Livelihood Restoration Program (LRP) is to restore or improve the livelihoods of PAPs. The project aims at providing training and start-up inputs to PAPs. The livelihood restoration program is aligned with existing resources, knowledge, skills and household experiences. The proposed LRP is built around four major initiatives, each with sub-initiatives:

- Compensation for losses

- Financial management training
- Land based livelihood support
- Non-land-based livelihood support

A central measure to restore small-scale farming livelihoods on SNL is to allow access to the servitude. The PIT will permit PAPs to enter the servitude to continue farming during the operational life of the water supply pipelines. Temporary access restrictions will only apply to the construction phase (extending for a period of between 18 months) and until the servitude has been rehabilitated.

In addition, the PIT will provide support to PAPs to reinstate their small-scale farms once the restrictions to the servitude are lifted. This includes a land preparation allowance, provision of a once-off farming input package (seeds, fertiliser, basic tools), and provision of two (2) replacement saplings.

PUBLIC PARTICIPATION, CONSULTATION AND INFORMATION DISCLOSURE

The RAP team has undertaken multiple rounds of stakeholder engagement between February 2022 and October 2022, including public disclosure of the entire project, policies and guidelines in preparation of the RAP, the Environmental and Social Impact Assessment (ESIA), as well as various ongoing engagements with PAPs during the development of this RAP.

The PIT appointed five (5) CLOs, who have and will continue to support direct engagement with the local leadership and individual PAPs. The CLOs will support the Social Specialist to provide additional information, assist in the negotiation of the compensation agreements, and record any grievance through the Grievance Redress Mechanism. The CLOs report to the Social Specialist on project activities

The PIT, through efforts of the Social Specialists, Land Acquisition Officers and the CLOs, conducted one-on-one negotiations with the PAPs to help them understand the provisions of the RAP as well as their compensation agreements and provide any additional information and respond to any queries.

The PIT will publicly disclose this RAP through a formal public consultation process to allow the PAPs to comment on its provisions as well as gain a better understanding of their individual entitlements. The RAP disclosure will include (1) disclosure of the RAP report on the Project and AfDB website, (2) chiefdom and local authority meetings, and critically (3) direct meetings with PAPs.

The project has established a Grievance Redress Mechanism through its Stakeholder Engagement Plan to collect and respond to concerns and grievances of PAPs in a timely manner. The same mechanism will be made freely available to PAPs to raise compensation and resettlement-specific grievances.

There are multiple avenues to raise a grievance including through the Community Liaison Officers, or through direct contact with the Social Specialist. Any compensation and resettlement specific grievance may, where appropriate, be resolved directly by the PIT in a discreet, objective, sensitive manner that is responsive to the needs and concerns of the PAPs. If the grievance cannot be resolved by the PIT, it may be escalated to multiple tiers of committees.

GRIEVANCE REDRESS MECHANISM AND PROCEDURE

A Grievance Redress Mechanism (GRM) represents one of the most important processes that should be tackled carefully during project implementation. The mechanism is important for the PIT to ensure that complaints are properly handled without delay that may negatively affect the project. Moreover, the GRM ensures that information is shared transparently and that the project team is accountable to the host communities.

The EWSC has adopted a comprehensive grievance mechanism.

Grievances will be addressed through a stepwise and transparent process aimed at reaching consensus between the Project and the affected parties. The grievance redress process will be followed as outlined below:

- Upon receiving the grievance (s) from the different outlets which include among many; CLOs, Social Specialists, Project Coordinator, the Supervising Consultant's E&S Compliance Officer issues acknowledgement letter(s) to the aggrieved through CLO within 24 hours.
- After issuing the acknowledgement letter, the Supervising Consultant's E&S Compliance Officer informs the EWSC Social Specialist (s) of the complaint within 24 hours for screening.
- The PIT Social Specialist and the Project Coordinator screen the grievance(s) and the PIT Social Specialist refers to a committee relevant to the issue, for resolution.
- Each committee is required to resolve grievances within 15 days.
- A written response regarding resolution of the issue (s) is to be issued by the PIT Social Specialist to the aggrieved within 5-7 days after the case is resolved.

- If the aggrieved person is not satisfied, he or she should appeal to the next level through the PIT Social Specialist within 3-5 days after receiving the letter.
- In the event there is an appeal, the committee that was responsible for resolving the grievance then refers the case to a higher authority level committee, through PIT Social Specialist.
- An appeal should be resolved within 5-7 days.
- However, if there is no appeal, the case is closed off and recorded by PIT Social Specialist (in log form) as resolved.
- The CLO is tasked to provide feedback to the aggrieved party and ascertain the complaints' satisfaction with the action taken.
- The CLO then communicates feedback to Supervising Consultant's E&S Compliance Officer and PIT Social Specialist, and the grievance is formally closed.

MONITORING AND EVALUATION

To establish the effectiveness of all the resettlement activities, the Monitoring and Evaluation (M&E) procedure for the RAP has been designed to readily identify problems and successes as early as possible. The procedures include internal track keeping efforts as well as independent external monitoring.

The purpose of monitoring and evaluation for this RAP will be to confirm if;

- actions and commitments described in the RAP are implemented
- eligible project affected people received their full compensation prior to the start of the construction
- RAP actions and compensation measures have been beneficial in restoring PAPs lost incomes and in sustaining or improving pre-project living standards
- complaints and grievances lodged by project affected people are followed up and, where necessary, appropriate corrective actions are taken
- necessary, changes in the RAP procedure are made to improve delivery of entitlements to project affected people.

Monitoring and evaluation will be done by the PIT M&E Officer. This officer will be recruited before implementation of the RAP begins.

The M&E mechanism provides a basis to assess overall success and effectiveness of various RAP processes and measures.

a) Internal Monitoring Process

Internal monitoring is an internal management function allowing the PIT to measure progress against indicators established in the RAP.

Overall objectives and tasks of the internal monitoring process are:

- Tracking progress of RAP implementation including number of PAPs compensated, relocated and assistance to vulnerable
- Measurement of indicators at appropriate intervals
- Creation of a mechanism to analyse M&E data against a pre-resettlement baseline
- Set up a system to regularly respond to M&E findings by adapting existing measures or by modifying implementation processes.

On-going Monitoring: The M&E Officer will be in-charge of regular monitoring of the implementation process.

IMPLEMENTATION SCHEDULE

The PIT will assume overall responsibility for the implementation and coordination of resettlement activities. A detailed resettlement implementation schedule, which details activities, responsibilities, and timeframes, has been developed in line with the construction schedule. Once the resettlement action plan has been disclosed and approved, implementation of the resettlement action plan and delivery of entitlements will commence. Responsibility for implementing the resettlement measures of the resettlement action plan and delivering entitlements to displaced persons will be with the PIT.

The implementation schedule proposed in Table 6 will be updated as the implementation progresses and once the construction schedule is in place.

Table 6: RAP Implementation Schedule

		Period – January 2023 -January 2026 – onwards																																			
No.	**Activity**	**Jan**				**Feb**				**Mar**				**April**				**May**				**Jun…**				**…Nov**				**…Dec**				**Jan…**			
		1	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**
1.	**RAP REPORT**																																				
1.1	EWSC and AfDB review of draft RAP																																				
1.2	Finalise RAP																																				
2.	**RAP IMPLEMENTATION**																																				
2.1	Asset verification																																				
2.2	Institutional arrangements and formation																																				
2.3	Develop Livelihood Restoration Programs																																				
2.4	Preparation of Compensation Certificates																																				

2.5	PAPs Compensation Agreements and Acceptance																																			
2.6	Payment of Cash Compensation																																			
2.7	Provision of Replacement Buildings and Structures																																			
2.8	Implement approved LRP																																			
2.9	Salvage of Materials, Crops and Other Assets																																			
3	Handover Forms																																			
3.0	**STAKEHOLDER ENGAGEMENT**																																			
4.0	**RAP COMPLETION REPORT**																																			
5.0	**Disputed Claims**																																			
6.0	**DISPUTE SETTLEMENT**																																			

INDICATIVE COSTS AND BUDGET

The budget is indicative in nature and has been calculated at the prevailing market prices. The costs are based on information collected through the socio-economic surveys and census of PAPs and from the Ministry of Agriculture (Gross Margins) and market value. The present budget is based on the 2023 rates, however, the costs will be updated and adjusted to the inflation rate as the project continues and in respect of more specific information such as extra number of PAPs during implementation, unit cost will be updated, in specific cases, based on justification of same by findings of the PIT on market value assessment.

The resettlement budget comprises itemized estimate of compensation for land on TDL, structures, trees, crops, various resettlement assistances, livelihood restoration programs, and contingency.

Based on the identified assets and proposed implementation process the overall indicative RAP budget is estimated to be approximately ***SZL 21 686 193.12 (USD 1 214 426.81) funded by the Government of Eswatini.**

Summary of the various costs is provided in **Table 7** below.

Table 7: Overall RAP Budget

NO.	DESCRIPTION	COMPENSATION AMOUNT COST (SZL)
1	**Swazi Nation Land**	
1.1	Fruit Trees	152 750.00
1.2	Timber	218 483.00
1.3	Medicinal Plants	155 854.00
1.4	Other Structures	390 000.00
1.5	Fences	850 000.00
1.6	Informal business structures	569 436.00
	Sub-Total	**2 336 523.00**
	Inconvenience Allowance (20%)	**467 304.60**
	Total	**2 803 827.60**
2	**Title Deed Land**	
2.1	Loss of Land	**10 000 000.00**
2.2	Loss of Improvements	250 000.00
	Sub-Total	**10 250 000.00**
	Inconvenience Allowance (20%)	**2 050 000.00**
	Total	**12 300 000.00**

3	**Livelihood Restoration Programs (LRP)**	
3.1	Compensation Training Workshops	100 000.00
3.2	Financial Management Training	200 000.00
3.3	Land based livelihood support	100 000.00
3.4	Non-land-based livelihood support	100 000.00
3.5	Replacement Saplings	100 000.00
3.6	Relocation Assistance	68 500.00
3.7	Vulnerable Assistance	49 500.00
3.8	Demolition Cost	50 000.00
	Total	**768 000.00**
4	**M&E**	
4.1	M&E Specialist (Period of 24 Months)	720 000.00
4.2	M&E Officers (Period of 24 months)	480 000.00
4.3	Transport (4x4 Vehicle)	PIT Cost
4.4	Running Costs	PIT Cost
	Total	**1 200 000.00**
5	**Administrative Cost**	
5.1	Management Team and Expenses	PIT Cost
5.2	Grievance Forums Administration Cost	300 000.00
5.3	Consultations for RAP Implementation	450 000.00
5.4	Stakeholder Workshops	250 000.00
5.6	Community Liaison Officers	PIT Cost
	Total	**1 000 000.00**
	Grand TOTAL	**18 071 827.60**
	CONTINGENCY (20%)	**3 614 365.52**
	GRAND TOTAL	**21 686 193.12**

***NOTE: Exchange Rate: 1 Lilangeni = 0.056 USD**

1. INTRODUCTION AND PROJECT OVERVIEW

The Manzini Region is the most populous region in the Kingdom of Eswatini. The water utility, Eswatini Water Services Corporation (EWSC), has been faced with a challenge providing water supply and sanitation to unserved areas in the Manzini Region, the peri-urban areas of Nhlambeni, Manzini North, Manzini South, Mafutseni and Mtfongwaneni.

The purpose of the Manzini Region Water Supply and Sanitation Project (MRWSSP) is to improve the well-being of the inhabitants and spur economic growth in the region through extension of the provision of adequate safe water supply and improved sanitation services. Furthermore, the objective of the project is to meet the potable water requirements of Manzini and surrounding areas and reduce the risk of environmental pollution of groundwater through provision of appropriate sanitation services.

The project is estimated to cost E 825 million, financed through a loan from the African Development Bank (AfDB) and the Government of the Kingdom of Eswatini.

The AfDB required preparation of a Resettlement Action Plan (RAP) to address compulsory acquisition of land that would give rise to the relocation or loss of shelter; loss of assets or access to assets; or loss of income sources or means of livelihood. The Resettlement Action Plan has been prepared with reference to Government policies and legislation and the safeguard requirements of the African Development Bank (AfDB). The Resettlement Action Plan deals mainly with resettlement and livelihood-related impacts. The first RAP report was approved and disclosed on the EWSC and the Bank's websites on the 26th of January 2024 and 05th February 2024 respectively. However, due to changes where the pipeline was relocated from the right side to the left side on servitudes of public and community roads where it traverses due to geographic reasons, mainly transmission system at Manzini North (Makholweni Chiefdom) and Nhlambeni (Mpini Chiefdom), Changes in the scope occurred on the transmission system for both raw water and treated water. With all the changes that happened after approval of the RAP, the report with accompanying PAPs matrices had to undergo update and re-submission to the Bank, hence, the reason for this updated report.

1.1 PROJECT DESCRIPTION AND LOCATION

Eswatini Water Services Corporation (EWSC) is the implementing Agency and is intending to establish an integrated water supply and sanitation project within six (6) Tinkhundla (Mtfongwaneni, Mafutseni, Nhlambeni, Manzini North, Kwaluseni, and Manzini South) in the Manzini Region of Eswatini. The scope

of works include but is not limited to the construction of a Water Treatment Plant (WTP) near the Mahhala area, adjacent to the existing potable water treatment plant, a pumping main from the treatment plant to Logoba reservoirs, Gravity Mains from the new Logoba Reservoirs to the new Mpilo reservoirs, a gravity pipeline up to Sidvokodvo and numerous pipelines to the targeted areas.

The project further entails the construction of new staff houses and demolition of the existing EWSC building structures in Matsapha adjacent to the existing WTP. There will be an additional construction of twenty-five (25) communal water kiosks within the different Tinkhundla.

The benefiting areas as outlined in the map below are in the Middleveld of Eswatini, with some being part of the Swazi Lowveld Hydrographical Zones. A detailed study of the proposed project area formed part of the ESIA study developed for the project as part of the environmental process.

Figure 1-1: Location of the Proposed Project

1.2 PROJECTION COMPONENTS

The project has broken down its activities into 3 components, as follows: (1) Water Supply Infrastructure with Ventilation Improved Pit (VIP) sanitation facilities integrated into this component, and (2) Institutional Support and Project Management.

1.2.1 Component 1: Water Supply Infrastructure

This component will focus on the construction of the water supply systems and VIP Sanitation Facilities. Its details and indicators are as follows:

- Construction of an intake structure at Lusushwana River to abstract raw water using a low flow gauging weir
- Installation of 400mm diameter raw water gravity main to a treatment plant
- Construction of conventional water treatment plant with a capacity of 12Megalitres (ML) at Mahhala in Matsapha
- Construction of pumping mains from Mahhala to Logoba mountain
- Construction of two reservoirs at Logoba mountain (12ML each)
- Construction of gravity mains from Logoba mountain to Mpilo
- Construction of two reservoirs at Mpilo (9ML each)
- Construction of pipelines to the targeted Tinkhundla
- 25 communal water Kiosks
- Construction of staff houses
- Construction of VIP sanitation facilities

1.2.2 Component 2: Institutional Support and Project Management

The second component aims to achieve improved institutional performance of EWSC and raising awareness on water related issues. Its details and indicators are below:

- In-house training to address crosscutting issues (gender and governance, environment and well as Human Immunodeficiency Virus (HIV) and acquired immunodeficiency syndrome (AIDS), procurement, project management and financial management
- Sensitization and public awareness campaign (on water, gender, environmental and social issues)
- Institutional support (covering strategic planning and performance management)
- Environmental and Social Management Plan (ESMP), and the Resettlement Action Plan (RAP) implementation

- Training and capacity building; on the job training of the EWSC staff, and internship program (especially to encourage female interns)
- Project management comprising engineering services for design and supervision, and support to Project Implementation Unit (PIT).

1.2.3 Project Components Giving Rise to Resettlement or Displacement

The project activities that are likely to cause resettlement and/or land acquisition include the following: Physical works on the project will be undertaken in two lots; Lot 1 works entail the construction of a new Water Treatment Plant (WTP), pipeline to draw raw water from Lusushwana River to the WTP then another pipeline to transfer water from the -WTP to the Logoba Reservoir, and construction of staff houses. Lot 2 will entail the construction of two reservoirs, distribution network, and VIP sanitation facilities.

The sites for the construction of the Logoba reservoir have been acquired through the Kukhonta process as the site fall on Swazi Nation Land (SNL). Access to the proposed reservoir site at Logoba has been provided by Tisuka TakaNgwane, Remainder of farm 34. The proposed construction of pipelines will require some land intake and resettlement. The affected land is on both Swazi Nation Land (SNL) and Title Deed Land (TDL). The land required by the project is listed on ***Table 1-1*** below.

Table 1-1: Land Acquisition by Project Activities

Description	SNL (ha)	Title Deed Land (ha)
Raw water pump station and Raw water canals	-	3.9
Water treatment plant	-	0.73
Water Supply Networks (Main and Secondary)	21.8	17.39
Reservoir – Logoba	4.8	-
Reservoir - Mpilo	-	1.7

In the figures below are maps showing the pumping mains and secondary pipelines.

Figure 1-2: Water Supply Map (Matsapha – Sidvokodvo)

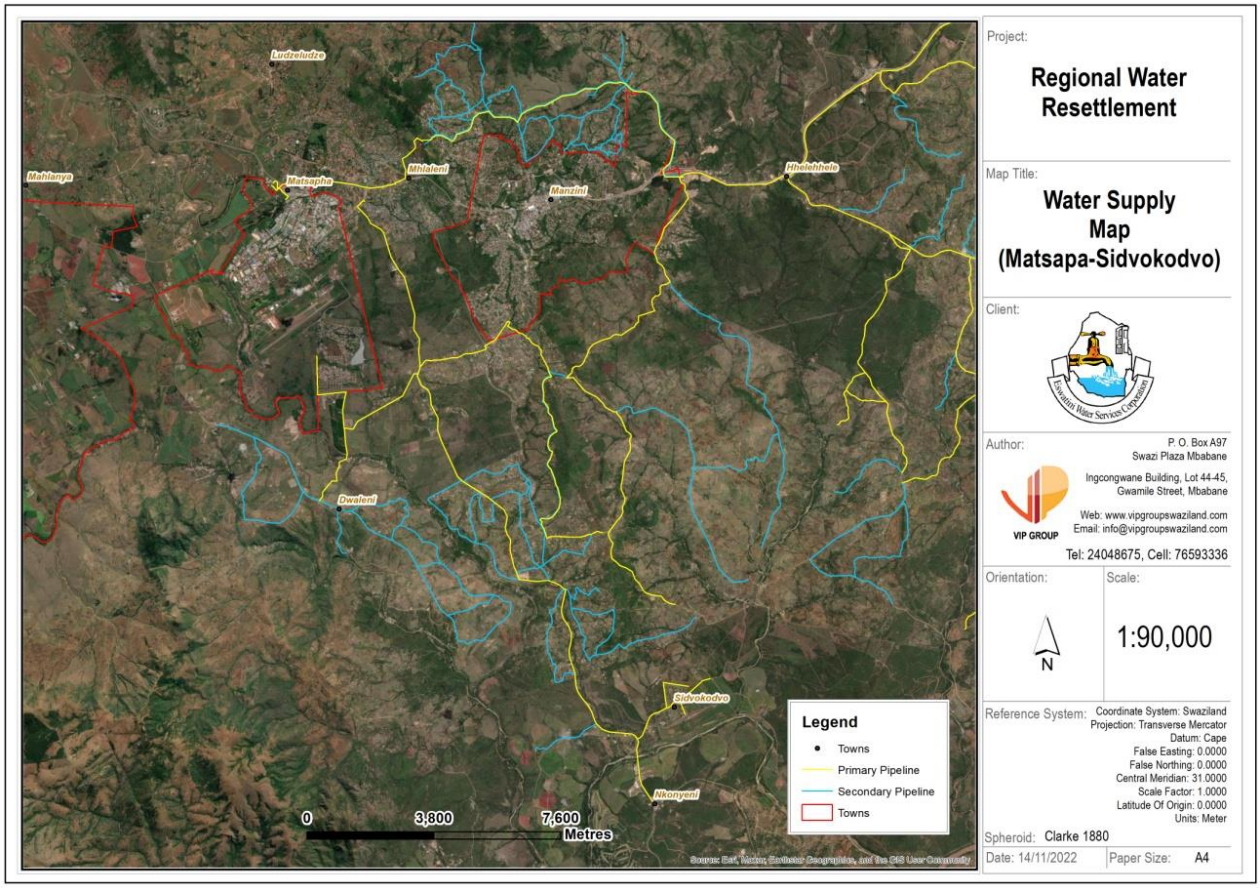
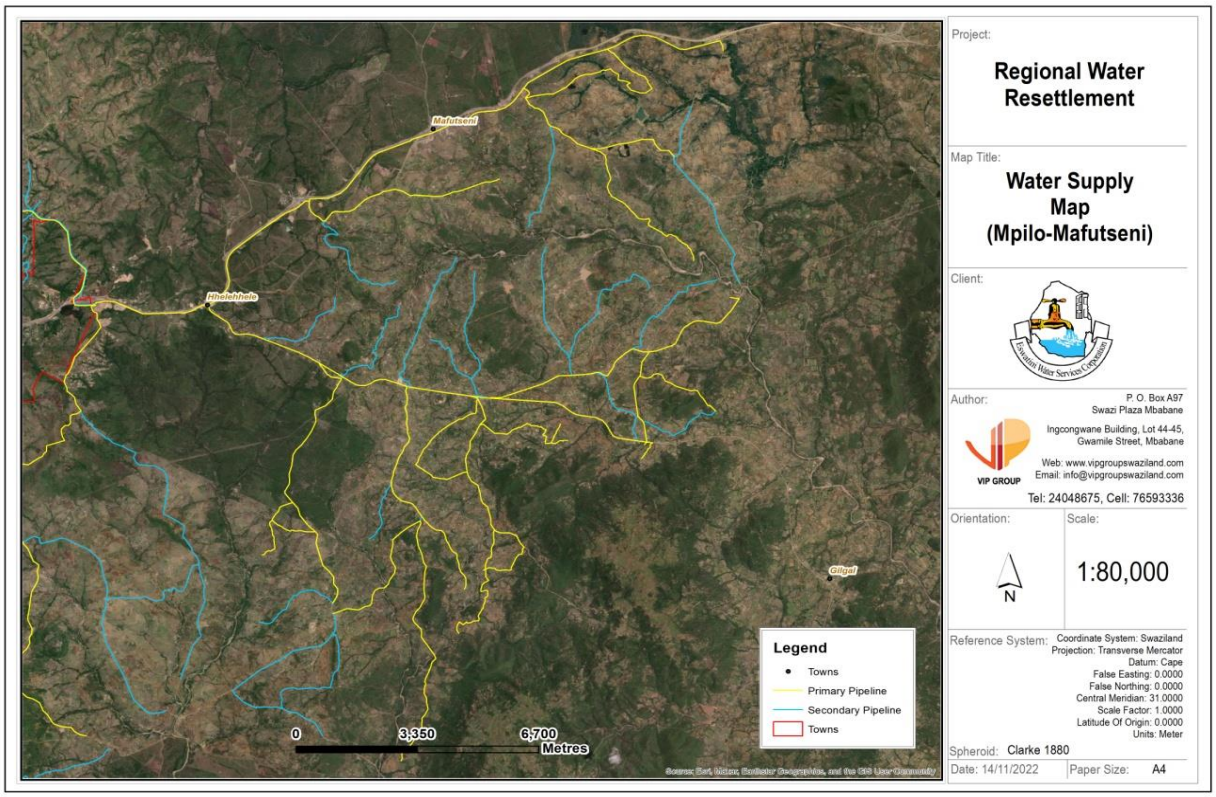


Figure 1-3: Mpilo Reservoir to Sidvokodvo



2. SCOPE AND OBJECTIVES OF THE RAP

2.1 INTRODUCTION

The objective of this assignment is to prepare a Resettlement Action Plan (RAP) that complies with the Operational Safeguards of the AfDB on involuntary resettlement. The safeguard requires that in the event of project that is recipient of their funding and has the potential to displace more than 200 persons due to land acquisition, a full Resettlement Action Plan must be prepared. The purpose of this resettlement action plan is therefore to:

- Define clearly the project affected persons, their eligibility for compensation, the assets to be compensated and the cut-off date for eligibility
- Provide a socio-economic basis for identification of entitlements and strategies for minimising the impacts on the project affected persons (PAPs)
- Establish rates for compensation on loss of assets and the methodology of determining the values
- Establish land acquisition and compensation process and establish a Grievance Redress Mechanism (GRM) to address any grievances arising from the displacement
- Identify any gaps between AfDB Operational Safeguards and the laws of the Kingdom of Eswatini on matters addressing issues of involuntary displacement and suggest how the gaps can be narrowed to meet the Bank's criteria.

2.2 SCOPE OF THE RAP

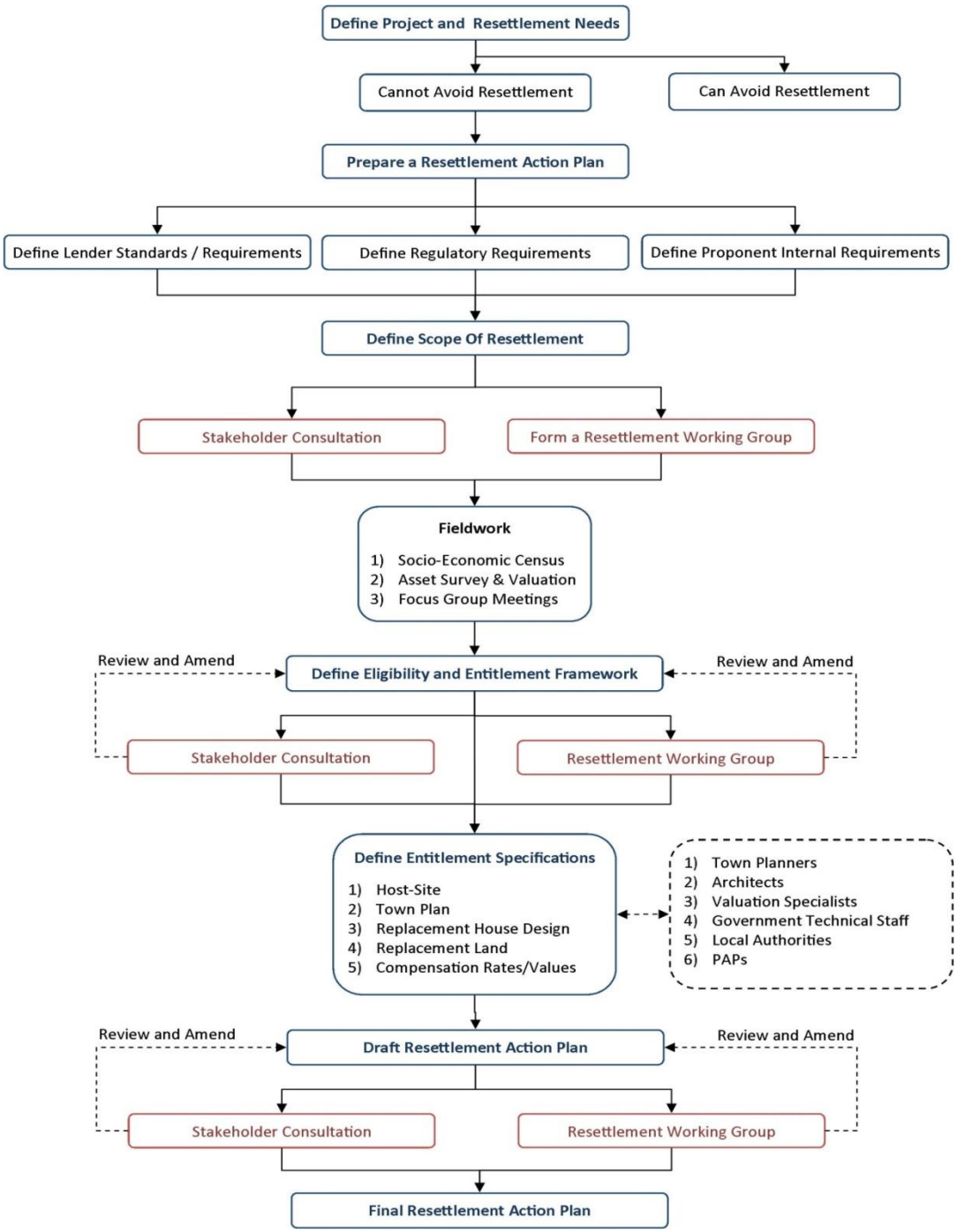
The scope of the RAP has ensured that the integrated safeguards system of the Bank's particularly Operational Safeguard 5 that is Involuntary resettlement: land acquisition, population displacement and compensation, has been adhered to. To ensure that this has been complied with, the preparation process has:

- Identified the PAPs within the MRWSP and an assets inventory has been carried out for all the identified project affected persons. The inventory has included affected land, structures, trees and crops, livelihoods and cultural assets
- Public consultations have been held with the PAPs, the community in general and the Traditional Authorities have been consulted through assistance of the CLOs
- Eswatini legal provisions were compared with the AfDB policies to identify any gaps and necessary recommendation to harmonise the two have been incorporated in the resettlement plan

- The land acquisition schedule and the resettlement plan have been prepared with the necessary budget to facilitate the implementation.

The resettlement planning process is outlined in Figure 2-1 below.

Figure 2-1: RAP Process



2.3 OBJECTIVES OF THE RAP

The RAP seeks to specifically identify, evaluate, and document the set of mitigation, monitoring and institutional actions to be undertaken for the MRWSSP.

The purpose of the RAP is to provide legislations, policies, schedules and funding mechanisms that align with the Government of Eswatini and the African Development Bank (AfDB) as the lender for any land acquisition and resettlement that may occur because of the project.

The main objective of the Resettlement Plan is among others to:

1. Identify the affected persons to determine those likely to be adversely affected by the project works, the severity and extent of the impacts. An assessment of the impacts on their assets, infrastructure and livelihoods within the inundation will be made including their income and assets survey
2. Identify poor and vulnerable groups to develop a strategy to ensure that they proactively benefit from the project benefits
3. Review the legal and other institutional framework
4. Develop mitigation measures in consultation with the affected people
5. Prepare detailed entitlement matrix and an implementation plan
6. Prepare a resettlement budget
7. Put in place a Monitoring and Evaluation Tool with a reporting system for the Resettlement Action Plan

In alignment to the AfDB's Operational Safeguard 2, the RAP aims to:

- Avoid involuntary resettlement where feasible, or minimize resettlement impacts where population displacement is unavoidable, exploring all viable project designs. Particular attention shall be given to socio-cultural considerations, such as cultural or religious significance of land, the vulnerability of the affected population, or the availability of in-kind replacement for assets, especially when they have important intangible implications. Where many people or a significant portion of the affected population will be subject to relocation or will suffer from impacts that are difficult to quantify and to compensate, the alternative of not going ahead with the project will be given a serious consideration.
- Ensure that displaced people receive resettlement assistance, preferably under the project, so that their standards of living, income earning capacity, and production levels are improved.
- Provide explicit guidance to the Government of the Kingdom of Eswatini and PIT on the conditions that need to be met regarding involuntary resettlement issues in order to mitigate the

negative impacts of displacement and resettlement and establish a sustainable economy and society at the national, regional and local community level.

- Establish a mechanism for monitoring the performance of the involuntary resettlement program and remedying problems as they arise so as to safeguard against ill-prepared and poorly implemented resettlement plans.
- Meaningfully consult displaced persons and give them opportunities to participate in the planning and implementation of the resettlement programs.
- Assist displaced persons in their efforts to improve their livelihoods and standards of living or at least to restore them, in real terms, to pre-displacement levels or to levels prevailing prior to the beginning of the project's implementation, whichever is higher.

The RAP is the instrument through which adverse impacts of involuntary resettlement will be mitigated and positive impacts enhanced, ensuring sustainable social and economic development.

2.4 EFFORTS OF MINIMIZING RESETTLEMENT

Two main approaches were used to minimize involuntary physical resettlement and/or economic displacement of the PAPs. These approaches are:

- Consultation with the potential PAPs including Traditional Authorities from affected Chiefdoms, and Bucopho from the affected Tinkhundla.
- Investigating technically feasible alternatives of the main and secondary pipelines within each target area.

Consultations were held in communities within the six (6) Tinkhundla from August to October 2022. One on one interviews and discussions with PAPs were conducted during the socio-economic baseline surveys and census. The individual interviews provided direct information on the PAPs, particularly those who expressed concerns about the use of their land and community for the construction of water supply systems (Main pipelines and Secondary Pipelines). These discussions also provided general information on the land use and tenure arrangements within these areas where the construction of pipeline systems are proposed.

In exploring technically viable alternative sites for the construction of the water transmission systems, the potential pipeline was first superimposed over Google maps. This desktop exercise indicated that the pipelines transverse through homestead buildings in many areas. In some cases, the pipelines will traverse through agricultural lands. Supplementary reconnaissance visits were then made to these areas.

During the visits, Global Positioning System (GPS) locations were also obtained for any physical structures – residential buildings, for example (complete or under construction), other structures and improvements on the land.

This information facilitated the siting of the water pipelines away from buildings or structures and graveyards where there is an alternative space. This information was then shared with the EWSC's Engineer to discuss methods to minimize impacts from resettlement and loss of livelihood. The EWSC Engineer recommended that to avoid agricultural land-take, PAPs will be allowed to plough on top of the pipelines once laid. The pipelines will be buried at a depth of between 1.5m to 2 meters hence it will be safe to cultivate on top. In the case of the building's structures, it was agreed that where possible the pipelines will be shifted to avoid demolishing of these buildings.

3. LEGAL AND POLICY FRAMEWORK

MRWSSP resettlement planning will seek to adhere to national laws, regulations, and standards as well as to align with general principles and requirements established in Eswatini authorised policies and plans. In addition, the project will seek to conform to the requirements of international good practice standards.

The RAP process has been undertaken according to existing Eswatini national legislation and policies on involuntary resettlement and compensation, including the National Rural Resettlement Policy, 2003, and the Ministry of Housing and Urban Development Resettlement Policy and Guidelines, 1994 and the Acquisition of Property Act, 1961.

In addition to national policies and legislation, the RAP process was undertaken in line with the AfDB Integrated Safeguard System OS1 and OS2, ensuring that adequate mitigation measures are put in place by the project proponent to deal with any negative impacts on the project affected persons (PAPs).

3.1 REVIEW OF RELEVANT LEGISLATIONS, POLICIES AND OPERATIONAL SAFEGUARDS

3.1.1 Acquisition of Property Act, 1961

The Acquisition of Property Act, 1961 provides for the authorisation of property, by the State, for public use and establishes the requirements with respect to compensation to be paid where land is acquired. The Act allows the State to expropriate property for public purposes – including all projects wholly or partly funded by public funds or needed for state health and sanitation improvements, township and urban development, railways, roads and other public works. The development of water supply is not explicitly defined however it may be defined as an “other public works” to be undertaken by the State. The Project is funded by public funds and is deemed to be for public purpose, and hence this Act is seen to apply.

Property, under this Act, is defined as any real rights to immovable property in Eswatini, other than a mortgage bond over immovable property, including any lease, any rights to the use of public water whether derived from the common law or from statutes, as well as any land granted or ceded to any corporation, company or person. No specific reference is made to rights conferred to the individual under the dual system of land tenure, and rights conferred in terms of compensation. Hence the rights provided to persons residing on SNL, as is the case with the Project, are not explicitly defined under this Act.

3.1.2 The Constitution of the Kingdom of Eswatini, 2005

The Constitution of the Kingdome of Eswatini, 2005 is the supreme law of Eswatini, and any law that is inconsistent with the Constitution will be deemed void. The Constitution establishes a number of fundamental human rights and freedoms granted to the citizens of Eswatini.

With particular respect to resettlement, the constitution specifically pronounces its position on property and compensation in Article 19(1), which states that "*a person has the right to own property alone or in association with others*." Likewise, 19(2b) states that "*no one should be deprived of property ownership and in cases of public interest or safety owners shall be duly compensated*".

Article 19 is further supported by Article 211(1-3) which identifies that all land in Eswatini, including any existing concessions, save for privately held TDL, shall continue to be vested in Ingwenyama (The King) in trust for EmaSwati. Under the same article, a citizen of Eswatini, without regard to gender, shall have equal access to land for normal domestic purposes. Furthermore, that a person shall not be deprived of land without due process of law, and where a person is deprived of such land, he shall be compensated for any improvements on that land or loss consequent upon the deprivation unless otherwise provided by law.

The Constitution thus differentiates between the dual system of land tenure – or the rights conferred to customary and title deed land.

3.1.3 The Swazi Land Settlement Act, 1946

The Swazi Land Settlement Act, 1946 provides for the establishment, control and development of land settlement schemes for EmaSwati. According to the National Rural Resettlement Policy, 2003 (Government of the Kingdom of Eswatini, 2003), this Act is not directly used, although as it remains on the statute books it remains in-force.

Under the Act, certain areas of land were set aside for settlements. Persons may, however, only reside on, cultivate or use the land within the settlement with permission of the Principal Secretary, or a duly delegated authority. Permission may constitute the allocation of land in the land settlement areas for agricultural, residential and garden allotments, for afforestation and for commonage.

Consistent with current practice, the Principal Secretary in the Ministry of Agriculture will play a critical role in the resettlement implementation process. Specifically, this may include the identification of suitable replacement land as a host site, authorization of the use of the land for resettlement and the rational planning of the host site for agricultural, residential and grazing uses, amongst others.

3.2 SUPPORTING LEGISLATOIN

In addition to the legislation noted above, there is a range of supplementary laws that, while not directly related to resettlement, may inform elements. These are identified in **Table 3-1** below.

Table 3-1: Summary of Supporting Legislation

TITLE OF THE ACT	FUNCTIONS
The Environmental Audit, Assessment and Review Regulations, 2000	Establishes the requirements and regulations with respect to environmental audits, the Environmental Impact Assessment (EIA) process, as well as the review and licensing of new projects. The Project prepared an ESIA report and Comprehensive Mitigation Plan (CMP), as well as undertook a public consultation process in compliance with this Act. No explicit reference is made to resettlement and compensation. This aspect is considered to be fundamentally linked to the requirement that environmental and socio-economic impacts are to be managed under the CMP. The RAP forms a critical sub- component of the CMP.
The Environmental Management Act, 2002	Provides for the promotion and enhancement, protection and conservation of the environment and matters that are incidental thereto. This Act does not establish specific requirements or regulations with respect to resettlement and compensation. However, it does establish principles with respect to the protection of the natural and social environment – specifically physical, aesthetic and cultural qualities or conditions that affect the health and well-being of people.
Human Settlements Authority Act, 1988	The Act establishes the Human Settlements Authority and provides policy support to Government and the orderly development of human settlements by allowing for and outlining procedures for the establishment of human settlements and of human settlement development plans, the revocation or modification of development plans

TITLE OF THE ACT	FUNCTIONS
	and finance mechanisms for the supply and maintenance of improved shelter and infrastructure.
The Building and Housing Act, 1988	The Act provides for the control and the safety of buildings and for incidental or connected matters. It deals with the classes of buildings, locations, design and construction and building regulations, including codes of practice. This Act will be applicable in terms of the design specification of the replacement structures and community buildings.
National Housing Board Act, 1988	The Act deals with the establishment of the Eswatini National Housing Board (ENHB) and includes provisions to purchase, or by other means acquire and by sale, mortgage or lease, dispose of any movable or immovable property.
The National Trust Commission Act, 1972	This Act provides for the operation of cultural institutions and the proclamation of national parks, monuments and matters incidental thereto. The Act provides further, at Section 21, that the owner or occupier of private land falling within the boundary of a reserve shall not without the prior consent of the Commission sell or lease such land or permit any portion of such land to be occupied without having given a prior option to the Commission to purchase, lease or otherwise occupy such land on the same terms.
Conveyance and Burial of Dead Bodies Act, 1970	This Act deals with the conveyance of dead bodies, their burial and incidental or connected matters, which include but not limited to the exhumation in reburial of the said dead bodies. The Act provides that no person shall cause a body or remains of a body to be exhumed without a permit issued by the Minister of Tinkhundla Administration and Development or without an order of the High Court.

3.3 NATIONAL POLICIES

3.3.1 National Rural Resettlement Policy, 2003

The National Rural Resettlement Policy (Government of the Kingdom of Swaziland, 2003) was established to provide a practical framework for the planning of resettlement activities and the sustainable management of land in rural Eswatini. The policy focuses on aspects such as:

- Improving land use in rural Eswatini in order to enhance sustainable livelihoods
- Correction of existing land-use problems through participatory planning by all stakeholders
- Prevention of future land-use problems
- Ensuring that affected people are at least as well-off after resettlement as they were before

The Policy makes provision for a range of resettlement principles that are largely based on international good practice, these are as follows:

- Optimum and sustainable land use by rural communities
- Appropriate choice of land management strategies and resettlement models
- Sustained community participation and involvement
- Transparent, orderly and legitimate land allocation
- Fair, equitable and adequate compensation of affected persons
- Appropriate and effective legislation
- Efficient management of land disputes
- Ensuring sustained monitoring and evaluation

The Policy also makes specific provision with respect to national policy on key resettlement issues and establishes applicable policy statements in terms of how these issues should be addressed. It is however noted that many of the strategies and institutional arrangements called for in this Policy are not currently supported by the legal framework. The development of the RAP will be aligned with the provisions and principles established in this Policy.

3.3.2 Ministry of Housing and Urban Development Resettlement Policy & Guidelines

The Ministry of Housing and Urban Development (MHUD) resettlement policy and guidelines lay a foundation through which resettlement can be carried out regarding MHUD projects. The Policy and Implementation Guidelines were compiled to meet the needs of the Swaziland Urban Development Project (SUDP). This project was jointly funded by the International Bank for Reconstruction and Development (IBRD) and the Government of Eswatini.

The key objectives of the policy are:

- Involuntary resettlement should be avoided or minimised, exploring all designs and alternative mechanisms to permit residents to remain.

- Where ten or more households are affected, a resettlement plan is required to be approved, which should consider the needs of vulnerable groups.
- Affected persons shall have their previous standard of living restored, and shall be no worse off
- The costs of resettlement shall be borne neither by those displaced nor the host community.
- Those affected shall be compensated prior to moving for immovable assets, loss of income or livelihood, losses arising from disturbance.

Although the policy and guidelines focus on physical relocation, the rules apply to any loss of land or assets. Although developed specifically for MHUD Projects, the provisions and principles established in this Policy have also been considered in the development of the RAP to limit the potential adverse effects of resettlement.

3.4 INTERNATIONAL STANDARDS, POLICIES AND GUIDELINES ON INVOLUNTARY RESETTLEMENT

These are standards and guidelines developed by international institutions related to land acquisition, resettlement and compensation aimed at optimizing land acquisition and resettlement performance. In addition to national policies and legislation a series of measures will be implemented in accordance with the AfDB involuntary resettlement policy and integrated safeguard system, specifically Operation Safeguard 2, with a view to ensure that adequate mitigation measures are put in place by the project proponent to deal with any negative impacts on the project affected persons.

This section reviews the AfDB safeguards, as it is the funder for the project, as well as the IFC Standards as they are generally regarded as the guiding standard in the natural resources and infrastructure sectors.

3.4.1 AfDB INTEGRATED SAFEGUARDS SAFEGUARD SYSTEM

3.4.1.1 Involuntary Resettlement Policy, 2003

The primary goal of the Bank's Policy on Involuntary Resettlement is to ensure that when people must be displaced, they are treated equitably and that they share in the benefits of the project that involve their resettlement.

The Policy has the following key objectives:

- To avoid involuntary resettlement where feasible, or minimize resettlement impacts where population displacement is unavoidable, exploring all viable project designs. Particular

attention must be given to socio-culture consideration such as culture or religious significance of land, the vulnerability of affected population, or the availability of in-kind replacement for assets, especially when they have important intangible implication. When a large number of people or a significant portion of the affected population would be subject to relocate or would suffer from the impacts that are difficult to quantify and to compensate, the alternative of not going ahead with the project should be give serious consideration

- To ensure that the displaced people receive resettlement assistance, preferably under the project, so that their standards of living, income earning capacity, and production levels are improved
- To provide explicit guidance to Bank staff and to the borrowers on the conditions that need to be met regarding involuntary resettlement issues in Bank operations in order to mitigate the negative impacts of displacement and resettlement and establish sustainable economy and society
- To set up a mechanism for monitoring the performance of involuntary resettlement programs in Bank operations and remedying problems as they arise so as to safeguard against ill-prepared and poorly implemented resettlement plans.

3.4.1.2 Operational Safeguard 2 – Involuntary Resettlement: Land Acquisition, Population Displacement and Compensation

This Operational Safeguard (OS) 2 aims to facilitate the operationalization of the Bank's 2003 Involuntary Resettlement Policy in the context of the requirements of OS1 and thereby mainstream resettlement considerations into Bank operations.

It relates to AfDB-financed projects that cause the involuntary resettlement of people. It seeks to ensure that when people must be displaced, they are treated fairly, equitably, and in a socially and culturally sensitive manner; that they receive compensation and resettlement assistance so that their standards of living, income- earning capacity, production levels and overall means of livelihood are improved; and that they share in the benefits of the project that involves their resettlement.

The OS retains the requirement to provide compensation at full replacement cost; reiterates the importance of a resettlement that improves standards of living, income earning capacity, and overall means of livelihood; and emphasizes the need to ensure that social considerations, such as gender, age, and stakes in the project outcome, do not disenfranchise project-affected people.

The specific objectives of this OS mirror the objectives of the involuntary resettlement policy to:

- Avoid involuntary resettlement where feasible, or minimize resettlement impacts where involuntary resettlement is deemed unavoidable after all alternative project designs have been explored.
- Ensure that displaced people are meaningfully consulted and given opportunities to participate in the planning and implementation of resettlement programs.
- Ensure that displaced people receive significant resettlement assistance under the project, so that their standards of living, income-earning capacity, production levels and overall means of livelihood are improved beyond pre-project levels.
- Provide explicit guidance to borrowers on the conditions that need to be met regarding involuntary resettlement issues in Bank operations to mitigate the negative impacts of displacement and resettlement, actively facilitate social development and establish a sustainable economy and society.
- Guard against poorly prepared and implemented resettlement plans by setting up a mechanism for monitoring the performance of involuntary resettlement programs in Bank operations and remedying problems as they arise.

In line with the framework in the involuntary resettlement policy, this OS covers economic, social and cultural impacts associated with AfDB-financed projects involving involuntary loss of land, involuntary loss of other assets, or restrictions on land use and on access to local natural resources that result in:

- Relocation or loss of shelter by the people residing in the project area of influence
- Loss of assets (including loss of structures and assets of cultural, spiritual, and other social importance) or restriction of access to assets, including national parks and protected areas or natural resources
- Loss of income sources or means of livelihood as a result of the project, whether or not the people affected are required to move

In accordance with the involuntary resettlement policy, three groups of displaced people are entitled to compensation or resettlement assistance for loss of land or other assets taken for MRWSSP purposes:

- Those that have formal legal rights to land or other assets recognized under the laws of the country concerned. This category generally includes people who are physically residing at the

project site and those who will be displaced or may lose access or suffer a loss in their livelihood as a result of project activities

- Those that may not have formal legal rights to land or other assets at the time of the census or evaluation but can prove that they have a claim that would be recognized under the customary laws of the country. This category may include people who may not be physically residing at the project site or persons who may not have any assets or direct sources of livelihood derived from the project site, but who have spiritual and/or ancestral ties with the land and are locally recognized by communities as customary inheritors
- Those who have no recognizable legal right or claim to the land they are occupying in the project area of influence and who do not fall into either of the two categories described above, if they themselves or witnesses can demonstrate that they occupied the project area of influence for at least six months prior to a cut-off date established by the borrower or client and acceptable to the Bank. These groups may be entitled to resettlement assistance other than compensation for land to improve their former living standards (compensation for loss of livelihood activities, common property resources, structures and crops, et cetera.).

The eligibility categories defined within the RAP align with the above. Specific requirements are set-out within the OS. These requirements are defined in **table 3-2 below**, along with how the various requirements have been applied during the resettlement planning process to date, as well as requirements going forward.

Table 3-2: Summary of AfDB's OS2 Requirements and Application within the Proposed RAP

AfDB- OS2 Requirements	Application within the RAP
Eligibility Classification:	
Three groups of displaced people are entitled to compensation or resettlement assistance for loss of land or other assets: • Those who have formal legal rights to land or other assets recognized under the laws of the country concerned. • Those who may not have formal legal rights to land or other assets at the time of the census or evaluation but can prove	Eligibility within the proposed RAP is categorised as follows: • Persons with formal legal rights to land or assets, including customary and traditional rights recognised under the laws of Eswatini (i.e., Title Deed Land (TDL) or Swazi Nation Land (SNL)). • Persons with no formal legal rights to land, but with a claim to such land or assets,

that they have a claim that would be recognized under the customary laws of the country. • Those who have no recognizable legal right or claim to the land they are occupying in the project area of influence and who do not fall into either of the two categories described above, if they themselves or witnesses can demonstrate that they occupied the project area of influence for at least six months prior to a cut-off date established by the borrower or client and acceptable to the Bank.	provided that such claims are recognised under the laws of Eswatini or become recognised through a process identified in the RAP.
Project Design:	
The Borrower or Client considers feasible alternative project designs, including re-siting and re-routing, to avoid or minimise physical or economic displacement, while balancing environmental, social, and financial costs and benefits.	• The technical feasibility study assessed various alternative locations to determine the preferred location to meet the required water storage capacity and pipelines while resulting in the smallest possible project footprint within the identified project area that meets the water supply demand requirements.
Consultation, Participation and broad community support:	
When displacement cannot be avoided, the borrower or client must consult in a meaningful way with all stakeholders, particularly the people affected and the host communities, and involve them at all stages of the project cycle in a clear and transparent manner- in designing, planning, implementing, monitoring, and evaluating the Resettlement Action Plan.	• This RAP has been developed in consultation with various stakeholders, including: project affected people, community members and leaders, political and cultural leaders, to name a few. • The stakeholders have been consulted in a meaningful way since scoping phase and it will be throughout the RAP

Community participation helps to ensure that compensation measures, development programs and service provisions reflect the needs and priorities of the people affected and their hosts. The borrower or client also gives special attention to consultations that involve vulnerable groups.	planning and implementation stages. Information about the project has been shared with the stakeholders by various means, both written and verbal. Community meetings involved both men and women and vulnerable groups including the elderly, youth, ill, disabled; those who are affected directly with the project and those in the surrounding areas. • The consultations for the community members were conducted in English and SiSwati (the local language commonly spoken in the project area). • Consultation will continue throughout the project implementation.
Resettlement Planning:	
The Borrower or Client carries out a comprehensive socioeconomic survey – in line with international standards for social and economic baseline studies as agreed to in the environmental and social assessment process - including a population census and an inventory of assets (including natural assets upon which the affected people may depend for a portion of their livelihoods). This survey identifies the people who will be displaced by the project; all the relevant characteristics of those people, including conditions of vulnerability; and the magnitude of the expected physical and economic displacement.	• A socioeconomic survey has been carried out to ascertain a social and economic baseline. Additionally, a census and asset inventory was undertaken. • The results of which are captured within this RAP (refer to section 5 and appendix 6 attached). Compensation rates have been developed to determine effective rates to be applied for the proposed project to enable the making of 'entitlement offers' to affected asset owners for implementation purposes.
Grievance Management:	

As early as possible in the resettlement process, the Borrower or Client works with informally constituted local committees made up of representatives from key stakeholder groups and, in particular, vulnerable communities to establish a culturally appropriate and accessible grievance and redress mechanism to resolve, in an impartial and timely manner, any disputes arising from the resettlement process and compensation procedures.	• The RAP sets out the grievance management procedure associated with the resettlement process. • During the RAP planning process grievances were managed and addressed through the consultation process and established community leadership process. • An appropriate grievance and dispute resolution mechanism is required to enable all stakeholders affected by the MRWSSP to raise grievances and concerns, and to secure structured and effective responses. • Project Affected Communities and PAPs, who feel inadequately or unfairly treated in the pre-Construction: land and other asset registration, verification and project implementation, can submit grievances and complaints on any project-related aspect of land acquisition, compensation, livelihood restoration and implementation in general to the Project Authorities for consideration and redress. • Effective grievance management will allow affected individuals or groups to voice concerns as they arise and, where appropriate, corrective action must be taken timeously and in a satisfactory and culturally sensitive manner. • A sound and trusted mechanism will decrease the chances of overt resistance to the project from disgruntled PAPs, as

	well as minimising the chances of avoiding lengthy and expensive court settlements. • Grievances may occur at different stages of the project and are useful indicators of Project performance. A high volume of grievances may show the need to adjust work practices or procedures to mitigate adverse impacts and conflicts.
Resettlement Action Plan	
The Borrower or Client prepares a Full Resettlement Action Plan (FRAP) for (i) any project that involves 200 or more persons (as defined by the involuntary resettlement policy), or (ii) any project that is likely to have adverse effects on vulnerable groups. For any project in which the number of people to be displaced is fewer than 200 people and land acquisition and potential displacement and disruption of livelihoods are less significant, the borrower or client prepares an Abbreviated Resettlement Action Plan (ARAP). Project planners work transparently to ensure that the affected people give their demonstrable acceptance to the FRAP or ARAP and that any necessary displacement is done in the context of negotiated settlements with those people. The Borrower or Client submits the FRAP or ARAP as a formal document to the relevant national, local and/or municipal agencies and to the Bank. The Bank posts the FRAP or ARAP in its Public Information Centre and on its website for public review and comment.	• A full RAP has been prepared, with adequate stakeholder engagement and public participation undertaken. • The RAP outlines the requirement for a Livelihood Restoration Plan (LRP) as well as defining the terms of reference to develop the livelihood restoration programs defined.

Compensation Procedures:	
• The units that are entitled to compensation (e.g., family, household, and individual) are decided through consultation with those to be displaced. • Affected people are compensated for all their losses at full replacement costs before their actual move; before land and related assets are taken; and, if the project is implemented in phases, before project activities begin for each particular phase. The borrower or client gives preference to land-based resettlement strategies and as a matter of priority offers land-to-land compensation and/or compensation-in-kind in lieu of cash compensation where feasible; further, the borrower or client clearly explains to affected people that cash compensation very often leads to rapid impoverishment. • A comprehensive livelihood improvement program is formulated and implemented as part of the Resettlement Action Plan. • The affected populations are offered a range of different compensation packages, resettlement assistance, and livelihood improvement options, as well as options for administering these measures at different levels (e.g., family, household and individual), and the affected persons themselves are given the opportunity to express their preferences.	• It is recommended that a professional valuation process be undertaken to determine effective rates to be applied for the proposed MRWSSP to enable the making of 'entitlement offers' to affected asset owners for implementation purposes. • The valuation of properties will follow the concept of replacement cost. No construction will take place before PAPs have received their compensation and have been relocated. • Project Affected Persons (PAPs) will be informed of the risks associated with cash compensation and advised accordingly in the RAP planning process. • The Project will affect a wide range of households, business operators, privately owned Title Deed Owners and community members. These impacts will manifest at individual and group levels. In this context, a definition of the unit of entitlement is required: • For compensation against the loss of arable land (fields and gardens) – the unit of entitlement is the landholder and those with usufruct rights; • For privately-held assets and resources – the unit of entitlement is the owner; • For loss of employment – the unit of entitlement is the individual directly affected;

	• For livelihood restoration assistance – the unit of entitlement is a household member • For loss of communal assets (pastureland, medicinal plants, thatching grass, trees, etc.) – the unit of entitlement is the affected community through the Chief or Inner Council; • The unit of entitlement for other losses will vary depending on the category of affected individual or group. Specifically, due to the prevalent poverty amongst the affected population, any disruption to their livelihoods exacerbates their plight; hence, a special category of such affected persons is defined and described under the Livelihood Restoration Measures section.
Vulnerable Groups:	
Member countries and other Borrowers or Clients are responsible for protecting the physical, social and economic integrity of vulnerable groups and for paying particular attention to health needs, particularly for women, including access to female health care providers and to such services as reproductive health care and appropriate counselling for sexual and other abuses.	• Vulnerable groups within the project affected communities include households with very poor, female heads, elderly, chronically ill, and child headed households.
Implementation, Monitoring and Evaluation:	
The Borrower or Client is responsible for the implementation, monitoring and evaluation of the activities set out in the Resettlement Action Plan, and it keeps the Bank informed of progress. An independent third party monitors the	• A monitoring and evaluation plan is outlined in this RAP to enable the PIT to monitor the resettlement and compensation process.

implementation of large-scale or complicated Resettlement Action Plans, with regular feedback from the affected people.	• The overall objective of the M&E program will be to monitor, assess and report on the effectiveness of the implementation of resettlement, and particularly the application of mitigation measures. This includes asset acquisition, disbursement of compensation, physical progress with land resettlement and rehabilitation activities, effectiveness of consultation and participation, and the sustainability of livelihood restoration efforts.

3.4.1.3 AfDB Gender Policy

The policy is based on the premise that Africa has pronounced, region-specific gender characteristics that are of direct relevance to its economic and social development. It considers the international agenda, which calls for transformation, aimed at achieving full and equal partnership between men and women. Gender has become an issue for development intervention. First, inequalities continue to exist between women and men despite significant improvement in the absolute status of women and gender equality in most African countries.

The following guiding principles form the basis of Bank's assistance in gender or women empowerment: Gender analysis was conducted in the development of the RAP to design interventions that respond to the needs and priorities of both men and women. Experience has shown that women and men differ in the way they respond to and/or benefit from development and in the absence of specific attention to differences between women and men, planning for "the people" can result in the exclusion of women or men as participants or beneficiaries of the project.

This policy codifies the Banks' formal commitment to the gender mainstreaming approach. It seeks to define a more systematic approach to planning of development interventions so that they can address the priorities of women as well as men for greater efficiency, effectiveness and sustainability. The focus of this policy is gender relations, which shape outcome for both men and women. With introduction of the gender analytical framework, the fundamentally social nature and gender differences that result in inequalities between women and men gains greater visibility. The policy adopts the concept of "gender

mainstreaming" as a key strategy for overcoming women's exclusion from decision making and from access to any control over development resources and benefits.

3.4.1.4 Bank Group Policy of Poverty Reduction

The goal of the Bank's poverty policy is to ensure that poverty in Africa is reduced. This involves development of strategies that facilitate national ownership, participation and an orientation towards improvements in the welfare of the poor, especially in the achievement of Millennium Development Goals (MDGs). The policy framework formed the basis of the development of the RAP.

3.4.1.5 Disclosure and Access to Information, 2012

This revised policy supersedes the AfDB Policy on disclosure of information dated October 2005. The Policy provides the Bank group with an improved framework within which to disclose information on policies and strategies and key decisions made during project development and implementation. Maximum disclosure and access to information will increase public support for the RAP and its implementation.

During the RAP implementation the PIT through the Social Team will embark on a sensitization strategy that endeavours to keep the community and the PAPS fully informed on the progress being made in the implementation of the project. This strategy will include among others: Holding meetings for the PAPs and the community; distribution of materials and literature on the project; This will be conducted in SiSwati.

3.4.1.6 Handbook on Stakeholder Consultation and Participation in AfDB Operations 2009

The AfDB has recognizes that participation is essential to the achievement of its overarching objectives of poverty reduction and sustainable development. The RAP was developed with this guiding principle in mind, and it is envisaged that this will enhance RAP quality and ownership.

Some of the methods and techniques used in the development of the RAP include:

- Participatory stakeholder's analysis
- Participatory meetings and workshops
- Participatory research or data collection
- Participatory planning

3.5 LEGAL FRAMEWORK GAP ANALYSIS

The RAP is consistent with existing legislation and policies, regulations and procedures of the Government of the Kingdom of Eswatini as well as relevant internal standards, specifically the AfDB involuntary resettlement policy and Operation Safeguard 2 - Involuntary Resettlement: Land Acquisition, Population Displacement and Compensation.

This section provides an overview of gaps between the Eswatini legal framework and the AfDB requirements as it relates to land acquisition, compensation and resettlement with the MRWSSP RAP. Where gaps between the provisions of national legislation and Operation Safeguard 2 are identified, the provision that is superior, and that provides better compensation and entitlement to PAPs is to be applied. This is consistent with the objective that PAPs should not be made worse off than pre-project levels and that it is desirable for their livelihood to be improved rather than prejudiced by the physical or economic displacement.

The Constitution of the Kingdom of Eswatini, 2005 is legislation that provides for the minimum standards acceptable in the Bill of Rights; while the Acquisition of property Act of 1961 provides for the manner and circumstance under which property, including land will be acquired and the redress mechanisms and procedures for so doing in the interest of public development. Although EWSC, as the RAP implementing agent, is a public utility it is the Government that has eminent domain in terms of acquisition of land and associated compensation requirements.

The results of the gap analysis are presented in **Table 3-3** below along with measures to address the identified gaps. Where it was determined that that the Eswatini legislation does not correspond to AfDB requirements, then AfDB OS 2 has been followed.

Table 3-3: Comparison of Eswatini National Legislation and Policy with AfDB Operational Safeguard 2

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
Eligibility Classification	1. Those who have formal legal rights to land or other assets recognized under the laws of the country concerned. 2. Those who may not have formal legal rights to land or other assets at the time of the census or evaluation but can prove that they have a claim that would be recognized under the customary laws of the country. 3. Those who have no recognizable legal right or claim to the land they are occupying in the project area of influence and who	**The Constitution of the Kingdom of Swaziland, 2005** Although The Constitution does not specifically classify different categories of eligibility: • Section (14)(1)(c) secures the right of individuals to protection of their property rights. • Section 14(1)(d) guarantees the right of all individuals the protection from deprivation of property without compensation. • Section 211(3) states that "*a person shall not be deprived of land without the due process of the law and where a person is deprived, that person shall be entitled to prompt and adequate compensation…*"	**National Resettlement Policy, 2003** Identifies that "*all persons affected by resettlement shall have their livelihoods, living standards and conditions restored*", however includes that "*with respect to homesteads that settle in areas not designated for settlement, such as road reserves, rangeland, no compensation will be paid in the event they are required to relocate or vacate*". **MHUD Policy, 1994** 1. Owners of free hold land will be eligible for compensation based on the title deed, the	All persons are protected by the law regardless of their social or economic standing, age or disability so long as they occupy land earmarked for the proposed project. The National Resettlement Policy does not align to AfDB requirements, however the MHUD Policy does. Given that the National laws guarantee the protection of all occupiers of land to be affected by land acquisition, National laws suffice. **Action required:** None

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
	do not fall into either of the two categories described above, if they themselves or witnesses can demonstrate that they occupied the project area of influence for at least six months prior to a cut-off date established by the borrower or client and acceptable to the Bank.	• Section 20(1) states "*all person are equal before and under the law in all spheres of* political*, social, economic and cultural life and in every other respect and shall enjoy equal protection of the law*". • Section 20(2) further states that "*for the avoidance of any doubt, a person shall not be* discriminated *against on the ground of gender, …, or social or economic standing …, age or disability*".	current value of the land and any improvements on the land. 2. Established residents - residents of the area without title deed or living on traditionally held land are also entitled to compensation, however; this will be limited to the value of improvements on land held and costs associated with relocation. 3. Those who live as illegal squatters, without legal title nor traditional claims to land, these stakeholders will be compensated for relocating and the value of improvements on the land.	

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
Compensation and Livelihoods	Affected people are compensated for all their losses **at full replacement costs** before their actual move; before land and related assets are taken; and, if the project is implemented in phases, before project activities begin for each particular phase.	**Acquisition of Property Act 10, 1961** Section 15 identifies the factors that need to be considered when determining compensation, namely: - • market value of the property; • damages sustained by the person interested by severing of any land; • damages sustained by reason of the acquisition injuriously affecting any other property of the person; • Any reasonable expenses incidental to a change of residence or business as a consequence of the acquisition. The factors listed in Section 15 in essence require that the person affected by the acquisition should be placed in a position as he was had he not been affected by the move if not better.	**National Resettlement Policy, 2003** All persons affected by resettlement shall have their livelihoods, living standards and conditions restored so that within a reasonable time from when they suffered losses and inconvenience, they are no worse off than they were before the process of resettlement began. With respect to the types of compensable losses, if the objective is to restore people to an equal or better condition, then it is necessary to consider loss of any rights to or interests in land (i.e. loss of buildings and other improvements); loss of livestock and other animals; loss of	The Acquisition of Property Act, particularly Section 15, which encompasses all expenses such as the replacement cost in determining compensation, adequately addresses this requirement. The National Resettlement Policy and MHUD Policy align to the AfDB requirements. **Action required:** None

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
		Sections 9 and 10 articulate the procedure for settlement of disputes for compensation, by the Board of Assessment as appointed in terms of Section 10.	income-bearing trees; losses from arable and garden land; loss of rights to access to communal assets like grazing land, wood lots, forests and the like; loss of sources of income, loss of access to public facilities; costs associated with relocating, etc. **MHUD Policy, 1994** Guideline 3: Impacted persons shall be compensated for their losses at replacement cost prior to the actual move.	
Compensation offers	The affected populations are offered a range of different compensation package, resettlement assistance, and livelihood improvement options, as well as options for	While the Acquisition of Property Act 10, 1961 applies to all PAPs affected by the proposed project, regarding the procedure for acquiring land, it does not specifically address the issue of offering a range of different compensation	**National Resettlement Policy, 2003** With respect to the forms of compensation, the principle of restoration suggests that payment in kind is often more	Existing legislation does not include the requirement for offering a range of different compensation packages. The National Resettlement Policy indicates that payment in

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
	administering these measures at different levels (e.g., family, household and individual), and the affected persons themselves are given the opportunity to express their preferences.	packages and support. It only speaks to compensation in terms of monetary value.	appropriate than payment of cash. Thus, where persons are displaced from their land they should be provided with land that is at least equivalent to the land taken, in terms of productive potential and other factors. In other cases, non-land-based options might be best. **MHUD Policy, 1994** Guideline 3-D: Compensation for immovable assets shall be on a financial basis. All compensation shall be on monetary terms. Guideline 3-I: In addition to compensation for immovable assets, a single inconvenience payment shall also be made to	kind is often more appropriate than payment of cash, however in certain cases non-land-based options might be best. The MHUD Policy requires monetary compensation for immovable assets; however, for subsistence farming and grazing land on Swazi Nation Land (SNL) should be replaced rather than compensated for financially. **Action required** PAPs are to be offered a range of compensation packages in line with OS2, and the affected persons themselves are to be given the opportunity to express their preferences.

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
			cover any possible costs which may be incurred due to possible increases in transportation costs, loss of social network, disruption of life, the bother of having to relocate, and possible mental anguish. Guideline 3-F: Compensation for all losses of farm or grazing land shall be worked out on a case-by-case basis. It shall be the intention of the PST that, if feasible, subsistence farm and grazing land on Swazi Nation Land (SNL) should be replaced rather than compensated for financially. The PST, working with the relevant Tinkhundla, shall facilitate discussion with the	

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
			community and chief in this regard.	
Land for land compensation of equal production use or potential	The borrower or client gives preference to land-based resettlement strategies and as a matter of priority offers land-to-land compensation and/or compensation-in-kind in lieu of cash compensation where feasible. In rural areas, the resettlement program gives priority to land-for-land compensation options for affected people whose livelihoods are based on land. Whenever replacement land is offered, displaced people are provided with land for which a combination of productive	While the Acquisition of Property Act 10, 1961 applies to all PAPs affected by the proposed project, regarding the procedure for acquiring land, it is silent on the issue of allocating land of equal production use or potential. It only speaks to compensation in terms of monetary value.	**National Resettlement Policy, 2003** It is a National Policy that displaced persons should be given land with an equivalent or better production potential. This could include provision of irrigation facilities and other strategies to improve the land productivity. Where this is not possible, efforts should be towards retaining or improving the livelihood of the effected persons. **MHUD Policy, 1994** There is no reference to replacement land having to be of	The legal framework is silent on allocating land of equal production use or potential. However, the National Policy indicates that displaced persons should be given land with an equivalent or better production potential. **Action required:** It is recommended that the PIT applies the National Policy and OS2 provision on replacement land, where feasible.

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
	potential, locational advantages and other factors is equivalent to, or better than, the land taken. The land provided should also provide access to safe drinking water and irrigation facilities. For rural resettlements, provisions may also include access to agricultural equipment and other agricultural inputs. When land is not the preferred option of the displaced people whose livelihoods are land-based, non-land-based options - built around creating employment opportunity or self-employment - are considered.		equivalent to or better than the lost land; however, compensation shall also be paid as transitional support geared to the reestablishment of fields.	

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
Resettlement Assistance or Support	Displaced people are provided with targeted resettlement assistance with the aim of ensuring that their standards of living, income-earning capacity, production levels and overall means of livelihood are improved beyond pre-project levels. To this end, a comprehensive livelihood improvement program is formulated and implemented as part of the RAP. Strategies to improve livelihoods may involve providing access to training through appropriate technologies. The affected populations and host communities are provided with support before, during, and	There is no legislated requirement for the provision of resettlement assistance or support.	**National Resettlement Policy, 2003** There is no reference to provision of support or assistance. **MHUD Policy, 1994** Reference is made to the following forms of support or assistance: • single inconvenience payment • relocation assistance (transport) • Temporary housing may be made available. • Assist, upon request, to approach the Regional Administration Offices for reestablishment of traditional	There is no legislated requirement for the provision of resettlement assistance or support. Nor is it mentioned in the National Policy, however the MHUD Policy makes provision for support or assistance. **Action required:** A comprehensive livelihood restoration program is to be developed and implemented as part of the Resettlement Action Plan in line with OS2.

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
	after relocation, for a transition period that covers a reasonable period of time necessary for them to re-establish themselves and improve their standards of living, income-earning capacity, production levels and overall means of livelihood. Social structures and community networks among the affected persons should be maintained. Support and advice are made available to help the affected persons cope with, and benefit from, the resettlement process.		homestead rights in another area within 6 months.	
Opportunities for PAPs to derive	The Borrower or Client makes every effort to provide opportunities to the affected	There is no legislated requirement for the provision of opportunities for PAPs to benefit from developments.	There is no reference to the provision of opportunities for	There is no legislated requirement for the provision of

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
appropriate development benefits	people to derive appropriate development benefits from the project that involves their resettlement. The borrower or client specifically engages with the affected people as project beneficiaries and discusses with them how project-related development benefits - for example, access to electricity, roads, sources of irrigation or domestic water supply - might be obtained and spread most effectively among them.		PAPs to benefit from developments.	opportunities for PAPs to benefit from developments. **Action required:** Engage with PAPs regarding potential project-related development benefits in line with OS2.
Security of tenure	All housing for physically displaced people is provided with security of tenure.	The Constitution of the Kingdom of Swaziland, 2005 guarantee the protection of all occupiers of land to be affected by land acquisition.	There is no reference to security of tenure. However, the MHUD Policy indicates assistance is to be provided, upon request, for the reestablishment of traditional homestead rights.	Given that the National laws guarantee the protection of all occupiers of land to be affected by land acquisition, National laws suffice.

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
				Action required: None required.
Loss of common property resources	If possible, compensation is made in kind for loss of common property resources, such as rivers, lakes or forest resources. Particular attention is given to replacing not only the common property itself, but also the particular services and community inter-linkages that it provided. When a project involves the loss of public facilities, infrastructure, and common property resources, the borrower or client consults with the affected community to identify and agree on suitable alternatives that are	There is no legislation which deals with this aspect.	**National Resettlement Policy, 2003** Types of compensable losses covered in the Policy include loss of rights to access to communal assets like grazing land, wood lots, forests and the like; loss of access to public facilities. **MHUD Policy, 1994** There is no reference to common property resources.	There is no legislation which deals with this aspect; however, the National Policy includes compensation for communal assets and access thereto. **Action required:** Consultation is to be undertaken with the affected community to identify and agree on suitable alternatives that are equivalent to, or an improvement on, those being lost; in line with OS2.

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
	equivalent to, or an improvement on, those being lost.			
Counselling	When cash payments are made, the affected people should be provided with counselling to ensure that they have the knowledge to use the compensation wisely.	There is no legislation that deals with this aspect.	There is no reference to counselling.	There is no legislation which deals with this aspect. **Action required:** Training is to be provided to PAPs receiving cash compensation in line with OS2.
Host Communities	The Borrower or Client carries out a detailed analysis of host communities to identify potential problems associated with receiving displaced people, and to address these problems so that adverse impacts on host communities are minimised and the host communities are able to share in the development	There is no legislation that deals with this aspect.	**National Resettlement Policy, 2003** It is a National Policy which states that resettlement will be undertaken in a way that minimises social disruption to either displaced people or host communities, ensuring, to the extent possible and desired by affected people, that existing	There is no legislation that deals with this aspect, however; National Policy indicates that host communities should also be considered an affected party. **Action required:** Assessment of, and consultation with, host communities is to be undertaken and measures

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
	opportunities provided through the resettlement process.		social and cultural institutions and livelihood systems are preserved. Furthermore, where resettlement involves the resettlement of displaced people into an existing "host" community, that community should also be considered an affected party as the bringing in of more homesteads could limit their access to communal resources and have an impact on services like schools, clinics and many others. **MHUD Policy, 1994** There is no reference to host communities.	identified in a comprehensive livelihood restoration plan to be developed and implemented as part of the Resettlement Action Plan in line with OS2.
Vulnerable Groups	Member countries and other Borrowers or Clients are responsible for protecting the	The Constitution of the Kingdom of Eswatini, 2005 guarantee the protection of all occupiers of land to be affected by	**National Resettlement Policy, 2003**	There is no legislation that deals with this aspect, however; National Policy indicates that

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
	physical, social and economic integrity of vulnerable groups. Particular attention is given to ensuring that the interests of both women and men and of the elderly and the handicapped are taken into account when formulating and implementing compensation packages, resettlement assistance measures and livelihood improvement measures. Borrowers or clients prepare a Community Development Plan for projects that have clear risks for affected communities, which need to be mitigated.	land acquisition, however no mention is made of vulnerable groups.	It is a National Policy which states that special attention shall be directed to the needs of vulnerable groups among the displaced population, such as those below the poverty line, the landless, the elderly, women and children, and ethnic minorities. Additionally, that underutilized land owned by these groups should be leased on seasonal basis. **MHUD Policy, 1994** Guideline 6: Impacted persons who are particularly vulnerable to the adverse effects of resettlement shall have their specific needs addressed through this guideline. The elderly, handicapped, low-income	the needs of vulnerable groups should receive special attention. **Action required:** In the absence of a national legislation regarding vulnerable groups, National Policy and OS2 shall apply.

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
			earners and women receive special attention. Notably, Guideline 6-D1 states "*All women participating in Ministry of Housing and Urban Development Projects shall be given the opportunity to finance, own title to land, and fully participate in any development project sponsored by the Ministry on an equal footing to their male counterparts, without the signature or approval of a legal age male.*"	
Implementation, Monitoring and Valuation	The Borrower or Client is responsible for the implementation, monitoring and evaluation of the activities set out in the Resettlement Action Plan, and it keeps the Bank informed of progress.	Other than recording transactions, as addressed in the Acquisition of Property Act 10, 1961; there is no legislation governing the monitoring and evaluation aspects.	**National Resettlement Policy, 2003** It is a National Policy according to which monitoring and evaluation must be carried out continuously by the institution responsible for resettlement. Resettlement plans	There is no legislation that deals with monitoring and evaluation aspects. However, National Policy identifies that monitoring and evaluation are essential elements for any resettlement process.

Aspect	AfDB OS2	Eswatini Legal Framework	Eswatini Policies	Measures to address Gap
			should be gazetted upon completion, to encourage chiefs to follow professionally developed and implemented land use plans. Should the need for altering or revising the plans arise, the institution responsible for resettlement shall see to it that it happens. The principle is that monitoring and evaluation of rural resettlement programs should be an integral part of resettlement process, with verifiable indicators based on program objectives. **MHUD Policy, 1994** There is no reference to monitoring and evaluation.	**Action required:** Implementation, monitoring and evaluation of the process is to be undertaken in line with National Policy and OS2.

4. METHODOLOGY AND APPROACH IN THE PREPARATION OF THE RAP

The methodology that was used to design the RAP includes a participatory approach, where public meetings were conducted and all identified stakeholders interviewed. The methodology that was used is described below:

- Consultation with the PAPs that would be affected by construction of the water supply and sanitation was undertaken as part of the participatory approach
- Socioeconomic surveys of all the direct and indirect affected people were conducted. This included the development of a comprehensive questionnaire for data collection which comprises the following information: household biodata, livelihoods and infrastructure inventories including land, properties, and social services infrastructure, with a major focus on improving indicators of water supply construction and maintenance at sub-project sites;
- Identified the PAPs along the project and an assets inventory was carried out for all the identified PAPs. The properties that will fall within the 6m width were counted and measured for relocation. The inventory includes affected land, structures, trees and crops, and livelihoods
- Cadastral and Orthographic maps were scrutinized to identify features such as population settlement, infrastructure and land use patterns
- Further analysis of the survey data and studies carried out to establish adequate compensation parameters, and to enable appropriate income restoration
- Eswatini legal provisions were compared with the AfDB policies to identify any gaps and necessary recommendations to harmonize the two will be incorporated in the resettlement plan
- The land acquisition schedule and the resettlement plan will be prepared with the necessary budget to facilitate the implementation.

During the field study, it was ascertained that the MRWSSP is likely to positively impact on economic indicators and generally on the development of rural areas.

4.1 LITERATURE REVIEW

The development of the Resettlement Action Plan was complemented by reviewing of relevant literature on land use and settlement patterns within the immediate area of influence by the MRWSSP. From the empirical evidence, it was evident that a number of the local population was operating businesses along the proposed main and secondary pipelines for their livelihoods. It was also evident that some of the buildings along the MRWSSP were not symmetrical.

The review therefore was to: -

- Identify and harmonize any differences in resettlement and compensation guidelines between the Government of the Kingdom of Eswatini (GoKE) legislations and the AfDB Operational Safeguards on Involuntary Resettlement and other Social Safeguards
- Establish the land use rights in the project area since the land is held on basis of SNL and is allocated by the Traditional Authorities and four (4) Title Deed Farms (TDF)
- Review legal and policy framework on compensation and resettlement.

The review of literature also covered the AfDB Policies and Guidelines on Involuntary Resettlement (2003); Gender Policy; Bank Group Policy on Poverty Reduction; Policy and Guidelines on Cooperation with Civil Society Organizations and Handbook on Stakeholders Consultation and Participation on AfDB projects. The literature review provided sources for baseline data collection on population characteristics as compiled by the Central Statistics Office (CSO) as regards poverty levels, demography of the project areas, community resources, political and social resources, institutional structures, et cetera **(Census Population 2017).**

4.2 ASSET REGISTRATION CADASTRAL SURVEY AND LAND EVALUATION

A key element of the planning process was the identification and determination of the number of PAPs, as well as their affected assets. Asset registration and verification targeting homestead or household heads was undertaken over a period of 3 months from 1st August 2022 to 30th October 2022. Identification and registration of assets occurred in the presence of owners or their representatives and CLOs to check for the correctness of surveyed or measured assets and ownership details.

The household asset types that were registered were as follows:

- Residential plot
- Primary dwelling primary type
- Toilets outside main buildings
- Outbuildings (kraals, chicken coops et cetera)
- Incomplete structures
- Trees
- Gardens
- Agricultural land
- Commercial structures
- Informal business structures

- Forest areas
- Water points (standpipes or water tanks)
- Fences

Due to the seasonality of crops and duration for implementation, crops were only identified, not registered. The extent of crops on the arable land is to be assessed once the final layout has been approved as part of the implementation process. It is noted that PAPs will be able to harvest their crops if they are ready but where crops are not ready and construction needs to go ahead, the area where crops are planted will be measured and compensation will be based on the current crop. It is anticipated that all PAPs will be able to plough their fields once the pipelines have been laid. Building of structures on top of the pipeline is prohibited.

4.3 CENSUS OF PAPS

The census comprised of the following tasks:

- Registered each household as uniquely identified by Chiefdom, community and full names of household head
- Identified affected assets
- Captured GPS coordinates of households on Google map print out.

4.4 ASSET RECORDING METHODOLOGY

The asset registration exercise recorded all permanent and temporary losses incurred by the affected households, enterprises, institutions or government and communities. The inventory of affected assets differentiated between:

- Private or individual assets such as residential structures, gardens and fields
- Communal assets such as pastures
- Community or institution or Government assets and facilities

Each asset was given a unique reference number. The assets registered included the following:

- Houses and associated structures - dwellings, toilets, storerooms, and kraals or stables
- Non-movable assets such as residential land, agricultural fields, gardens, trees and thickets
- Privately owned lands (TDL)
- Private enterprises such as shops and other business establishments

- Public amenities and structures affected, e.g., public standpipes, meeting grounds and other amenities as included under the affected assets list.

The information recorded for each household included the following:

- Number of buildings and sizes in square metres
- The total area of the residential site in square metres
- Coordinates of household's buildings within the footprint
- All secondary structures owned by the household, like water and sanitation facilities, kraals, pigsties, poultry shelters, tank stands, water ponds and fences
- Affected field(s) of households, indicating location and assigning a number to the field linked to the household number
- All field perimeters measured in meters, to one decimal place, with coordinates marking the corners of the fields
- Vegetable or food gardens
- The total number of graves
- Number of affected fruit and any other privately owned trees

The same procedure was followed to record affected private enterprises.

4.5 SUMMARY OF STEPS IN ASSET DETERMINATION, VALUATION AND COMPENSATION

The methodology and steps undertaken to identify PAPs, and properties that will be affected by the inundation and associated infrastructure is summarised in **Table 4-1**.

Table 4-1: PAPs and Assets Determination Methodology

Methodology Steps	*Activity and Outcome Description*
STEP 1: Design of asset registration instruments. A. Development of data gathering Forms were installed in Tablets for data capturing (including photographing) per PAP B. Capture of Asset Type in the field. C. Downloading information into the central data management system for storage, analysis and other usages. D. Form 1 and 4 are used in hard-copy form for signing purposes.	Five (5) Forms were designed for the field data capturing as follows: • Form 1: Identification of affected assets and owners (hard-copy used in the field) • Form 2: Asset Register (tablets used in the field) • Form 3: Asset Inventory Summary (hard-copy used for signatures in the field) • Form 4: Asset Verification Form (hard-copy used for signatures in the field) • Form 5: The Data Management System was designed for data capturing, storage, and analysis and planning.
STEP 2: Recruitment and of data collecting teams. A. Asset Recording or registration B. Asset Verification (of PAPs) C. Tablets were secured and programmed for data capturing in the field and subsequent downloading into the central MS Access platform and the GIS.	Tablets were secured for community-wide socio-economic data collection, by enumerators. Two Asset Recorders used Tablets (led by Resettlement Specialist). All teams were recruited and trained in line with field work programming.
STEP 3: Community and PAPs briefings. The Resettlement Specialist and Social specialist facilitated briefings with affected communities and PAPs to solicit their cooperation and participation in the project activity steps.	Workshop-type briefings were held with community representatives to give a general briefing about pending project activities. Community-wide public meetings were held with all communities to solicit their cooperation with respect to the pending socio- economic surveys and subsequent activities. Specific briefings of Chiefs, Bucopho and affected asset owners regarding assets, owner identification and asset recording were held.

Methodology Steps	*Activity and Outcome Description*
STEP 4: Updated project Plans. These were secured and overlaid on the latest orthophoto maps to identify affected assets. Also secured project drawings, overlaying them on orthophoto maps to locate affected assets before verifying their existence and updating in the field.	GIS and Google maps depicting the development areas and servitudes were used as a basis for identifying PAPs and associated properties that would be affected. They were also used to identify public infrastructure, schools and religious properties.
STEP 5: Identification of affected assets and owners. Identifying assets on the maps, followed by field checking (verification) and securing names of owners through Chiefs and CALs. Preliminary identification of the asset owners is the first step of identifying those eligible for compensation (PAPs).	The affected assets (sites, fences, structures, trees, gardens, commercial lands et cetera.) were identified on the maps and then verified and updated in the field - following the reconnaissance field trip. The field-based identification of affected assets were undertaken together with identification of ownership through the presence of community representatives. The list was used to determine the locations and quantum of affected assets for the follow-up work of surveying, recording and registration of assets.
STEP 6: Asset recording and registration. Recording affected assets in the presence of asset owners, Chiefs (or representatives) and CLOs. This was undertaken by a team comprising cadastral surveyors, asset recorders, and resettlement team members.	The Asset registration exercise took approximately 3 months. The purpose was to survey individual assets through the cadastral surveyors, and to record them through the asset recorders, with the field team facilitating, and in the presence of asset owners, CLOs and area community leaders.
STEP 7: Asset and compensation register. A Data Management System was established to gather and store data and to provide for analysis, manipulation, program developments, monitoring and evaluation. Compatibility with Client systems will be assured where possible.	The Data Management System was designed to record and store PAP information details. The information was stored via MS Access and linked to the GIS where spatial information (asset maps and related photographs) is stored. Individual PAP data comes from the asset registration and census exercises. This

Methodology Steps	*Activity and Outcome Description*
	information was used to derive entitlements and compensation values, and to inform livelihoods and other sub-plans, in the RAP document.
STEP 8: Affected assets verification. This step followed the asset field recording exercise and database or GIS capture. Populated Asset Verification forms per asset owner was generated for PAPs to verify and sign to enable next planning steps.	The asset verification exercise was undertaken and all surveyed and registered asset information, inclusive of IDs, ownership and other related documents, was put together in a Verification form per asset per owner, and presented to the asset owner to inspect and sign. The signing was witnessed by the next of kin, and the PIT Social team . Verified assets data enabled valuation to take place so that compensation entitlements could be computed and compensation values derived. PAPs who did not sign were re-engaged

Methodology Steps	*Activity and Outcome Description*
STEP 9: Affected assets valuation.	This step followed the asset verification exercise so that valuations can be calculated. **Primary Buildings** The principle is to replace the same floor area of buildings using standard modern materials. The applicable replacement costs for construction materials, as well as associated labour costs needed to build the replacement structure, was used to calculate the values. Compensation will be paid in-kind for the replacement cost without depreciation of the structure. The Registered Valuer determined the current replacement cost using market rates according to the building materials used. The plinth gross area was multiplied by the rate per square meter to obtain the Improvements Value. **Fruit Trees** Compensation was determined by means of income capitalization by calculating the gross margins of the crop until the replacement sapling is in full production. The difference between the gross margins of fruit bearing trees and newly established trees was calculated and capitalized and against a long-term discount rate of 8%, to net present values. Compensation entitlement was calculated based on two replacement saplings per unit of the same or acceptable alternative species. **Crops** For ***Standing crops*** at the time construction commences:

Methodology Steps	*Activity and Outcome Description*
STEP 10: Cut-off dates declaration.	• Cash compensation at net value of standing *crops in land-take area* at the time construction commences, where harvesting prior to construction is not possible. **Title deed land** Cash compensation based on valuation by Valuer and negotiated. **SNL** Cash compensation equals the cost of initial establishment of the agricultural plot using up to date compensation rates. **Loss of business** Compensation for loss of business based on valuation or cash compensation based on compensation rates. Cut-off dates were set after the signing of the verification forms to prevent influx into the area and were declared by the Eswatini Government through the PIT. The process of verification and adjudication can still continue after the cut-off date.

Methodology Steps	*Activity and Outcome Description*
STEP 11: Physical relocation and compensation disbursements.	Both physical relocation and compensation disbursements need to be implemented in alignment with a detailed implementation program. The risk of encroachment on inventoried assets and other violations is high due to limited control capacity in some peri-urban areas
STEP 12 Livelihoods restoration.	This step will be informed by the socio-economic census of PAPs and the identification of vulnerable people and gender mainstreaming requirements.
STEP 13 Monitoring and evaluation (M&E).	A Monitoring and Evaluation System for RAP implementation is separately prepared and will be informed by RAP related studies (ESIA, RAP and LRP). Active M&E will commence with resettlement and LRP implementation.

The above process was executed by the following teams of specialists and technicians:

- Public consultation (led by the Resettlement and Social Specialists)
- Asset recorders and registration (led by the Resettlement and Property Planning Specialists)
- Cadastral surveying (Surveyor)
- GIS (GIS Specialist)
- Data Management (GIS Specialist)

5. POTENTIAL RESETTLEMENT IMPACTS

A census was conducted to cover all potentially affected persons who will be affected by the land utilised for the proposed water supply project (Water Treatment Plant, Transmission Lines, and Reservoirs) in 6 Tinkhundla within Manzini Region.

A census was conducted for each of the infrastructure in order to establish their number, types, size and quantity of affected assets. Table 5-1 below gives a breakdown of number of affected households by infrastructure in their respective Tinkhundla.

Table 5-1: Project Lots affecting PAPs

Project Lots	Nature of Impact
Lot 1	
Water Treatment Plant	Construction of the WTP will result in temporary relocation of nineteen (19) EWSC WTP employees. Relocation and accommodation costs will be borne by the PIT.
Raw water transmission pipeline	Construction of pipeline will temporarily affect access of businesses along the road.
Treated water transmission pipeline to Logoba Reservoir	Construction of pipeline will result in disturbance of eleven (11) business structures along the road.
Lot 2	
Water Supply Networks (Main and Secondary Pipeline)	Construction of the transmission lines will affect amongst others; • Agricultural fields • Fences • Crops or trees • Driveways • Informal business structures
Pipeline from Reservoirs (Logoba and Mpilo areas) to mainline	Construction of pipeline will temporarily affect access of businesses along the road.
Sanitation facilities	Construction of VIP sanitation facilities

Table 5-2 details the above impact by summarising the identity of the affected asset type and the magnitude of losses as measured.

Table 5-2: Asset Type and Magnitude of Losses

ASSET TYPE	UNIT MEASURE	TOTAL SIZE
Informal Business Structures	Sqm	474.53
Land (SNL)	Ha	26.6
Land (TDL)	Ha	39.31
Fruit Trees	Point	795
Timber	Point	512
Medicinal Plants	Point	551

5.1 POTENTIAL POSITIVE IMPACTS

Positively, the system will facilitate the extraction of raw water from the identified water source (Lusushwana River in Matsapha); improve the treatment and supply system, including better storage for water security (reservoirs); as well as provide better sanitation infrastructure through the construction of VIP sanitation facilities within the six (6) Tinkhundla.

Water is a relatively scarce commodity in the Manzini Region, particularly in the six (6) Tinkhundla. The project area is heavily populated with a number of economic activities. Furthermore, many of the communities in the project area experience severe problems with finding sufficient water for household use, particularly in dry seasons.

After the project implementation, it is believed that the communities will be able to access good quality potable water at a fee. The easier access to clean water will, in addition, have the domino effect of improving other social aspects of the beneficiaries, such as improved health, and more time for girls to spend in school and women to take on other productive activities.

The construction of the WTP, water transmission and distribution line will provide employment for low-skilled workforce hired from local communities. This will be a positive impact ceasing at end of the construction period. Nonetheless, job opportunities present considerable direct and secondary benefits in local economies. There will also be employment opportunities during line operation and maintenance, but this will mostly benefit specialised people and the number employed will likely to be small. In addition.

It is expected that some community members will gain skills that could be transferred to other projects at the close of this project's construction period.

5.2 NEGATIVE IMPACTS

Overall, the proposed project in MRWSSP will cause some resettlement impacts and these are related to those earning a living or residing in places where permanent land take will be required for the transmission lines. There are some permanent structures, land, as well as economic activities that will be disrupted, especially at the intake, treatment, and transmission route and reservoir areas.

5.2.1 Impact on Structures

Along the MRWSSP project area there are permanent, semi-permanent and temporary structures that will be affected as a result of the project. Most of the structures to be affected are permanent, temporary buildings and semi-permanent buildings, movable kiosks, stalls or sheds, pit latrines and fences.

Table 5-3: Properties to be affected by proposed project

#	ASSET TYPE	UNIT MEASURE	TOTAL SIZE
1	Land (SNL)	ha	26.6
2	Land (TDL)	ha	39.31
3	Fruit Trees	point	795
4	Timber	Point	512
5	Medicinal	Point	551

Figure 5-1: Some Structures likely to be affected

5.2.2 Loss of Crops and Fruit Trees

Crops on the 6-metre corridor consist of seasonal and perennial crops. However, seasonal crops were not assessed since these will be harvested during the 3 months 'notice to vacate' period after payment of compensation. There are no anticipated interruptions likely to result in shortening or losing a crop cycle. During community consultation meetings, PAPs were advised to continue planting seasonal crops even after the survey until a time when a notice to vacate is issued, where harvesting prior to construction is not possible, cash compensation at net value of standing crops in the land-take area.

5.2.3 Impact of Community Infrastructure and Social Services

There are communal facilities that will lose strips of land and structures in the project. These structures are to be affected by the transmission and distribution lines. It is mainly the land, fences or live hedges, buildings and trees that will be affected since most of these institutions are close to or by the roadsides where the proposed pipelines run. Other community social services likely to be affected include schools and Churches. However, all these facilities will not be adversely affected since only small strips of land, and some crops will be acquired for development and thereafter it will be restored by the contractor of the project during construction for continuity of previous activities. It is mainly the fences or live hedges, structures and crops or trees that will be affected since most of these are close to or by the roadsides.

5.2.4 Land Value (Title Deed Land)

Compensation for the acquisition of any part or the entirety of land, held by a private individual under Title Deed, will be based on *market value* of the property under the Law on Land Acquisition, 1961, and *full replacement value.*

Compensation value for the loss of land has been determined based on land of equal productive use or potential, located in the vicinity of the affected land, plus the cost of preparation to levels similar to or better than those of the affected land, and transaction costs such as registration and transfer taxes or customary fees.

Where any part of the land is to be acquired, it has been considered whether the residual or orphan land remains economically viable (or of continued interest to the landowner). Where the land is deemed to be not economically viable, compensation will be granted for the entirety of land at the established rates.

5.2.5 Land Value (Swazi Nation Land)

Compensation for the permanent alienation of any part or the entirety of land, held by a private individual under Swazi Nation Land (SNL) tenure, will be based on full replacement value. This value has been determined through based on the analysis of the property market for vacant land (i.e., replacement land) in the Manzini City particularly Fairview Township as a relatively comparable area. The average rate for an urban residential plot was determined to be between SZL 250 and SZL 320 per m².

The land values along the largely rural pipeline line routes are lower than urban land values. However, rural land falls under SNL and does not have a direct market value, as it cannot be sold or transferred as per the local customary systems. Land under SNL is therefore adjusted to urban land rates and further considered the expected loss of the productive value of land. A higher rate has also been provided to consider the inconvenience caused by the project. The adopted rate for any affected land (farming or residential or both) has been set at SZL320 per m² depending on the quality of the land. The compensation value applies only in instances where there is permanent restriction of land. The permanent loss of land will not result in any farm plots becoming non-economically viable, and no PAP will be required to surrender their entire farm plot.

6. SOCIO-ECONOMIC CHARACTERISTICS OF THE PROJECT

6.1 PROFILE OF THE MANZINI REGION

Eswatini is one of the lowest income countries in the world (IFC CPF 2015-18). It had a population of 1.1 million people in 2017, and a population growth rate of 0.7%. Its population growth rate is slowing down after a very rapid rate of growth in the 50 years between 1956 and 1997 of 3.2% per annum. Consequently, the population of Eswatini has doubled 3.5 times since 1904. In 2019, the World Data Atlas reported an urban population for Eswatini of 24%. This is estimated to have increased from 9.7% in 1970 at an average annual rate of 1.89%.

'***Manzini with a population of 355,945 continues to occupy the first position in population size closely followed by Hhohho. 32.6% of the population resides in Manzini.'***[1]

However, Manzini region has the highest urban density in the country after Hhohho region which is also above the national average and significantly higher than Lubombo or Shiselweni regions. Table 6-1 below shows the population density of Manzini region in comparison to other regions of Eswatini.

Table 6-1: Population Density of Manzini Region

Area	Area (km^2)	Density (p/km^2)	Total HHs	Ave HH size
Eswatini	17 350	63	272 824	4.0
Regions				
Manzini	**4 108**	**87**	**98 864**	**3.6**
Hhohho	3 619	89	77 371	4.1
Lubombo	5 838	36	51 710	4.1
Shiselweni	3 784	54	44 879	4.5

6.2 PROFILE OF THE AFFECTED TINKHUNDLA

According to the 2017 Population and Housing Census[2] the total population for the six Tinkhundla within the project are 106 850 persons and 31 188 households in 2017. The table below (6-2) shows the population distribution in the project area. According to table 6-2, 5% of households are affected by the project.

[1] The 2017 Population and Housing Census, Central Statistics Office, September 2017

[2] The 2017 Population and Housing Census, Central Statistics Office, September 2017

Table 6-2: Population Distribution in the Project Area

Affected Tinkhundla	Total Population	Density (p/km^2)	Total Households
Mafutseni	22096	118	4706
Manzini North	34383	2104	11783
Manzini South	26170	2355	8607
Mtfongwaneni	11549	61	2929
Nhlambeni	12652	45	3163
Kwaluseni	3400	28.45	4.0 persons per household

6.3 BASELINE SURVEY[3]

6.3.1 Data collection

A sample survey was carried out in October 2022. The aim of the survey was to set a baseline for monitoring and evaluation of impacts of the MRWSSP to ensure that livelihoods are restored and improved as a direct result of the project. The survey focused mainly on access to water, sanitation and Hygiene (WASH) and also generated some demographic information. 15% of PAPS (along the pipelines) were interviewed[4].

Random selection ensured that every household within the PDA had an equal chance of being picked as a respondent without any prior knowledge or design by the survey team. The households were randomly selected in each community following a simple 'spin the bottle' technique. Each enumerator was given the opportunity to spin the bottle to determine the direction in which they were to travel through the community then picked a number from a cap to determine the number of homesteads to pass before entering for an interview. This same number would be used to determine which household to sample where they found more than one household at a homestead. Upon reaching the furthest homestead at the edge of a project affected community, the method required that each enumerator turned to their right to begin counting again. This was to ensure that enumerators do not end up clustered together.

[3] A list of all respondents interviewed with contact numbers for each household are attached.

[4] The original survey design assumed 20% of 1000 PAPs. The household survey was completed before the final assets survey which went on to identify a total of 379 PAPs.

6.3.2 Summary of Survey Results

6.3.2.1 Personal Information of Respondents

The profile of respondents is laid out in Table 6-3 below. Contact details are appended to this report.

Table 6-3: Profile of Respondents

Affected Tinkhundla	Affected HHs	Number Sampled	Respondents range	Sex of Respondents	Relation to Household Head
Mafutseni	331	50	22 -81 years	74% female	Head - 30 Spouse - 8 Child - 9 Grandchild - 2 Sibling - 1
Manzini North	479	51	18 -71 years	52% female	Head - 38 Spouse - 8 Child - 4 Grandchild - 1
Manzini South	18	30	20 -74 years	34% female	Head - 17 Spouse - 3 Child - 8 Sibling - 2
Mtfongwaneni	357	50	22- 87 years	46% female	Head - 27 Spouse - 12 Child - 11
Nhlambeni	384	50	22 -81 years	58% female	Head - 33 Spouse - 4 Child - 10 Grandchild - 2

Below is a summary of findings for all affected communities. This is followed by an analysis of each individual community.

6.3.2.2 Household Characteristics

Mtfongwaneni and Nhlambeni households, appear to have a bigger household size (6.7 persons) and a younger population, than the other Tinkhundla therefore it is expected that they will have higher dependency ratio and may require special attention as the project is implemented. Mafutseni household size at 6.4 persons is also slightly ahead of Manzini North at 5.6 persons per household and Manzini South at 5.6 persons per household.

6.3.2.3 Education

Those households with members who have completed high school and beyond appear to be lowest in Mtfongwaneni and Nhlambeni at 68%, followed by Manzini North at 80%; Mafutseni at 84% and Manzini South at 89.7%. Qualitative data collected during the survey in Mafutseni, Manzini North, Mtfongwaneni and Nhlambeni, reflects that a number of children reportedly could not attend school due to a lack of fees or documentation, (i.e., birth certificates) with Mtfongwaneni having the highest number of such cases.

6.3.2.4 Water Supply Resources

Only a few respondents (12%) at Mafutseni, Mtfongwaneni and Nhlambeni stated that the stream or river was their main source of water. The next highest response was that of community taps. Other sources included borehole, rainwater harvesting and purchasing water that is stored in tanks. About 70% of Manzini North and Nhlambeni respondents stated that they have a tap within their yard, and approximately 10 - 15% of all the respondents from all six (6) Tinkhundla reported they have water in their houses. It was noted that a couple of respondents collect water from their neighbours.

For those households that collect water, water collection mainly occurs between 6am and 9am and again between 3pm and 6pm. In most instances woman and girls are responsible for collecting water although male children also collect water. Manzini North appears to be the exception where the duty seems to fall almost equally on both males and females. The time of collection may interfere with readiness for school or in some areas put the collector at risk of physical harm.

6.2.3.5 Drinking Water Treatment

Despite a large number of households reporting they collect water, very few treat their water. 100% of respondents in Manzini South reported that they do not treat their water. There is an assumption that water collected from boreholes and public taps is safe. Moreover, many report that interruptions to their main water source means that they have to return to unsafe water sources during that period.

6.2.3.6 Water Quality

On average among all affected communities, 70% of respondents rated clarity of water as good; 24% as acceptable and 6% as poor. With regards to colour, 74% of respondents rated it as good; 20% acceptable and 6% poor. When asked to rate the smell of their water, 72% said it is good, 22% acceptable and 6% rated it as bad. With regards to the taste of their water, 58% of respondents rated it is good; 25% is acceptable and 20 % as bad. Asked how they rated the health of their water, 68% of respondents reported it was good, 24.5% as acceptable and 7.5% as bad. The availability of water was also rated with 55% stating that it is good, 32% stating it is acceptable and 13% stating it is bad.

6.2.3.7 Disposal of Wastewater

The majority report that wastewater is thrown outside the premises (*etaleni* – which refers to the veld or surrounding area). This is a concern where the water table is high. In some instances, respondents reported using some of their wastewater for watering gardens, particularly fruit trees.

6.2.3.8 Hygiene

Whilst a majority of respondents stated that family members wash their hands before eating, fewer reported that family member washed their hands after using the toilet. Most do not have a dedicated hand-washing facility.

6.2.3.9 Sanitation

The main sanitation facility in the project area Is Ventilated Improved Pit (VIP) Latrines. The coverage in some areas is close to 100% because it was reported that a number of households that have a flush toilet still retain a functional pit latrine on their premises. However as many as 42% (Manzini North) rely on traditional pit latrines with no vent pipes. It was noted that in Manzini South a number of respondents reported that they used their neighbour's toilet.

Those who have infants tend to throw disposable nappies into their toilet facility which leads to these filling up quickly. Others throw away outside the yard which leads to pollution of the larger area and increased chance of spreading disease.

6.2.3.10 Economics

Respondents in Manzini South report the lowest incidence of savings at 33%. This number may be distorted by people's reluctance to admit to having money put aside. The low incidence of savings suggests that in-kind compensation would be favourable as financial literacy may be limited.

The percentage of respondents who have bank accounts is relatively the same with Nhlambeni having the highest number at 86% followed by Manzini North at 74%. This is significant for the project as affected people will have to receive some form of financial compensation through secure means.

Figure 6-1: A Respondent Being Interviewed.

6.3.1.1 Mafutseni

6.3.1.1.1 Characteristics of Household Heads

According to the 2017 Census the age distribution in Manzini region was 33.1% for the age group 0 - 14; 59.9% for the age group 15 – 64 and 4.5% for those 65 years and older. The survey results show that the proportion of persons on the age group 0-14 years is higher in the project area at 36.3% as shown in Table 6-4.

Table 6-4: House Characteristics

Age of Household Members			Average Size of Household	Ownership
Adult 15+	204	63.7%	6.4	Owners 96%
Children 5 -14	79	24.7%		
Infant 0 -4	37	11.6%		
				Tenants 4%

6.3.1.1.2 Dependency Ratio (Employment vs Total)

The dependency ratio reflects how many people each wage earner supports. Table 6 – 5 below indicates the dependency ration for Mafutseni.

Table 6-5: Dependency Ratio

Total population in Households	Number in Wage Employed	Dependency Ratio
203	41	1:5

6.3.1.1.3 Household Income

Household income levels and sources in this area are set out in Table 6- 6 below. The data shows that on average trading appears to generate more income than any other source.

Table 6-6: Monthly Income

Income Per Month	Percentage	
Less than 500 - 0	0%	
E501- 1000 - 20%	20%	
E1001 – 2000 - 28%	28%	
Above 2000 - 48%	48%	
Don't know - 4%	4%	
Income Source Per Month:	**Range**	**Average Per Household Per Source**
Wages / Salary	E550 - E15000	Average E3477
Farming	E200 - 4000	Average E1550
Trading	E200 – E15000	Average E12000
Pension	E500 – E6500	Average E1100
Remittances	E200 – E2600	Average E803

6.3.1.1.4 Main Expenditure

Expenditure on Food[5] is said to be the main monthly expense of the vast majority of households. As food prices rapidly increase, PAPs may have greater dependency on household agriculture. Currently the main livestock kept for household consumption are chickens[6] and goats.

[5] Food is a major cause for concern across the board (followed by electricity)
[6] Respondents who keep chickens could not specify the number.

6.3.1.1.5 Animal Husbandry

Table 6-7 below displays the types of animals that are kept for subsistence use within each of the households. The data also indicates the range in quantity within the sampled households.

Table 6-7: Animal Husbandry

Types of Animals	# of Households	Range
Cattle for farming	14	2 - 22
Goats	15	2 - 45
Piggeries	2	Commercial (Undisclosed)
Chickens	72	Undisclosed or Uncertain

6.3.1.1.6 Education levels:

The education levels attained by household member's correlates to the income levels as well as the ability to participate in the labour market including future jobs that will be made available during the project construction and operation. The data shows that almost half of the sampled population has attended and completed some level of basic education (i.e. completed high school).

- 23 household members have attained high school level education (46%)
- 10 household members have attained college-level education (20%)
- 9 household members have attained university-level education (18%)

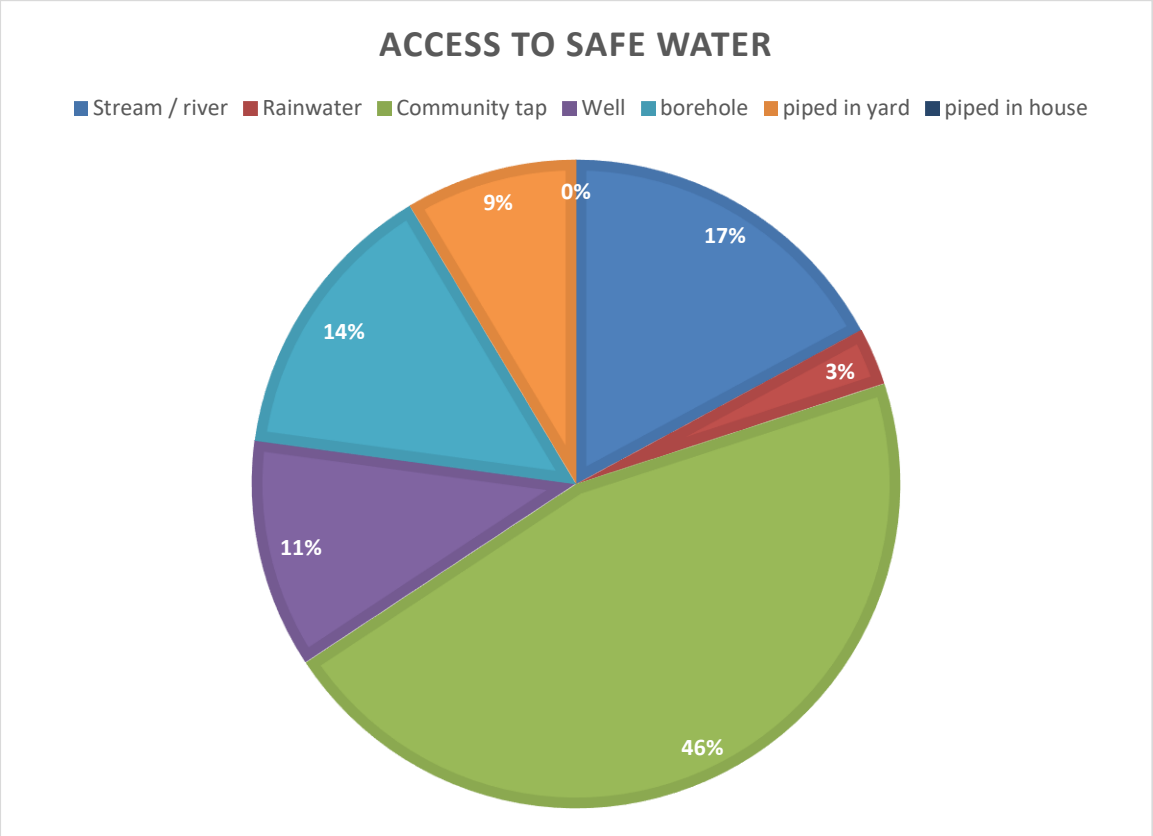
6.3.1.1.7 Finances

74% of PAPs have bank accounts but only 58% have savings.

6.3.1.1.6 Access to Potable Water

In the project area community standpipes are the main source for the majority of households at 46% as reflected in figure 6-2 below.

Figure 6-2: Access to Water

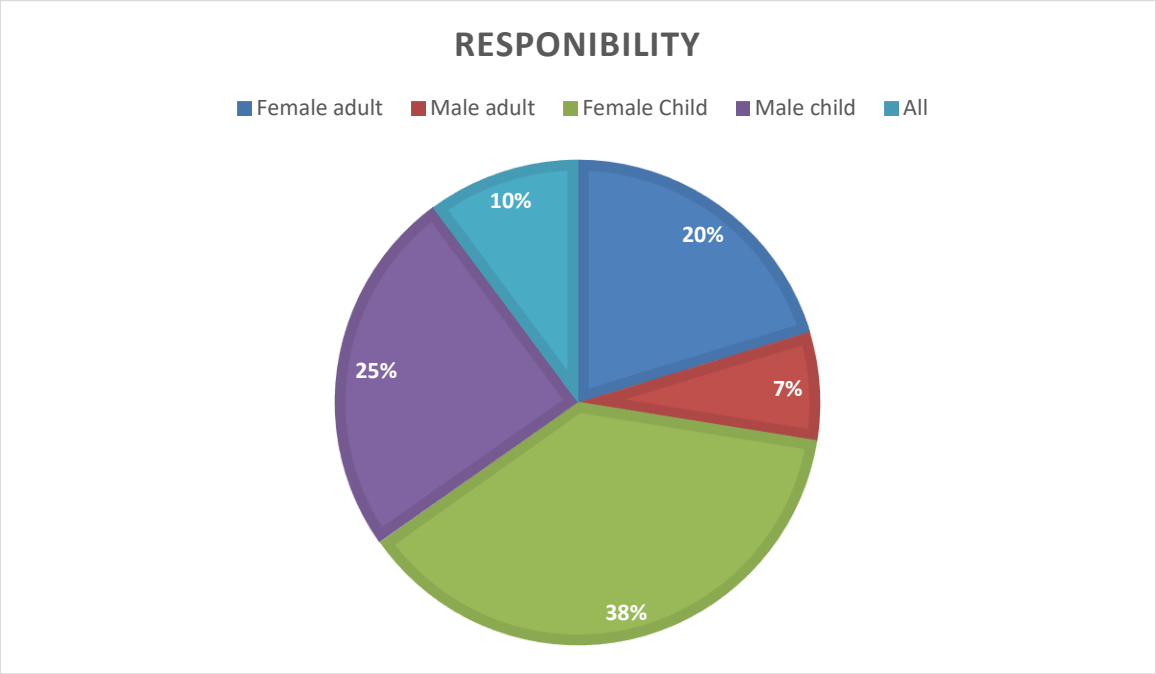


Respondents were asked who is responsible for collection of water. For those households that collect water, water collection mainly occurs between 6am and 9am and again between 3pm and 6pm. In most instances woman and girls are responsible for collecting water although male children also collect water. There are few instances where the adult males are included in this duty. The time of collection may interfere with readiness for school or in some areas put the collector at risk of physical harm.

6.3.1.1.7 Responsibility for Water Collection

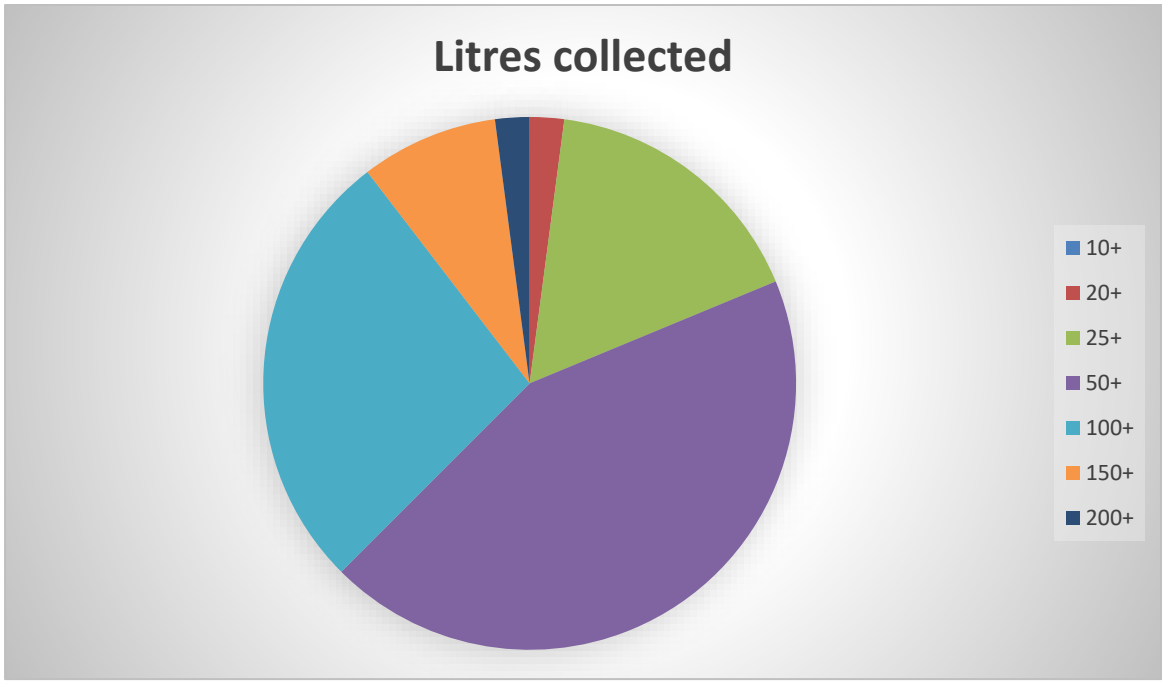
Respondents were asked which household member(s) is responsible for collecting water. This is reflected in Figure 6-3.

Figure 6-3: Water Collection Responsibility



Respondents were asked how many litres of water the household collects per day. This is reflected in Figure 6-4 below.

Figure 6-4: Litres of Water Collected Per Day



6.3.1.1.8 Water Access Interruptions

Respondents were asked if their household experience any interruptions to water access. Table 6-8 shows that majority of the residents confirmed that this was not a common occurrence or did not occur at all. The portion of residents that did experience water access interruptions indicated that in some cases the interruptions would last for relatively long periods, with the average period being nearly one month.

Table 6-8: Water Access Interruptions

Experience Interruptions		Number of Days
Yes	36%	Range 2 – 120 days Average 26 days
No	64%	N/A

6.3.1.1.9 Water Treatment

Respondents were asked if they treat their drinking water. A majority of the respondents stated that they do not treat their water, the results are reflected in the Table 6 - 9 below.

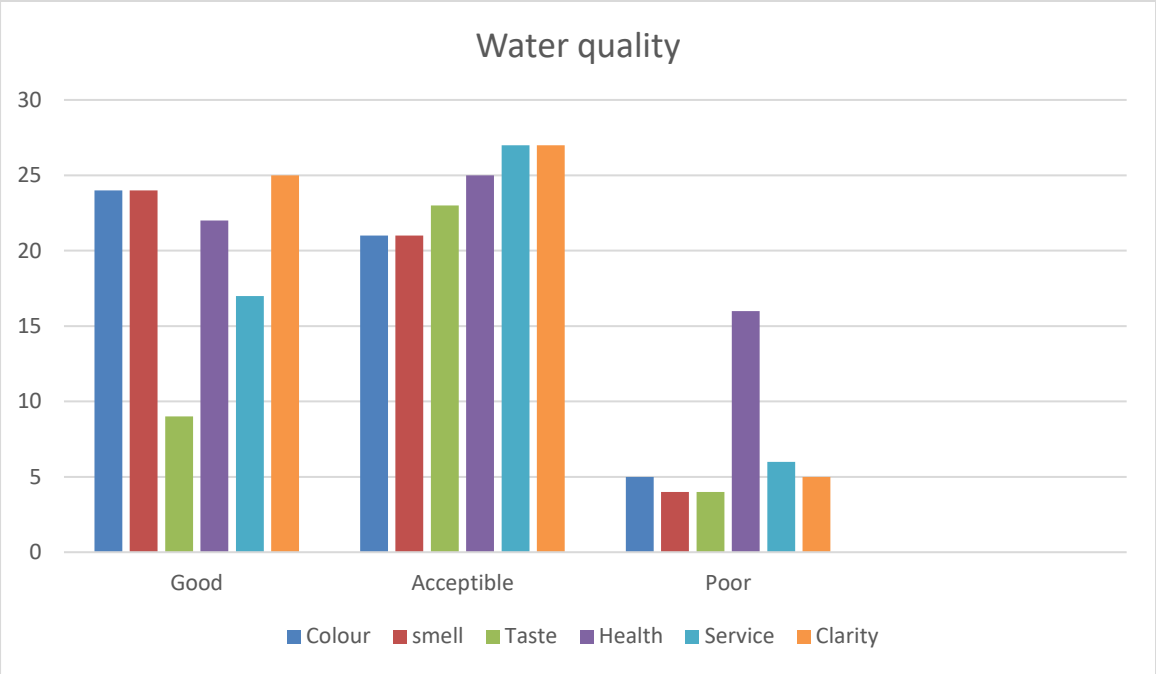
Table 6-9: Drinking Water Treatment

Treatment	%	Method
Yes	26%	Bleach or chlorine
		Boil
No	64%	N/A

6.3.1.1.10 Water Quality

Respondents were asked how they would rate the quality of their water: Their ratings are reflected in Figure 6-4 below. Many of the residents rated their water quality as either good or adequate, this is consistent with the percentage of residents that felt the need to treat their water before consumption.

Figure 6-4: Water Quality in Mafutseni



6.3.1.1.11 Disposal of Wastewater

Respondents were asked how the household disposes of their wastewater. Many respondents The results are reflected on Table 6 – 10 below.

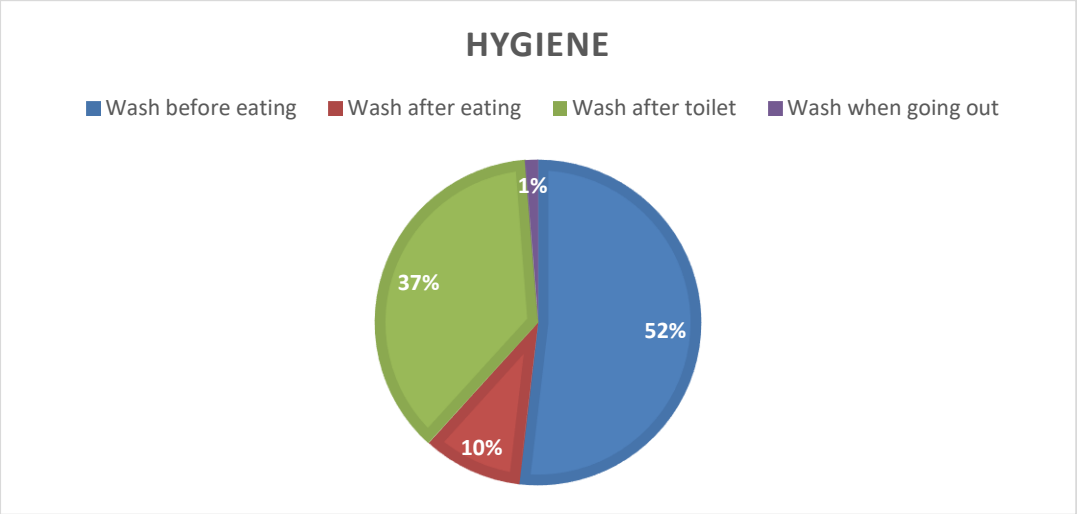
Table 6 – 10: Water Disposal Locations

Place disposed of:	Percentage
Piped sewer	2%
Toilet	4%
Outside premises	94%

6.3.1.1.12 Hygiene in Mafutseni

Respondents were asked when household members wash their hands. This is enumerated in figure 6-5 below.

Figure 6-5: Hygiene in Mafutseni



6.3.1.1.13 Sanitation in Mafutseni

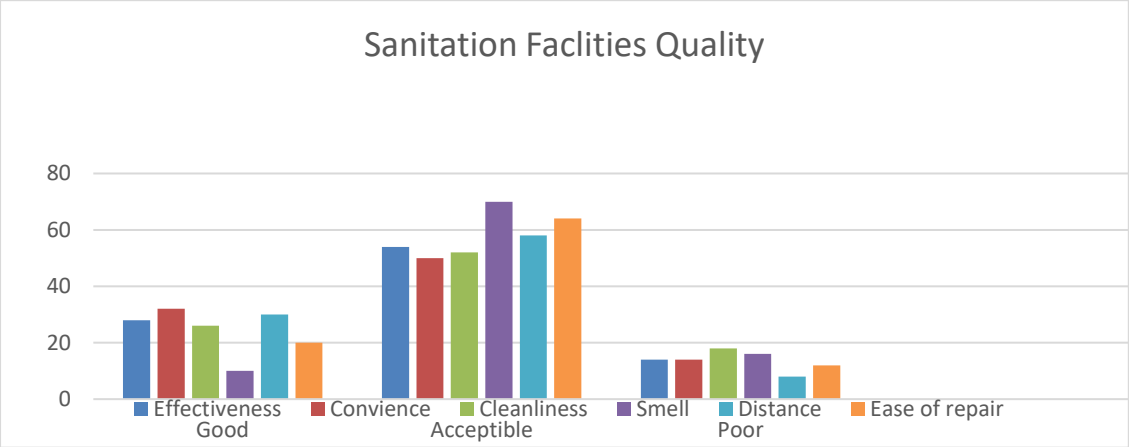
Respondents were asked what sanitation facilities household members have access to. Table 6 -11 below depicts the methods of sanitation in use.

Table 6-11: Sanitation in Mafutseni

Type of Sanitation	Percentage
Flush to sewerage or septic tank	4%
Ventilated Improved Pit Latrine (VIP)	62%
Traditional pit latrine without vent	26%
Open air or bush	8%
Facility within yard	**90%**

Respondents were asked to rate the quality of their sanitation facilities. Their ratings are reflected in figure 6-6 below:

Figure 6-6: Quality of Sanitation Facilities in Mafutseni



Enumerators were asked to observe occurrences of any animal or children's faecal matter within the yard. In this area they observed that 18% showed signs of faecal matter around the premises.

6.3.1.2 Manzini North

6.3.1.2.1 Characteristics of Household Heads

The survey suggests that the proportion of persons 0-14 years of age in Manzini North is lower than the regional average in the project area at 32.6%. It is therefore expected that the dependency ratio is likely to be slightly lower than in other parts of the region.

Table 6 -11: Household Characteristic's

Age of Household Members			Average Size of Household	Ownership
+15	204	67.3%	5.9 persons	Owners **88%**
5-14	71	23.4%		
0 -4	28	9.2%		
				Tenants **12%**

6.3.1.2.2 Dependency Ratio (Employment vs Total)

The dependency ratio reflects how many people each wage earner supports. Refer to Table 6 -12 below.

Table 6 -12: Dependency Ratio

Total Population of Households	Number Employed	Dependency Ratio
303	60	1:5

6.3.1.2.3 Household Income Per Month

Respondents were asked to state the monthly household income, the data indicates that at least half (48%) of the respondents earn an amount above E2000, and at least a third of the sample group earn between E1000 – E2000 as reflected on Table 6 -13 below.

Table 6 – 13: Household Income

Income Per Month	Percentage	
Less than 500 - 0	0%	
E501- 1000 - 20%	14%	
E1001 – 2000 - 28%	34%	
Above 2000 - 48%	48%	
Don't know - 4%	4%	
Income source per month:	**Range**	**Average for household per source**
Wages or salary	E800 – E20000	
Farming	E2000 – E5000	Average E3550
Trading	E100 – E8000	Average E2169
Pension	E500 - E6500	Average 1100
Remittances	E200 – E2500	Average E1125

6.3.1.2.4 Main Expenditure

The survey established that in a majority of the household's food was found to be the main monthly household expenditure. As food prices rapidly increase, PAPs may have greater dependency on household agriculture. Currently the main livestock kept for household consumption are chickens[7] and goats.

6.3.1.2.5 Animal Husbandry

Out of the sample population at least half of the households were found to practice animal husbandry. The most common occurrence in at least half of the households was the raising of chickens primarily for subsistence consumption. Two of the properties were found to be practicing commercial agriculture, through the breeding of pigs for commercial sale. Refer to Table 6- 14 below.

Table 6 – 14: Animal Husbandry

Animal Husbandry	# of Households	Range
Cattle for farming	1	9
Goats	2	7
Piggeries (Commercial)	2	Undisclosed
Chickens	14	Undisclosed or uncertain

6.3.1.2.6 Highest Education Levels in Households

The education levels attained by household member's correlates to the income levels as well as the ability to participate in the labour market including future jobs that will be made available during the project construction and operation. The data collected indicates that a majority of the residents in the sample population have attained some level of basic education beyond primary school, a third of the respondents in Manzini North reported to having attended or completed tertiary level education.

- 6 household members have attained high school qualifications (32%)
- 5 household members have attained college qualifications (10%)
- 1 household member has attained vocational qualifications (2%)
- 18 household members have attained university qualifications (36%)

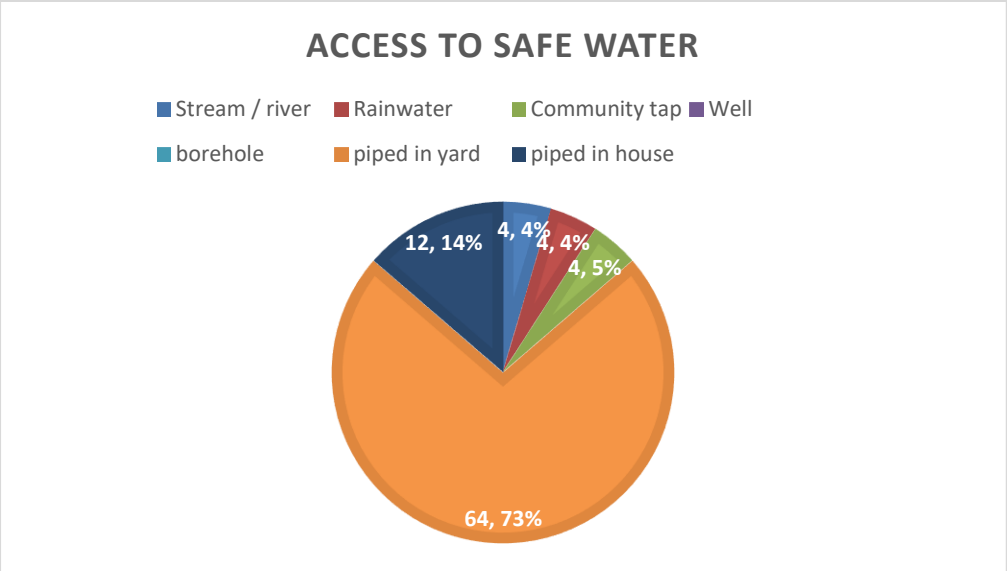
6.3.1.2.7 Finances

The study established that at least 74% of PAPs have bank accounts, however only 58% reported to have savings which favours in-kind compensation.

6.3.1.2.8 Access to Potable Water

Respondents were asked to name the main water source for drinking and cooking for members of the household. The data collected indicates that community standpipes are the main source of drinking and cooking water for the majority of households at 46% in Manzini North. This is reflected in figure 6-7 below.

Figure 6-7: Access to Safe Water in Manzini North

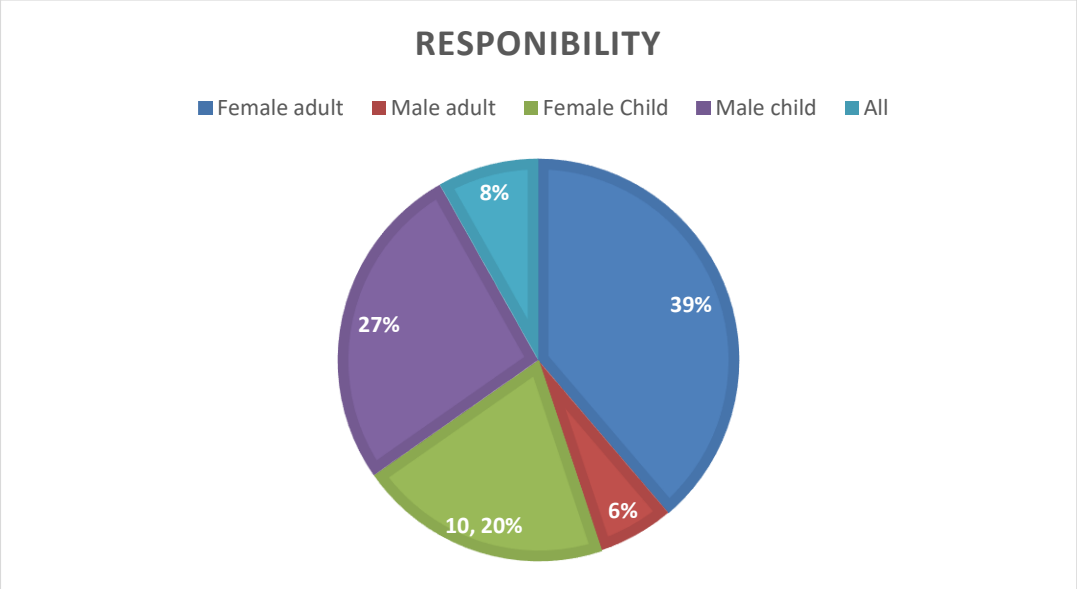


Respondents were asked who is primarily responsible for collection of water as reflected in the chart below. For those households that collect water, water collection mainly occurs between 6am and 9am and again between 3pm and 6pm. Manzini North presented a more balanced share of responsibility than other project areas with as many as 39% of households assigning to all members.

6.3.1.2.9 Responsibility for Water Collection

Respondents were asked which household member(s) is responsible for collecting water, the results are shown in figure 6-8 below.

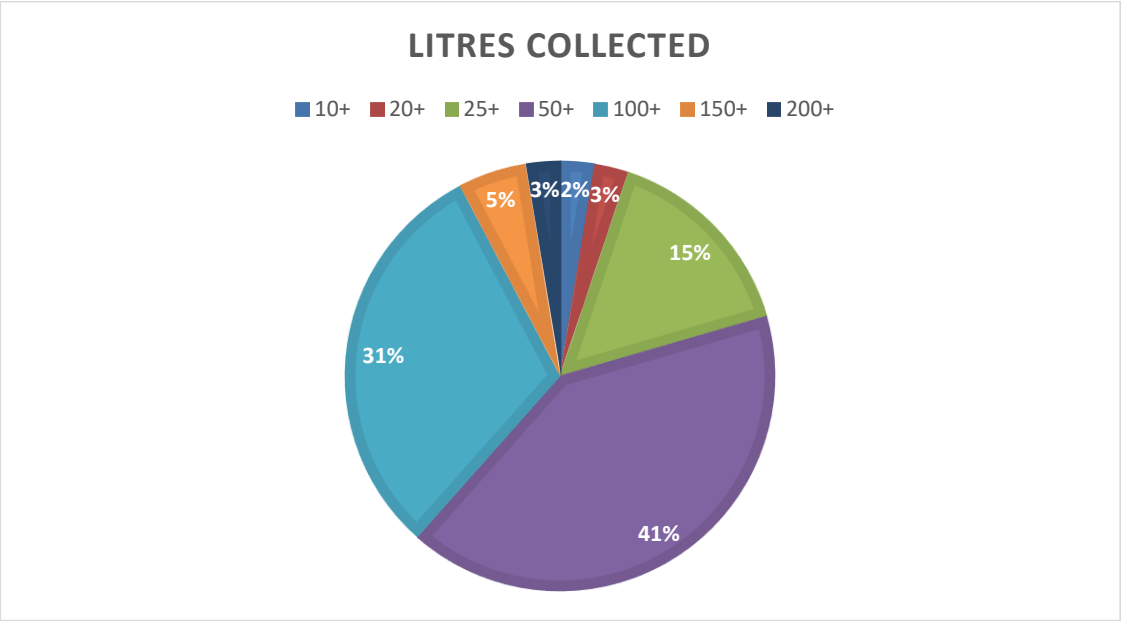
Figure 6-8: Responsibility for Water Collection in Manzini North



6.3.1.2.10 Water Consumption

Respondents were asked how much water the household collected each day. The quantities are reflected in figure 6-9 below.

Figure 6-9: Litres of Water Collected Per Day in Manzini North



For those households that collect water, water collection mainly occurs between 6am and 9am and again between 3pm and 6pm.

6.3.1.2.11 Water Access Interruptions

Respondents were asked if their household experience any interruptions to water access. The finding indicates that at least half of the respondent's experience water access interruptions. On average those who experience interruptions do not have access to their main source of water for at least 7.8 days. Refer to Table 6 -15 below.

Table 6 -15: Water Access Interruptions

Experience Interruptions	% of Sample Population	Length of Interruption
Yes	50%	Average 7.8 days
No	50%	N/A

6.3.1.2.12 Water Treatment

Respondent were asked if they treat water before consumption. The findings established that a majority of the sampled population reportedly do not treat their water as reflected on Table 6 – 16 below. From the portion that do treat their water the general methods used included either bleaching of boiling their water.

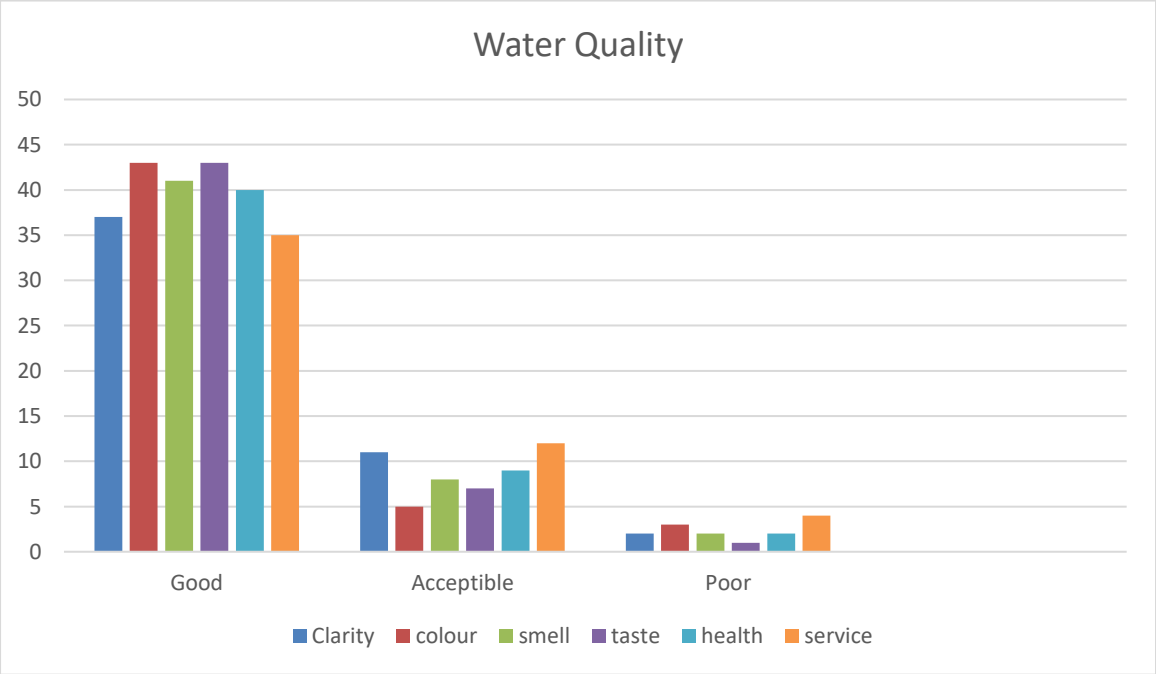
Table 6 -16: Water Treatment

Treatment		Method	Cost
Yes	10%	Add bleach or chlorine	E50 – E150
		Boil	
No	90%	N/A	

6.3.1.2.13 Water Quality

Respondents were asked how they would rate the quality of their water. A majority of the respondents stated that they would rate their water quality as good, which corresponds with the findings that 90% of the respondents do not treat their water before consumption. Their ratings on water quality are shown in Figure 6-10 below.

Figure 6-10: Water Quality in Manzini North



6.3.1.2.14 Disposal of Wastewater

The majority of respondents (62%) stated that they dispose of their wastewater within their yards. Many of those that dispose of wastewater in the yard also throw excess water in the veld, *'etaleni'*. Refer to Table 6 -17 below.

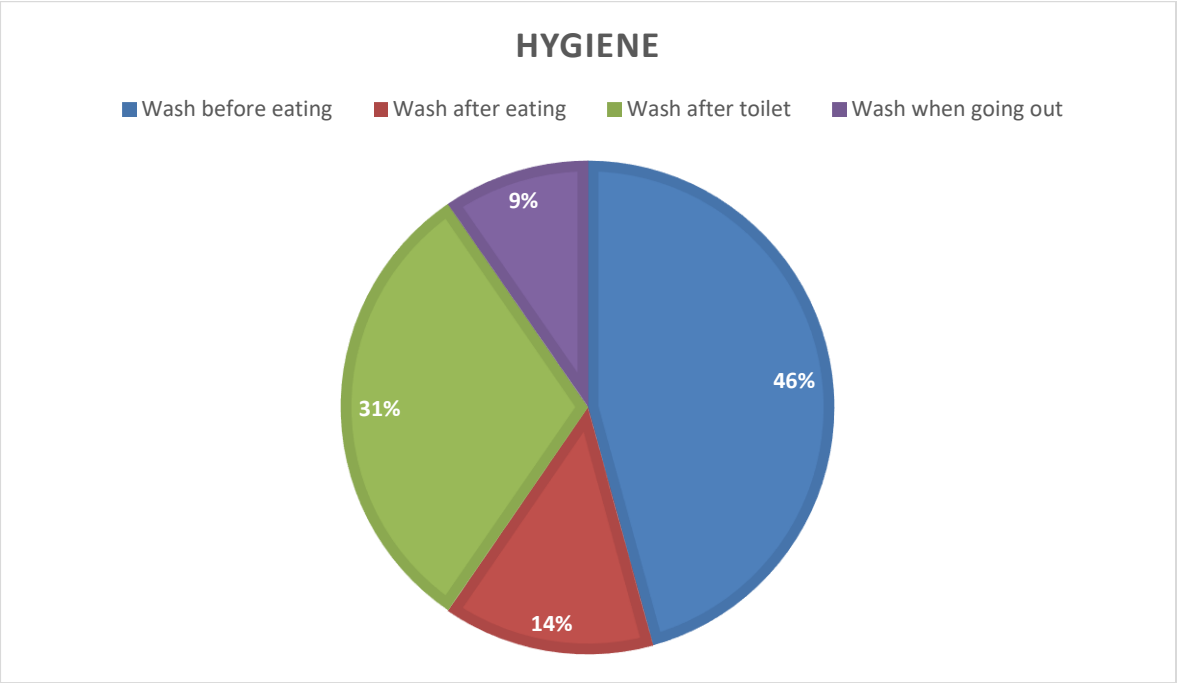
Table 6 -17: Water Disposal Locations

Place disposed of:	Percentage
Yard	62%
Garden	22%
Pit	4%
Outside Premises	26%
Latrine	2%

6.3.1.2.15 Hygiene in Manzini North

A majority of the respondents stated that they washed hands either before eating or after using the toilet, this is true particularly for those with access to running water within their homes. This is reflected in Figure 6-11 below.

Figure 6-11: Hygiene in Manzini North



6.3.1.2.16 Sanitation in Manzini North

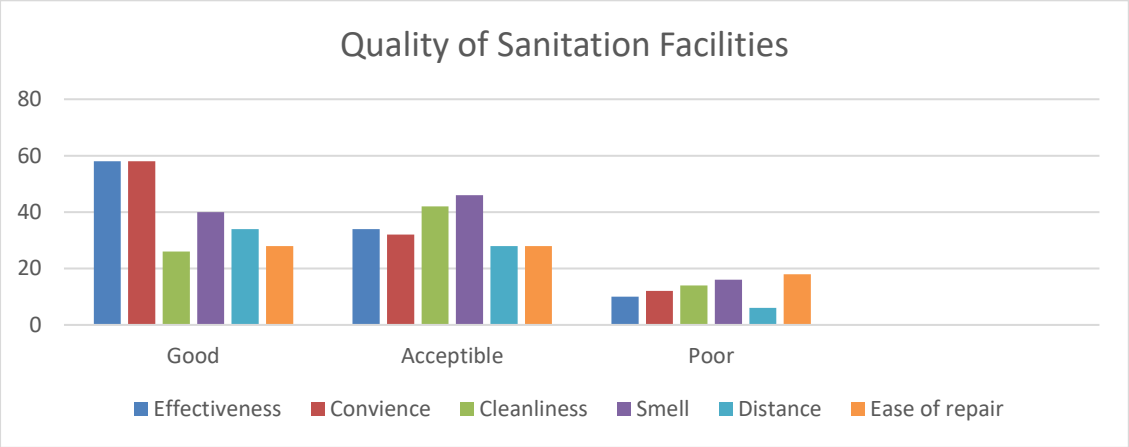
Nearly all of the respondents (98%) stated that they have a toilet facility within their yard, those that did not stated that they use their neighbour's toilet. The sanitation facilities used are reflected in Table 6 - 18 below. It was noted that some of those who have a flush toilet retained a VIP latrine in their yard.

Table 6 -18: Sanitation Facilities in Manzini

Sanitation	Percentage
Flush to sewage or septic tank	**30%**
Ventilated Improved Pit Latrine (VIP)	**40%**
Traditional Pit latrine (Without pipe)	**42%**
Facility within yard	**98%**

Respondent were asked to rate the quality of their sanitation facilities. Figure 6-12 below shows their ratings.

Figure 6-12: Quality of Sanitation Facilities in Manzini North



Enumerators were asked to observe any occurrences of animal or children's faecal matter within the yard. In this area (Manzini North) they observed that 4% showed signs of faecal matter around the premises.

6.3.1.3 Manzini South

6.3.1.3.1 Characteristics of Households

According to the 2017 Census the age distribution in Manzini region was 33.1% for age 0 -14; 59.9% for age 15 – 64 and 4.5% for 65+. The survey suggests that the proportion of persons 0-14 years of age is

lower in the Manzini South area at 31.7%. It is therefore expected that the dependency ration is likely to be slightly lower than in other parts of the region.

Table 6 -19: Characteristics of Households

Age of Household Members			Average Size of Household	Ownership
+15	114	68.2%	5.6 persons	**96%**
5-14	40	23.9%		Tenants
0-4	13	7.8%		**3.3%**

6.3.1.3.2 Dependency Ratio (Employment vs Total)

The dependency ratio reflects how many people each wage earner supports. Refer to Table 6 -20 below.

Table 6 -20: Dependency Ratio

Total Population of Households	Wage Employed	Dependency Ratio
167	28.9%	1: 5

6.3.1.3.3 Household Income Per Month

The survey data indicated that wage income is the highest source of income among the sampled population. This is followed by farming activities, collection of pensions, and lastly remittances from relatives. Refer to Table 6- 21 below.

Table 6 -21: Household Income

Income Per Month	Percentage	
Less than 500 -	0%	
E501- 1000 -	23%	
E1001 – 2000 -	30%	
Above 2000 -	46%	
Don't know -	1%	
Income Streams Per Month:	**Range**	**Average**
Wages or salary	E800 – E40000	E7585.00
Farming	E250 – E2000	E875.00

Pension	E500 – E4500	E562.50
Remittances	E200 – E1000	E437.00

Most residents (approximately 93%) in Manzini South own the properties they reside on, with the exception of 7% who stated that they are tenants.

6.3.1.3.4 Main Expenditure

All of the respondents in Manzini South reported that food is the highest-ranking monthly household expenditure. Electricity was cited as the next highest expenditure item in most of the surveyed households.

As food prices rapidly increase, PAPs may have greater dependency on household agriculture. Currently the main livestock kept for household consumption are chickens[7] and goats.

Table 6 -22: Animal Husbandry in Manzini South

Animal Husbandry	# of Households	Range
Cattle for farming	14	1-19
Cattle for breeding	1	30
Goats	21	2 - 37
Piggeries	1	Commercial (undisclosed)
Chickens	72%	Undisclosed or Uncertain

6.3.1.3.5 Education Levels

The education levels attained by household member's correlates to the income levels as well as the ability to participate in the labour market including future jobs that will be made available during the project construction and operation.

- 16 household members have attained high school qualifications (53%)
- 2 household members have attained college level qualifications (6.7%)
- 9 household members have attained university qualifications (30%)

[8] Respondents who keep chickens could not specify the number.

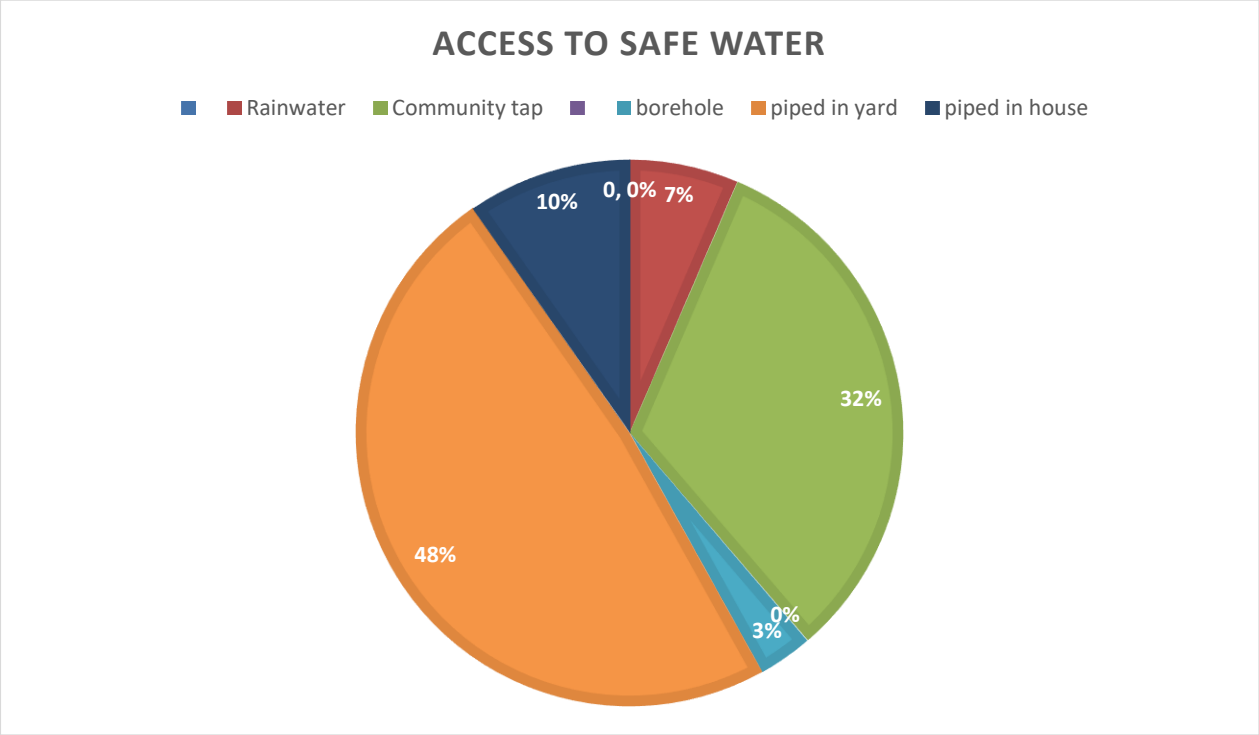
6.3.1.3.6 Finances

The data shows that 68% of households have bank accounts whilst only 33.3% have savings. This may indicate a lack of financial literacy which may pose a challenge for livelihood restoration if compensation is given in the form of cash.

6.3.1.3.7 Access to Potable Water

Respondents were asked to name the main water source for drinking and cooking for members of the household. In this area the majority of households have piped water in their yard as the main source at 48%. This is reflected in figure 6-13 below.

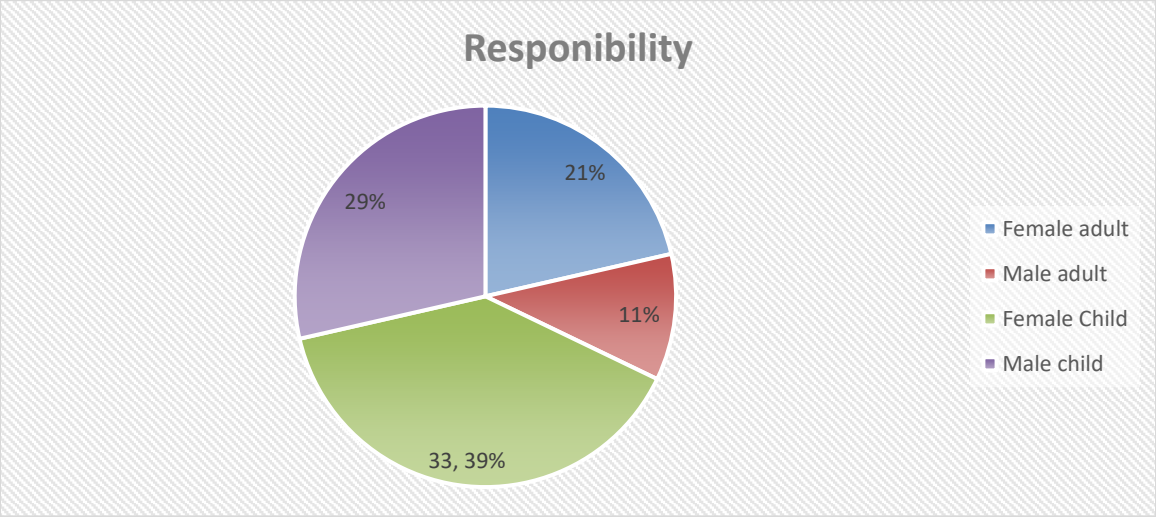
Figure 6-13: Access to Safe Water in Manzini South



6.3.1.3.8 Responsibility for Water Collection

For those households that collect water, water collection mainly occurs between 6am and 9am and again between 3pm and 6pm. In most instances woman and girls are responsible for collecting water although male children also collect water. In only 11% of the cases were adult males included in this duty. The time of collection may interfere with readiness for school or in some areas put the collector at risk of physical harm.

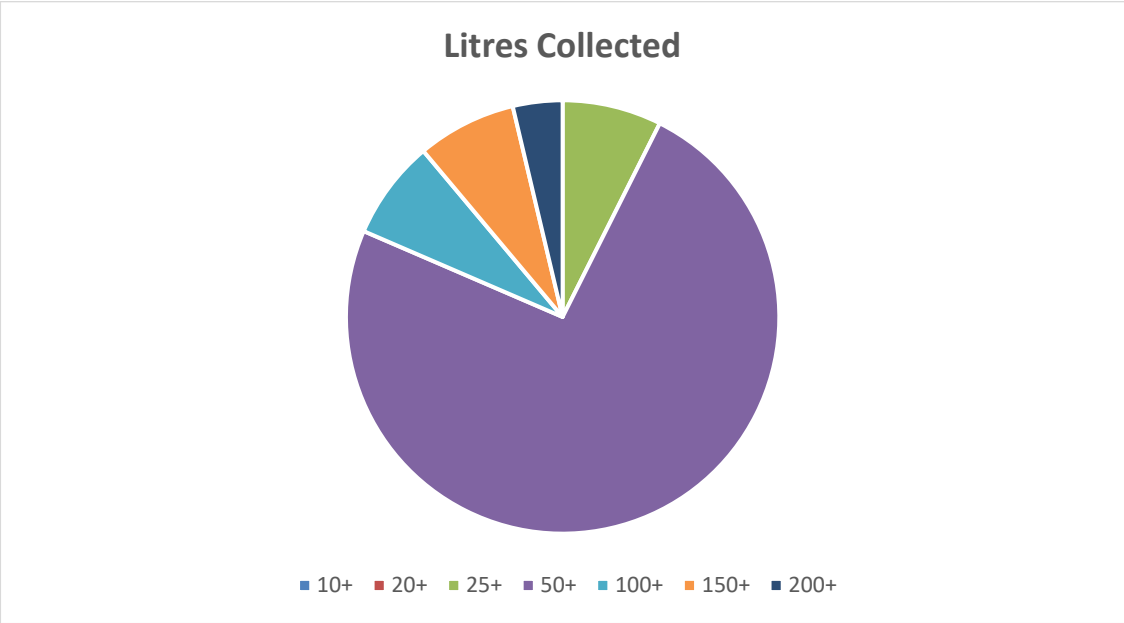
Figure 6-14: Responsibility for Water Collection in Manzini South



6.3.1.3.9 Water Consumption

Respondents were asked how much water their households collected per day; the findings indicate that a majority of the respondents collect water collect more than 50 litres per day. This is reflected in Figure 6-15 below.

Figure 6-15: Litres of Water Collected Per Day in Manzini South



For those households that collect water, water collection mainly occurs between 6am and 9am and again between 3pm and 6pm.

6.3.1.3.10 Water Interruptions

Respondents were asked if their household experienced any interruptions to accessing water. The majority of residents (84%) reported that they do not experience any interruptions as shown on Table 6-23 below. Those that did reported experiencing water access interruptions stated that interruptions do not exceed a period of two days.

Table 6 -23: Water Access Interruptions

Experience Interruptions		Average number of days
Yes	16%	1.7
No	84%	N/A

6.3.1.3.11 Water Treatment

None of the respondents that were sampled in Manzini South stated that they treat the water they consume before usage. Refer to Table 6 – 24 below.

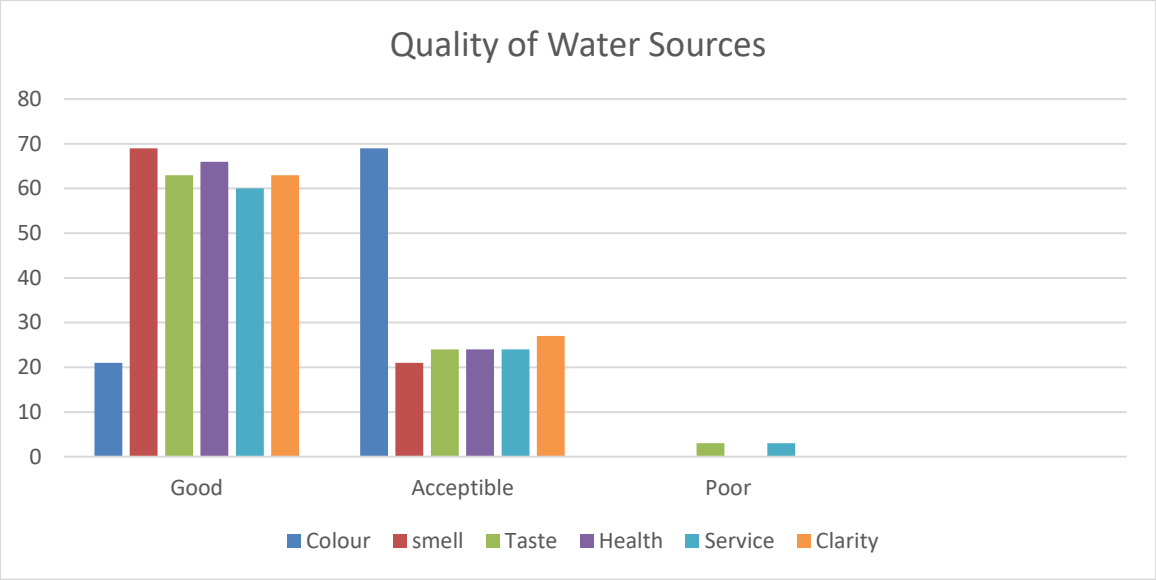
Table 6 -24: Water Treatment

Treatment		Method
Yes	N/A	N/A
No	100%	

6.3.1.3.12 Water Quality

Respondents were asked how they would rate the quality of their water. Generally, a majority of the respondents shared that in their opinion they would rate the quality of their water as good. Their rating is reflected in Figure 6-16 below.

Figure 6-16: Quality of Water Sources in Manzini South



6.3.1.3.13 Disposal of Wastewater

At least half of the respondents reported to disposing of their wastewater in the yard. Many of those that dispose of wastewater in the yard also throw access water in the veld, *'etaleni'*. The percentage of wastewater disposal is displayed in Table 6 – 25 below.

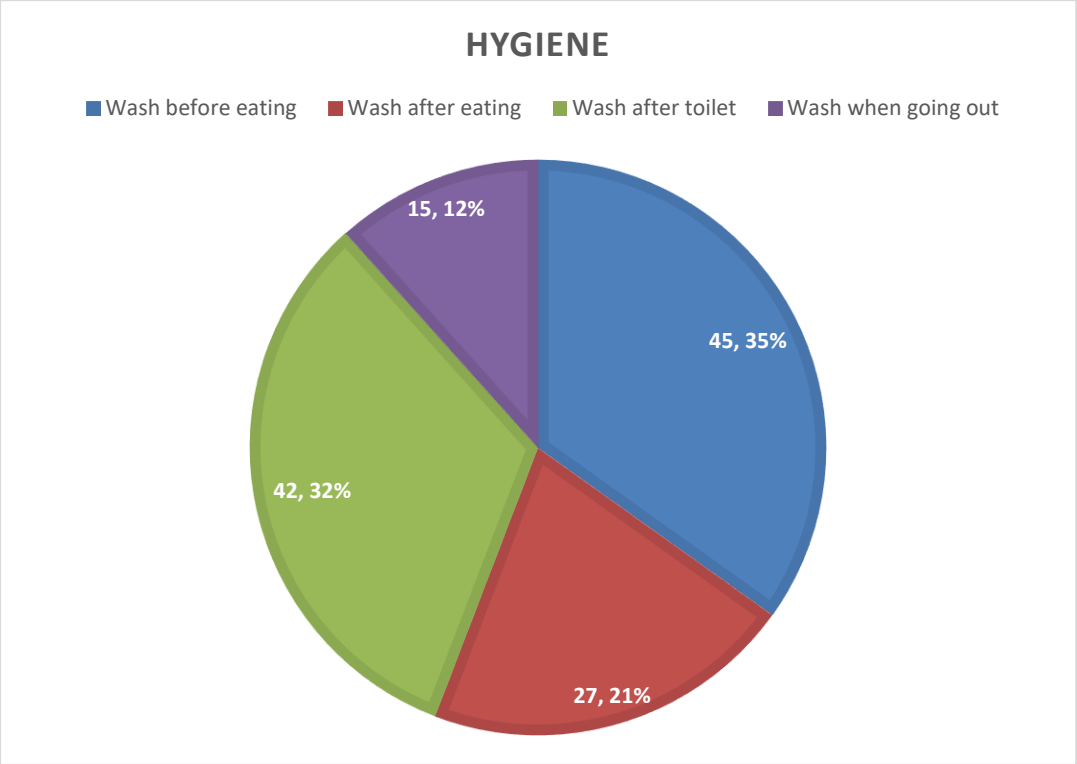
Table 6 -25: Wastewater Disposal Location

Place Disposed of:	Percentage
Yard	51%
Garden	27%
Outside Premises	*66%*
Latrine	3%

6.3.1.3.14 Hygiene in Manzini South

Respondents were asked when members of the household wash their hands, according to the data collected at least 40% of the responds wash their hand either before eating and or after using the toilet and this is shown in figure 6-17 below.

Figure 6-17: Hygiene in Manzini South



6.3.1.3.15 Sanitation in Manzini South

The following methods of sanitation are used within the Manzini South area. Only a small percentage (9%) of the sample population had access to flush toilets within their premises. A significant majority of the respondents however had their sanitation or toilet facilities within their yard.

Table 6 -26: Sanitation Methods

Sanitation Facility	Percentage
Flush to sewage or septic tank	9%
Pour flush to pit	49%
Ventilated Improved Pit Latrine (VIP)	33%
Other (outside yard or neighbours)	9%
Facility within yard	81%

Respondent were asked to rate the quality of their sanitation facilities: Their ratings are reflected in figure 6-18 below.

Figure 6-18: Quality of Sanitation Facilities in Manzini South

6.3.1.4 Mtfongwaneni

6.3.1.4.1 Household Characteristics

According to the 2017 Census the age distribution in Manzini Region was 33.1% for age 0 -14; 59.9% for age 15 – 64 and 4.5% for 65+. The survey suggests that the proportion of persons 0-14 years of age is higher than the regional statistics in this project area (Mtfongwaneni) at 36.3%. It is therefore expected that the dependency ratio is likely to be slightly lower than in other parts of the region.

Table 6 - 26: Household Characteristics

Age of Household Members			Average Size of Household	Ownership
Adult 15+	215	63.6%	6.7 persons	Owners 100%
5 - 14	86	25.4%		
0 -4	37	10.9%		

6.3.1.4.2 Dependency Ratio (Employment vs Total)

The dependency ratio reflects how many people each wage earner supports. Compared to the other study areas, Mtfongwaneni has a relatively high dependency ration of 1:8 which means on average, a single income earner is accountable for up to 8 people. Refer to Table 6- 27 below.

Table 6 – 27: Dependency Ratio

Total Population of Households	Number Employed	Dependency Ratio
338	41	1:8

6.3.1.4.3 Household Income

Household income levels and sources in this area are set out in the table below. Although this area recorded the largest number that have an income of above E 2000 per month, it also recorded the second most with less than E 500.

Table 6 – 28: Household Income

Income Per Month	Percentage of Study Population	
Less than 500 -	4%	
E501- 1000 -	8%	
E1001 – 2000 -	20%	
Above 2000 -	66%	
Don't know -	2%	
Income Source Per Month:	**Range**	**Average Per Household Per Source**
Wages or salary	E500 – E20000	
Farming	E800 - 5000	Average E2920
Trading	E200 – E10000	Average E2418
Pension	E500 – E1000	Average E700
Remittances	E400 – E1000	Average E457

6.3.1.4.4 Main Expenditure:

The study established that food is the main item of household monthly expenditure. As food prices rapidly increase, PAPs may have greater dependency on household agriculture. Currently the main livestock kept for household consumption are chickens[8] and goats.

Table 6 – 29: Animal Husbandry

Animal Husbandry	# of Households	Range
Cattle for farming	14	1 - 19
Goats	21	2 - 37
Piggeries	1	Commercial (Undisclosed)
Chickens	36	Undisclosed or Uncertain

[8]Respondents who keep chickens could not specify the number.

6.3.1.4.5 Education levels

The education levels attained by household member's correlates to the income levels as well as the ability to participate in the labour market including future jobs that will be made available during the project construction and operation. The findings on education levels are reflected below as follows:

- 17 household members have attained high school level education (34%)
- 6 household members have attained college level education (12%)
- 11 household members have attained university level education (22%)

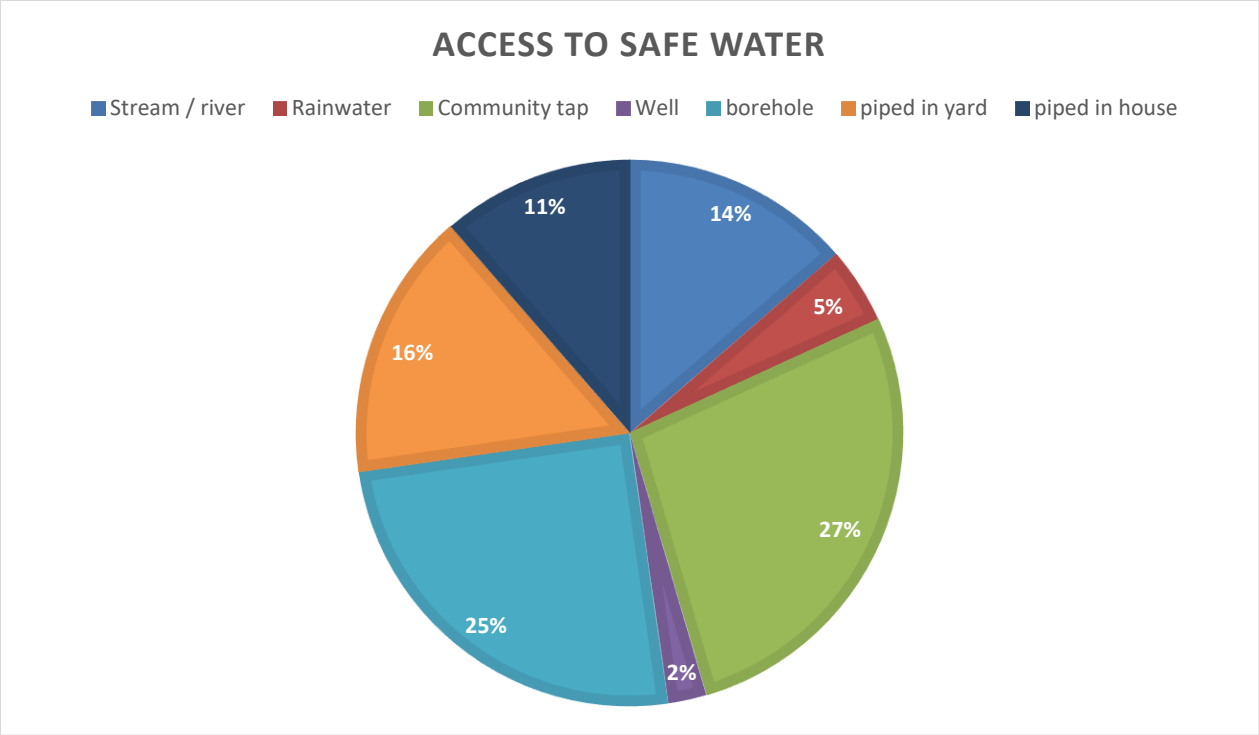
6.3.1.4.6 Finances

According to the survey, at least 68% of households in Mtfongwaneni have a member with a bank account and 60% of the household reported to have savings. More support needs to be given to those without one or either during the compensation and livelihood compensation process.

6.3.1.4.7 Access to Potable Water

In the Mtfongwaneni community standpipes were named as the main source for the majority of households at 27%, closely followed by boreholes at 25%. This is reflected in Figure 6-19 below.

Figure 6-19: Access to Safe Water in Mtfongwaneni

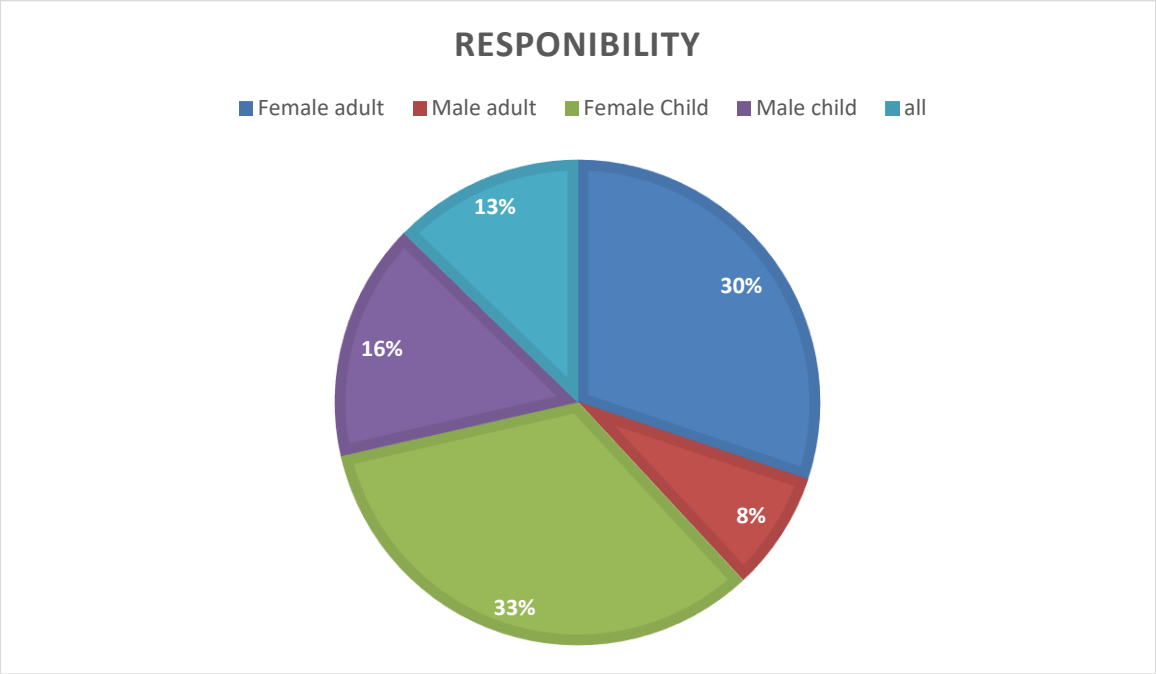


For those households that collect water, water collection mainly occurs between 6am and 9am and again between 3pm and 6pm. In 33% of cases the girl child is responsible for collecting water. Women are nearly equally responsible although it is noted that all household members collect water. There are few instances where the adult males are included in this duty. The time of collection may interfere with readiness for school or in some areas put the collector at risk of physical harm.

6.3.1.4.8 Responsibility for Water Collection

Respondents were asked which household member(s) is responsible for collecting water as reflected in figure 6-20. This indicates that female children (35%) and adult women (30%) are mainly responsible which suggests that water supply project will largely benefit these groups.

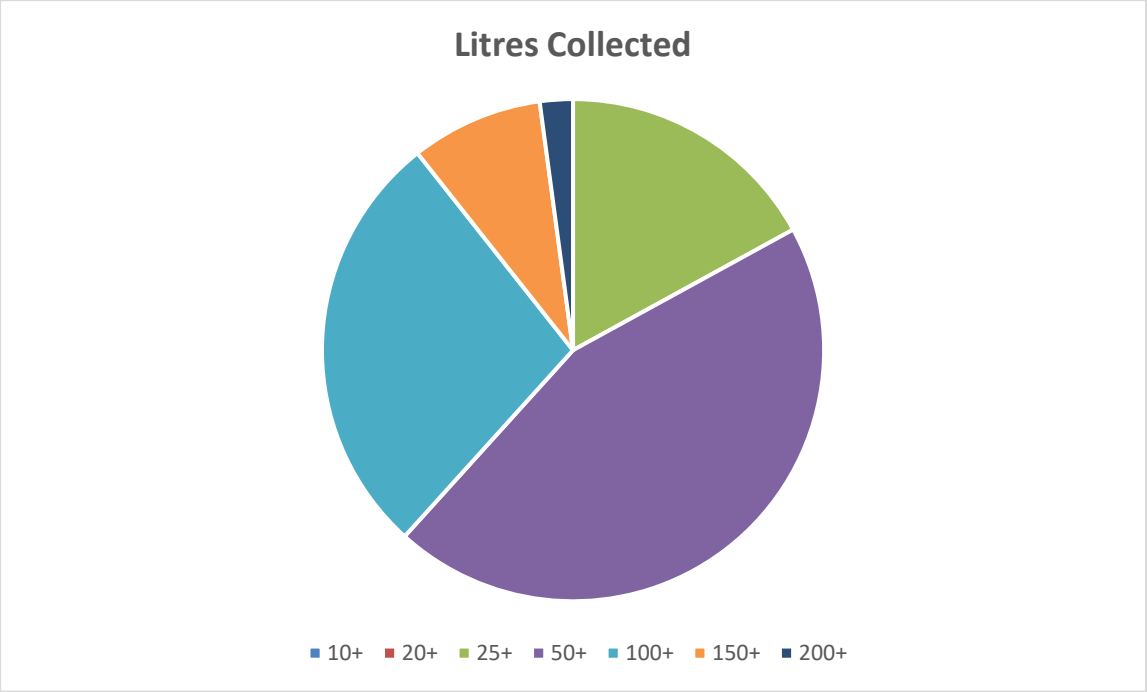
Figure 6-20: Responsibility for Water Collection in Mtfongwaneni



6.3.1.4.9 Water Consumption

Respondents were asked how many litres of water are collected per day. A majority of the household that collect water reported to collecting at least 50 litres of water per day. This is reflected in Figure 6-21 below.

Figure 6-21: Litres of Water Collected Per Day in Mtfongwaneni



For those households that collect water, water collection mainly occurs between 6am and 9am and again between 3pm and 6pm.

6.3.1.4.10 Water Access Interruptions

Respondents were asked if their household experienced any interruptions to water access. At least 42 of the respondents reported to experiencing water access issues, of those that did experience interruptions the average period reported was approximately two weeks.

Table 6 – 30: Water Interruptions

Experience Interruptions		Number of days
Yes	42	Range 1 – 60 Average 14 days
No	14	N/A

6.3.1.4.11 Water Treatment

The survey asked respondents to report on whether they ever needed to treat water before consumption and if so, what methods were used. A majority (84%) of the respondents reported that they have to treat their water before consumption. The methods used to treat water in those cases included bleaching, and or using a sieve or filter.

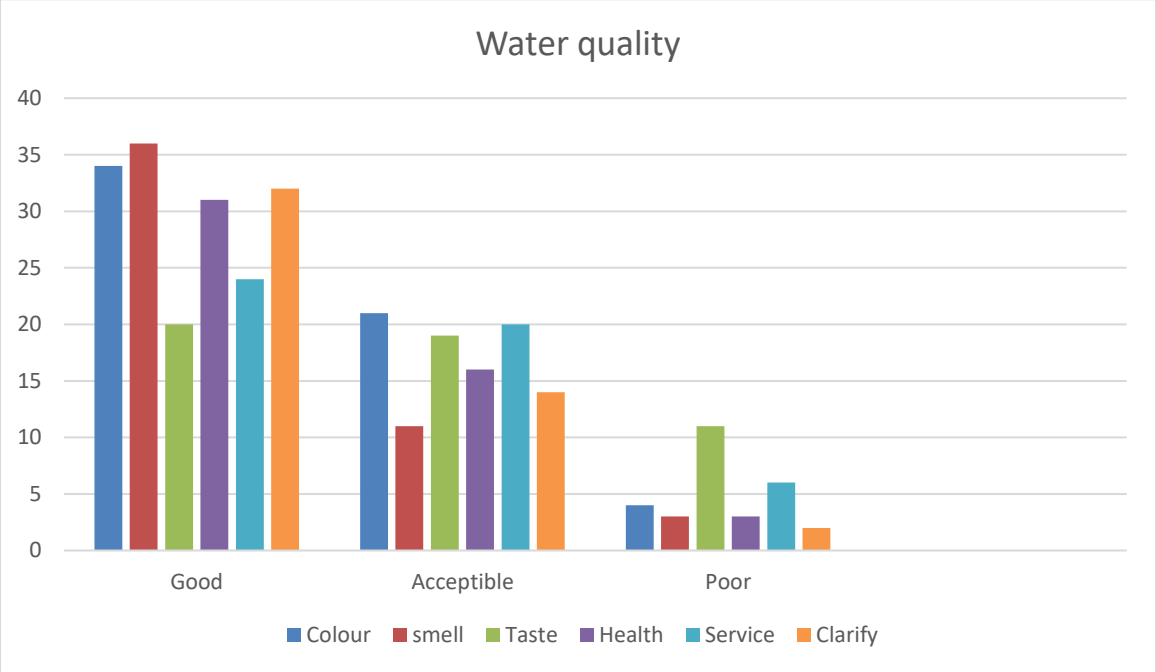
Table 6 – 31: Water Treatment

Treatment		Methods
Yes	84%	Add bleach or Chlorine
		Sieve
		Filter
No	16%	N/A

6.3.1.4.12 Water Quality

A majority of the respondents reported that they regard their water quality as either good or acceptable. Figure 6-22 below shows their ratings.

Figure 6-22: Water Quality in Mtfongwaneni



6.3.1.4.13 Disposal of Wastewater

At least 70% of the respondents stated that they dispose of their water outside of the house. Refer to Table 6-32.

Table 6 – 32: Wastewater Disposal Locations

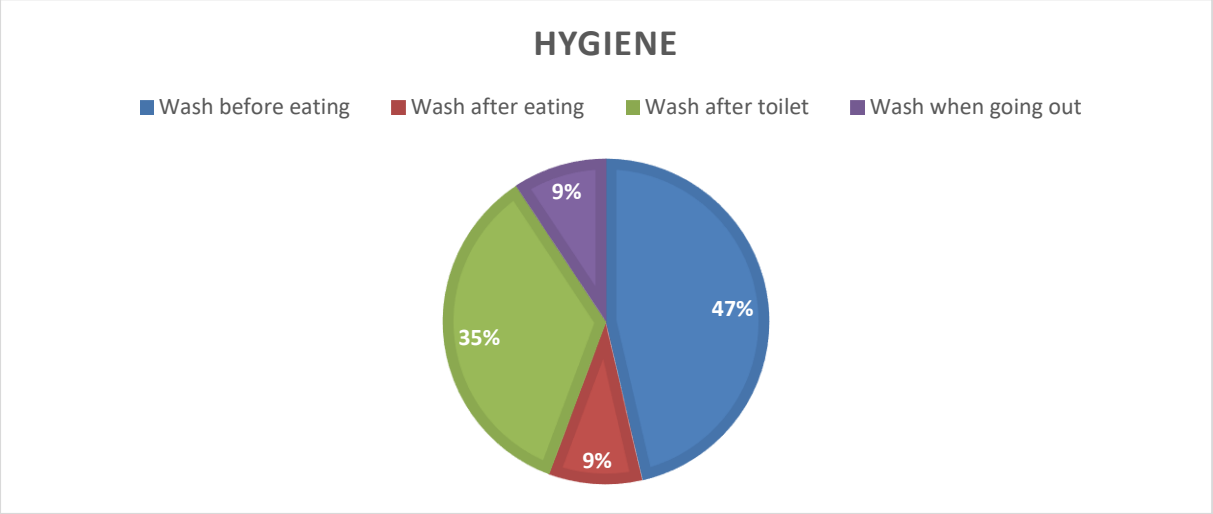
Place disposed of:	Percentage
Piped sewer	2%

Septic system or soak away	8%
Open Channel	18%
Outside premises	70%

6.3.1.4.14 Hygiene in Mtfongwaneni

Nearly half of the residents reported to washing their hands before eating, a third of the residents stated that they wash their hands after using the toilet. This is shown in figure 6-23 below.

Figure 6-23: Hygiene in Mtfongwaneni



6.3.1.4.15 Sanitation in Mtfongwaneni

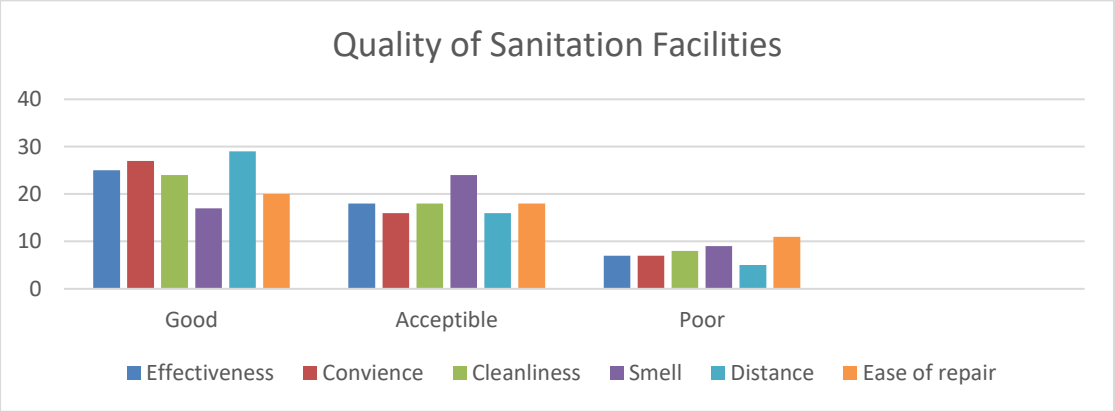
The following methods of sanitation are used in Mtfongwaneni. Only 10% of the respondents stated that they have flush to sewerage toilets within their property. Nearly all of the respondents reported that their toilet facilities were within their yard.

Table 6 – 33: Sanitation Facilities

Sanitation Facility	Percentage
Flush to sewage or septic tank	10%
Ventilated Improved Pit Latrine (VIP)	62%
Traditional latrine without pipe	34%
Facility within yard	98%

Respondent were asked to rate the quality of their sanitation facilities. Figure 6-24 below reflects their ratings.

Figure 6-24: Quality of Sanitation Facilities in Mtfongwaneni



Enumerators were asked to observe any animal or children's faecal matter within the yard. In this area (Mtfongwaneni) they observed that 8% showed signs of faecal matter around the premises.

6.3.1.5 Nhlambeni

6.3.1.5.1 Characteristics of Household Heads

According to the 2017 Census the age distribution in Manzini region was 33.1% for age 0 -14; 59.9% for age 15 – 64 and 4.5% for 65+. The survey suggests that the proportion of persons 0-14 years of age is significantly higher in Nhlambeni at 42.5%. It is therefore expected that the dependency ration is likely to be slightly lower than in other parts of the region.

Table 6 – 34: Household Characteristics

Age of Household Members			Average Size of Household	Ownership
Adult 15+	193	57.4	6.7 persons	Owners 98%
5 - 14	103	30.6		
0 -4	40	11.9		

6.3.1.5.2 Dependency Ratio (Employment vs Total)

The dependency ratio reflects how many people each wage earner supports. Based on the survey data the dependency ratio in Nhlambeni is 1:7 which is comparable to Mtfongwaneni which has a ratio of 1:8, both are significantly higher than Manzini North which has a dependency ratio of 1:5.

Table 6 – 35: Dependency Ratio

Total Population of Households	Number Employed	Dependency Ratio
336	47	1:7

6.3.1.5.3 Household Income

Household income levels and sources in this area are set out in Table 6 - 36 below. Although this area recorded the second largest number that have an income of above E2000 per month, it also recorded most of the respondents that earn less than E500 per month.

Table 6 – 36: Household Income

Income Per Month	Percentage	
Less than 500 -	6%	
E501- 1000 -	11%	
E1001 – 2000 -	21%	
Above 2000 -	63%	
Income Source Per Month:	**Range**	**Average Per Household Per Source**
Wages or salary	E500 – E20000	
Farming	E800 - 1000	Average E600
Trading	E200 – E2000	Average E890
Pension	E500 – E3000	Average E844
Remittances	E400 – E1000	Average E457

2% of respondents in this area were tenants.

6.3.1.5.4 Main Expenditure:

Food is the main item of household monthly expenditure.

As food prices rapidly increase, PAPs may have greater dependency on household agriculture. Currently the main livestock kept for household consumption are chickens[9] and goats.

Table 6 – 37: Animal Husbandry

[9] Respondents who keep chickens could not specify the number.

Animal husbandry	# of Households	Range
Cattle for farming	13	2 -38
Goats	9	1- 12
Chickens	33	66%

6.3.1.5.5 Education levels

The education levels attained by household member's correlates to the income levels as well as the ability to participate in the labour market including future jobs that will be made available during the project construction and operation.

- 17 household members have attained high school level education (34%)
- 6 household members have attained college level education (12%)
- 11 household members have attained a university level education (22%)

11 children were not enrolled in of school due to lack of school fees or birth certificate.

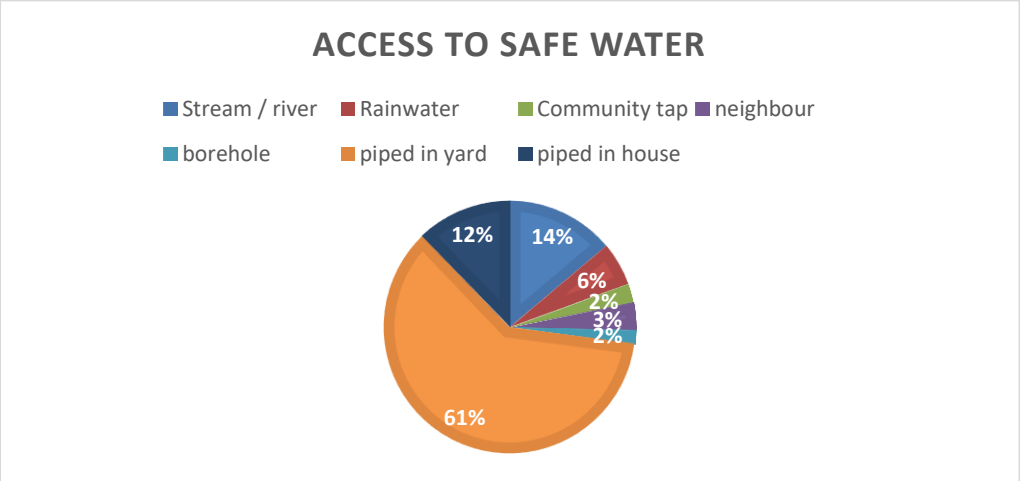
6.3.1.5.6 Finances

Although a relatively high number of households have bank accounts compared to other project area, the number who have savings is relatively low. This suggests that households will require assistance with livelihood restoration to ensure cash is used effectively.

6.3.1.5.7 Access to Potable Water

. In the Nhlambeni communities a large majority of households (62%) are reported to have piped water within their yard. This is shown in figure 6-25 below.

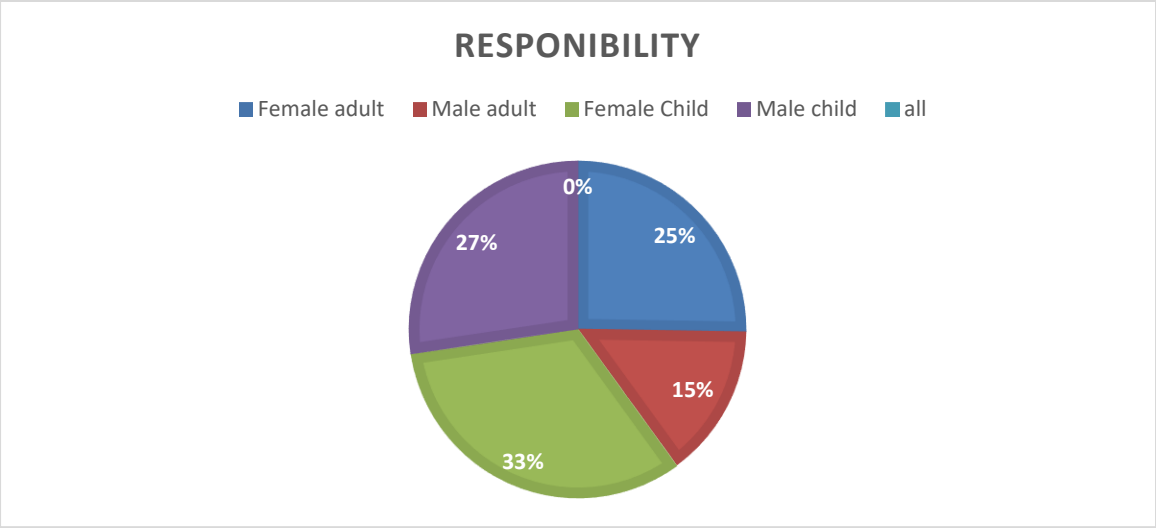
Figure 6-25: Access to Safe Water in Nhlambeni



6.3.1.5.8 Responsibility for Water Collection

Respondents were asked which household member(s) is responsible for collecting water. For those households that collect water, water collection mainly occurs between 6am and 9am and again between 3pm and 6pm. In most instances woman and girls are responsible for collecting water although male children also collect water. There are few instances where the adult males are included in this duty. The time of collection may interfere with readiness for school or in some areas put the collector at risk of physical harm. Those responsible are reflected in figure 6-26 below.

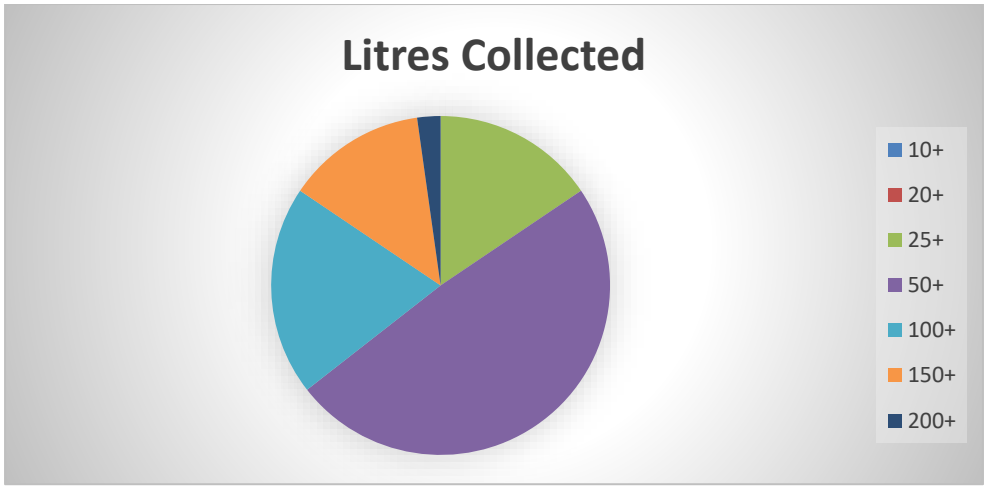
Figure 6-26: Water Collection Responsively in Nhlambeni



6.3.1.5.9 Water Consumption

Respondents were asked how many litres they collected per day. This is reflected in figure 6-27 below.

Figure 6-27: Litres of Water Collected Per Day in Nhlambeni



For those households that collect water, water collection mainly occurs between 6am and 9am and again between 3pm and 6pm.

6.3.1.5.10 Water Access Interruptions

Respondents were asked if their household experiences any interruptions to access to water

Table 6 – 38: Access to Water Interruptions

Experience interruptions	Percentage	Number of Days
Yes	56%	Range 1 – 60 Average 18 days
No	44%	N/A

6.3.1.5.11 Water Treatment

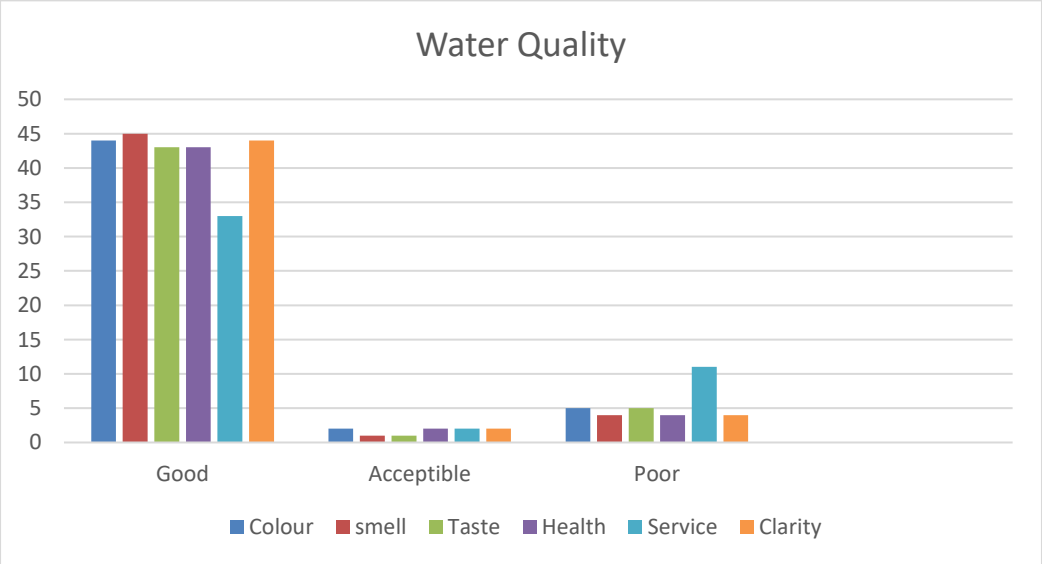
Table 6 – 39: Water Treatment

Treatment	Percentage	Method
Yes	8%	Bleach or chlorine
		Boil
No	92%	N/A

6.3.1.5.12 Water Quality

Respondents were asked how they would rate the quality of their water: Their rating is reflected figure 6-28.

Figure 6-28: Water Quality in Nhlambeni



6.3.1.5.13 Disposal of Wastewater

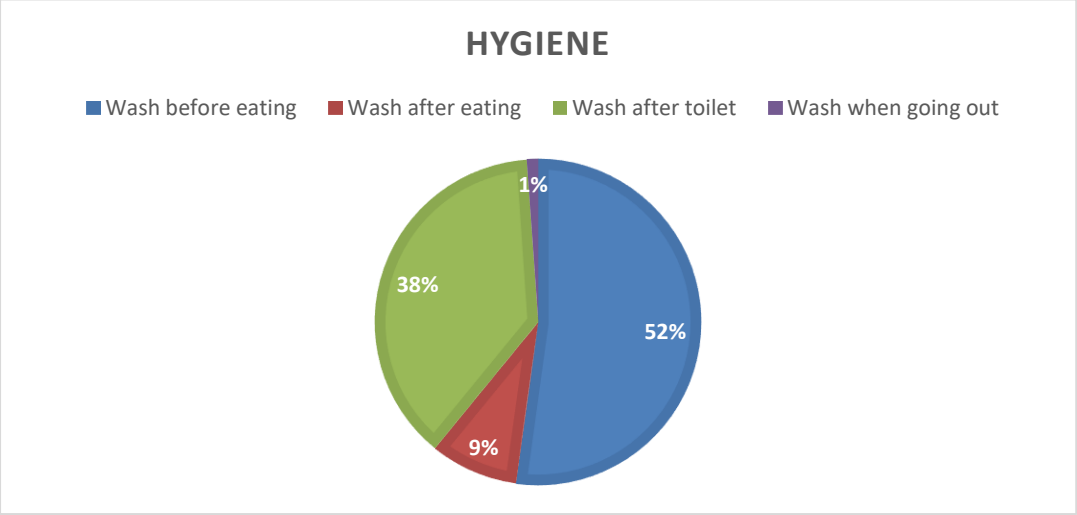
Table 6 – 39: Wastewater Disposal Location

Place disposed of:	Percentage
Piped sewer	2%
Septic tank	4%
Open channel	4%
Outside premises	86%

6.3.1.5.14 Hygiene in Nhlambeni

At least 50% of the respondents stated that they wash their hands before eating, and about 38% stated that they wash their hands after using the toilet. This is reflected in figure 6-29 below.

Figure 6-29: Hygiene in Nhlambeni



6.3.1.5.15 Sanitation Facilities in Nhlambeni

The table below shows the methods of sanitation that are used in Nhlambeni. A majority of the respondents (96%) stated that they have sanitation facilities within their yard.

Table 6 – 40: Sanitation Facilities in Nhlambeni

Sanitation Facilities[10]	Percentage
Flush to sewage or septic tank	16%

[10] Note that some of those who have flush toilet retain VIP latrines on their premises

Ventilated Improved Pit Latrine (VIP)	78%
Traditional pit latrine without vent	16%
Facility within yard	96%

6.3.1.5.16 Quality of Sanitation

Respondent were asked to rate the quality of their sanitation facilities. A majority of the residents stated that their facilities were either good or acceptable. The ratings are shown in Figure 6-30 below.

Figure 6-30: Quality of Sanitation Facilities in Nhlambeni

Enumerators were asked to observe occurrences of any animal or children's faecal matter within the yard. In this area (Nhlambeni) they observed none.

7. ENTITLEMENT AND COMPENSATION FRAMEWORK

7.1 INTRODUCTION

Projects leading to inconveniences to the communities within which the project is located require adequate economic rehabilitation for the affected people with due vetting of their entitlements.

All PAPs in the project are entitled to compensation and resettlement assistance to help restore their livelihoods to pre-project levels. The combination of compensation measures and resettlement assistance offered to them depends on the nature of the lost assets and the magnitude of the Project's impact as well as the social and economic vulnerability of the affected persons. All PAPs are eligible for compensation and rehabilitation assistance, irrespective of their land ownership status. The compensation packages must reflect replacement costs for all losses (such as land, crops, trees, structures, businesses, incomes, etc.).

7.2 PAP CATEGORIES AND ELIGIBILITY TO ENTITLEMENTS

Eligibility is defined as those who will be affected directly by resettlement and are eligible for compensation and other assistance. Eligible PAPs require definition and identification, with criteria set for determining their eligibility. Entitlements, as per the AfDB OS 2, related to land compensation are presented in the table 7-1 below.

Table 7-1: Affected Persons Categories and Land related Compensation Entitlements

CATEGORIES OF AFFECTD PERSONS	COMPENSATION ENTITLEMENTS	LAND RIGHTS OWNERSHIP RELATED REMARKS
Persons with formal legal rights to land or assets, including customary and traditional rights recognised under the laws of Eswatini i.e. Title Deed Land (TDL) or Swazi Nation Land (SNL).	Compensated (including physical resettlement) for each identified land or asset loss; and are further entitled to other assistance as provided for in the RAP.	Almost all PAPs with land or asset affected by the development belong to the formal rights owning category.
Persons with no formal legal rights to land, but with a claim to such land or assets, provided	Compensated (including physical resettlement) for each identified land and assets losses and are	This category of land rights claimers relates mostly to informal traders within road

CATEGORIES OF AFFECTD PERSONS	COMPENSATION ENTITLEMENTS	LAND RIGHTS OWNERSHIP RELATED REMARKS
that such claims are recognised under the laws of Eswatini or become recognised through a process identified in the RAP.	further entitled to other assistance as provided for in the RAP.	reserves at busy areas and within large settlements. Their formal land occupational rights normally consist of temporary rights given by the Chiefdoms for trading purposes in the public road space to be vacated when physical developments are undertaken.
Persons with no recognisable legal right or claim to the land they are occupying.	Rehabilitation assistance (such as access to livelihood restoration programs) in lieu of compensation for the land they occupy, other assistance as provided for in the RAP or Entitlement Matrix, if they occupied such land before the cut- off date for entitlements declaration.	This category of non-existent formal land rights also consists largely of informal traders within road reserves but with no occupational rights to the space they are occupying.

Table 7-2 details the categories of affected or impacted individuals or groups that are potentially eligible for entitlements, as well as types of entitlement available.

Table 7-2: Categories of Affected Individuals or Groups and Type of Entitlements

AFFECTED CATEGORIES	POTENTIAL LOSSES	TYPE OF ENTITLEMENT
Government Enterprises, as legal owner of affected structures i.e., EEC, EPTC , and Ministry of Public Works	Loss of fixed assets Loss of land	Rates or evaluation-based replacement or cash compensation

AFFECTED CATEGORIES	POTENTIAL LOSSES	TYPE OF ENTITLEMENT
Landholders with registered rights to land	Loss of land Loss of fixed assets, including business structures	Rates or evaluation-based replacement or cash compensation Rates or evaluation-based replacement cash compensation
Unregistered landholders with socially recognized traditional or customary rights to land	Loss of land Loss of production, productive capability (income)	Rates or evaluation-based replacement cash compensation Evaluation-based cash compensation
Agricultural labourers	Loss of income	Evaluation-based cash compensation
Employees of business enterprises	Loss of income	Evaluation-based cash compensation

In terms of the above criteria, the eligible PAPs are those who sustain losses due to project-related causes, whether individual, institutional or communal, and whether physically displaced or otherwise. These PAPs are eligible for compensation. Most of those fitting the eligibility criteria were identified through the adjudication or asset recording exercise. Information on special groups, such as the vulnerable, were obtained through the socio-economic census surveys and confirmed through the consultation process.

7.3 COMPENSATION MATRIX

The table below defines the eligibility for compensation and rehabilitation assistance for impacts or losses for different types of assets for different categories of project affected persons.

Table 7-3: Entitlement Matrix

Asset Type	Impact Scenario	Party to be compensated	Description of compensation
	Structure partially or	Owner of structure	For residential structures:

Asset Type	Impact Scenario	Party to be compensated	Description of compensation
Individually owned structures	completely in a land-take area		• Replace the structure by building a suitable structure of the same size (equal floor area) and using modern material similar or better than original. • Design and location of replacement structure must be decided in consultation with the affected owner and Traditional Authority. • Owner will be allowed to salvage reusable materials with no deduction from their compensation entitlements. • A 10% disturbance allowance to the value of the replacement building must be paid in cash.
			For outside toilets: • Replace with VIP Latrine, at a suitable location decided in consultation with the owner and takes into account environmental safety constraints.
			For other structures either than main buildings: • Cash compensation to the owner at replacement value as defined in compensation procedures and rates.
Communally owned structures	Structure partially or completely in land-take area	Owner of structure (government department, traditional authority)	Same as for individually owned structures

Asset Type	Impact Scenario	Party to be compensated	Description of compensation
Formal Businesses (Structures) Loss of business	Structure partially or completely in land-take area	Owner of structure Owner of business	Same as for individually owned structures. Compensation for loss of business based on valuation or cash compensation based on compensation rates.
Individually owned agricultural plots	Agricultural plot partially in a land-take area	Person farming the plot, whether owner-cultivator, lessee, customary usufruct rights holder.	For ***Standing crops*** at the time construction commences: • Cash compensation at net value of standing *crops in land-take area* at the time construction commences, where harvesting prior to construction is not possible. • If more than 80% of the agricultural plot is in the land-take area, cash compensation for crops must be paid for the *entire cultivated area* on the plot (not just the part in the land-take area. • If the land in question was cultivated according to a sharecropping arrangement at the time of acquisition, compensation for crop losses to be apportioned according to the arrangement. • Affected persons to receive advance notice to harvest crops, if applicable.
			For preparation of agricultural plot:

Asset Type	Impact Scenario	Party to be compensated	Description of compensation
			• Cash compensation equal to the cost of initial establishment of the agricultural plot (land clearing, etc.) • Cash compensation equal to the input cost expected on the plot during the current cultivating season.
			For land, irrespective of whether standing crops are present at the time of acquisition: • If less than 20% of agricultural plot surface area is in a land-take area, cash compensation equal to mature value of crops that would otherwise have been planted on the affected area of the plot. • If more than 20% of the agricultural plot surface area is in a land-take area, and sufficient land adjacent to the plot is available, request traditional authority to allocate adjacent land, of equal area to the part of plot that is in the land-take, to the person farming the plot. • If there is no sufficient land available adjacent, cash compensation equal to mature value of crops that would otherwise have been planted on the affected area. The cash can otherwise be utilised on any other livelihood improvement of that owner.

Asset Type	Impact Scenario	Party to be compensated	Description of compensation
Individually owned commercial land	Commercial land partially in land-take area	Commercial land owner	Cash compensation based on valuation by Valuers and negotiated.
Individually owned fences (Type of fence to be considered)	Partially or completely in land-take area	Owner	• For fences not enclosing whole affected privately owned plot, cash compensation sufficient to replace the section of the fence in the land-take area, taking into account possible need for re-alignment of the fence to maintain its original purpose. • Any gates in an affected fence are to be replaced to a similar or better quality, their placement being determined by relevant access considerations.
Individual owned perennial crops	Partially or completely in land-take area	Landowner: other evidence of ownership if different from landowner	Fruit trees utilised either for own consumption of for income: • Compensation for future production losses at net present value, calculated for the productive life of the relevant tree species. • Owners wishing to replace lost trees will have to secure suitable replacement land; they will be assisted to access seedlings or saplings and planting guidance. • Owners will have rights to salvage all other resources (timber, firewood) from trees that are felled.

Asset Type	Impact Scenario	Party to be compensated	Description of compensation
Permanent loss of timber and medicinal plants	Partially or completely in land-take area	Landowner: other evidence of ownership if different from landowner	• Cash compensation based on existing rates.
Informal trading stalls	All scenarios	Informal traders owning stalls	• Assistance in moving operations to suitable location outside land-take area before construction. • Where possible, traders must be allowed to return to original sites once construction is complete.
Graves	Partially or completely in land-take area	Affected family	• Payment of exhumation and reburial of affected graves with all due ritual and ceremony at the agreed location. • Wake allowance (one allowance per family, not per one grave). • The project is responsible for the acquisition of exhumation licence from relevant authorities.

7.4 COMPENSATION MODEL

The proposed compensation model includes cash compensation as well as in-kind compensation, and/or a combination of both. The proposed compensation packages, as identified in **Table 7-4** are to be presented and discussed with the PAPs. The aim is to provide compensation that is both beneficial and sustainable to the affected PAPs.

Table 7-4: Compensation Model Packages

COMPENSATION PACKAGES	DESCRIPTION
○ **Cash Compensation**	
A. Once-off compensation	Short to medium term dedicated compensation administration structure. • The Livelihood projects and their training is only in place for 5 years. • Rationale for Livelihood restoration is to ensure that lump sum payment is used for sustainable projects. • MRWSSP to ensure that all PAPs are in a position to take up development projects, income generation projects that are sustainable.
B. Annual cash compensation	A long-term obligation that would require a dedicated management structure to administer compensation: • Compensation payments • Compensation queries • Audit and update compensation register annually. • Resolve family disputes related to compensation
○ **In-kind Compensation**	
A. Replacement land or replacement structures	Where the MRWSSP is able to replace arable or garden land with land of similar size and quality, the project would provide a readily prepared land

	to households at similar cost (where land is available). Where replacement housing is required, concept designs for different housing prototypes will be presented to individual affected households for selection and approval. Completed dwellings will be handed over to owner once construction is complete.

7.4.1 Compensation Procedure and Rates

This section defines the standards to which all resettlement and compensation planning for the affected people will be implemented. It establishes procedures and rates for assessing the compensation to be paid to affected homesteads by the MRWSSP. The compensation procedures have been established taking consideration legislations and policies in the Kingdom of Eswatini, and AfDB's Integrated Operational Safeguard System Guidelines on Involuntary Resettlement.

Compensation entitlements for individual homesteads assets are divided into privately-owned buildings; crops normally planted within homestead garden area; private fruit trees, timber and hedge, other structures and businesses. All compensation rates are based on 2023 costing.

7.4.1.1 Primary Buildings

The principle is to replace the same floor area of buildings using standard modern materials. Homesteads should have a choice in the house design and may also 'trade in' some of the floor area to which they are entitled for the additional house fittings.

The applicable replacement costs for construction materials, as well as associated labour costs needed to build replacement structure, will be used to calculate the values. Compensation will be paid in-kind for the replacement cost without depreciation of the structure. To determine rate per square meter a survey of construction material prices was conducted, relevant architect firms were consulted. The figures were then compared with figures from the Republic of South Africa and adjusted accordingly. It is assumed that most construction materials are sourced from the Republic of South Africa hence a rate per square meter from that country was compared.

Replacement values are therefore based on the following:

- Drawings of an individual's house and all its related structures and support services

- Average replacement costs of different types of household buildings and structures based on information on the quality and type of materials used for construction (e.g. bricks, rafters, bundles of straw, doors etc.)
- Costs for transportation and delivery of these items to replacement land or building site
- Estimates of construction of new buildings including labour
- All homesteads affected by the project will be paid cash allowance for the physical relocation and transportation of salvaged materials to new sites
- A 10% disturbance allowance will be paid for all main buildings relocated
- In addition, as part of the "restoration of livelihood" principle, the project will also provide technical assistance with building the replacement structure.

7.4.1.2 Privately Owned Fruit Trees

Privately-owned trees are those located on the residential plot or trees that are part of the homestead's arable allotment. These include fruit trees, shade trees, and other privately owned trees used for wind breaks, for medicinal purposes or for decoration.

Compensation is determined by means of income capitalization by calculating the gross margins of the crop until the replacement sapling is in full production. The difference between the gross margins of fruit bearing trees and newly established trees was calculated and capitalized and against a long-term discount rate of 8%, to net present values.

The income from fruit bearing fruit trees is taken at a 100% production level, until the newly established tree reaches full production. The rate is based on the difference in gross margins between a tree in a year of full production and a newly established sapling. The average gross margin is then calculated for the period. The average gross margin will be escalated annually using the Eswatini Consumer Price Index (CPI) for that particular year. It may happen in some cases where crops were yielded from individual trees that the expected lifespan and production may differ from a tree producing in a commercial environment. Therefore, to ensure that affected homesteads are better off, the annual payment is based on the gross margin of a tree in full production for the period determined by the production curve of each crop.

Preference will be given to the replacement of affected trees with new two (2) seedlings or saplings unless otherwise decided by the PAPs. The compensation will be adjusted for inflation.

The rates calculated for perennial crops are based on the following assumptions:

I. **Yield:** The yields are based on certain plant density per hectare. It is assumed that yield per tree currently for the affected homestead will be same as to where the affected homestead will relocate;

II. **Production:** For homesteads with trees not yet in full production it is assumed all affected fruit bearing trees are at 100% to benefit affected homesteads; and

III. **Price:** The prices and operational costs used are based on market prices as derived from the Ministry of Agriculture.

7.4.1.3 Annual Crops

The rates calculated for annual crops are based on a number of assumptions. In order to interpret the results and understand the effects on the farmer it is important to present the following assumptions:

I. **Price:** The prices used are based on market prices (Gross Margins) as derived from the Ministry of Agriculture. The prices were adjusted such that labour and operating costs were excluded in the compensation rates. It is assumed that affected persons use own labour. These adjustments were done to ensure there is no net loss to PAPs;

II. **Yield:** The yields that are used for the different crops were derived from the Ministry of Agriculture (Gross Margins). It is assumed that the yields for the current affected homesteads per hectare will be same as the yields to where they are resettled to;

III. **Allowance:** To make provision for any non-calculated income and calculated cost, 10% was added onto the net revenue;

IV. **Field operations and costs:** Field operations are based on small and medium scale farmers. It is assumed that land preparations will be done by a tractor and the cost is based on government rates per hour. All labour costs are excluded in the total operating costs as labour inputs are provided for by the households.

7.4.1.4 Graves

There will be no relocation of graves.

7.4.1.5 Business Disruption

Compensation for permanent business losses will be in cash for one year income based on tax declaration or, if unavailable, based on the official minimum annual salary; compensation for temporary business will be cash covering the income of the interruption period based on tax declaration or, where this data is not available, official minimum monthly salary multiplied to the number of months of actual

stoppage of business. Business structures will be compensated in the same manner as the residential houses.

7.4.1.6 Community Owned Assets

All affected community owned structures such as churches, schools will be replaced by the project at full replacement cost. These structures will be valued and compensated in the same manner as the privately owned buildings and structures. Compensation will be in the form of replacement structures at an area agreed by the concerned parties and the relevant traditional authorities. The project will provide in-kind compensation for loss of natural resources, or constrained access to natural resources.

7.4.1.7 Vulnerable Groups

The project has an obligation to promote the prompt the re-establishment of vulnerable homesteads. This can be achieved through special short-term support measures as well as long term homestead development programs. These measures will be determined by the project through a comprehensive livelihood restoration plan.

Out of a total one hundred and twenty-two (122) respondents for the question on vulnerability, twenty-six (26) reported to have disabilities. Among these, eighteen (18) suffer from impaired mobility, two (2) are visually impaired, two (2) have speech impairments and four (4) are unspecified.

7.4.1.8 Damage Caused During Construction Work

Construction activities may also cause some additional temporary or permanent damage to land and assets that cannot be identified or quantified during RAP preparation. An example might be construction workers trampling on crops or vegetables while accessing construction sites or cracks developing on structures that are not on the land-take area.

Thus, wherever possible, the contractor will repair the damage to the satisfaction of the affected person. Affected persons with a claim should be required to complete a grievance form and submit it to the contractor. The contractor will then negotiate the required compensation measures, which may include repairing the damage or payment of compensation in cash or kind. Payment of compensation will be affected in a time-bound manner.

7.4.1.9 Relocation Assistance

The total compensation will include the following allowances:

- **Disruption Allowance:** The PAPs losing land, or any assets on that land, will be provided a disruption allowance to offset the inconvenience of the construction works. This is calculated on 10% of the total compensation amount provided to each PAP.
- **Moving Allowance:** Transportation allowance will be provided for all families that will have their buildings replaced to the value of E 5000. 00.
- **Land Preparation Allowance:** The PAPs being restricted from their farmland will be provided a land preparation allowance to allow them to restore their farmland once they have been granted access to the land. The allowance has been determined through the valuations to be E1 000 to plough one hectare with a tractor.
- **Vulnerable People Allowance:** Vulnerable people will be provided with three months' rental, living and supplemental allowances to the value of E4 500.

Table 7-5 presents Compensation Rates for the identified affected Asset Types done by Government Valuer using square meter by Ministry of Natural Resources and Energy.

Table 7-5: Buildings, Land and Suggested Valuation Rates

Items	Unit	Rate (E)
Buildings	M²	5 540.00
Support Services (Approximately 25% of Building cost)	M²	1 385.00
Business Structures	M²	5 540.00
Informal Business Structures	M²	1 200.00
Land (TDL)	Per ha.	2 700 000.00
Land (Plots)	M²	320.00

Table 7-6: Field Crops

Item	Unit	Yield	Price Per Unit (E)	Value (E)
Grain Maize	Tonne	6	2 800.00	16 800.00
Sorghum	Tonne	2	3 500.00	7 000.00
Sunflower	Tonne	2	4 500.00	9 000.00
Sweet Potato	Tonne	19	3 000.00	57 000.00
Dry Beans	Tonne	1.5	12 500.00	18 750.00

Ground nuts	Tonne	1.2	30 000.00	36 000.00
Jugo Beans	Tonne	1.5	30 000.00	45 000.00
Cow Peas	Tonne	1.5	20 000.00	30 000.00
BT Cotton	Tonne	2	6 000.00	12 000.00
Dry land Cotton	Tonne	1.5	5 850.00	8 775.00
Cassava	Tonne	12	3 750.00	45 000.00

(Source: Ministry of Agriculture, Gross Margins)

Table 7-7: Irrigated Crops (Conventional vegetables)

Item	Unit	Yield	Price Per Unit (E)	Value (E)
Tomatoes	Tonne	20	5 000.00	100 000.00
Beetroot	Tonne	20	4 500.00	90 000.00
Butternut	Tonne	20	4 000.00	80 000.00
Cabbage	Heads	20 000	5.00	100 000.00
Carrots	Tonne	35	4 500.00	157 500.00
Green Pepper	Tonne	20	9 000.00	180 000.00
Potatoes	Tonne	30	5 000.00	150 000.00
Cayenne Pepper	Tonne	15	11 000.00	165 000.00
Onion	Tonne	30	4 000.00	120 000.00
Garlic	Tonne	8	60 000.00	480 000.00
Lettuce	Heads/ha	48 000	3.00	144 000.00
Spinach	Bunches	35 000	5.00	175 000.00
Green Meals	Cobs	30 000	4.00	120 000.00

(Source: Ministry of Agriculture, Gross Margins)

Table 7-8: Fruit Trees

Tree/ Plant Species	Number of trees	Full Productive Life (year)	Compensation Value (E)
Apples	1	4	1 600
Peach	1	4	3 420
Mango	1	10	4 154
Plum	1	4	3 420
Nectarine	1	4	3 430

Litchi	1	10	3 999
Paw-Paw	1	3	693
Banana	1	1	420
Granadilla	1	1	833
Avocado	1	9	13 833
Lemon	1	13	3 120
Orange	1	13	3 120
Guavas	1	8	1 536
Berries	1	5	1 008
Macadamia	1	12	23 943
Marula	1	9	14 850
Grapefruit	1	13	3 120

Table 7-9: Other Structures

Other Structures	Unit	Proposed Rate (E)
Drying lines	Running (m)	1 002
Fencing (barbed wire)	Running (m)	90
Fencing (veld span)	Running (m)	120
Fencing (Diamond Mesh)	Running (m)	110
Wall fence	Running (m)	1 600
Kraal	Running (m)	185
Maize crib	m²	658
Grinder stand	Unit	395
Nest platform	Unit	528
Poultry shelter	Unit	3 886
Working table	Unit	697
Cooking area (sihhahha)	m²	648
Car port	Unit	5 380
VIP toilet	To be replaced	9 500
Pigsty	M²	697
Wind breaker (Liguma)	Unit	150
Tank Shelter	Unit	1 315

Other Structures	Unit	Proposed Rate (E)
Tank Stand (concrete)	Unit	3 720

7.5 CUT-OFF DATE

Cut-off date is the designated date of commencement of the census and assets inventory of persons affected by the project. Persons (without legal claims) newly occupying the Project Area after the Cut-off Date shall not be eligible for compensation and/or resettlement assistance. Similarly, fixed assets (such as built structures, , fruit trees, and woodlots) established after disclosure of the date of completion of the assets inventory shall not be compensated. PAP will be allowed to harvest crops and those who cannot be harvested at the time of commencement of works will be compensated.

The census process for the project areas was completed 30th October 2022. A final general "cut-off date" was also declared on 30th October 2022 when the cadastral and asset surveys were completed.

The "cut-off date" was declared in English and SiSwati to avoid speculation. Thereafter, no new cases will be considered for compensation. Declaring and enforcing the moratorium on further developments in the Project-affected area is an administrative challenge for the PIT and Local Government authorities, who have to assist in carrying out the required enforcement. This is more so in the event that a significant time gap develops between cut-off-date formal declaration and the start of site hand-over to the construction contractor.

The census and the asset inventory were conducted simultaneously so that the cut-off date for eligibility of people, households and businesses and their affected asset are the same, saving time and making the process simpler. It was then discussed and agreed with the affected persons that if implementation of resettlement is delayed, affected persons, households and businesses should be allowed to make necessary improvements to their properties so that their living standards do not deteriorate. A timely and transparent procedure will be put in place so that affected people can notify the client of planned improvements. If approved, they will be included in the asset valuation and compensated.

If implementation is delayed for over twelve (12) months the valuation of assets will be done (re-done) prior to execution of compensation to ensure that replacement value has been achieved

8. COMPENSATION AND RELOCATION PLANNING

8.1 COMPENSATION AND RELOCATION

Physical construction of the project will impact individual homesteads and communities within the MRWSSP footprint.

The project will temporarily relocate nineteen (19) EWSC employees, and an estimate of about eleven (11) informal business structures will be economically displaced under Lot 1. There will be no physical displacement of PAPs from their dwelling under Lot 2, however, about 44 informal business structures will be economically displaced under Lot 2.

The process of compensation and relocation planning will be concluded with the preparation of individual Household Compensation and Relocation Plans for each physically and economically displaced household. Beside basic biographic information, Household Compensation and Relocation Plans will detail the following for each household:

- Affected assets based on household asset inventories;
- Compensation and relocation entitlements;
- Compensation and relocation choices and agreements; and
- Relocation sites and replacement housing designs for physically displaced households.

As a basis for the Compensation and Resettlement Agreements that will be signed between the Client and affected households, Household Compensation and Resettlement Plans will be:

- Made available in English versions.
- Signed off by individual households.

8.2 RESETTLEMENT OPTIONS

The project will make available to affected persons three (3) broad resettlement and compensation options:

(A) Resettlement and in-kind compensation within the same Chiefdom;

(B) Resettlement and in-kind compensation to designated host areas; and

(C) Free choice resettlement.

8.2.1 Resettlement within Same Chiefdom

In this option the affected person can choose to move to a new location within the same chiefdom. Here as well, the emphasis is on in-kind compensation. Land replacement in this instance may include re-allocation of the unaffected fields of homesteads who have resettled to the host area. The Traditional Authorities can also allocate any virgin land to the affected person.

8.2.2 Resettlement to Designated Host Areas

This option entails moving to a designated resettlement area as approved by the affected Chiefdom Authorities and the affected persons themselves. For this option, the emphasis is on the provision of replacement land, residential buildings and structures (i.e., in-kind compensation).

8.2.3 Free Choice Resettlement

The free choice option allows that the affected person can relocate to any other area in the country outside the project area. In this option, it is assumed that the homestead will make his or her own arrangement for replacement land wherever s/he is relocating to. Additionally, preference is given to cash compensation for buildings and other improvements since in-kind compensation may not always be possible.

8.3 RELOCATION APPROACH

Compensation and relocation planning for the PAPs will be specifically guided by the following international best practice principles:

- The principle to engage affected households through systematic and sustained consultation; and
- The principle to avoid and minimize physical and economic displacement.

To process relocation, the affected households would have to make informed choices and decisions on compensation and relocation issues. To enable households to exercise their choices, comprehensive understanding of the following would be of critical importance:

- The Compensation Procedures and Rates for individual assets;
- Household asset inventories; and
- Household compensation generated entitlements.

It will also be important to understand physical displacement provisions and mechanisms. As an example, residential plots will be replaced at relocation sites or compensated as a lump sum determined according

to the compensation rates. Replacement cost will determine compensation for the loss of houses, structures, and the compensation for residential structures could be taken either as:

- Project constructed houses based on agreed standard plans, replacement floor area
- Owner-builder, with the household taking responsibility for construction of replacement structures.

These principles, as well as other relevant policy provisions, will be discussed in depth with physically displaced households to ensure that households losing residential land and household structures understand the implications of their decisions, and make informed choices that maximize their benefits.

8.4 PREPARATION OF REPLACEMENT HOUSING

Land and replacement housing, where applicable, can only be occupied once the land has been demarcated and replacement housing is completed. The replacement of affected dwellings and houses is naturally on the critical path of the schedule for the construction of the MRWSSP, and the replacement of housing will be a key focus area of the process of compensation and relocation planning. Houses will be replaced at an equivalent floor area, using standard modern materials and will be based on households' asset inventories and preferences. The guiding principle will be the full involvement of affected households in the design and layout of replacement houses, and the objective will be to improve the standards of the dwellings and outbuildings of the affected household structures.

Where replacement housing is required, an architect will produce concept designs for different housing prototypes. These will be submitted to the Client for approval, and the final approved prototypes will be presented to individual affected households. The designs will be discussed with the affected households by the implementation team. During these discussions, the preferences of the affected people will be taken into consideration, resulting in a customized preliminary design for each household. The designs will specify the building materials and material similar to or better than the materials of impacted structures will be allowed.

They will also include a ventilated improved pit latrine and other additional support as defined in the MRWSSP RAP per household. The Architect's final drawings, which will adhere to the country's building and sanitation standards as a minimum requirement, will be submitted to the PIT for final approval. Where the original structure was of high standard in terms of building material and architectural plan, the building will be replaced using a similar architectural plan with all amenities such as electricity and a running water system.

9. ORGANISATIONAL RESPONSIBILITIES AND RAP IMPLEMENTATION

The EWSC under the Ministry of Natural Resources and Energy, as the project proponent, has the responsibility to undertake all technical, administrative, and financial responsibilities related to the project. For the RAP implementation to succeed, the PIT has recruited Social Specialists and an Environmental Specialist.

Currently the MRWSSP is managed by the Project Manager, overseen by the Technical Services Director. The project has the PIT, the scope of the PIT within EWSC includes coordinating, managing and implementing all matters relating to resettlement, social and environmental programs.

9.1 ROLES AND RESPONSIBILITIES

The following entities will play a direct or supporting role in the implementation of this RAP:

9.1.1 Eswatini Water Services Corporation

The EWSC as the project developer retains full responsibility and legal liability for all land acquisition and resettlement undertaken in support of the Project.

The EWSC will:

- Manage the allocation and distribution of funds to cover compensation payments.
- Allocate EWSC staff to manage the implementation of the RAP through the PIT.
- Provide coordination between the PIT and other EWSC Departments.
- Authorize the RAP prior to implementation.
- Report on progress on land acquisition and resettlement as part of reporting requirements.

9.1.2 Project Implementation Unit

EWSC has established the PIT to manage the development and execution of the Project. PIT will also implement the provisions of this RAP and its responsibilities will include:

- Providing the staffing and resources to successfully implement the provisions of this RAP.
- Manage all stakeholder engagement as well as the disclosure of the RAP report.
- Manage all negotiations with PAPs and secure signatures on the Compensation Agreements.
- Assist PAPs to access bank accounts or cellular phone banking.
- Effect all payment of compensation to PAPs including retaining a record of payment.
- Support PAPs in securing replacement land through the local traditional authorities.

- Manage the construction of any new residential structures.
- Implement all livelihoods restoration measures.
- Manage and resolve grievances raised under the Grievance Resolution Mechanism.
- Undertake internal monitoring and reporting as part of any reporting requirements.

All implementation and day-to-day management requirements will remain within the PIT. These duties will be delegated to the Social Specialists who will take ultimate responsibility. The Social Specialists will be supported by the Land Acquisition Officer, Environmental Specialist and the Community Liaison Officers (CLOs).

9.1.3 Community Liaison Officers

The five (5) appointed CLOs have been engaged by the PIT for the duration of the project. Each CLO represents an affected Inkhundla. The Chiefs, in consultation with the inner council representatives, followed customary practices in appointing each CLO. The CLOs report to and support the Social Specialists and their duties include the following:

- Facilitate the smooth liaison between PAPs and the PIT by maintaining regular contact and networking with each affected household within each CLO respective area;
- Ensure that PAPs are informed of the project developments and development around the compensation and resettlement process;
- Provide a familiar and accessible presence with whom PAPs can raise concerns, and resolve grievances;
- Disclose the RAP and other relevant information to PAPs and facilitate any negotiations of entitlement agreements between the PIT and PAPs;
- Provide any formal notices including asset surveys, meetings, and agreements; and
- Through culturally appropriate and sensitive awareness raising, support PAP access to the project GRM in relation to grievances related compensation and resettlement issues.

9.1.4 The PIT Social Specialists

. The PIT Social Specialist will coordinate all resettlement implementation activities and will work closely with the RAP implementation Team (including the monitoring and evaluation. The Social Specialist may also serve on the Grievance Panel.

Other roles and responsibilities of the specialist will include:

- Provision of on-going guidance and advice to meet project standards;

- Supporting the PIT in the disclosure of the RAP and attending engagement meetings;
- Supporting the drafting of Compensation Agreements and how they are to be negotiated;
- Review the Compensation Agreements to ensure they conform to the correct rates;
- Support the PIT on tracking or recording of all compensation payments;
- Support the PIT in securing in-kind replacement assets and other resettlement support;
- Support the PIT in undertaking internal monitoring and preparation of Closure Report; and
- Provide institutional capacity and expertise to the PIT during the implementation of the provision of this RAP.

9.1.5 African Development Bank

The AfDB, as the funding agency, will provide oversight of the compensation and resettlement process. This will include authorisation or clearance of the RAP report prior to implementation. The AfDB will also review the implementation of the RAP provisions through country missions and advise on any required corrective actions.

10. LIVELIHOOD RESTORATION PROGRAM

10.1 INTRODUCTION

The temporary or permanent loss of livelihood or income can lead to economic displacement, leaving those affected by land acquisition significantly worse off. Livelihood restoration comprises a set of different measures which will be implemented to address economic displacement- that is, to improve and minimum, restore livelihoods and standards of living of affected people to pre-displacement levels.

10.2 OBJECTIVES AND PRINCIPLES OF THE LIVELIHOODS RESTORATION PROGRAM

The main objective of the LRP is to restore or improve the livelihoods of PAPs. Below are principles underpinning livelihood restoration:

- Livelihood support will include a range of restoration measures;
- Potential beneficiaries must participate actively in the selection of options;
- Restoration measures must consider vulnerable people and groups where appropriate;
- Pending mobilization and full implementation of the LRP transitional support may be required to support the income earning capacity of eligible households;
- Delivery of LRPs will require technical and institutional support;
- Local capacity essential for the sustainability of the LRPs requiring purposeful capacity building and
- Ongoing monitoring and evaluation must be in place to ensure the effective delivery of LRPs, and to inform progressive improvement where possible.

10.3 Livelihood to be restored

The livelihood restoration measures will address the following negative impacts as result of land acquisition;

- Loss of small-scale farmland
- Loss of business
- Loss of income from fruit trees
- Loss of other structures i.e. fences

10 .4 Livelihood Restoration Programs

10.4.1 LOSS OF SWAZI NATIONAL LAND (SMALL-SCALE FARMLAND)

A central measure to restore small-scale farming livelihoods is to allow access to the servitude. The PIT will permit PAPs to enter the servitude to continue farming during the operational life of the water

reticulation. Temporary access restrictions will only apply to the construction phase and until the servitude has been rehabilitated.

The only permanent restrictions to land will be due to the construction of the reservoirs and that PAPs will not be allowed to build permanent structures on the servitude.

Based on the above, the PIT will adopt the following livelihood restoration measures:

1. The PAPs will be permitted to harvest any standing crops and trees prior to displacement.
2. The PAPs will be given notice by the PIT at least 2 months prior to taking the land.
3. The PAPs will be given 60 days from payment of all compensation to vacate the land.
4. The construction works will be timed to allow for harvesting of mature crops where possible.
5. Compensation will cover the lost crops *and* subsequent harvests over the period of occupation.
6. If compensation is over multiple harvests, all payments will be made in annualised instalments.
7. Compensation payments will be made jointly in the name of the household head and spouse into their bank accounts.
8. Where the loss of land results in the property being deemed no longer economically viable:

a. The PIT will provide compensation for the *entirety* of the land, or

b. The PIT through traditional authorities will assist PAPs to identify and secure replacement land where necessary.

9. Where the loss of land results in the residual land being deemed to be economically viable:

a. The PIT will rehabilitate the servitude after construction to allow for continued farming.

b. The PIT will notify PAPs that they may restart farming in the servitude, with the following restrictions:

i. annual crop farming will be permitted;

ii. livestock grazing will be permitted;

iii. no fixed or temporary structures, building or infrastructure will be permitted;

iv. no trees, woodlots or plantations will be permitted; and

v. no activity that may be deemed a risk to the pipeline will be permitted.

10. The PIT will provide a once-off farming input package (seeds, fertiliser, and basic tools).
11. The PIT will provide communication to the PAPs on the restrictions of use in the servitude.
12. The PIT will provide two replacement saplings for each fruit tree lost to be planted by the PAPs at their homestead.
13. The PIT will provide financial literacy training through Ministry of Commerce to the PAPs receiving cash compensation.

10.4.2 Loss of Business

The project will work with the Ministry of Commerce to facilitate capacity building activities for fifty-five (55) affected Small Medium Enterprises (SMEs) in the project area. The current ministry's program on the facilitation of SMEs provides easier access to low-rate credit. EWSC, the Ministry of Agriculture and the Ministry of Commerce to work on organising trading fairs, or inviting farmers and SMEs to fairs in order to assist local businesspeople to enter the markets and introduce them to companies who might buy their products.

10.4 .3 CASH COMPENSATION

PAPs will be compensated in cash for the loss of fruit trees, standing crops, fences and other structures. The negotiations of compensation will consider the views and needs of both men and women equally. Both spouses will be present at any briefings or negotiations. The process will ensure that women's perspectives are obtained and factored into all aspects of the resettlement planning including the compensation negotiations. This will include exploring both women's and men's preferences in terms of in-kind, rather than cash compensation.

10.4.3.1 Co-Signing of Agreements

The PAPs who include married couples or couples in community of property were required to provide signatures of both the owner and spouse on all formal documentation.

10.4.3.2 Proxies or Co-Signatories

The PIT will support female-headed households should they request for a third-party (another family member, friend) to act as a proxy or a co-signatory on the compensation agreements.

10.4.3.3 Payment Procedure

Payments will be made into the bank account of the household head where the spouse is the beneficiary. The PIT will assist the household opening a bank account where they do not have one. The PIT will make sure that both the household head and the spouse are co-signatories to the bank account.

10.4.4 ASSISTANCE FOR VULNERABLE PEOPLE

The RAP Implementation Team in conjunction with NGOs present in the project area must design appropriate assistance measures to ensure that the vulnerable people are catered for during resettlement process and should be provided priority for any livelihood restoration measures. Vulnerable people among others may include:

- Female-headed households (with no additional able-bodied persons).
- Mentally and physically challenged (including amputees).
- Orphans.
- Infirm and sick.
- Child headed households (where they exist).
- Elderly.

Special assistance for vulnerable groups that are affected could be in form of:

- Assistance in the compensation payment procedure.
- Assistance in the post payment period to secure the compensation money; the project shall assist the vulnerable groups to open bank accounts where they are not available. In conjunction with NGOs present in the communities assist them in training them on starting small businesses.
- Assistance in moving providing vehicle, driver and facilitation at the moving stage.
- Health care if required at critical periods: moving and transition period.

10.5 GENDER INFORMED LIVELIHOOD RESTORATION

The impacts of development-induced resettlement disproportionately affect women, as they are faced with more difficulties than men to cope with disruption to their families and livelihoods. Especially if there is no mechanism to enable meaningful participation and consultation with women throughout the project cycle in general and in the resettlement process in particular.

In the consultation meetings and focus group discussions held, women took on a more passive role, with few having their own opinions and many shared their fears or concerns of losing out on compensation proceeds if given to men in their absence. More so, traditional assumptions gender roles prevents women from meaningful participation, as men are considered more suitable than women to attend resettlement project- related consultation meetings owing to the fact that men are presumed to understand resettlement related issues such as compensation rates, access to social services and land market information better.

These biases have led to low levels of women's participation in resettlement-related decisions, such as in the resettlement planning, relocation timeline, and compensation procedures. If women are to restore their livelihoods and care of their families, they must be fully engaged in the decision-making processes related to the acquisition, including the discussions on compensation and the resettlement of the community. Training on starting small scale businesses and earn income through the sale of produce i.e.

vegetables, goods, handicraft and livestock production). will be offered to women as part of the income and livelihood restoration.

10.6 LOCAL EMPLOYMENT (short term measure)

The socio-economic survey indicates that there is high unemployment rate in the project area. During consultation with the PAPs, one of the major concerns was local people getting employed during construction. The PIT will engage the appointed contractor in request to consider recruiting people from the community during construction phase of the project.

10.7 STRUCTURE AND PHASING OF THE LIVELIHOODS RESTORATION PROGRAM

The project aims to provide training and start-up inputs to PAPs in content areas. The livelihood restoration program will be aligned with existing resources, knowledge, skills and household experiences.

The proposed LRP is built around four major initiatives, each with sub-initiatives:

- Compensation for losses, including transitional support pending the mobilization of LRP initiatives;
- Financial management training, including household level budgeting and money management training;
- Land based livelihood support, including inputs addressing land preparation, crop improvement and crop diversification, and improved livestock keeping and management; and
- Non-land-based livelihood support, including the promotion of enterprise development.

Details of the LRP inputs will be developed with appropriate technical support, and with inputs from governmental departments and community stakeholders. The fully developed LRP will be in place prior to RAP implementation, allowing the informed selection of options by beneficiaries.

The elements of the proposed LRP are described in detail in the table below:

Table 10-1: LRP Input 1 – Compensation for Losses

LRP INPUT 1	COMPENSATION FOR LOSSES	• POTENTIAL PARTNERS
Objective	▪ To ensure immediate support to households those have lost livelihood-supporting assets.	• Project Implementation Team
Description	Compensation packages will assist households to meet basic needs until they recover from their	

LRP INPUT 1	COMPENSATION FOR LOSSES	• POTENTIAL PARTNERS
	losses and restore their livelihoods to pre-project levels. ▪ Compensation will consist primarily of monetary entitlements or in- kind replacement based on assets lost to the Project. Where households are affected temporarily or partially by the loss of productive assets, cash bridging may suffice until access to land is restored or the lost portion of the asset is replaced. Where agricultural land and/or other productive assets are lost permanently, PAPs will be compensated in monetary terms.. ▪ Continuous PAP assessment and monitoring will track the replacement of livelihoods (including salaried employment, agricultural production and commercial activities). ▪ It is critical for the implementation team to provide financial management training before any cash disbursement. Thereafter compensation should commence before Project start-up. This will avoid undue hardship and build trust and commitment to participate in the livelihoods restoration programs.	• NGOs working in the project area. • MOA

Table 10-2: Financial Management Training

LRP INPUT 2	FINANCIAL MANAGEMENT TRAINING	POTENTIAL PARTNERS
Objective	To assist PAPs to use cash compensation effectively in the restoration of livelihoods.	• Ministry of Commerce • Micro credit and communal savings organizations
Description	▪ All PAPs will be eligible for financial management training. Training will include	

	household budgeting and money management, savings and strategic use of money. Financial management will commence shortly before households receive cash compensation. ▪ Follow up training will be done after the first year of resettlement to enhance household income management skills. Households will also be linked to micro-credit facilities in the area. This is to encourage savings and enable households to invest in their businesses and restore their livelihoods.	• Local Banks • Local NGOs

Table 10-3: Land Based Livelihood Support

LRP INPUT 3	LAND BASED LIVELIHOOD SUPPORT	POTENTIAL PARTNERS
Objective	• To improve and sustain crop production. • To broaden the spectrum of cash and food crops. • To improve livestock rearing practices and products.	• Ministry of Agriculture • Ministry of Commerce • Local NGOs
Description	▪ Land-based livelihood support will target crop production and/or livestock rearing. ▪ Support for crop farming will be provided to PAPs who have lost permanent agricultural land and host communities. This support for crop farming will continue for three planting seasons. ▪ Support for livestock rearing will be provided to all PAPs who currently raise livestock or those who do not have access to replacement land and would like to transition their	

LRP INPUT 3	LAND BASED LIVELIHOOD SUPPORT	POTENTIAL PARTNERS
	livelihoods from farming to the raising of livestock. Specific support provided will include advice on breeding stock, training on better husbandry practices, and advice on marketing and better access to extension services.	

Table 10-4: Non-land Based Livelihood Support

LRP INPUT 4	NON-LAND BASED LIVELIHOOD SUPPORT	POTENTIAL PARTNERS
Objective	• To enhance livelihood opportunities that are not based on land.	• Enterprise development and skills training NGOs • Ministry of Commerce
Description	▪ Non-land based livelihood support will provide skills training to support PAP transition into alternative livelihoods, or the scaling up of existing non land-based livelihoods. This type of livelihood support will target enterprise development in the context of value adding and processing, or technical and vocational training. ▪ Support for technical and vocational training will initially focus on the short term, providing a two to four-week training course on technical skills for existing livelihoods and new livelihood options. Existing livelihoods where skills could be upgraded include tailoring, mechanical work, carpentry, masonry, painting, pottery, steel bending, welding and knitting. Potential new skills based on locally available training expertise could include mobile phone repairs, shoe making, soap and detergent making, bead making and	

LRP INPUT 4	NON-LAND BASED LIVELIHOOD SUPPORT	POTENTIAL PARTNERS
	agricultural feed production. ▪ Technical training has been chosen as a livelihood programming option given that stakeholders reported significant skill shortages in the trades. PAPs have repeatedly requested that technical training be incorporated into the LRP. ▪ The timing of the vocational and technical training will be within the first year after the land acquisition and technical assistance will be continued during the three-year period of the LRP. ▪ Lastly, no -land-based livelihood opportunities may to include intermittent employment with the project. The project is committed to giving affected communities the first opportunity to be employed by the contractor. This means that during project construction, it is expected that a number of employment opportunities with the Project will be available. These shorter-term positions will not represent the complete re-establishment of livelihoods to pre- project levels for those hired but are nonetheless significant opportunities and will be integrated into the LRP.	

11. STAKEHOLDER ENGAGEMENT AND DISCLOSURE

11.1 INTRODUCTION

Meaningful stakeholder engagement and information disclosure in the land acquisition and resettlement process is a critical requirement under the AfDB's policy on involuntary resettlement and is key in finalizing land access agreements with landowners without the need to adopt any form of expropriation. The PIT has supported on-going engagement through the project Stakeholder Engagement Plan (SEP) and the provisions of the SEP apply to this RAP as well as during its implementation.

The public consultation aspect of the RAP commenced with discussions with all the Tinkhundla councilors, leading to the arrangement of public gatherings where project information could be disseminated, and cooperation solicited to facilitate planned project activities.

Consultations were carried out with PAPs in all the six (6) Tinkhundla during preparation of this RAP as shown in Table 11-1 below. During the consultation meetings, the project planning schedule was disclosed, eligibility was explained and rights of PAPs, compensation process on who is eligible and grievance procedures were outlined. All meetings were aimed at creating awareness about upcoming RAP, quell any apprehensions PAPs might have about resettlement thus enabling them to provide true household and personal information during the census survey. In these meetings, project principles of compensation for various types of loss were detailed and various entitlement options discussed.

11.3 STAKEHOLDER PROFILE

Based on past stakeholder engagements, the PIT has been able to define a profile of the key stakeholders that will have a direct or indirect role in the RAP implementation. The administrative levels within the Kingdom of Eswatini are set out in figure 11-1 below.

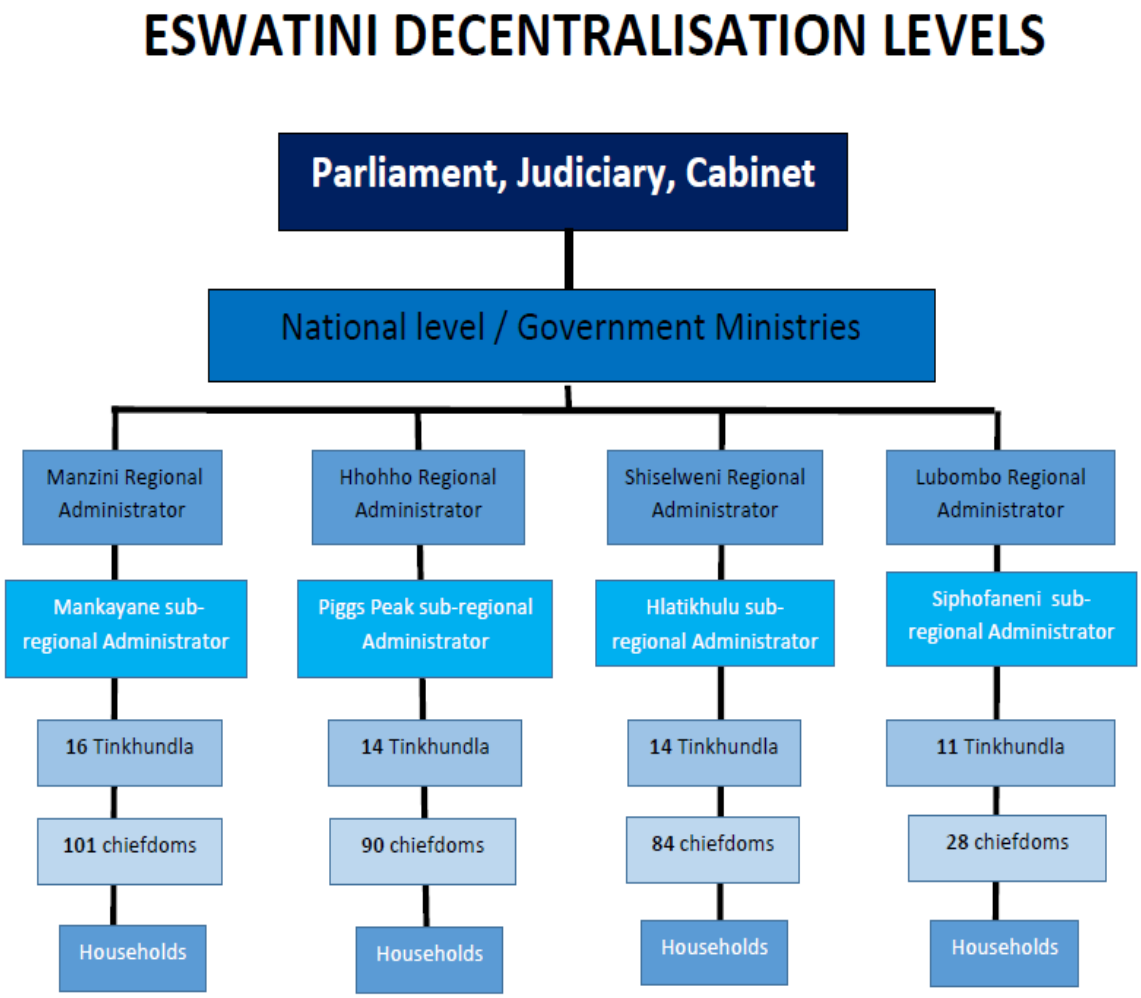


Figure 11-1 Government of Eswatini Decentralisation levels

11.3.1 Stakeholders identified during the ESIA and RAP Process

Based on past stakeholder engagements, the PIT have been able to define a profile of the key stakeholders that will have a direct or indirect role in the RAP implementation. The profile of stakeholders is summarised in Table 11-1 below.

Table 11-1: Stakeholders identified during the ESIA and RAP Process

Stakeholder	Description	Interest	Influence	Method	frequency
National Government					
Ministry of Natural Resources and Energy (MNRE)	Responsible for Water Resources Planning and Development	High	High	Progress reports	Quarterly
Ministry of Economic Planning and	Responsible for National Development, including	High	High	Progress reports	Quarterly

Development (MEP&D)	the management of donor funds				
Local Government					
Regional Administrators	Authority of Swazi Nation land	Medium	Medium	KII, Project leaflet	Project milestones
	Umphakatsi elected representatives (Bucopho)	Medium	Medium	KII, Project leaflet	Project milestones
Municipality	Council or Board officers	High	High	High	Project milestones
Imiphakatsi	Authorisation of land use; resettlement; community dispute resolution	High	High	FGD; Project leaflet	Project milestones
Affected individuals/ groups					
Affected households and businesses	Provision of socio-economic and environmental data; inputs to RAP; engagement with GRM	High	High	KII; FGD	Project life cycle
Civil society organisations	Situation analysis of affected communities	High	medium	KII, Project leaflet	Project milestones
General Public	Public support	Low	Low	Project website, Media	Project milestones

11.3.2 The Role of Community Liaison Officers (CLO's)

The Community Liaison Officers work closely with the Social Specialists and Land Acquisition Officer and flag any issues of concern as well as report incidents as they occur. They create awareness on the existence of the project and of the GRM. They represent the project during community meetings and are encouraged to promote the participation of vulnerable households.

It is envisaged that the CLO will visit all households within the project area and provide assistance to the residents on matters related to the project, including land status or any other issues. They will ensure that all queries or complaints from beneficiaries have been formally recorded following the existing procedures. The CLO will assist the households with any issues regarding the construction works and liaise between the beneficiary (households), local communities (community building) and the project team.

11.3.3 Stakeholder Engagement Program

Consultations were carried out in the various project affected areas through a series of face-to-face meetings. The program for consultations carried out is summarised in Table 11-3 below.

Table 11-2: Consultations with Stakeholders in Project Affected Area

Location	Target Stakeholder	Topics	Date	Number of participants	
				Females	Males
Manzini North	Bucopho	Project Description	16th February 2022	2	5
Mafutseni	Bucopho	Project Description	17th February 2022	0	6
Manzini South	Bucopho	Project Description	21st February 2022	2	4
Nhlambeni	Bucopho	Project Description	24th February 2022	0	5
Kwaluseni	Bucopho	Project Description	1st March 2022	0	6
Mnzimnene Umphakatsi	Inner Council	Project description; RAP requirements including Socio-economic study and GRM	16th September 2022	0	14
Mnzimnene Umphakatsi	PAPs	Project description; RAP requirements including Socio-economic study and GRM	18th September 2022	6	19

Location	Target Stakeholder	Topics	Date	Number of participants	
				Females	Males
Makholweni	PAPs	Project description; RAP requirements including Socio-economic study and GRM	17th September 2022	11	26
Ngonini	PAPs	Project description; RAP requirements including Socio-economic study and GRM	25th September 2022	13	25
Masundwini	PAPs	Project description	24th September 2022	12	27
Mafutseni	PAPs	Project description; RAP requirements including Socio-economic study and GRM	01st October 2022	16	28
KaBhudla	PAPs	Project description; RAP requirements including Socio-economic study and GRM	01st October 2022	7	12
Luhlokohla Umphakatsi	PAPs	Project description; RAP requirements including Socio-economic study and GRM	02nd October 2022	10	13
Luhlokohla Care Point	PAPs	Project description; RAP requirements including Socio-	02nd October 2022	13	15

Location	Target Stakeholder	Topics	Date	Number of participants	
				Females	Males
		economic study and GRM			
Ngculwini Umphakatsi	Inner Council	Project description; RAP requirements including Socio-economic study and GRM	07th October 2022	0	7
Ngculwini	PAPs	Project description; RAP requirements including Socio-economic study and GRM	08th October 2022	11	33
Ministry of Health	RHM coordinator Public Health Unit Health Promoter	Assistance with identifying CBOs and NGOs active in the area.	October 2022		

Figure 11-2 shows pictures of some of the meetings held in the various Project areas

Figure 11-2: Community Consultation Meetings

During the sensitization process, issues were raised and summary of key issues is obtained in Table 11-3 below.

Table 11-3: Key Issues Raised During Stakeholder Meetings

Issue	Response
Will the RAP document be available to all communities before construction starts?	The EWSC will publicly disclose this RAP report through a formal public consultation process with communities. The process will allow PAPs to comment on the provisions of the RAP, and also to gain a better understanding of their individual entitlements.
Will PAPs be permitted to use the land after the project has been implemented?	The project proponent intends to fully compensate and acquire the project area where the WTP will be constructed and therefore no work or developments by PAPs will be allowed subsequent to project implementation. However, for the Transmission and distribution lines, 6 metres of land will be acquired and will not be fully taken.
Can structures such as huts be constructed above the pipeline after construction works are completed?	No structures will be permitted above the pipeline whether temporary or permanent. However, the land above the pipeline can continue being utilised for agricultural purposes.
PAPs wanted to know if they would be compensated before their structures are demolished.	Yes, The AfDB involuntary resettlement policy and OS 2 - Involuntary Resettlement: Land Acquisition, Population Displacement and Compensation directs that affected people (whether with formal or no formal rights to assets) are compensated for all their losses **at full replacement costs** before their actual

Issue	Response
	move; before land and related assets are taken; and, if the project is implemented in phases, before project activities begin for each particular phase.
There was a concern on whether local communities will be involved and employed during construction of the proposed facilities.	Priority will be given to locals to get first opportunity to get employed especially on unskilled labor.
In case one has a house within the project area and the house is about 800 meters away from proposed pipeline, will they be able to benefit from the water when connected.	Yes, the purpose of the project is that all community members benefit from clean water. However, you should note that water will not be free of charge.
What would happen if the house structure to be demolished is the only structure the owner has, and the land acquired is small to construct another structure nearby?	If people living in the project area are required to move to another location, the Borrower (EWSC) will: (a) offer displaced persons' choices among feasible resettlement options, including adequate replacement housing and/or cash compensation; and (b) the project will provide relocation assistance suited to the needs of each of the displaced persons. New resettlement sites whether individual or a group will offer living conditions at least equivalent to those previously enjoyed, or consistent with prevailing minimum codes or standards, whichever set of standards is higher.
Can one salvage some of their materials from their property such as roof or doors even after they have been paid?	Yes, PAPs will be allowed to salvage reusable materials with no deduction from their compensation entitlements.
Affected persons wanted to know whether the PIT would only provide cash compensation as part of the RAP, or whether replacement assets will be	The PIT will provide both options; cash and *in-kind* compensation depending on the different types of losses. PAPs will be given the option of the type of compensation that best suits them.

Issue	Response
provided to PAPs.	
How will standing crops be compensated?	PAPs will be allowed to harvest their crops where possible otherwise cash compensation at net value of standing crops in land-take area at the time construction commences, where harvesting prior to construction is not possible.
How will other structures besides the main buildings be compensated?	For other structures other than main buildings, cash compensation to the owner at replacement value will be paid. The RAP report will define compensation procedures and rates.
Since there are a lot of informal businesses that will be affected, are these going to be compensated?	Yes, all businesses whether formal or informal will be compensated.
How are graves going to be treated if affected?	Affected graves identified and confirmed will be treated with respect and where they needed to be relocated, the project will pay for the following: • Exhumation and reburial of affected graves with all due ritual and ceremony at the agreed location • Wake allowance (one allowance per family, not per one grave) The project is responsible for the acquisition of exhumation licenses from relevant authorities.
PAPs enquired how they will lodge a complaint to the PIT during the development and implementation of the compensation (RAP) process.	The PIT has a functional GRM which the PAPs will be able to access if they have any concerns or grievances related to the compensation and resettlement process. Currently PAPs can lodge their complaints with CLOs. PAPs will be provided with future compensation documents.
What if an existing meter or pipeline is damaged by construction? Do people have to reapply for reconnection?	The project will ensure that anything damaged is replaced.
How will tenants who rent bedsitters on the homesteads	Ideally the rental accommodation must be replaced before anyone is moved

Issue	Response
be accommodated when these rental houses are demolished?	
Why is AfDB using EWSC instead of bringing water directly to the community free of charge as other donors have done in the past?	The loan for this project was requested by the Government of the Kingdom of Eswatini through the Ministry of Natural Resources and EWSC is the project developer. The Project is not a community project, but a national project and it is in line with the MDGs.
Will PAPs be provided with maps showing the route of the pipeline?	Yes, maps will be provided to each community through the CLOs.
Is there a guarantee that the pipeline that passes close to structures will not burst and damage them?	This is extremely unlikely; however, affected people will be engaged regarding safety issues. Such possible impacts are identified in an ESMP that the contractor must adhere to.

11.4 APPROVAL AND DISCLOSURE OF THE RAP

Stakeholders were asked for their input into the proposed RAP. The RAP will be reviewed by the PIT and thereafter reviewed and cleared or approved by the AfDB. The approved RAP report will then be presented to the different traditional authorities (Umphakatsi) in each of the affected areas with the assistance of the CLOs. It will also be disclosed in the Bank's website. Any changes made to the RAP will follow the same approval and disclosure protocols. A copy of the RAP report shall be displayed at each of the affected Tinkhundla.

12. GRIEVANCE REDRESS MECHANISM

PIT has established a Grievance Mechanism under the SEP annexed in this RAP. Consistent with AfDB's Operational Safeguard - 2 (OS-2), this mechanism makes specific provision to address concerns about compensation, relocation, or livelihood restoration measures raised by displaced persons (or others) in a timely fashion. The grievance mechanism is available at no cost, has been made easily accessible through traditional structures and CLOS, with special attention paid to accessibility for disadvantaged and vulnerable individuals or groups.

12.1 NOTICE OF THE GRIEVANCE MECHANISM

Notice of the Grievance Mechanism has already been made public during stakeholder engagements and also published in the National Newspaper. Stakeholders will continue to be engaged on the GRM procedure throughout project implementation.

Grievance redress registration books have written in English and Siswati have been issued to the CLOs for registration of lodged grievances. The PIT Social Specialists will ensure that the grievance procedure is accessible, adequately registered and tracked, and resolution is affirmed within one month of registration.

12. 2 APPROACHES TO GRIEVANCE REDRESS

Grievances are understood to be issues, concerns, questions, problems or claims (perceived or actual) as well as comments that an individual or group wants the PIT, to address or resolve.

12.2.1 STEP 1: PUBLICISING GRIEVANCE MANAGEMENT PROCEDURES

For an effective operation of the Project GRM, its objectives, procedures, available channels for submitting complaint and responsible officers will have to be communicated to those who will use it so that they will not only be eager to access it but also to own it. This will be achieved through various means of communication: workshops, trainings involving stakeholders and representatives of the communities, Tinkhundla, Chiefdoms as well as key groups and figures in the project areas including community members. Basic communication channels will include mass media, 'face-to-face' engagements, social media, EWSC website et cetera.

The information should include at least the following:

- What project-level grievance mechanisms are (and are not) capable of delivering and what benefits complainants can receive from using the company grievance mechanism, as opposed to other resolution mechanisms.
- Who can raise complaints (affected communities).
- Where, when, and how community members can file complaints.
- Who is responsible for receiving and responding to complaints, and any external parties that can take complaints from communities.
- What sort of responses can expect from the company, including timing of response.
- What other rights and protection are guaranteed.

Ideally, as part of their first interactions with EWSC representatives, communities should be informed of the PIT's intention to establish a grievance mechanism and continue to be reminded of this mechanism on a regular basis during project implementation.

12.2.2 STEP 2: RECEIVING AND KEEPING TRACK OF GRIEVANCES

The following procedures shall be followed while filing and processing complaints:

Grievance Register Book:

A grievance register book shall be opened and kept in the office of resident engineer, CLOs, and community level grievance redress committees. All grievances shall be registered when and upon the receipt of complaints from the aggrieved. The book shall have: i) a case reference number, ii) the aggrieved name, iii) the date the case is received, iv) the date the case is resolved and, v) a remarks column.

Responsibility for Registering Complains:

The Resident Engineer, CLO, and community level grievance redress committees in the project area shall register in the Grievance Register Book all complaints received.

Community Level GRM Committee

At community level the project will establish a GRM committee and shall have the following members:

- Inner Council
- Chief's Runner
- Community Police

- Female Representative
- Community Liaison Officer
- Social Specialist

Community Level GRM Access Points:

The **points of access** for grievances shall include and not limited to the following:

- EWSC Tol free line – 800 5000
- EWSC WhatsApp line – 7806 5000
- Complaints Form on EWSC website – www. swsc.co.sz
- CLOs on the ground
- PIT Social Specialists
- Appointed member from the Community Level GRCs
- Contractor's Site Office (during construction)

The Social Specialist shall serve as the overall point of registration, screening, and referring of complaints to the relevant committee for resolution. For any resettlement related complaints coming from each Chiefdom through the CLOs, the Social Specialists will oversee the process to reach resolutions. The Social Specialist will also view and verify contents of the log-books bi-weekly during the initial stages of the project (6 first months) and then monthly thereafter.

Community Level Grievance Redress Mechanism

It is recognised that local communities have existing traditional and cultural grievance redress mechanisms. At this level disputes will be resolved using these mechanisms, with the involvement of PIT Social Specialists.

Once communities are aware of the mechanism and access it to raise grievances, the PIT needs to process them. Processing includes:

- collecting grievances
- recording grievances as they come in
- registering them in a central place
- tracking them throughout the processing cycle to reflect their status and important details

Below are simple rules that any receipt procedure for grievances will follow:

- All incoming grievances shall be acknowledged within 24 hours. A formal confirmation with a complaint number, or other identifier, and a timeline for response assures the complainant that the organization is responding properly, and it gives the project a record of the allegation. If a complaint is received in person, a good practice is to acknowledge it on the spot.
- If a more complex investigation is required, the complainant shall receive an update explaining the actions required to resolve the complaint, and the likely timeline.
- The PIT should explain up front what claims clearly are outside the scope of the mechanism and what alternative avenues communities can use to address these potential issues.

12.2.3 STEP 3: REVIEWING AND INVESTIGATING GRIEVANCES

All complaints shall be handled as promptly as possible, depending on the nature and complexity of the matter. The person responsible for grievance handling shall organize the process to validate the complaint's legitimacy and arrange for investigation of details. Depending on the circumstances of the complaint, various units or departments may need to get involved, including senior management if their direction and decision is required by the established procedures and division of responsibilities.

All grievances will need to undergo some degree of review and investigation, depending on the type of grievance and clarity of circumstances. For example: Minor, straightforward issues may only need screening before proceeding to the next step (resolution options and response). Review of minor issues, especially those related to a complainant's request for information, will be handled easily by providing information on the spot, or referring to the relevant unit.

Less clear, more problematic, or repetitive issues, or group complaints may need a more detailed review prior to action. The PIT Social Specialists will seek advice internally, and in some cases turn to outside parties to help in the resolution process, especially in cases of damage claims.

An extensive investigation may be required when grievances are complex or widespread and cannot be resolved quickly. To conform to the principle of "no cost to communities," the PIT will take full responsibility for investigating the details of grievances coming through its grievance mechanism. However, in cases of sensitive grievances such as those involving multiple interests and many affected people, to the PIT will engage outside organizations in a joint investigation or allow for participation by civil society organizations or NGOs, or local authorities, if the complainants agree to this approach.

12.2.4 STEP 4: DEVELOPING RESOLUTION OPTIONS AND PREPARING A RESPONSE

Once the grievance is well understood, resolution options will be developed taking into consideration community preferences, project policy, past experiences, current issues, and potential outcomes.

Developing resolutions options to grievance redress:

General approaches to grievance resolution will include proposing solution commensurate with the nature of the complaint. Flexibility will be a key guiding principle, and it will be helpful to establish a "menu" of possible options appropriate for different types of grievances, so that the grievance redress committee members have models for action when a dispute arises.

Preparing and communicating clear response:

Regardless of the outcome, a written response will be given to all complainants. Responses can be either oral or written. At the time of first interaction between the company representative and complainant(s), there are two possible scenarios as described in A and B.

A. <u>The claim is rejected, and no further action will be taken</u>.

If a claim is rejected upfront, it is either ineligible or clearly does not have a basis. If the response is that the grievance does not require action by the PIT to resolve it, all considerations will be documented and included in both the response and the PIT systems for grievance tracking for further reference. A detailed explanation, together with compelling evidence of why it cannot be accepted will be disclosed to the complainant.

B. <u>The claim is accepted</u>.

The response procedure will include two general steps:

i A preliminary response should be provided within 24 hours and should propose the next steps and actions to be taken for resolution. Complainants will know the results of the assessment and the status of their claims and encourage and invite further discussion with complainants (to obtain additional arguments, collect more evidence, conduct further investigation, and launch a dialogue

ii A final response will be given to document the final proposed resolution. If the complainant is not satisfied with the proposed resolution at first instance, the PIT Social Specialist will transfer case to higher authorities within the GRM structure or levels to seek resolution of it.

Close out cases only when an agreement with complainants is reached:

Following completion of the agreed-upon corrective actions, documentation that those actions have taken place and have been closed will be collected. The documentation may include:

- photos and other documentary evidence to form a comprehensive record of the grievance and how it was resolved
- a record of resolution internally, with the date and time it took place, and have responsible staff sign off
- a meeting with the complainants to get a collective agreement to close out the claim
- if the issue was resolved to the satisfaction of the complainants, get a confirmation and file it along with the case documentation

12.2.5 STEP 5: MONITORING, REPORTING, AND EVALUATING A GRIEVANCE MECHANISM

Monitoring and reporting will be essential for measuring the effectiveness of the grievance mechanism and the efficient use of resources, and for determining broad trends and recurring problems so they can be resolved proactively before they become points of contention.

Tracking grievance statistics to ascertain effectiveness

Depending on the extent of project impacts and the volume of grievances, monitoring measures will include tracking the number of grievances received and resolved, and involving independent third-parties as the need arises. Apart from reviewing each grievance and analysing its effectiveness and efficiency, the project PIT will use complaints to analyse systemic deficiencies. Grievance records will provide the background information for regular monitoring, both informal and formal.

Adapting the mechanism to correct effectiveness

To maintain the GRM's effectiveness, the PIT will make ongoing adjustments to the GRM with support from management. These adjustments will factor in the following:

- If communities strongly prefer one of the several channels offered to submit grievances, the PIT will focus resources on that channel
- If only one subgroup in the community raises complaints (for example, women, elderly), the PIT will determine whether this phenomenon is the result of a particularly high impact of operations on that specific group or an accessibility issue
- If many grievances do not get resolved through the mechanism, the PIT will investigate how the PIT approaches resolution, rather than focusing efforts on resolving individual issues

- If the grievances allege that the mechanism lacks transparency, the PIT will adjust the policy and methods used to publicise it, put more emphasis on inviting the community to participate in decision making through the grievance mechanism, and consider involving third parties.

Using monitoring results to report back:

Lessons learned throughout the process of handling grievances will help ensure continual improvement of the project throughout implementation. The PIT will use monitoring to report back to the community on its implementation of the mechanism. In addition, the PIT Social Specialists will be responsible for translating lessons learned from monitoring into concrete policy and practice changes for the project. Community meetings to explain the results of such reports will be held.

12.3 GRIEVANCE INVESTIGATION AND RESOLUTION

The PIT Social Specialists will oversee the investigation and resolution of all registered grievances. The specialist will maintain a Grievance Register Book. All grievances shall be registered in the book and be assigned the following:

i. Case reference number
ii. Details of the complainant
iii. Details on the nature of the grievance
iv. Person assigned to resolve the grievance
v. Date the case is received
vi. Date the case is resolved

The procedure is as follows:

- Upon receipt of the grievance, the PIT Social Specialists will issue acknowledgement letter(s) to the aggrieved through the CLO within 24 hours.
- The PIT Social Specialists and the Project Coordinator screen the grievance(s) and the PIT Social Specialists refers to a committee relevant to the issue, for resolution.
- Each committee is required to resolve grievances within 15 days.
- A written response regarding resolution of the issue(s) will be issued by the PIT Social Specialists to the aggrieved within 5-7 days after the case is resolved.
- If the aggrieved person is not satisfied, he or she should appeal to the next level through the PIU Social Specialist within 3-5 days after receipt of letter.

- In the event there is an appeal, the PIT Social Specialists then refers the case to a higher authority level committee.
- An appeal should be resolved within 5-7 days.
- However, if there is no appeal, the case is closed off and recorded by PIT Social Specialist as resolved.
- The CLO is tasked to provide feedback to the aggrieved party and ascertain the complaints' satisfaction with the action taken.

1. Grievance Redress Committee Levels

i. Community Level GRCs

Role: At this level, grievances from Swazi Nation Land (SNL) will be resolved using existing traditional and cultural grievance redress mechanisms with the involvement of the PIT Social Specialist.

Role: At this level, grievances from Title Deed Land (TDL) will be referred to the Municipalities in the area where project is implemented to seek resolution of them through existing structures, with PIT involvement to resolve grievances on TDL.

i. Project Level GRM

Role: Resolve grievances that cannot be resolved at the community level (the PIT Social Specialists refers cases not resolved at first instance to this committee within 24 hours). This committee should reach a decision within 5 days of receiving the complaint. When necessary, EWSC management will be involved in decision making for a specific complaint.

ii. Regional Level

Role: Resolve grievances that have not been resolved at project level

Members: Regional Secretary (Chairperson), Representatives from the Ministry of Natural Resources and Energy, Ministry of Finance, and Ministry of Housing, Nhlangano Municipality CEO, EWSC Regional Manager, Public Affairs Manager, Project Coordinator, Environmental Specialist, Senior Social Specialist and Social Specialist.

iii. National Level

Grievances that were not resolved at PIT Level shall be resolved in this level through the Ministry of Natural Resources. This level will involve the PIT engaging or seeking the National Judiciary system to

solve the case. The timeframe of resolving cases at this level are beyond the control of the PIT. In addition, decisions taken here shall be deemed final for all cases of the project at country level.

12.4. RESOURCES NEEDED TO MANAGE A GRIEVANCE MECHANISM

12.4.1 RESOURCES FOR GRIEVANCE MECHANISMS

To ensure the effectiveness of the GRM, adequate resources; people, systems and processes, and associated financial resources have been assigned to, and responsibilities are clearly defined. The GRM will serve as one of the indicators of whether the social and environmental management system is functioning properly.

13. IMPLEMENTATION SCHEDULE

13.1 IMPLEMENTATION PHASE

Implementation of the RAP will require careful planning, effective management, ongoing engagement and information sharing, implementation monitoring and provision for the identification and response to grievances.

A RAP implementation schedule is presented in Table 13-1 below.

Table 13.1: RAP Implementation Schedule

		Period – January 2023 – January 2026 onwards																																			
No.	**Activity**	**Jan**				**Feb**				**Mar**				**April**				**May**				**Jun…**				**…Nov**				**…Dec**				**Jan…**			
		1	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**	**1**	**2**	**3**	**4**
1.	**RAP REPORT**																																				
1.1	EWSC and AfDB review of draft RAP																																				
1.2	Finalise RAP																																				
2.	**RAP IMPLEMENTATION**																																				
2.1	Asset verification																																				
2.2	Institutional arrangements and formation																																				
2.3	Develop Livelihood Restoration Programs																																				
2.4	Preparation of Compensation Certificates																																				
2.5	PAPs Compensation Agreements and Acceptance																																				

2.6	Payment of Cash Compensation																																				
2.7	Provision of Replacement Buildings and Structures																																				
2.8	Implement approved LRP																																				
2.9	Salvage of Materials, Crops and Other Assets																																				
3	Handover Forms																																				
3.0	**STAKEHOLDER ENGAGEMENT**																																				
4.0	**RAP COMPLETION REPORT**																																				
5.0	**Disputed Claims**																																				
6.0	**DISPUTE SETTLEMENT**																																				

14. MONITORING AND EVALUATION

14.1 INTRODUCTION

To establish the effectiveness of all the resettlement activities, this Monitoring and Evaluation (M&E) procedure for the RAP will be followed to identify problems and successes as early as possible. The procedures include internal and external monitoring.

14.2 PURPOSE OF MONITORING AND EVALUATION

The purpose of monitoring and evaluation for this RAP is to confirm if:

- Actions and commitments described in the RAP are implemented.
- Eligible project affected people receive their full compensation prior to the start of the construction.
- RAP actions and compensation measures have helped the people who sought cash compensation in restoring their lost incomes and in sustaining or improving pre-project living standards.
- Complaints and grievances lodged by PAPs are followed up and, where necessary, appropriate corrective actions are taken.
- If necessary, changes in RAP procedure are made to improve delivery of entitlements to project affected people.

Monitoring and evaluation will be done by the PIT M&E Officer at each implementation stage to ensure a complete process. The independent monitoring role will be advertised along with terms of reference or job description and minimum requirements.

14.3 GENERAL OBJECTIVES AND APPROACH

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

14.3.1 Internal Monitoring Process

With the Internal monitoring, the PIT will measure physical progress against milestone input, process, and output and outcome indicators established in the RAP.

Overall objectives and tasks of the internal monitoring process are:

- Tracking progress of RAP implementation including number of PAPs compensated, relocated and assistance to the vulnerable

- Identification of suitable indicators
- Measurement of indicators at appropriate intervals
- Creation of a mechanism to analyse M&E data against a pre-resettlement baseline
- Set up a system to regularly respond to M&E findings by adapting existing measures or by modifying implementation processes.

Key activities and responsibilities are outlined below:

i) **Set up a System:** PIT will engage a project M&E officer who will develop a common system for monitoring the implementation process which should be based on the resettlement schedule.

ii) **On-going Monitoring:** The M&E Officer will be in-charge of regular monitoring of the implementation process. This will involve:
    - Feedback and inputs from the PIT
    - Reviewing of the resettlement database
    - Receiving reports from Social Specialists on the grievance database
    - Receiving information from CLOs

iii) **Monthly Reports:** Consolidated monthly reports with key findings from the on-going monitoring will be submitted to the implementation team and discussed every month and action points determined. This monthly progress review should aim to ensure that important issues are immediately rectified.

iv) **Vulnerability assessment:** It is essential that vulnerability is closely monitored to provide timely support to susceptible households.

14.4 SCHEDULE

Internal monitoring of the progress of implementing the RAP will be undertaken monthly and quarterly from the establishment of the cut-off date or moratorium until the conclusion of the relocation of PAPs, replacement of land and payment of compensation, and conclusion of the construction defects liability period on buildings.

The Completion Audit for RAP will be undertaken after the resettlement process is deemed to have been finalised.

In the post RAP implementation, evaluations will focus on assessing impact and effectiveness of the resettlement and rehabilitation measures. A socio-economic survey will be undertaken for these two evaluations, based on a sample of the total number of PAPs. The post evaluation survey will ascertain whether suggestions or findings of the first survey have been addressed.

The results of these surveys will be compared with the baseline information obtained from the household survey conducted before the resettlement process commenced to gauge the effectiveness of the resettlement process over time.

14.5 REPORTING

The external evaluation agency will report to the PIT indicating findings of the evaluation exercise and recommendations on corrective measures in the RAP implementation process.

Table 14-1 below shows the activities to be monitored internally and externally together with their timelines.

Table 14-1: Monitoring and Evaluation Framework

NO	FOCUS AREA	OBJECTIVE	INDICATORS	METHOD OF MONITORING	FREQUENCY
	Performance monitoring (In-put monitoring)				
1.	**Project Management** Is the project on track and within the budget agreed?	Ongoing high-level monitoring of the overall implementation of the project against set targets (e.g. budget, schedule) to ascertain the progress of the resettlement project.	• Actual versus predicted RAP implementation schedule. • Actual versus predicted compensation schedule. • Actual versus predicted household relocation implementation schedule.	• Project management team provides monthly reporting to EWSC giving an overview on the progress of implementation against set schedule, budgeting and other targets on key	**Internal:** Monthly

			• Actual versus predicted replacement land implementation schedule. • Actual versus predicted project-spend on livelihoods restoration programs. • Actual versus budgeted cost expenditure.	implementation of the RAP.	
2.	**Stakeholder Engagement** • Have affected communities been engaged and informed of the resettlement process? • Have all identified PAPs been engaged on their entitlement and compensation	Ongoing monitoring of engagement activities to ensure all stakeholders are identified and engagement approaches designed and implemented that: • Drive effective communication of resettlement information. • Communication that information has been understood. • Facilitate	• % of scheduled engagement meetings held as planned during the set period (target 80%). • % of minutes of the meeting held and attendance lists submitted for meetings held during the set period. (Target 100%). • %	• Check Stakeholder Engagement Plan • Check stakeholder minutes. • Check concerns and responses. • Check RAP report	**Internal:** Monthly

	packages? • Has the team made all efforts to engage vulnerable groups?	feedback from stakeholders; and • Enable stakeholder input and participation in decisions affecting their lives.	communication materials developed or translated or distributed in line with the agreed deadline and targets. (Target 100%).		
3.	**Concerns and Grievance Mechanism** Is the concerns and grievance mechanisms known in the affected community? Have the grievance mechanism committees been established? Have all concerns and grievances been captured? Have grievances been resolved successful and in	Ongoing monitoring of the number of grievances to identify any gaps in the implementation process and PAPs satisfaction with the implementation process.	• No. of grievances and complaints received per month. • No. of active grievances currently within each step of the concerns and grievance mechanism (at a set point in each month) • Nature of grievances currently within each step of concerns and grievance mechanism • No. of resolved grievances that	• Check grievance log. • Check stakeholder engagement plan. • Check the monitoring reports on grievances reported. • Check if there is a grievance data base. • Engage with the Grievance Management Committees.	Monthly both for internal and external

	a timely manner? Have grievances been recorded?		PAPs have appealed. • Nature of appealed grievances. • For active grievances – time period from grievance receipt to close out for all resolved RAP related grievances. • No. of times the concerns and grievance mechanism has been communicated.		
4.	**Eligibility & Compensation** Has everyone who is eligible for replacement or compensation been identified? Have all identified eligible parties been awarded the compensation they are due?	Continuous monitoring of eligibility, even after replacement assets and cash compensation has been carried out to most PAPs, to ensure all affected parties receive their due compensation. Particular attention	• No. of outstanding legal land disputes involving PAPs and identified land within the project area. • No. of PAPs who have not been consulted regarding compensation	• Legal register compiled and managed monthly. • Check engagement database. Analysis of new and/or outstanding grievances. • Consult the compensation	**Internal:** Monthly

		should be given to any absentee PAPs identified during the final asset surveys. Eligible parties are awarded their due compensation.	agreement (and given the options of replacement housing or full compensation. • No. of identified PAPs who have not signed a compensation agreement. • Logged reasons for lack of agreement. • No. of identified PAPs who have signed a compensation agreement for cash but have not been paid cash compensation.	database; check all PAPs have a signed compensation agreement. • Analysis of the extent that all cash compensations have been distributed - % distributed (Target 100%). • Compare the actual with the planned %, log receipts of bank transfers and final contracts.	
5.	**Economic Replacement** Has everyone who is eligible for replacement or compensation, and livelihood	Continuous monitoring of eligibility, even after land replacement and cash compensation has been paid to most	• No. outstanding legal land disputes (border disputes or ownership	• Legal register compiled and managed monthly. • Check engagement	Reviewed monthly until all payments are made and then revisited quarterly against new

	restoration been identified? Have all identified eligible parties been awarded the compensation they are due? Have livelihood restoration options been allocated?	PAPs, to ensure all affected parties receive their due compensation. Particular attention should be given to any absentee landowners identified during the final asset surveys. Eligible parties are awarded their due compensation. Ensure that livelihood restorations options have been awarded and set up.	disputes etc.) involving PAPs and the identified land within the project area. • No. of PAPs that have not been consulted and given the options of replacement land or full compensation. • No. of identified PAPs who have not signed a compensation agreement. Logged reasons for lack of agreement. • No. of identified PAPs who have signed compensation agreement for replacement agricultural land but have	database. • Analysis of new and/or outstanding grievances. • Consult the compensation database; check all PAPs have a signed compensation agreement. • Check grievances that have been logged during the implementation of the resettlement, and check if complainant has grounds for eligibility	grievances for a period of 3 years. **Internal:** Monthly

			not been assigned specific replacement land. • No. of identified PAPs who have signed compensation agreement for cash but not been paid cash compensation.		
6.	**Vulnerable Groups** Have all vulnerable groups been identified and supported?	Ensuring that the needs of vulnerable stakeholders are addressed during the resettlement implementation to ensure they are not adversely affected by the change in circumstances brought about by the resettlement project.	• Number of homesteads that have been identified with a vulnerable member. • No. of homesteads that have not been identified as vulnerable. • No. of PAPs who are members of identified vulnerable groups but have not been given	• Check final asset surveys and socioeconomic surveys. • Monitor Grievance logbook. • Analysis of % of identified vulnerable. • PAPs who have received assistance for vacating land. Compare the actual with the planned %. • Consult the	**Internal:** Monthly

			assistance vacating the land. • No. of vulnerable homesteads supported during the implementation period.	compensation database. • Consult the livelihood restoration database.	
7.	**Livelihood Restoration** Was a livelihood restoration program developed? Have the Livelihood Restoration options been implemented? Are the implemented options sustainable and viable as a suitable form of livelihood restoration?	Monitoring of the sustainability and viability of the livelihood restoration options for individual PAPs, groups and the wider community in order to understand the success of the Livelihood Restoration Plan and to identify potential areas of intervention if unforeseen negative impacts arise.	• No. of livelihood restoration and development programs initiated. • No. of actual versus predicted project beneficiaries (those that have benefited from Livelihood restoration programs). • % of PAPs eligible for participation in Livelihood Restoration Schemes who are part of	• Consult the compensation database. • Check livelihood restoration attendance logs.	Monthly for 6 months then quarterly for 2 years,

			these schemes. • No. of PAPs enrolled for vocational training course. • No. of PAPs attending and completing vocation training courses		

15. INDICATIVE RAP BUDGET

This Chapter provides a detailed budget for compensation and resettlement entitlements. The budget covers allocations for affected land, structures, trees and crops, business losses and as well as allocations for training, supervision, GRM running cost and contingency allocations for unforeseen factors and price contingencies.

Based on the identified assets and proposed implementation process the overall indicative RAP budget is estimated to be approximately **SZL 21 686 193.12 (USD 1 214 426.81)** from the Government of Eswatini as indicated in Table 15-1 below**.**

Table 15:1: Overall RAP Budget

NO.	DESCRIPTION	COMPENSATION AMOUNT COST (SZL)
1	**Swazi Nation Land**	
1.1	Fruit Trees	152 750.00
1.2	Timber	218 483.00
1.3	Medicinal Plants	155 854.00
1.4	Other Structures	390 000.00
1.5	Fences	850 000.00
1.6	Informal business structures	569 436.00
	Sub-Total	**2 336 523.00**
	Inconvenience Allowance (20%)	**467 304.60**
	Total	**2 803 827.60**
2	**Title Deed Land**	
2.1	Loss of Land	**10 000 000.00**
2.2	Loss of Improvements	250 000.00
	Sub-Total	**10 250 000.00**
	Inconvenience Allowance (20%)	**2 050 000.00**
	Total	**12 300 000.00**
3	**Livelihood Restoration Programs (LRP)**	
3.1	Compensation Training Workshops	100 000.00
3.2	Financial Management Training	200 000.00
3.3	Land based livelihood support	100 000.00
3.4	Non-land based livelihood support	100 000.00
3.5	Replacement Saplings	100 000.00
3.6	Relocation Assistance	68 500.00
3.7	Vulnerable Assistance	49 500.00
3.8	Demolition Cost	50 000.00
	Total	**768 000.00**

4	**M&E**	
4.1	M&E Specialist (Period of 24 Months)	720 000.00
4.2	M&E Officers (Period of 24 months)	480 000.00
4.3	Transport (4x4 Vehicle)	PIT Cost
4.4	Running Costs	PIT Cost
	Total	**1 200 000.00**
5	**Administrative Cost**	
5.1	Management Team and Expenses	PIT Cost
5.2	Grievance Redress Administration Cost	300 000.00
5.3	Consultations for RAP Implementation	450 000.00
5.4	Stakeholder Workshops	250 000.00
5.6	Community Liaison Officers	PIT Cost
	Total	**1 000 000.00**
	Grand TOTAL	**18 071 827.60**
	CONTINGENCY (20%)	**3 614 365.52**
	GRAND TOTAL	**21 686 193.12**

NOTE: Exchange Rate: 1 Lilangeni = 0.056 USD

16. CONCLUSION

Implementation of the MRWSSP will supply potable water to six (6) Tinkhundla, which are currently suffering from intermittent water shortages, and where the water demand is deemed to be high. The project is also anticipated to support the growth and economic development of the population.

However, like most large-scale development projects, implementation of the MRWSSP would pose both positive and negative environmental and social impacts. Based on the designs and surveys undertaken the potential social impacts include loss of property, including dwellings, farmland, crops and fruit trees, ecosystem services, community facilities as well as connectivity of the affected communities.

According to the findings of the Environmental and Social Impact Assessment, and surveys undertaken, there are no fatal flaws or impacts of such significance that cannot be mitigated to prevent the implementation of the Project.

This Full Resettlement Action Plan (FRAP) has been developed to identify and addresses the potential displacement impacts of the project. Elements of the project description are subject to change, including the re-alignment of the pumping mains and secondary distribution pipelines to minimize impact on relocation of structures. Against this background, the displacement impacts described herein are tentative, ***and the RAP itself is an interim document*** subject to updating and refinement as project elements are finalised.

The indicative budget for this RAP has been prepared to estimate the costs required for implementation of the RAP, which is to be revised after the re-alignment of the pipeline systems and compensation rates adopted.

The final approved RAP will be implemented by systematically compensating PAPs, commencing with Lot 1 and following with Lot 2, ensuring that no works begin prior to compensation. Implementation of the proposed Livelihood Restoration initiatives will enable the PAPs to reinstate their livelihood status and ensure smooth integration into the host communities.